



MEMORANDUM _____ **November 4, 2009**

Michael McNickle, Public Health Manager
Yamhill County Public Health
412 NE Ford Street
McMinnville, Oregon 97128

Subject: Ambulance Service Area Meeting - Standards Review

Mr. McNickle:

With this cover letter is our Ambulance Service Area (ASA) report for the period November 6, 2008 through November 3, 2009. Included is response time data for the month of August 2009 as requested. In this report you will find that Newberg Fire Department (NFD) has complied with the Yamhill County ASA ordinance and plan. In areas such as staffed ALS ambulances, NFD exceeded ASA plan requirements.

Fire Department Model for Ambulance Service

Since July of 1994, NFD has provided high quality emergency ambulance services to ASA #1. NFD has demonstrated an ability to handle not only the day to day "normal" volume of emergency calls, but also an ability to provide timely ambulance services during periods of high call volume. The fire service ambulance model provides depth in personnel; both career and volunteer, to staff our ambulances. We also utilize first response rescue units that are licensed in the State of Oregon as transporting ambulances. This allows NFD to exceed staffing levels much of the time and to handle multiple calls with a high degree of efficiency. In October 2009, NFD took delivery of a new state-of-the-art ambulance. The new ambulance was designed to create a safer environment for medics and patients in the module of the ambulance.

ASA committee members are welcome to visit NFD, meet our crews, schedule ride-a-longs, tour facilities, review records, or meet with us to discuss operations.

Frank Douglas
Division Chief/EMS
Newberg Fire Department
971-246-0074

**Newberg Fire Department
ASA #1 Report - 2009
Presented on November 4th, 2009**

2009 Statistics

- **3291 total fire and EMS calls as of October 28, 2009**
- **2762 total medical responses (includes hospital transfers)**
- **453 (397 last year) transfers from Providence Newberg Medical Center to out of area hospitals**

ASA Criteria Results

- **Supervising physician reports on trends, processes improvement plans, and assessment of ASA responsiveness to the plan**

Newberg Fire Department's (NFD) Medical Director, who serves in the capacity of supervising physician, is William Bailey, M.D.. Doctor Bailey has been supervising physician for NFD for the past 15 years. Doctor Bailey is actively registered and in good standing with the Board of Medical Examiners. Doctor Bailey is approved by the Department of Human Services - EMS and Trauma Systems to serve as a supervising physician at NFD. In addition to serving NFD, Doctor Bailey operates a private practice in Newberg which includes privileges at Providence Newberg Medical Center.

Doctor Bailey meets with NFD EMT's at least one time per month which includes medical and trauma case reviews. He also conducts annual physicals for all personnel. He serves as course director and lead instructor for NFD's biannual Advanced Cardiac Life Support Class (ACLS). He is also active with the Panel of Doctors (POD) at Providence Newberg Medical Center which reviews medical treatment received, both in-hospital and out-of-hospital.

This past year Dr. Bailey improved upon our monthly medical case reviews by inviting PNMC ED Physician Brian Duncan to all case reviews. Dr. Duncan has improved the quality of our already good case review process. He has done this by adding videos and pictures of specialized procedures, and first hand case follow-up.

- **Formal Complaints**

No formal complaints have been filed against NFD ambulance service.

- **License Issues/Discipline/Scope of Practice "Limited, Revoked, or Suspended."**

Newberg Fire Department ambulance service and ambulance vehicles are properly licensed with the Department of Human Services - Emergency Medical Services and

Trauma Systems (DHS-EMS) as required by applicable Oregon laws and administrative rules. Our license number is 3605 and is valid until June 30, 2010. No personnel at Newberg Fire Department have been disciplined, or have had their scope of practice limited, revoked or suspended by DHS-EMS or NFD's supervising physician.

- **Ambulance Involved In Accidents While on Calls**

NFD had no ambulances involved in accidents while on a call since our last report on November 5, 2008.

- **Were there times when an ambulance staffed at ALS minimums was not met?**

No. With our fire department model of using rescue units that are also licensed ambulances, we are able to exceed ALS staffing minimums.

- **Priority call types equivalent to Clawson**

NFD does not utilize a priority dispatch system at this time. Our ASA's PSAP has purchased a system from APCO which is used for Emergency Medical Dispatch (EMD) and can be used for call triage and the dispatching of units. Dispatcher training will begin soon.

- **Response Times For The Month of August 2009 (ASA #1 has no Frontier land)**

<u>Provider Response Time Compliance</u>		<u>Total Calls</u>
Urban	90%	131
Suburban	No suburban calls in August 2009	0
Rural	100%	21
Rural Incorporated	100%	13

System Response Time Compliance

Urban	96%	131
Suburban	No suburban calls in August 2009	0
Rural	100%	21
Rural Incorporated	100%	14