

Summary of Private Ambulance Service Provider Agreement April 2007

Overview

The majority of the content in the agreement was imported from the City of Milwaukee Emergency Medical Services (EMS) Handbook of Operations and the Milwaukee Code of Ordinance sec 75-15.

As recommended by the Basic Life Support (BLS) Transports Policy Review Task Force, the agreement establishes the Chief as responsible for administering the agreement on behalf of the city and the Public Safety Committee as the body to administer the certification and appeal process. The agreement also identifies medical oversight for the system per the Task Force recommendations.

Performance Standards And Liquidated Damages

Also as recommended by the BLS Task Force, the agreement includes performance measurements and sanctions for performance deficiencies. Deficiencies are addressed through assessment of liquidated damages and may result in the reduction of the provider's service area as well.

Provider Requirements

The agreement insures provider compliance with the National Incident Management System (NIMS) as required by federal grants and participation in the newly adopted Mutual Aid Box Alarm System (MABAS).

The advertising regulations were adopted from the Handbook with two clarifications to reduce confusion among persons in need of emergency medical care. The disclaimer that the provider is required to display when advertising a number for service other than 911 has been changed from "In case of life-threatening emergency, call 911", to "In case of emergency, call 911".

Additionally, the provider's ambulances used to perform services under this agreement may only advertise 911 as the number to access services. The Common Council resolution approving the current service plan (Legislative File Number 051031) and the extension (Legislative File Number 060983) now requires the provider's ambulance that is dedicated to the EMS system to display an identifying emblem acceptable to the city.

Electronic Communication System

The current ambulance ordinance requires the provider's ambulance to contain a communication system as prescribed by the city to function in the city-wide EMS system. This section of the agreement now prescribes the method of communication with the Milwaukee Fire Department. Technology that was not available in the infancy of the system when the ordinance was drafted can now be used to provide seamless transfer of information from the providers to the MFD.

Milwaukee Fire Department

June 22, 2006

Summary of Basic Life Support Transports (BLS) Policy Review Task Force

Task Force was charged with evaluating and possibly finding alternative ways to improve the City of Milwaukee Basic Life Support System.

Task Force heard testimony from:

- Mayor's Office
- Budget Office
- City Attorney's Office
- Commissioner of Health
- Comptroller's Office
- Fire Department
- Firefighter's Union
- Four Current Private Providers
- Milwaukee County Paramedic Medical Director

Task Force recommendations included:

- Enable a contract between private providers and the city
- Eliminate the ambulance service board, refer duties to the Public Safety Committee
- Establish Fire Chief as official responsible for EMS 911 system, day-to-day operations, and primary provider of EMS 911 services
- Establish the Health Commissioner as an advisor to fire department on issues that have a broader public health impact
- Implement performance penalties for non-compliance
- Establish an appeal process as determined by the Public Safety Committee
- Performance measure criteria (response time, turned back calls, preparedness), must be reported monthly and defined in contract
- Private providers shall make patient care information of EMS 911 system available for CQI process
- Private providers shall participate in the CQI system
- Quality of care shall be consistent among all providers
- Standardize patient care throughout system by adopting a community standard of care
- The Comptroller conduct annual audits of the financial records of the private providers
- Private provider EMS 911 billing reports subject to review and audit by a third party