

Lafayette County
911 Emergency Medical Response Plan

Operational Overview

We have reviewed ambulance response data and have developed the attached Demand Analysis and Heat Maps. In order to meet this level of demand we would propose a staffing model as follows:

- 3 ALS Ambulances 24 Hrs. / 7 Days a Week plus:
- 3 ALS Ambulances 12 Hrs./ Monday-Friday or 2 ALS Ambulances 12 Hrs./ Saturday-Sunday and
- 1 ALS Supervisor Fly Car 9 Hrs./ Monday-Friday

The above staffing pattern would be supplemented as needed for special events (home Ole Miss football weekends, etc.).

The number of units and unit hours of operation will vary from time to time as we gain a better understanding of the demand over the first 90 days of operation as the sole provider of the 911 services.

The Heat Maps show us that the primary areas of high utilization are inside the city limits of Oxford and in the densely populated areas of Lafayette County surrounding the city limits. This is not surprising as these are the areas with the highest concentration of housing units and businesses. Areas of lower population density and hence lower ambulance demand are the outer areas of Lafayette County and Harmontown. These areas will be more difficult to serve, but by better ambulance deployment we will also be able to give a high level of coverage to these areas.

Our proposed geographical Deployment Plan for the ambulances in our staffing model is as follows:

We will start the deployment plan from our hospital office and after 90 days we will determine outlying posting areas once we have 90 days of 100% of all 911 emergency data in Lafayette County and the City of Oxford.

We believe that this plan will give us the best level of coverage over the entire county. In order to staff for this level of coverage we will need to hire 6 additional Paramedics and an additional 6 EMT's to fill out our existing roster. We estimate this will take approximately 30 to 45 days to implement. The projected plan would commence on January 31st, 2022. The plan depends upon making Baptist Ambulance the sole provider for 911 Emergency Services inside Lafayette County and the City of Oxford.

Call Intake & Ambulance Dispatch

In order to gain maximum efficiency in dispatching ambulances on emergency medical calls we propose the following:

- I. Baptist Ambulance will provide to the Lafayette County 911 Center AVL (automatic vehicle location) Monitoring system at Baptist Ambulance's expense. This will allow near real time tracking of all Lafayette County Baptist Ambulance units by County 911 Center staff.

- II. Baptist Ambulance will provide to the Lafayette County 911 Center an E911 Interface software system at Baptist Ambulance's expense. This will allow direct "one button" transfer of call data from Lafayette County 911 Center CAD (Computer Aided Dispatch) system to Baptist Ambulance CAD system. This will allow for faster and more accurate transfer of data on all calls.
- III. Baptist will support the Lafayette County 911 Center in rolling out MPDS (Medical Priority Dispatch System) EMD (Emergency Medical Dispatch) system for all emergency medical calls coming into the 911 Center. This can be accomplished in one of two ways.
 - i. Emergency medical calls can be transferred to a Baptist Dispatcher at the Baptist Dispatch Center who can then use MPDS System to triage call to Alpha, Bravo, Charlie or Delta levels based on level of patient criticality.

Baptist will sponsor MPDS Emergency Medical Dispatcher training classes for County 911 Dispatchers and provide MPDS Dispatch Protocol Flip Charts for use by County 911 Dispatchers. County 911 Dispatchers can then MPDS System to triage call to Alpha, Bravo, Charlie, and or Delta level calls based on level of patient acuity.
 - ii. Baptist will co-locate a certified Emergency Medical Dispatcher in the County 911 Center to provide primary Emergency Medical Dispatch services.

Coordination of First Responder Services

In order to better coordinate resources and reduce response times we propose the following:

- I. Baptist Ambulance and Lafayette County and Oxford City Fire Departments will develop a protocol regarding ALS First Responder utilization under the direction of the Lafayette County Medical Director.
- II. On all appropriate emergency medical calls that Baptist Ambulance sends an ALS Ambulance, the Lafayette County or Oxford City Fire Department will respond an ALS Engine Company when available to act as medical first responder.
- III. Baptist Ambulance will resupply (swap out) Lafayette County and Oxford Fire Department ALS Engine Companies for supplies and medications used (except any narcotics, which must be separately accounted for by each agency).

Medical Direction and Oversight

In order to provide independent oversight and continuous medical direction and clinical quality improvement we propose the following:

- I. Baptist Ambulance will provide to the County an annual fee of \$50,000.00 to be used to hire a Medical Director mutually agreed upon between Baptist Ambulance and Lafayette County.

- II. The Medical Director will set local clinical protocols for Baptist ambulance crews and Lafayette County and Oxford Fire Department first responder crews.
- III. The Medical Director will oversee system operation and coordination between Baptist Ambulance and the Fire Department First Responders and as needed will provide on-scene support.
- IV. The Medical Director will take lead in investigating any complaints or issues regarding emergency medical services within the County.
- V. Baptist Ambulance will provide Medical Director with an SUV with light bar and siren to utilize while responding to calls and while conducting official business.

EMS Oversight Committee

Baptist Ambulance would propose the Lafayette County Administrator and the City of Oxford Mayor work together to form an oversight committee to discuss the overall performance of the ambulance service and to discuss determined KPI's (Key Performance Indicators) by the committee. The committee would meet monthly at the outset of this proposal and thereafter at an interval mutually determined to be appropriate. An example of KPI's for the ambulance service would be, but not limited to are:

1. On-Time/Response Time Performance
2. Out-of Chute Times
3. EnRoute Times
4. Time on Task Performance.