

City of Vancouver and AMR

2022 ANNUAL REPORT



American Medical Response (AMR)

BACKGROUND

Ambulance transport is provided by American Medical Response (AMR) by a contract agreement with the City of Vancouver. These ambulances have a seamless integration with Vancouver Fire Department (VFD) to provide the best level of care with each encounter.

In January 2015, the City of Vancouver selected American Medical Response to provide ambulance services within the city, as well as emergency and non-emergency transport services within the Emergency Medical Service District 2 (EMSD2) service area. In 2018, City Council approved a five-year extension of the contract through 2024.

This is the first time that the City has contracted with a vendor directly to provide these services in more than 20

years. From 1993 to 2014, the City's ambulance services were provided through a multi-jurisdictional interlocal agreement with EMS District 2, which encompassed the cities of Vancouver, Battle Ground, La Center, Woodland and Ridgefield and the unincorporated areas of Clark County.

Both AMR and the VFD use the same Standard Operating Procedures. The VFD has paramedics on staff who also respond to medical calls within their service area. Having direct oversight over the ambulance services contract has allowed the Fire Department to better coordinate medical call responses with AMR, which resulted in less duplication of effort. Staff from both organizations train together and collaborate exceptionally well on medical calls.

"The partnership between AMR and the City of Vancouver continues to produce innovations that will enhance the services provided to the community as we emerge from the effects of the Pandemic. Two examples are Nurse Navigation and BLS Response to low acuity calls. These programs will enhance the services currently provided while maintaining a cost-effective, high-performance EMS system that we can all be proud of."

—Rocco Roncarati
Regional Director, AMR



911 Nurse Navigation Program



INNOVATIVE HEALTHCARE SOLUTION FOR CLARK COUNTY

In May of 2023, the City of Vancouver VFD and Clark County EMS District 2 joined American Medical Response to launch the **911 Nurse Navigation Program**, serving all residents of Clark County. The innovative healthcare solution provides options for quickly reaching the appropriate level of medical care when calling 911.

Community members see no change in the 911 system for life-threatening emergencies. Calls made to 911 for urgent, life-threatening or potentially life-threatening emergencies still result in the dispatching of an ambulance to assess symptoms and provide transport to a local hospital. If a condition is determined not to be an urgent medical emergency, callers are transferred to a Nurse Navigator to determine an appropriate path for treatment together and assist in coordinating care.

This program will help Clark County community members access the right level of care for their needs

and there is no cost to the caller for the service. While 911 should only be used for urgent, life-threatening or potentially life-threatening emergencies, approximately 14,000 of Clark County's 58,000 medical-related 911 calls each year are considered non-emergent.

"We are excited to launch this pilot program in Clark County and evaluate its effectiveness in reducing the stress on our healthcare system," said Brennan Blue, fire chief for the Vancouver Fire Department. "Data and analytics show us that not every call to 911 requires an emergency response. Reducing the reliance on our emergency responders for non-emergent requests allows them to be available for the true life-threatening emergencies. The Nurse Navigation Program will help stabilize our EMS system."

Clark County 911 Nurse Navigators are Washington state licensed nurses with professional experience in emergency nursing. They are also specially trained in the practice of telephone triage. After triaging callers, the nurses can connect

them to clinics in Clark County, arrange transportation to and from appointments and notify a clinic when a patient is arriving. Nurse Navigators can also connect callers directly to telehealth physicians who can provide care and prescribe medication if necessary. The service does not require the caller to have medical insurance to access this service.

"With the launch of the Clark County 911 Nurse Navigation Program, we are enhancing emergency medical care for the residents of Clark County by ensuring that every patient receives the right level of care at the right time and in the right location," said Rocco Roncarati, regional director for AMR. "The program also positively contributes to the overall efficiency and effectiveness of our local emergency medical services system."

Clark County joins ten other states and the District of Columbia in integrating the Nurse Navigation program into 911 systems to alleviate strain on EMS and healthcare systems while ensuring that all calls reach the most appropriate level of care.



AMR RESPONSE TIME PERFORMANCE

Alarm Type	Standard Response Time	2022 Actual Compliance %	Number of Calls Received in 2022
Priority 1 and 2—High Density	9:59	88.23%	22,850
Priority 1 and 2—Low Density	19:59	90.66%	2,217
Priority 3 and 4—High Density	12:59	92.09%	16,923
Priority 3 and 4—Low Density	19:59	90.23%	1,596
Priority 5 and 6—High Density	17:59	91.25%	13,212
Priority 5 and 6—Low Density	29:59	94.87%	974
Routine—EMSD2 Area Only—Inter-facility Scheduled (12 hr pre-scheduled)	≤ 15 mins	69.09%	508
Routine—EMSD2 Area Only—Inter-facility Non-scheduled (less than 12 hr pre-scheduled)	≤ 60 mins	81.08%	3,393

“2022 saw the gradual easing of the restrictions of the Covid-19 pandemic, but it was far from back to normal. Continued staffing shortages for hospitals and long-term care facilities resulted in initial worsening of hospital and emergency department over-crowding, with more diversion and lengthening of ambulance “off-loading times.”

Through efforts by EMS and

innovative system adjustments by AMR, diversion was essentially eliminated and emergency room crowding eased. VFD and AMR continue to function at a collaborative and high standard of care, for the benefit of the community and the patients they serve. Patient care and service remain exemplary. Despite the increased workload on the EMS system, several innovative

projects were proposed by AMR and approved by the City, including the BLS-911 Ambulance pilot project and the Nurse Navigation pilot project, both of which will be implemented in 2023. I continue to be impressed by the quality of VFD and AMR professional and administrative staff.”

—Dr. Lynn Wittwer,
Medical Program Director



Basic Life Support (BLS) Pilot Project

In April of 2023, with the approval of the Medical Program Director’s Office, the City of Vancouver and AMR began a Basic Life Support (BLS) pilot project. Allowing BLS response to non-emergent calls may be an effective way to provide successful EMS response and increase resource availability, as to improve response times. The City of Vancouver and AMR believe a pilot program allowing the use of BLS units to respond to non-emergent calls will provide valuable data that can build future response options.

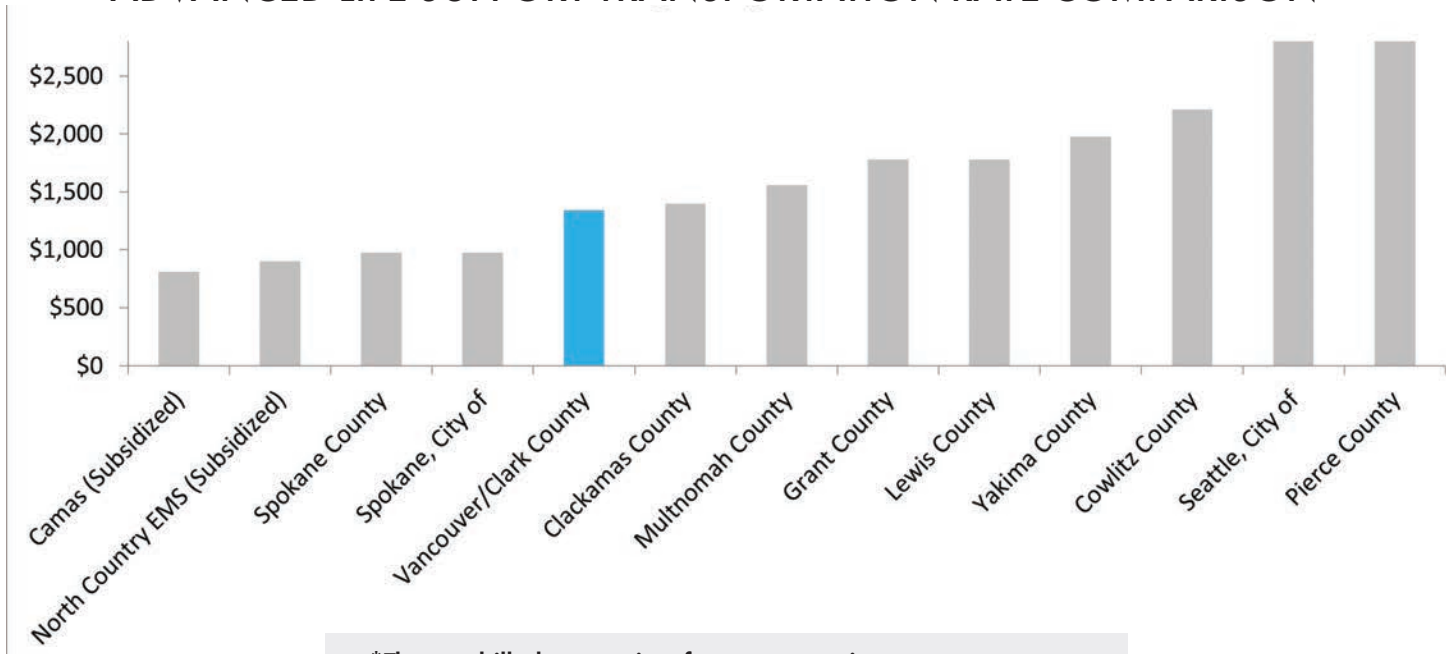


CARDIAC SURVIVAL RATES

	Out of Hospital Cardiac Arrest (OHCA)	Utstein Criteria
Total	284	44
Clark County	13%	40.9%
Washington	12.6%	35.8%
National	9.3%	30.7%

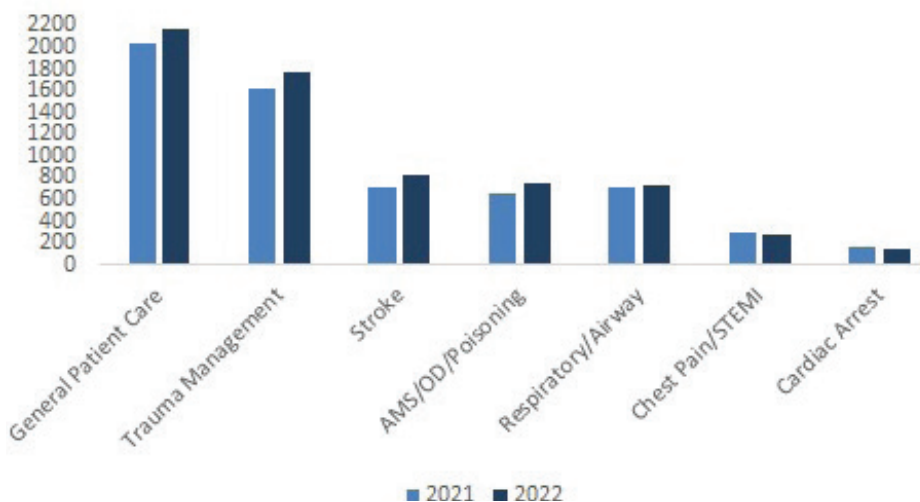


ADVANCED LIFE SUPPORT TRANSPORTATION RATE COMPARISON*



*The cost billed to a patient for transportation to an emergency medical receiving facility (excluding mileage).

AMR EMERGENT TRANSPORTS





COMMUNITY OUTREACH

Vancouver residents attended multiple clinics and classes offered by AMR to the community in 2022.

Community education efforts conducted in 2020, 2021 and 2022 were a bit different than in years past due to COVID-19. AMR was able to adjust the delivery method for some efforts, while other efforts had to be placed on hold. Efforts conducted include car seat installation clinics, community events, safe kids Clark County coalition events and activities with Apollo the therapy dog, including "A Care Giver Christmas."



177 HOURS OF COMMUNITY
OUTREACH PROVIDED IN 2022



Topic	Attendance	Hours	County
Community Events	~1,500	16	Clark
Independent Car Seat Installations	112 in person car seat events (76 donated, 36 inspections)	112	Clark
Safe Kids Meetings/Prep	102	19	Clark
Safe Kids Events	100	10	Clark
High School Presentations	82	5	Clark
Apollo Activities	1,600 (1,500 alone attended A Care Giver Christmas)	15	Clark
Total	3,496	177	