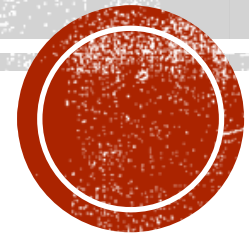


MESA FIRE & MEDICAL

Emergency Medical Transportation



Nov 7, 2022

Cori Hayes, Assistant Chief

Jason Taylor, Planning & Research Manager

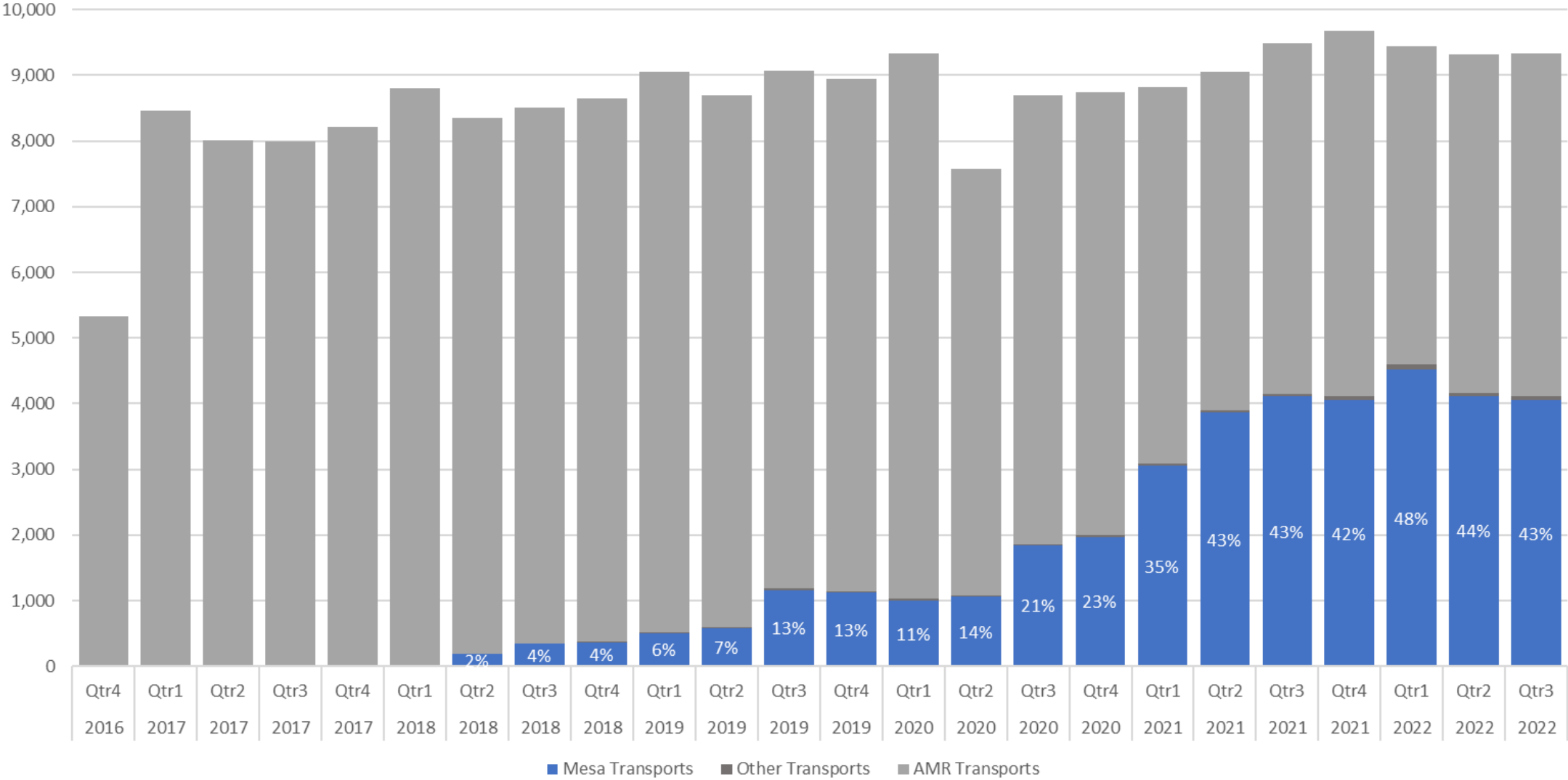
PROGRAM HISTORY

- Mesa historically contracted for ambulance transportation services.
- Concerns about industry stability, consistency, and safety led Mesa to obtain a Certificate of Necessity (CON) in 2015.
- In 2018, Mesa launched a pilot program that included two ambulances providing transport for low acuity calls M-F from 7a-7p.

PROGRAM HISTORY

	<u>Annual Transports (% of total)</u>
• Summer 2018: 2 units @ 40hrs per week	2,000 (5%)
• Summer 2019: 3 units @ 12/7 coverage	4,600 (13%)
• Summer 2020: 6 units @ 12/7 coverage	8,000 (24%)
• Spring 2021: 11 units @ 12/7 coverage + 1 24-hr unit	16,500 (45%)

Mesa Transport % by Agency



PROGRAM SUCCESSES

- Continuity of care
- Equipment standardization
 - Cardiac monitor, ventilators, ePCR, drug box
- Provider training
 - EMS Division training (ACLS, PALS, CE)
 - Crew-based, in-station training
- System adaptability
 - Offset extended offload times
 - Mitigate COVID surge
- Broader ambulance coverage across the City
- Offsetting operating costs through billing revenue

PROGRAM CHALLENGES

- Turnover
 - New hire training year-round
 - Pay and schedule
- Shared system challenges
 - MFMD Medic Unit vs Private Ambulance
- Billing backlog
 - Anticipate eliminating by December 2022
- Support positions

PROGRAM FUTURE

Timeframe	Description	% of Total Transports
Current	One 24-hour unit + eleven peak units	45%
February 2023	Convert three 24-hour units Add 2 billing FTEs	65%
May 2024*	Convert four 24-hour units; add one peak unit	83%

*18-month delay due to apparatus build delays/supply chain constraints.

QUESTIONS?

