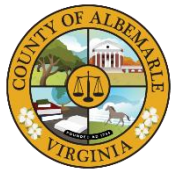


# Emergency Medical Services Overview

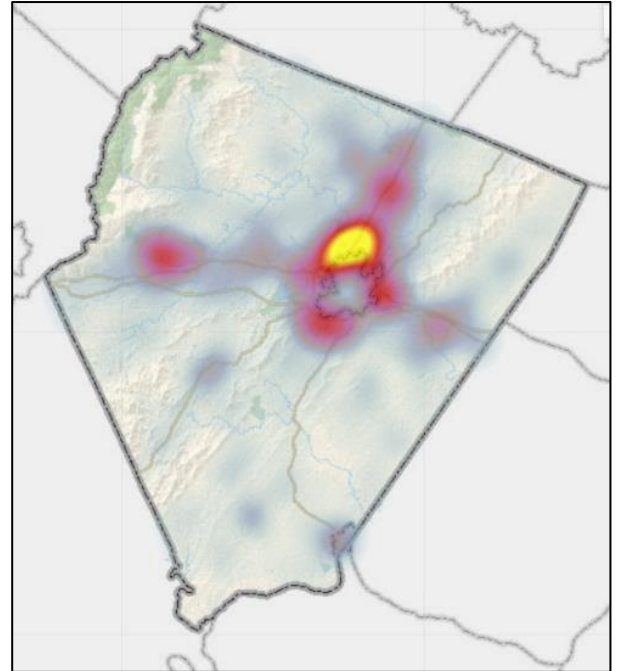
Summary prepared for the Board of Supervisors  
in response to questions asked at December 4 work session



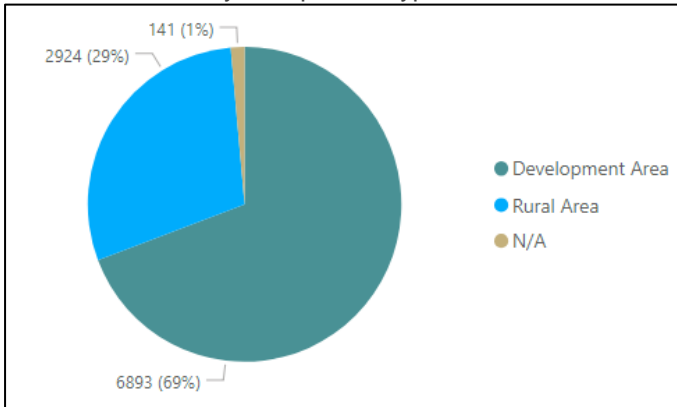
## Albemarle County Emergency Medical Services (EMS)

The network of first response and ambulance transport agencies throughout Albemarle responded to nearly 10,000 EMS incidents and transported over 8,000 patients to the emergency room in 2018, representing a 34% increase in EMS demand since 2012. The majority (69%) of calls were in the County's development areas.

**SINCE 2012 EMS DEMAND HAS INCREASED 34%**



2018 EMS Calls by Comp Plan Type



## Top Medical Emergencies

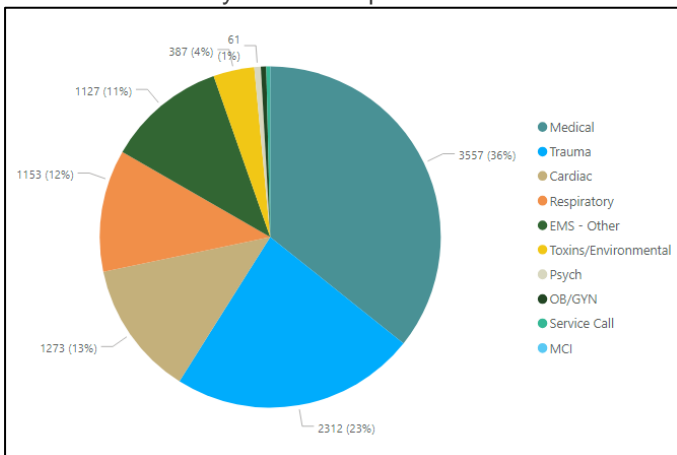
The leading reasons for EMS calls include medical emergencies such as strokes, seizures, and diabetic emergencies, followed by traumatic injuries, cardiac and respiratory emergencies.

## Levels of Service

EMS calls are categorized into two levels of service, Basic Life Support (BLS) and Advanced Life Support (ALS). BLS care consists of an EMT and includes first aid, limited medication administration, and supportive care. ALS care consists of a paramedic and includes enhanced diagnostic tools like cardiac monitoring and invasive procedures, such as endotracheal intubation, venous access and intravenous medication administration.

Based on signs and symptoms reported to the 911 operator, 44% of EMS calls are dispatched at the ALS level. In comparison, 53% percent of patients transported are categorized as ALS by the EMS billing company, meaning the patient received at least two ALS interventions.

2018 EMS Calls by Chief Complaint

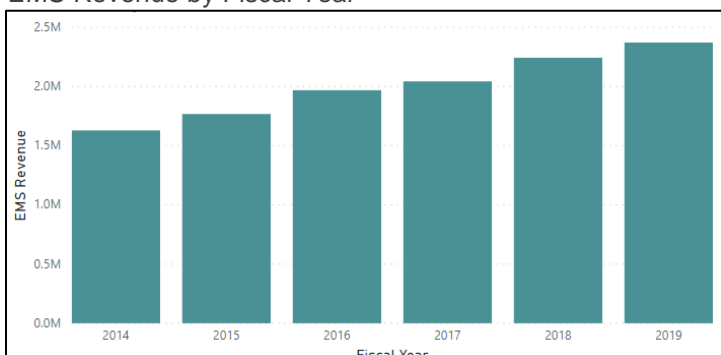


## Skilled Nursing Facilities (SNF)

Locations that provide onsite nursing care are more likely to require EMS services. While private ambulance transport companies are utilized for non-emergent patient transports, 911 services are utilized for any patient that needs to be transported to the emergency room. Their residents are typically elderly, susceptible to a rapid decline in health and have complex medical histories. According to data from the National EMS Incident Information System EMS responses to SNFs are 3.5 times more likely to result in the patient being transported to the emergency room. In 2018 there were approximately 2300 EMS calls to skilled nursing facilities in Albemarle County representing 24% of the County's total EMS call volume and 28% of the total patient transports.

## SINCE 2014 EMS REVENUE HAS INCREASED BY 46%

EMS Revenue by Fiscal Year



## EMS Cost Recovery

In 2012, Albemarle County began billing for EMS transports to recover a portion of the cost required to provide those services. Albemarle's billing program is structured to focus on collecting the reimbursement from insurance companies that they already charge policy holders for this service. County residents are not responsible for any costs beyond what their insurance pays. All others are treated with compassion and can request a hardship waiver if desired. No patient is denied service due to their insurance status or ability to pay.

Albemarle County Fire Rescue, Western Albemarle Rescue Squad and Earlysville Volunteer Fire Department participate in the County's cost recovery program.

## Risk Reduction

Albemarle County Fire Recue established a cross functional team with the Department of Social Services and JABA to match EMS high utilizers with appropriate resources to reduce their risk of health-related issues while increasing their resiliency.

## EMS Billing Rates

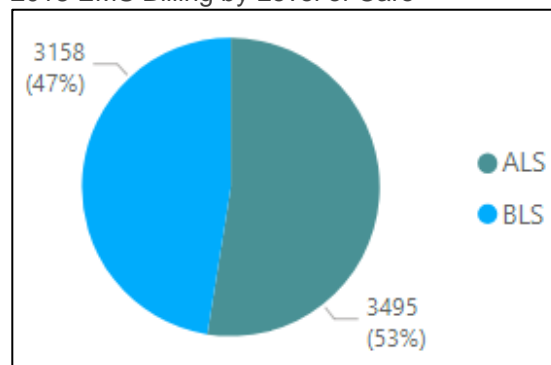
Albemarle County utilizes a third-party billing company to process patient care reports, bill insurance providers and staff a customer service line. In addition, the company provides data about the program's performance and advises the County of changes to Medicare/Medicaid regulations. The current vendor retains 4.25% of the revenue collected for their services. In fiscal year 2019, that equated to \$107,000.

Billing rates are based on the level of care provided and the number of miles the patient is transported. The following rates were established by the Board of Supervisors in 2016.

BLS	\$500
ALS	\$600 - \$850
Per Mile	\$15

In 2018, ALS accounted for 53% of billable transports and patients were transported over 56,000 miles with an average transport distance of 8.5 miles.

2018 EMS Billing by Level of Care



2018 EMS Billing by Miles Transported

