

# Blowing Rock, NC

RESPONSE TIMES OF EMS (EMERGENCY MEDICAL SERVICES)

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JOE LORD

# Special Thanks

- Tim Gupton, Blowing Rock Civic Association
- Shane Fox, Blowing Rock Town Manager
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- Craig Sullivan, Director Watauga Medic
- Deron Geouque, Watauga County Manager
- Will Holt, Watauga Emergency Services Director
- Amy Snider, Watauga County 911 Services Coordinator

# Independent Written Report (2019 Data)

- Response Times (Local/National benchmarks)
- Franchise Agreement (Watauga County and Watauga Medics)
- Overview of Watauga Medics
- Overview of Blowing Rock Fire and Rescue (BRF&R)
- Overview of Blowing Rock Township
- Solutions
- Other Considerations
- Q&A

# Response Times (Local/National Benchmarks)

- Benchmarks – Fractal vs 50% of the time
- 90% Compliance – 8 minutes 59 seconds (Seattle 2005 Fitch)
- Small benefit – 7 minutes 59 seconds (inpatient but not survival, Blanchard 2012)
- Watauga Medics (Fractal Response) 17 minutes 90% Compliance
- Watauga 911 & Medics report 50% Compliance 9.01 minutes (2019)
- Blowing Rock Fire Department (Watauga 911 data 2019) 50% Compliance 6 minutes 51 seconds

# Franchise Agreement (Watauga County and Watauga Medics)

- Automatic changes (not to involve Commissioners on every Federal rate hike)
- Use current Federal Medicare Allowable rates
- Additional fleet hours (added 2021, January)
- Franchise needs National Benchmarks (Fractal Responses)

# Overview of Watauga Medics

- County funding \$1,577,000 (2021)
- Billing revenue \$1.710,00 (2020)
- Private system
- Blowing Rock Township/Blowing Rock Fire Department no control
- Blowing Rock Fire District (BRFD) accounts for 10% of Watauga County emergent medical calls
- Place 24/7 (24 hours a day, seven days a week) in BRFD an increase Watauga Medics revenue by 22% with no additional services

# Overview of Watauga Medics (continued)

- **County chooses to contract with a private EMS provider**
- **Watauga Medics has a Non-Exclusive Franchise contract with the County**
  - **No control by Blowing Rock Township or Blowing Rock Fire District**
- **The Blowing Rock area only produces 10% of the county's emergent calls**
  - **Average Response Time in Boone is 6 Minutes (65% call volume)**
    - **Average Response Time outside of Boone is 10 to 24 Minutes**
  - **Average Response to for Blowing Rock Fire District is 12 Minutes**

# Overview of Blowing Rock Fire and Rescue (BRF&R)

- Overall best case - First Responders at Paramedic level. Continue to fund this quality service.
- 50% Response time 6 minutes 51 seconds
- 58% of Emergency Calls in BRFD are for Town of Blowing Rock
  - BRFD is 36 Square Miles -Town of Blowing is 3 Square Miles
- BRF&R already provides responses to all call levels, prior to COVID
- BRF&R already responds to Caldwell County with an ALS Ambulance.
- Cost per Team is \$50K higher compared to Watauga Medic



# Potential Solution - County

- *County continues to provide transport services, rely on high quality paramedic 1<sup>st</sup> Responder coverage provided by BRF&R until the transport ambulance arrives and challenge County to provide the same level of service throughout the County using a Fractal Goal to measure success.*
  - BRF&R 1<sup>st</sup> Responder Emergency Response Times are below 9 Minute Standard
    - Must accept Transport Response Times by County
    - Accept that the County is not providing consistent service throughout the County
      - No Local Control
      - No Additional Cost

# Potential Solution -Watauga EMS Unit 24/7

- **County provides an ALS Watauga Medic unit** in Blowing Rock 24 hours a day, seven days a week funded by County
  - Provides 24/7 coverage
  - Crew pulled away as needed coverage elsewhere
    - Takes advantage of BRF&D main facility
      - Annual incremental cost is \$580,000
  - No additional funding has been offered by County
    - No Local Control

# Potential Solution – Blowing Rock Fire & Rescue

- **BRF&R provides an ALS unit** at BRF&R main station 24 hours a day, seven days a week funded by BRFD and Town of Blowing Rock taxes
  - Allows for Control of Personnel
    - Need to outsource billing
  - Net Cost is approximately \$600,000
    - Increase in BRFD tax rate
  - Increase in Town of Blowing Rock tax rate
- Need to determine fair allocation to BRFD and Town of Blowing Rock

# Potential Solution – Town of Blowing Rock

- **Town of Blowing Rock** provides EMS that would provide an ALS ambulance 24 hour a day, seven days a week funded by the Town of Blowing Rock
  - Most Expensive Alternative
    - Town would be in control of the additional ALS Ambulance
      - No commitment to County, except Mutual Aid
    - Funding would come from BRFD fire taxes and Town property taxes
      - Need to outsource Billing
      - Need Franchise Agreement with County
      - Need Agreement with BRF&R to house ALS Ambulance
      - Need Agreement on use of ALS Ambulance in County System
  - Obtain agreements with Watauga Medics for all non-emergent transports.

# Other Considerations

- Seasonal Coverage from County
- Peak Time Coverage
- QRV's (Quick Response Vehicles)

# Questions

