

# 2017 Annual Performance Report Summary for Hall Ambulance Service, Inc. – EOAs 2, 4, 5, 8, and 9

## **Operations and Geography**

Hall Ambulance Service, Inc. is responsible for all responses within five exclusive operating areas (EOA) that are covered under one agreement. Hall Ambulance Service, Inc.'s base of operations is located at 1001 21<sup>st</sup> Street, Bakersfield. Hall Ambulance Service, Inc. operates a fleet that includes 127 ambulances and seven Supervisor units, and employs 359 emergency medical technicians, paramedics, nurses, dispatchers, and support personnel. The owner/president of Hall Ambulance Service, Inc. is Harvey Hall, and John Surface is the Vice President of Corporate Operations.

Hall Ambulance Service, Inc. uses a combination of two operational methods to deploy ambulance resources. In EOAs 2, 8, and 9 the deployment method is mostly static. That is, there is a traditional base of operation from which the ambulances respond. The other method is termed *system status management* which is used in the Bakersfield Metro Area (EOA 4 and 5). This method keeps the resources fluid and moving at all times to provide the best possible response at any given time, based on the number of available ambulances and historical system demands. Consequently, traditional stations are not used; ambulances are moved throughout the area to position the units for the next anticipated call.

EOA 2 - Located north of Bakersfield, EOA 2 encompasses an area from Highway 33 on the east to Quality Road on the west, Merced Avenue to the north and Stockdale Highway to the south. Included within EOA 2 are long stretches of Interstate 5 and Highway 99 as well as the communities Shafter and Buttonwillow. Hall Ambulance Service, Inc. maintains a station located on Lerdo Highway in Shafter where they station two ambulances with twelve employees to cover the area.

EOA 4 - Located in and around the greater Bakersfield area, EOA 4 encompasses an area from Woody to the north, Panama Road to the south, Interstate 5 to the west and Weedpatch Highway to the east. *System status management* is used in this EOA.

EOA 5 - Located to the north east of the Bakersfield area, EOA 5 encompasses an area from the township of Glennville to the north, Brundage lane to the south, Highway 99 to the west and Breckenridge road to the east. *System status management* is used in this EOA.

EOA 8 - Located at the south end of the County, EOA 8 encompasses an area from Sand Canyon on the east to the Interstate 5 to the west and Los Angeles County line from the south to Highway 58 to the north. Included within the area are the communities of Pine Mountain Club, Frazier Park, Lebec, Mettler, Lamont, Arvin, Stallion Springs, Golden Hills, Tehachapi and Sand Canyon. Hall Ambulance Service, Inc. maintains a station in Frazier Park, Arvin, Lamont, Golden Hills, and two stations in Tehachapi to serve EOA 8.

EOA 9 - Located at the west end of Kern County, EOA 9 encompasses an area from Interstate 5 on the east to the San Luis Obispo County line to the west and Laval Road from the south to Lerdo Hwy to the north. Included within the area are the communities of Maricopa, Taft, McKittrick, Fellows, Valley Acres and Dustin Acres. Hall Ambulance Service, Inc. maintains a station in Taft to serve EOA 9, with two ambulances and twelve employees.

### **Sub-contracts**

During 2017, Hall Ambulance Service, Inc. had an agreement Delano Ambulance Service, allowing them to provide service within one or more of Hall Ambulance Service, Inc.'s assigned areas. The agreement with Delano Ambulance Service included performance of specific transports for inmates originating in Bakersfield and returning to North Kern and Kern Valley State Prisons.

### **Response Compliance**

Response time compliance is complex. There are 25 categories of response time compliance that must be met for each EOA 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. had multiple months in which one or more response categories were not met in EOA's 4, 5, and 8 in 2017. Hall Ambulance Service, Inc. met the response standards for every category for every month in EOA 2 and 9 in 2017. The failure of Hall Ambulance Service Inc. to meet the mandated compliance standards in each of these response categories 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."
- Agreements #873-2006, #876-2006 and #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 each of the EOA's. Each letter of Non-Compliance mandated that Hall Ambulance Service submit a plan to cure the compliance violations and an updated plan on the 1<sup>st</sup> of every month until the violations ceased. Copies of the letters of Non-Compliance and Hall Ambulance Service' responses are attached.

- EOA 2: 2,468 responses; all response compliance standards were met; 0 *turned calls*; 0 *mutual aid* calls
- EOA 4: 49,893 responses; response compliance standards were not met for priority 1, metro in the months of April, August, September, October, and November. Additionally, Hall Ambulance Service Inc, was out of response time compliance for priority 2, metro in October of 2017. They had 0 *turned calls* and responded to 1 *mutual aid* call.
- EOA 5: 29,455 responses; response compliance standards were not met for priority 2, Urban, in the months of February, March, April, May, June, July, August, September, October, November, and December. Additionally, Hall Ambulance Service Inc. failed to meet compliance standards in priorities 6, 7 and 8, in the metro response zone in the months of October and November. They had 0 *turned call*; 0 *mutual aid* calls
- EOA 8: 8,833 responses; response compliance standards were not met for priority 1, Urban, in the month of October and priority 2, Urban, in the month of November. They had 40 *turned calls* and responded to 41 *mutual aid* calls
- EOA 9: 2,799 responses; response compliance standards were not met for priority 3 and 4, metro zone in the month of January. They had 0 *turned calls* and responded to 4 *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 46 separate instances of *mutual aid* to surrounding areas. The demand for services in other areas exceeded the capability of the existing ambulance service providers and Hall Ambulance Service, Inc. provided resources to meet the demand.

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 2017, Hall Ambulance Service, Inc. reported no *turned calls* in EOAs 2, 4, 5 and 9.

In EOA 8, there were 40 *turned calls* and these occurred in the Frazier Park area. With this many *turned calls*, it typically would indicate that the provider may not be supplying sufficient resources to cover the demand. But, the situation in this area is unique. American Medical Response (AMR) provides ambulance service in the adjacent Los Angeles and Ventura counties, with a unit stationed near the Frazier Park area. With no hospital in the Frazier Park area, turnaround times for returning to service can be lengthy and additional back-up units from Hall Ambulance Service, Inc. will come from a distance, with the next closest station being Arvin. Making frequent use of the AMR unit is smart use of available resources. It provides rapid service to the public; it is better to use a mutual aid resource that is nearby than force the public to wait for a Hall Ambulance Service, Inc. response from Arvin or further. AMR takes advantage of the resources that Hall Ambulance Service, Inc. has nearby as well. Hall

Ambulance Service, Inc. provided 36 *mutual aid* responses into Los Angeles and Ventura Counties when the AMR ambulance was unavailable.

### **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 2017 in EOA 2, 4, 5, 8 and 9.

### **Complaints/Investigations**

There was one formal complaint made against Hall Ambulance Service, Inc. for EOA 2, 4, 5, 8, or 9 in 2017 to prompt the EMS Division to conduct an investigation. The complaint alleged that a wallet was missing following a patient transport. The investigation garnered a witness that saw a family member take the wallet. The case is closed.

### **Community Services**

In 2017, Hall Ambulance Service, Inc. participated in many community service events as well as public education programs. It is estimated that Hall Ambulance Service, Inc. interacted with approximately 25,000 members of the community in 2017 through their outreach efforts. The following is a summary of the types of community service events Hall Ambulance Service, Inc. participated in during the year:

- Blood pressure clinics
- Health fairs
- First Aid or ambulance demonstrations for community events or walks
- Ambulance demonstrations for local schools
- Safety lectures
- Career day lectures
- CPR or AED classes performed for the community
- CPR or AED classes performed for local high schools
- Tours of Post 1 for various community and school groups
- Community service events for highway cleanup efforts
- Community parades

### **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**

2017 proved to be a difficult year for Hall Ambulance Service, Inc. They struggled with response times and failed to meet all of the requirements of the ambulance ordinance, ambulance service agreement, and ambulance service performance standards for EOAs 4, 5, 8, and 9. Hall Ambulance staff have been working with the Division to regain compliance in their EOA’s.