

# 2021 Annual Performance Report Summary for EOA 11

## Operations and Geography

Hall Ambulance Service, Inc. is responsible for providing ambulance service within exclusive operating area (EOA) number 11. Located at the southeast end of the County, EOA 11 encompasses an area from the San Bernardino County line on the east to Sand Canyon on the west and the Los Angeles County line from the south to Red Rock Canyon to the north. The communities that Hall Ambulance served within EOA 11 in 2021 were Boron, California City, Mojave, North Edwards, Rosamond, and Willow Springs.

Hall Ambulance Service, Inc.'s base of operations is located at 1001 21st Street, Bakersfield; however, satellite stations were located in Boron, California City, Mojave, and Rosamond. Hall Ambulance Service, Inc. operated a fleet of 106 ambulances and 6 supervisor units, 1 helicopter, 1 supply vehicle, 1 wheel chair Van, 1 passenger van and employed 450 emergency medical technicians, paramedics, dispatchers, nurses, shop techs, business office personnel, administrative staff and support staff. The owner/CEO of Hall Ambulance Service, Inc. was Lavone Hall with John Surface in the position of COO and Myron Smith as General Manager.

## Response Compliance

Response time compliance is complex. There are 25 categories of response time compliance that must be met per month. In addition, there are three other categories of response compliance measured to ensure that advanced life support (ALS) units are predominately used in the system for pre-hospital emergency calls.

Due to the increased call volume, extended ambulance offload times and ambulances out of service due to decontamination from COVID 19, EMS waived Response Compliance in 2021.

## Response Data

Responses 6756

Turned calls 68

Received mutual aid 126

Provided mutual aid 1005

Surged calls 61

A **turned call** occurs when ambulances assigned to an EOA are not available to respond to a call within that EOA and ambulances from another EOA must respond.

**Mutual aid** occurs when ambulances provide service to another EOA.

**Surge** - Because of the effects COVID-19 has had on our system, EMS created a surge plan that allows ambulance providers to not respond to, or “surge”, Alpha level, low acuity calls when the available ambulances in the metro zone of the EOA reaches a specific level.

### **Data Reporting**

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Hall Ambulance Service, Inc. was in compliance with all data reporting requirements for 2020. Additionally, Hall Ambulance uses a web-based tracking program named First Watch which allows for real time compliance tracking and reporting.

### **Complaints/Investigations**

In 2021, there were no formal complaints filed with the EMS Division against Hall Ambulance Service, Inc. for services provided within EOA 11.

### **Community Services**

2021 proved to be a difficult year for community service due to COVID 19. Hall Ambulance Service was able to participate in the following events:

- Blood pressure clinics
- Ambulance demonstrations for local schools
- Tours of Post 1 for various community and school groups
- Career Expo
- Safety fair

And

- Community outreach

### **Dispatch**

Hall Ambulance Service, Inc. operates a dispatch center located at the Bakersfield address. This dispatch center provides emergency medical dispatch capabilities for both Hall Ambulance Service, Inc., and Liberty Ambulance Service. The County requires each dispatch center to have “EMD” capabilities. “EMD” indicates that the dispatchers are specially trained, and programs are in place to medically prioritize each call and provide instructions to callers over the phone to assist with providing emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. reported processing over 10,935 requests for emergency service in the dispatch center in 2021 and maintained accreditation with the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence. The IAED mandates that a percentage of the request for emergency service be evaluated for compliance to protocol and be ranked in one of five categories, “high compliance”, “Compliant”, “Partial Compliance”, “Low Compliance” and “non-compliant.” In 2021, Hall Ambulance Service, Inc. evaluated 747 requests for emergency service and reported 95% percent of evaluated calls in the “high compliance” and “compliance” categories. This is a high level of quality and well beyond the IAED standard of 73 percent.

## **Summary**

2021 brought with it a continuation of the COVID-19 pandemic. Hall Ambulance Service staff worked tirelessly to provide the best possible care for the people of Kern County. The management staff worked in cooperation with EMS as we developed and updated our policies, procedures and protocols to meet the everchanging demands brought on by COVID. With increasing call volumes, extended offload times, staff being exposed and becoming ill and ambulances out of service due to decontamination, Hall Ambulance never gave up. The management, paramedics, emts, dispatchers and nurses that man the units everyday are to be commended on the outstanding job they did in the face of such adversity. It is because of their dedication that Kern County was able to make it through the largest surge.