

2020 Annual Performance Report Summary for Hall Ambulance Service, Inc. – OA 11

Operations and Geography

Hall Ambulance Service, Inc. is responsible for providing ambulance service within operating area (OA) number 11. Located at the southeast end of the County, OA 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 OA 11 in 2020 were Rosamond, Willow Springs, Mojave, North Edwards, and Boron.

Hall Ambulance Service, Inc.'s base of operations is located at 1001 21st Street, Bakersfield; however, satellite stations were located in Mojave, Boron 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 2020.

Call Volume

OA 11: 6728 responses; 162 turned call; 180 mutual aid calls

Mutual aid occurs when Hall Ambulance Service, Inc. provides services to another ambulance company outside of the EOA. Hall Ambulance Service, Inc. provided 180 separate instances of mutual aid to surrounding operating areas. The demand for services in other areas exceeded the capability of the other existing ambulance

providers and Hall Ambulance Service, Inc. provided resources to meet the demand. All of these calls occurred in San Bernardino County.

In 2020, Operating Area (OA) 11 was the only non-exclusive operating area in Kern County. Located in the desert southeast of Tehachapi, OA 11 contains the communities of Mojave, California City, North Edwards, Boron and Rosamond. Non-exclusivity allowed for more than one ambulance provider to operate in the OA. In 2020, Hall Ambulance Service was under contract with the County to provide service in Mojave, North Edwards, Boron and Rosamond while Liberty Ambulance Service was under contract to provide ambulance service to California City. Liberty and Hall worked collaboratively in 2020 to provide a posting and response plan that assured the best ambulance coverage possible in the OA. Liberty provided mutual aid back up on 162 occasions in the communities serviced by Hall and Hall provided mutual aid and back up on 180 occasions in California City.

A turned call occurs when the contracted agency fails to respond to a call within its EOA and another agency must respond from outside of the area. During 2020, Hall Ambulance Service, Inc. reported 162 turned call.

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 2020, there were no formal complaints filed with the EMS Division against Hall Ambulance Service, Inc. for services provided within OA 11.

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.