

## STAFF REPORT

Meeting Date: February 11, 2013

To: Washoe County Commission, Reno City Council, Sparks City Council, Washoe County District Board of Health

Through: Katy Simon, Washoe County Manager

From: John Slaughter, Management Services Director

Re: Presentation, discussion and potential direction to staff regarding an update and status report of the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report.

Date: February 1, 2013

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### Summary

During the February 11, 2013 concurrent meeting, participants will receive a status report from the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report.

### Previous Action

- August 2010 Washoe County BCC directed staff to convene a Multi-stakeholder Emergency Medical Services Task Force.
- December 2010 Washoe County BCC provided direction on the membership of the Task Force.
- September 2011 Washoe County BCC approved the Multi-stakeholder EMS Task Force recommendation to select TriData Division, System Planning Corporation to conduct a comprehensive analysis of the county wide emergency medical system.
- October 2012 (Joint Meeting) direction on three key points regarding the Emergency Medical System in Washoe County (from TriData Study):
  - “Fix Dispatch” (note: at least 10 TriData recommendations related to Dispatch);
  - Open the REMSA Franchise Agreement: specifically invite REMSA to participate with Reno, Sparks and Washoe County in the franchise negotiation;
  - Develop an EMS Agency that has authority and oversight in Reno, Sparks and Washoe County.
- October 2012: District Board of Health: directed Washoe County Health District staff to begin work on taking the lead on reviewing and implementing the appropriate recommendations from the recent stakeholder task force and working with partners at the Cities and County to bring recommendations back to the District Board of Health.
- November 2012: Reno City Council--directed staff to work on implementation of appropriate TriData recommendations where the City has authority for implementation, and to work with Health District in implementation of those recommendations.

- November 2012: Washoe County Manager, Reno City Manager, Sparks City Manager and District Health Officer met to discuss the next steps in the EMS review process, including the three key points outlined at the October 18, 2012 meeting. Established EMS Working Group with Managers and Fire Chiefs.
- December 2012: Sparks City Council--directed staff to work with Health District Staff and partners at the cities and counties on reviewing and implementing the appropriate recommendations from the recent stakeholders task force and TriData study.
- December 2012: District Board of Health--letter inviting REMSA to participate in discussions with the goal of addressing concerns and establishing amendments to the REMSA Franchise Agreement.
- December 28, 2012: REMSA response--Committed to working with DBOH and public entities participate in discussions with the goal of addressing concerns and establishing amendments to the REMSA Franchise Agreement. Additionally, REMSA asks for discussion on “unaddressed issues”: co-response, 911 medical dispatch, quality assurance, medical direction, and other areas of the EMS system.

## **Background**

In 2011, a Multi-Stakeholder Emergency Medical System Task Force which included citizens, and representative from REMSA, State EMS, the Board of Health, ER Physicians and fire agencies from throughout the region recommended TriData Division, System Planning Corporation to conduct a comprehensive analysis for the county wide emergency medical system. The Task Force was charged with the following:

- Develop a scope of services for the EMS system analysis;
- Develop recommendations to determine an outside agency to conduct inclusive/comprehensive performance audit of EMS delivery;
- Develop minimum performance measures;
- Identify benchmark metrics/reporting structure for data sharing.

The TriData Emergency Medical Services Systems Analysis Final Report was completed and submitted August 2012. The report provides an executive summary, the body of the report, and a summary of recommendations. The initial presentation was given to the Board of County Commissioners on August 28, 2012.

A subsequent presentation was given on October 18, 2012 to a meeting that included the District Board of Health, the City of Reno and the Board of County Commissioners. During that meeting, both the City of Reno and the Washoe County Commission gave direction to focus on the following key priorities from the TriData recommendations:

- “Fix” Dispatch;
- Open the REMSA Franchise Agreement: specifically invite REMSA to participate; with Reno, Sparks and Washoe County in the franchise negotiation;
- Develop an EMS Agency that has authority and oversight in Reno, Sparks and Washoe County.

The District Board of Health met on October 25, 2012 and approved the following motion:

- *Direct the Health District staff to begin the work on taking the lead on reviewing and implementing the appropriate recommendations from the recent stakeholder’s task force and working with our partners at the cities and counties to bring recommendation back to the District Board of Health.*

The City of Sparks met on December 10, 2012 and approved the following motion:

- *Direct staff to work with the Health District staff and our partners at the cities and counties on reviewing and implementing the appropriate recommendations from the recent stakeholder's task force and the TriData study.*

### **EMS Working Group Status Report:**

Direction that the regional partners at the Cities of Reno and Sparks, Washoe County and the Health District work together on reviewing and implementing the appropriate recommendations from the recent stakeholder's task force and TriData study is underway. Beginning in November, 2012 the Washoe County Manager, Reno City Manager, Sparks City Manager and the District Health Officer began meeting to discuss the next steps in the EMS review process, including the three priorities outlined at the October 18, 2012 meeting. The Managers established the EMS Working Group, which includes the Managers, the District Health Officer and the region's fire chiefs. The working group has focused on the three key priorities identified by the governing bodies:

**Dispatch:** As recommended by Dr. Cohen of TriData, "fixing dispatch" is a top priority. Members of the Regional Dispatch Working Group will be present at the February 11, 2013 concurrent meeting to report on progress to date on recommendations related to dispatch.

**REMSA Franchise Agreement:** Staff of each jurisdiction has individually reviewed the current REMSA Franchise Agreement and the working group has begun a coordinated review. It is recognized that improved patient care, greater administrative and operational transparency, and improved oversight are key elements for discussion. Staff will continue to work with various stakeholders to recommend changes that will improve patient care to the citizens within the respective jurisdictions.

**EMS Agency Authority and Oversight:** The TriData Report includes recommendations related to creating a lead EMS Agency to provide oversight over the entire EMS system, while maintaining the organizational identify of the individual provider services. Members of the EMS Working Group will be present at the February 11, 2013 concurrent meeting to review the recommendations and to provide a status report.

### **Recommendation**

It is recommended that the participants of the concurrent meeting receive a status report of the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report.

### **Proposed Motion**

A possible motion would be, "I move to accept the status report of the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report, and further provide the following direction to staff....."