

2017 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 2017 was located at 1001 21st Street in Bakersfield with a station located at 2324 7th Street in Wasco. Hall Ambulance Service, Inc. operated a fleet of 127 ambulances and 5 supervisor units, 1 helicopter, and employed 359 emergency medical technicians, paramedics, dispatchers, nurses and support staff. The owner/president of Hall Ambulance Service, Inc. is Harvey Hall, and John Surface is the Vice President of Corporate Operations.

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. Hall Ambulance Service Inc. had multiple months in which one or more response categories were not met in 2017. The response category for priority 1 calls in the Urban response zone was not met in the months of June, July, August, September, October, November and December. The response category for priority 1 calls in the Suburban response zone was not met in the months of June, July, August, October, and November. The category for priority 3 and 4 calls in the Suburban response zone was not met in the months of July, August, September, October, November and December. The failure of Hall Ambulance Service to meet the mandated compliance standards in each of these response category and zones constitutes the following violations:

- County Ordinance 8.12.170.E.7: “Failure to meet the zone response time standards for three consecutive months in the same zone, or four months in any consecutive twelve month period in the same zone.”
- Ambulance Service Performance Standards IX.G.2.: “Aggregate monthly response time performance will be applied to each priority code and response time

- zone in each EOA. Any priority code, by zone, resulting in less than the 90 percent response time performance is not-compliant with the Standards.”
- Agreement #871-2006, Section 3.1.4: “Failure of provider to meet the zone response time standards specified in the performance standards for three consecutive months in the same zone, or four months in any consecutive 12 month period in the same zone.”

Notice of Non-Compliance letters were sent to Hall Ambulance Service Inc. on September 14, October 4, November 9, January 2, and February 1, 2018 outlining the response time violations in EOA 1. Each letter of Non-Compliance mandated that Hall Ambulance Service submit a plan to cure the compliance violations and an updated plan on the 1st of every month until the violations ceased. Copies of the letters of Non-Compliance and Hall Ambulance Service’ responses are attached.

- Hall Ambulance EOA 1: 2936 responses; 6 *turned calls*; 86 *mutual aid* calls

Mutual aid occurs when Hall Ambulance Service provides services to another ambulance company outside of the EOA. Hall Ambulance Service provided 86 separate instances of *mutual aid* to surrounding operating areas, all of which included Delano, McFarland, and Woody. 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 2017, Hall Ambulance Service reported 6 *turned calls* in EOA 1. All of these calls were serviced by Delano Ambulance Service. In three cases, Hall Ambulance turned the call to Delano Ambulance Service by mistake

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.

Complaints/Investigations

In 2017, there were no formal complaints filed with the EMS Division against Hall Ambulance Service, Inc. for services provided within EOA 1.

Community Services

In 2017, Hall Ambulance Service, Inc. participated in nine (9) community events. The company provided four (4) ambulance demonstrations, participated in two (2) parades, provided ambulance standby service for two (2) fireworks shows, and participated in a Safe Kids event.

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. 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 provide emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. processed over 11,393 calls for emergency requests in the dispatch center for 2017, and maintained accreditation with the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence. The IAED standards in which calls are evaluated for compliance to protocol is to be in one of five categories ranging from “high compliance” to “non-compliant.” In 2017, Hall Ambulance Service, Inc. maintained 96.4 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

Hall Ambulance Service, Inc. met most of the requirements of the ambulance ordinance, ambulance service performance standards, ambulance service agreement, emergency medical dispatch standards, and all other policies, procedures, and standards with the exception of the above mentioned issues. There are three documented areas of non-compliance for 2017. As described above, the County Ordinance 8.12.170.E.7: Failure to meet response zone time standards, Ambulance Service Performance Standards IX.G.2: Aggregate monthly response time performance, and a violation of Agreement #871-2006, Section 3.1.4: Failure of provider to meet the zone response time standards, plagued Hall Ambulance Service Inc, in 2017. Hall Ambulance Service Inc. staff responded to the letters of non-compliance and have been working diligently to correct the issues.