

2020 Annual Performance Report Summary for Hall Ambulance Service, Inc. – EOA 1

Operations and Geography

Hall Ambulance Service, Inc. is responsible for providing all ambulance services within exclusive operating area (EOA) number 1. Located at the northwest part of the County, EOA 1 encompasses an area from Highway 65 to the east, the San Luis Obispo County line to the west, Kimberlina Road to the south, and Kings County line to the north. Included within EOA 1 are long stretches of Interstate 5, Highway 99, and the Highway 46 corridor as well as the communities of Wasco and Lost Hills.

Hall Ambulance Service Inc.'s base of operations in 2020 was located at 1001 21st Street in Bakersfield with a station located at 2324 7th Street in Wasco. In 2020 Hall Ambulance Service also operated a second station in EOA 1 at 14865 Woodward Ave. in Lost Hills. 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 and 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.

Sub-contracts

Hall Ambulance Service, Inc. does not have any sub-contract agreements with other providers for EOA 1.

Response Compliance

Response time compliance is complex; there are 25 categories of response time compliance that must be met each month. In addition, there are three other categories of response compliance we measure 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 2020.

Call Volume

- Hall Ambulance EOA 1: 2458 responses; 6 *turned calls*; 38 *mutual aid* calls

Mutual aid occurs when Hall Ambulance Service provides services to another ambulance company outside of the EOA. Hall Ambulance Service provided 38 separate instances of *mutual aid* to surrounding operating areas, all of which included Delano and McFarland. In some of these cases Hall Ambulance was responded due to unavailability of Delano Ambulances but gave the call back to Delano Ambulance because a unit became available.

A *turned call* occurs when Hall Ambulance Service fails to respond to a call within its EOA and another agency must respond from outside of the area. During 2020, Hall Ambulance Service reported 6 *turned calls* in EOA 1. All of these calls were serviced by Delano Ambulance Service.

In addition to the above, Hall Ambulance Service Inc. also received multiple requests for pre-staging of Advanced Life Support ambulance service in the Greater Bakersfield, EOA 4 Metro Zone, area for potential civil unrest. Hall Ambulance Service, Inc. staffed at minimum one, if not multiple Advanced Life Support ambulance(s) for each event and added an additional Paramedic Field Supervisor staffing a Paramedic 1st responder unit. This allowed for maximum coordination between crews on the ground, administration, EMS, law enforcement, and patient care. Additionally, a Hall Ambulance Service, Inc. Manager was deployed to work closely with EMS for maximum coordination of services and safety of all involved individuals.

On August 22nd, the state reached out for ambulance strike teams to respond to the CZU Lightning Complex Fire in Santa Cruz, California. Hall Ambulance Service Inc. answered the call and dispatched 5 advanced life support ambulances, 1 Disaster Mobile Services Unit (DMSU) and 1 strike team leader to Cabrillo College in Aptos, California. In total, Hall Ambulance committed 7 vehicles, 6 paramedics, 8 EMTs and one Ambulance Strike Team Leader to the incident. These ambulance crews had a total of 13 patient contacts, which resulted in 9 patient transports and 4 cancellations. Total man hours for the deployment exceeded 1,640 hours across 6 days.

Data Reporting

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Hall Ambulance Service, Inc. has submitted compliance data on time for each month. Additionally, Hall Ambulance has been

working with EMS and has initiated a web-based tracking program named First Watch which allows for real time compliance tracking and reporting.

Complaints/Investigations

In 2020, there were no formal complaints filed with EMS against Hall Ambulance Service, Inc. for services provided within EOA 1.

Community Services

2020 proved to be a difficult year for community service due to COVID 19. Hall Ambulance Service was able to participate in 14 community service events between January 1 and March 7th of 2020. These events included:

- 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 Hall Ambulance Service, Inc., Delano Ambulance Service 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 11,758 requests for emergency service in the dispatch center in 2020 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 2020, Hall Ambulance Service, Inc. evaluated 1169 requests for emergency service and reported 93% 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

While we may not know the lasting impact COVID 19 had on our system for some time, it is important to recognize the ambulance providers and the job they did for the people of Kern County. 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 without the assistance of out of county resources.