

# 2018 Annual Performance Report Summary for Hall Ambulance Service, Inc. – EOA 11

## **Operations and Geography**

Hall Ambulance Service, Inc. is responsible for providing all 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 to the west and the Los Angeles County line from the south to Red Rock Canyon to the north. Included within EOA 11 are the communities of Rosamond, Willow Springs, Mojave, California City, North Edwards, and Boron.

Hall Ambulance Service, Inc.'s base of operations is located at 1001 21<sup>st</sup> Street, Bakersfield; however, satellite stations are located in Mojave, California City, Boron and Rosamond. . Hall Ambulance Service, Inc. operated a fleet of 127 ambulances and seven supervisor units and employed 359 emergency medical technicians, paramedics, dispatchers, nurses and support staff. The owner/president of Hall Ambulance Service, Inc. is Harvey Hall. Unfortunately in May of 2018, Harvey Hall passed away leaving behind a legacy of pre-hospital professionalism that helped make the Kern County EMS system what it is today. Ownership of the company was passed Harvey Hall's wife Lavonne Hall and John Surface was titled the Chief Operating Officer.

## **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 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. met the response for every month except September and November. In September Hall Ambulance received a not met criteria in the priority 6, 7, & 8 category for the metro response zone. In November, Hall Ambulance received a not met report for priority 1 in the suburban response zone

It should be noted that in November of 2018, the Kern County EMS Program revised the Ambulance System Performance Standard, known as the ASPS. The revision made changes to better reflect month to month compliance standards and eliminated the use of historical data also known as the 100 call rule. The ASPS also allowed the Kern County EMS Program to enact fines and fees for non-compliance in the priority 1 & 2 categories. In 2018 Hall Ambulance was fined a total of \$1,000.00 for compliance violation in EOA-11.

- EOA 11: 6,324 responses; all response compliance standards were met; 0 *turned calls*; 30 *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 30 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.

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 2018, Hall Ambulance Service, Inc. reported no *turned calls*. This is an indication that Hall Ambulance Service, Inc. is providing the necessary resources to meet the demands of this EOA.

### **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 2018. Additionally, Hall Ambulance has started to utilize a web-based tracking program named First Watch which allows for real time compliance tracking and reporting.

### **Complaints/Investigations**

In 2018, there were no formal complaints filed with the EMS Division against Hall Ambulance Service, Inc. for services provided within EOA 11.

### **Community Services**

In 2018, Hall Ambulance Service, Inc. participated in numerous community events. The company provided multiple blood pressure clinics and ambulance demos in all communities serviced. In addition Hall Ambulance Service, Inc. provided first aid and football standbys, and was involved in an event at Boron High School in which they helped to handout Thanksgiving Meals in EOA 11

### **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 provide emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. processed over 45,113 calls for emergency requests in the dispatch center for 2018, 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 2018, Hall Ambulance Service, Inc. maintained 93.7 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 service performance standards, ambulance ordinance, ambulance service agreement, emergency medical dispatch standards, and all other policies, procedures, and standards with the exception of the above mentioned issues for EOA 11. All issues were addressed by Hall Ambulance administration.