

PARAMEDIC AND
NON-EMERGENCY
AMBULANCE SERVICE



AMERICAN MEDICAL RESPONSE

“Our mission is to make a difference by caring for people in need”

October 30, 2013

Kirk Schmitt
EMS Director
County of Monterey
1270 Natividad Rd. (second floor)
Salinas, Ca. 93906

Dear Mr. Schmitt,

Pursuant to Section 6 of American Medical Response’s agreement with Monterey County to provide Advanced Life Support Ambulance Service for the County of Monterey, I am formally requesting our fourth one (1) year contract extension.

Our contract requires us to be in compliance with three specific sets of performance criteria, performance requirements, financial requirements and clinical performance requirements. The following are highlights of our performance in each area:

Performance:

- Response Time Performance – we continue to remain substantially compliant in each Priority measured maintaining a 92% or higher compliance standard to emergency responses for the past year. And have not paid penalties for late responses as allowed for in section 18.15 Incentive for Superior Response-Time Performance since the inception of the agreement.
- We continue to limit any response time disparity by region of the County meeting 90% compliance in all areas within the County. Our communications personnel have exceeded all standards as well achieving 97% compliance with a 59 second “time of call to dispatch of ambulance” requirement.
- Equipment – continued replacement of older ambulances, replacing them with fuel efficient Sprinter van style ambulances. We continue to extend our purchasing programs to ALS fire departments for equipment, purchasing additional LifePak-15 Cardiac Monitors resulting in significant savings to the Monterey County EMS System.
- Community Education – Have continued training the citizens of Monterey County in citizen CPR continued throughout 2013 at no cost, teaching local schools, special events, businesses, etc. training hundreds of citizens in this life saving technique. We provided over 140 hours of community education (far in excess of our contractual obligation) through participation in ambulance demonstrations and annual events such as the “Every 15 minutes” program, disaster drills in the cities and county, assisting with events such as Health and Safety Fairs, Junior lifeguard program, Salinas Air Show and Aids

Lifecycle. Further illustrating our ongoing commitment to the citizens and communities we serve.

- AMR Monterey County has partnered with Salinas Valley Memorial Hospital to provide an electronic patient care report “direct download” program that allows pre-hospital care reports to be transferred into the hospital medical records system. This is the second direct download program for patient care reports that AMR is implementing. We anticipate expanding this program to Natividad Medical Center and Mee Memorial Hospital in 2014.

Financial:

- For the year ending December 2012 our pretax profit was \$871,589 or 3.1% under the 8% profit cap in our contract. As we saw decreasing revenue through the end of 2012 we requested and were granted a 2.75% rate increase for 2013. We have now seen our financial performance stabilize and we expect to remain within the cap.

Clinical Performance:

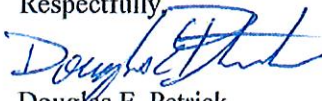
- AMR is partnering with other ALS agencies to train Paramedics and provide experience so they are able to maintain local EMS clinical standards (example: AMR provides 10 call evaluations for Mercy Air paramedics)
- Our training on existing and new medical protocols and EMS policies is ongoing and all new employees receive similar training during their orientation program.
- Maintain a personnel database which tracks all employee required certifications/licensures for expiration which is tied to our scheduling software not allowing an employee to be scheduled for work with an expired certification/license.
- We actively participate with the County EMS Analyst, Medical Director and area Hospital Liaisons on quality reviews of patient care and conduct routine and specific audits of patient care reports to identify areas to focus our training on.
- Our staff actively participates in various County committees such as Medical Control, Operations, EMCC, STEMI and Stroke. We also attend various fire service meetings such as EMS Liaisons, Dedicated Fire Dispatch, Fire Operations, Monterey Co. Firefighters Training Association and the Fire Chief's Association meetings.
- AMR offers monthly education programs on current issues in EMS presented by our Medical Director; our educational programs are open to all Monterey County system participants. Nationally AMR presents a program called E-Grand Rounds, where we utilize emergency medicine experts from around the nation who conduct an hour long lecture/web meeting on a specific EMS topic.
- AMR Monterey participates in a national program within AMR Medicine called “Caring for Maria”. This project focuses on the key components of patient care, through data collection and evaluation using our national database. We are developing ongoing training programs for our staff. with this project, and it has allowed us to work with the local EMS Agency to make needed changes to current policies, such as Pain Management, to better serve the patients in Monterey County

As we continue our relationship with the County it is AMR's desire to continually review and assess the needs of the EMS System and the communities we serve. We remain open to discussions on possible changes to the existing contract that would improve the EMS delivery system and over all patient care.

Additionally, pursuant to section 17 of our agreement, an annual rate increase is to be requested by November 1 of each year. Section 17.3 places a cap on the pre-tax profits which limits the annual rate increase. Following our rate increase last year our financial performance has improved and we believe a rate increase will not be necessary in 2014. Should this change during the year we would request consideration be given to a mid-year adjustment if we can show justification for such a request.

Thank you for your consideration of these items, we look forward to working with the County throughout our contract term.

Respectfully,

A handwritten signature in blue ink, appearing to read "Douglas E. Petrick".

Douglas E. Petrick
General Manager