



Livingston County

EMS

2020 Annual Report

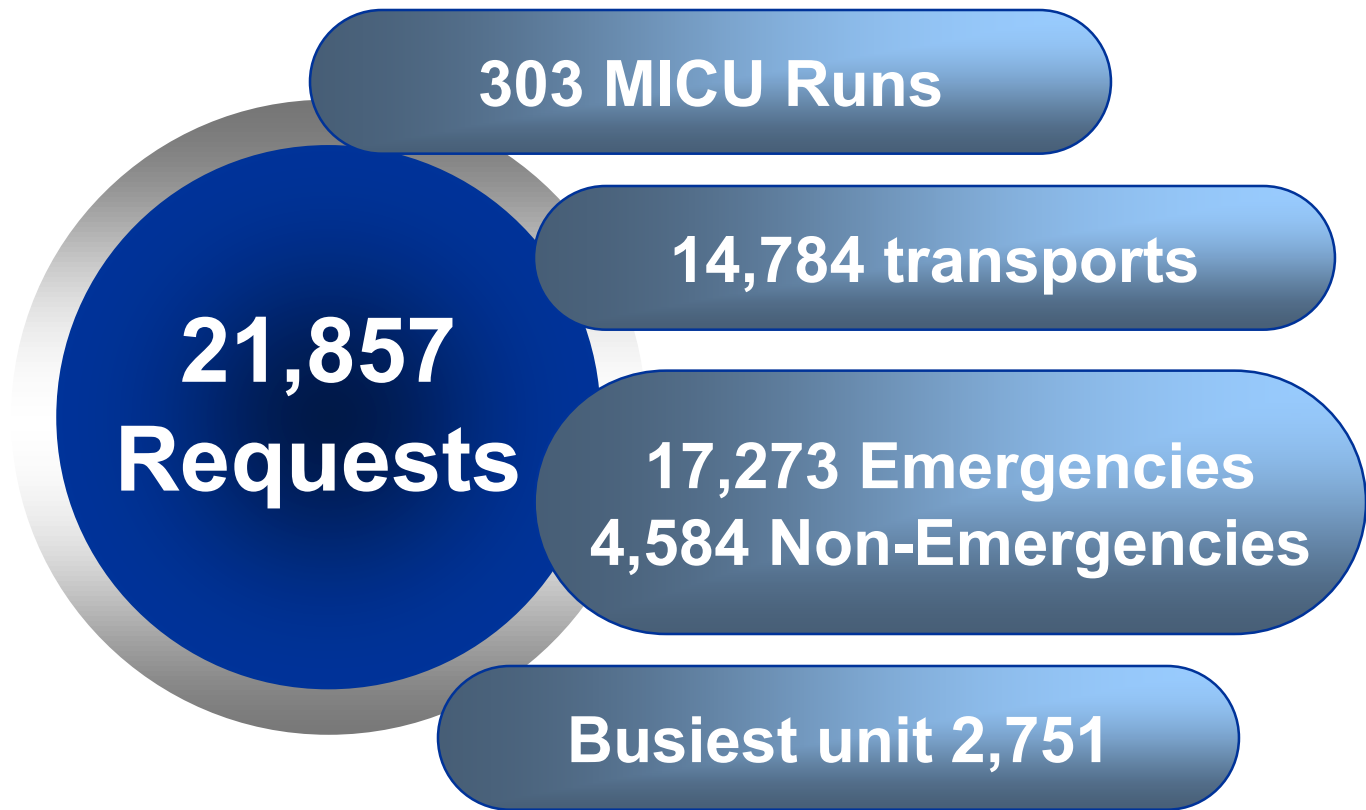
I was not here for 2019 so I had to ask a lot of questions and this is how it was described to me.



Agenda

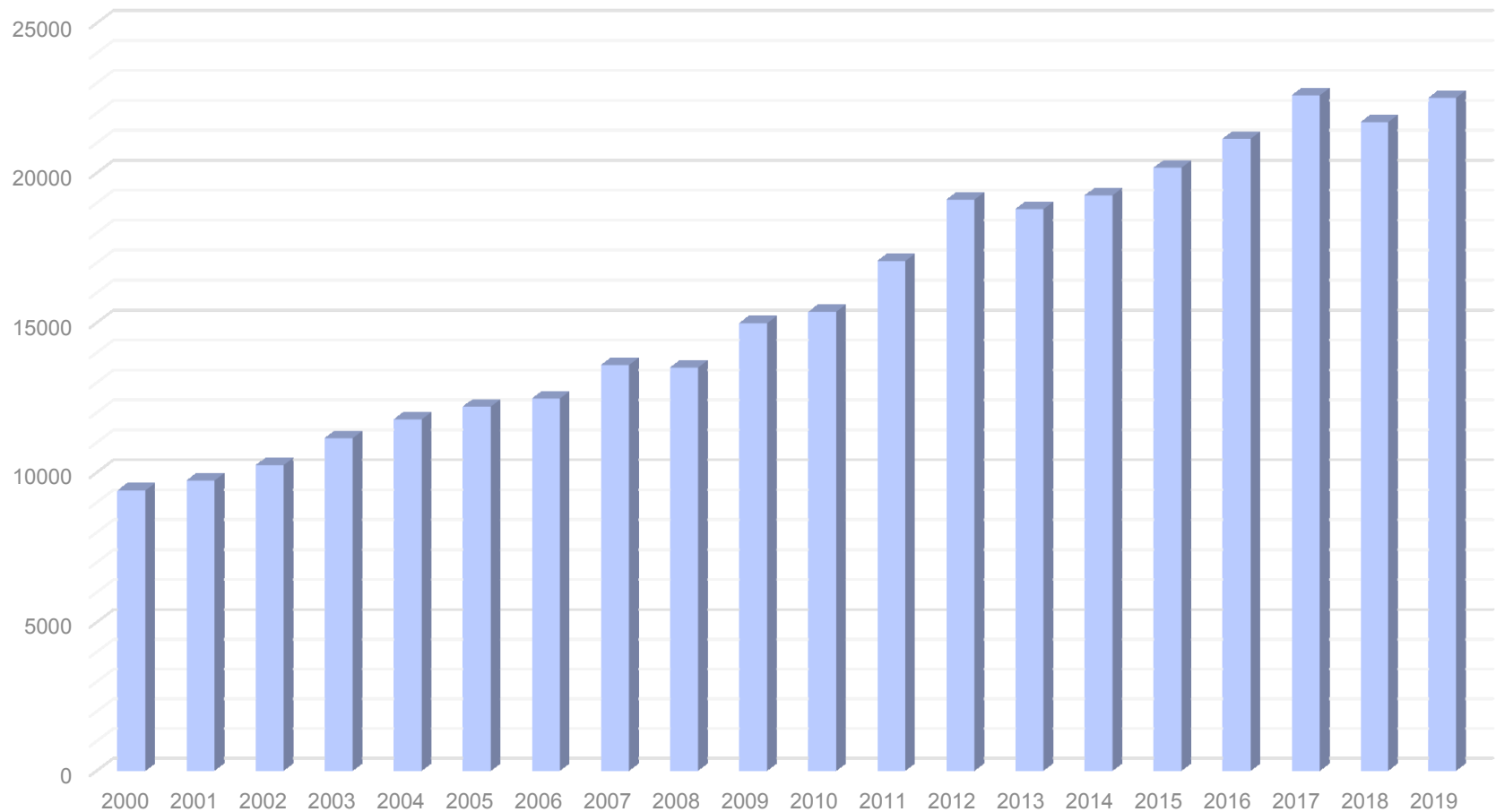
- 1 Call Volume
- 2 Workforce
- 3 Reimbursement
- 4 Special Teams
- 5 Education
- 6 Future
- 7 Finances
- 8 Questions

2019 Call Volume



Call Volume

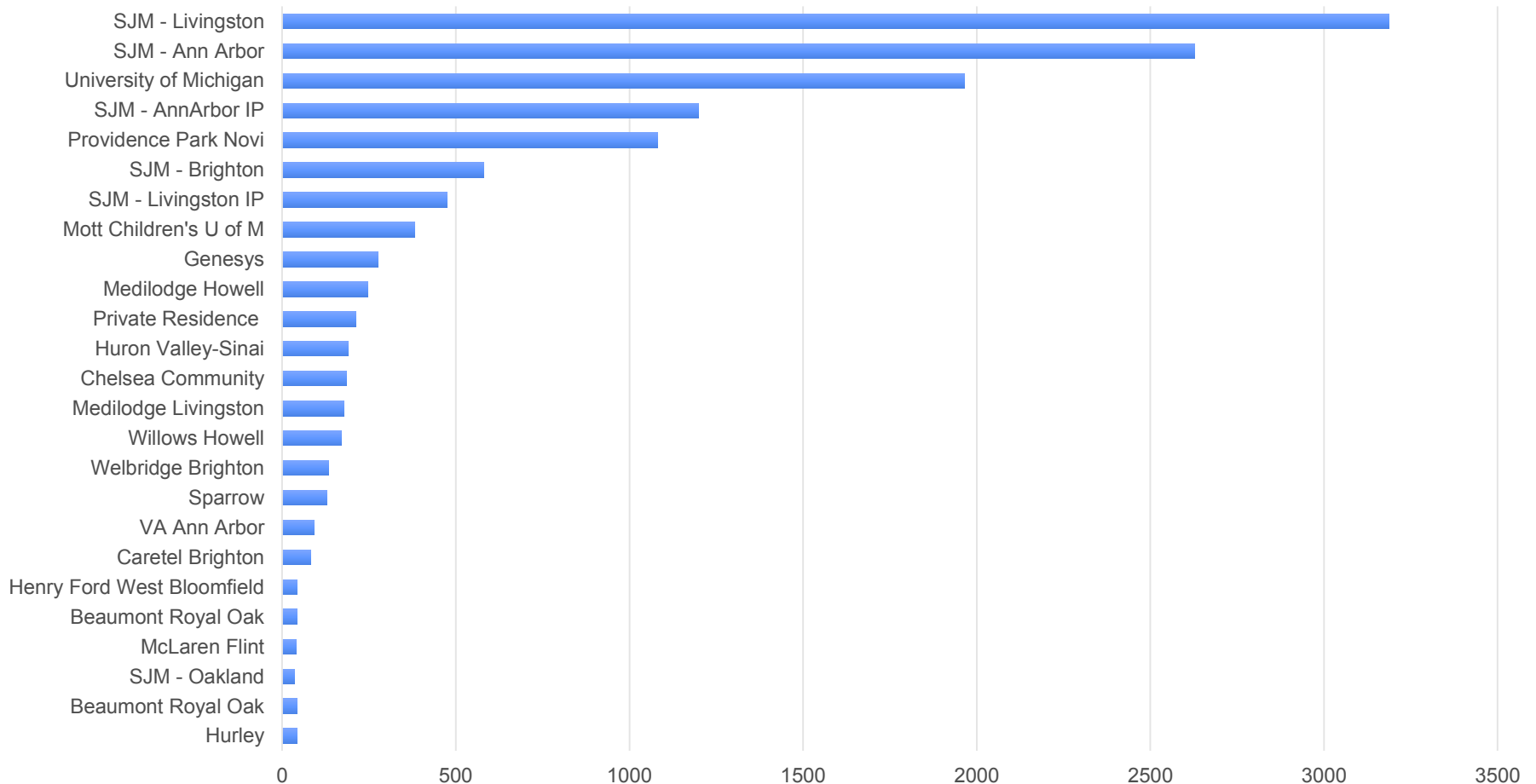
Annual Run Volumes



Call Volume

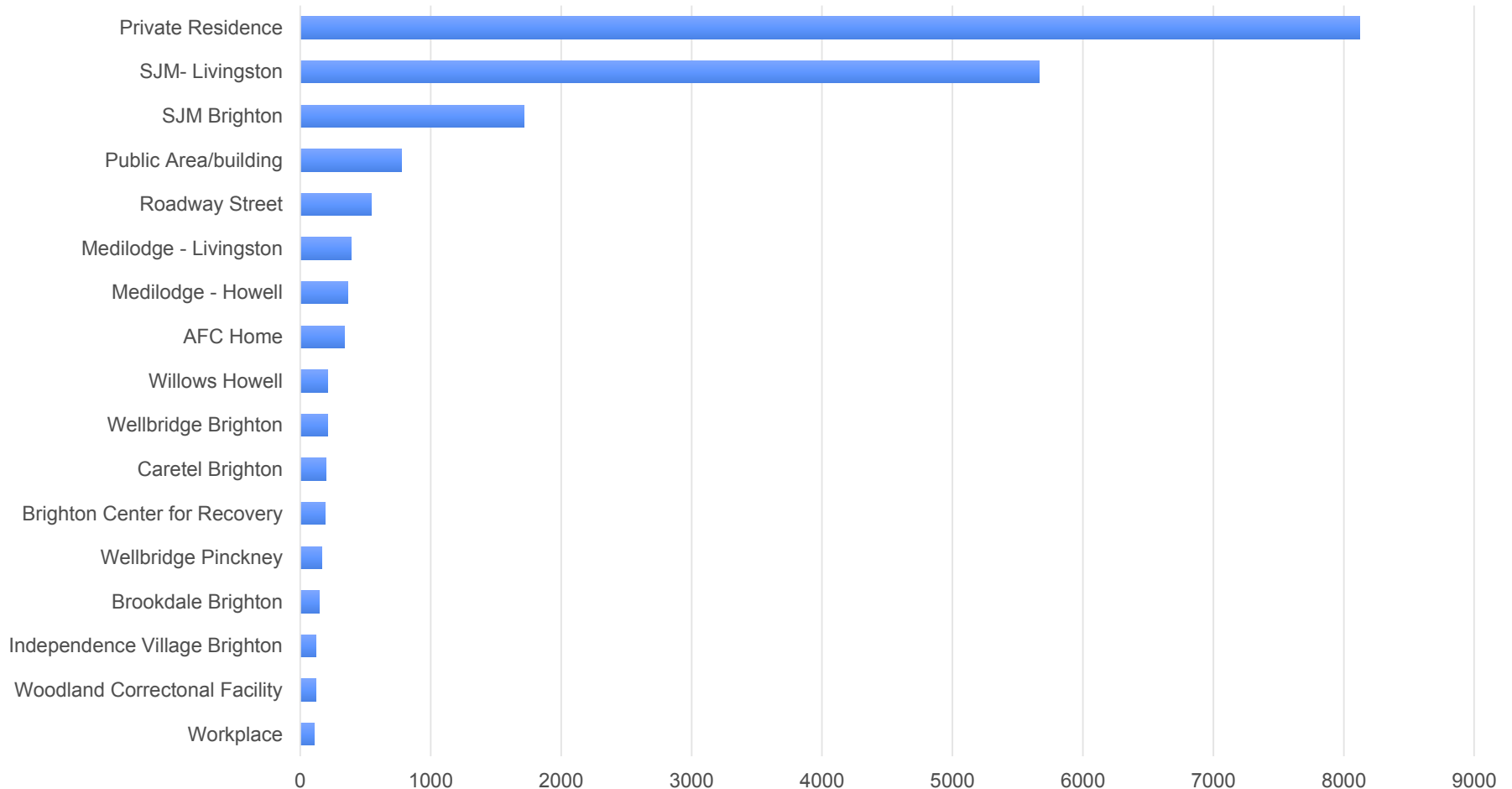
2019 LCEMS Transport Destinations

2019 LIVINGSTON COUNTY EMS TRANSPORT DESTINATIONS



Call Volume

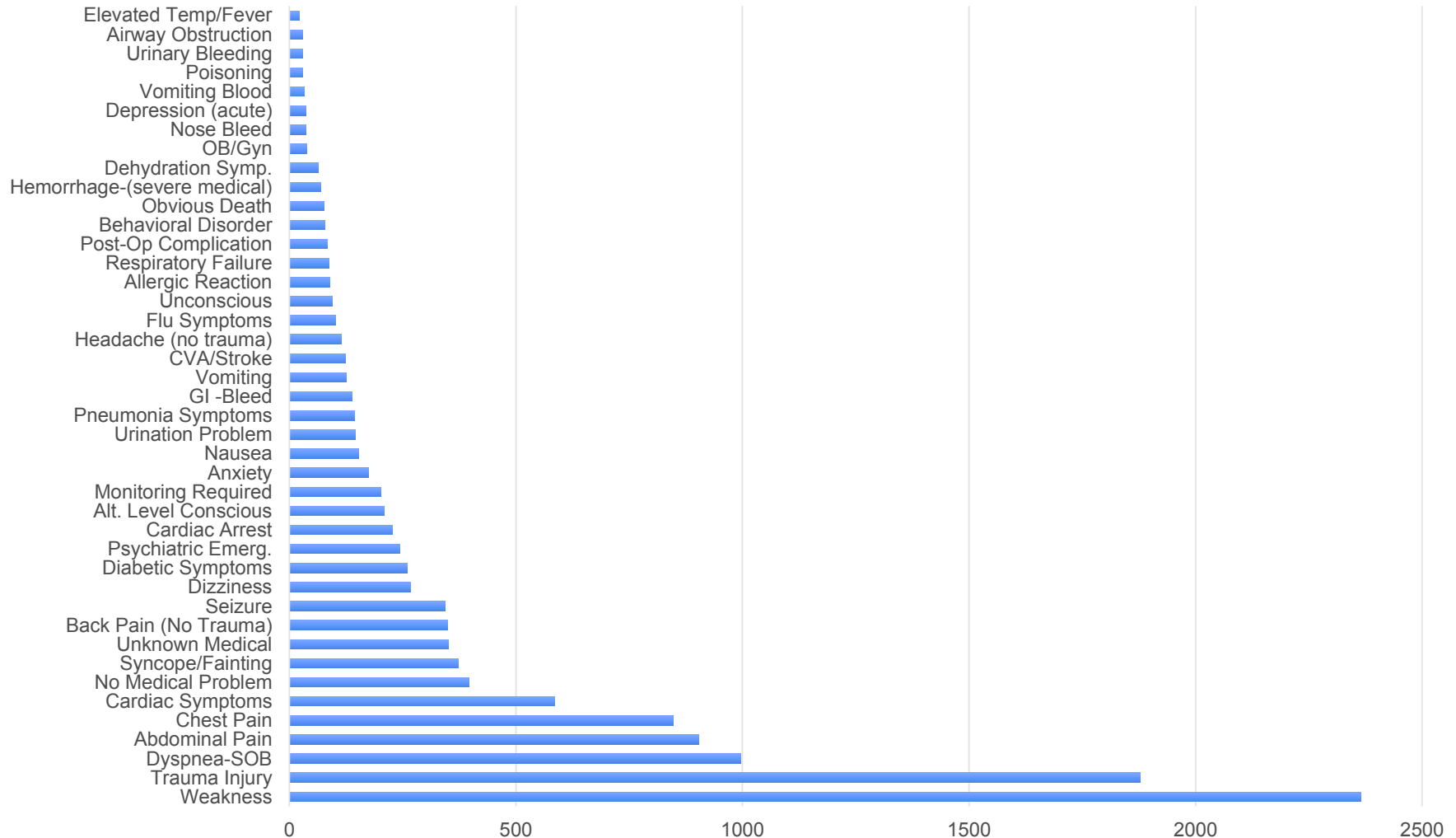
2019 LCEMS Pick up locations



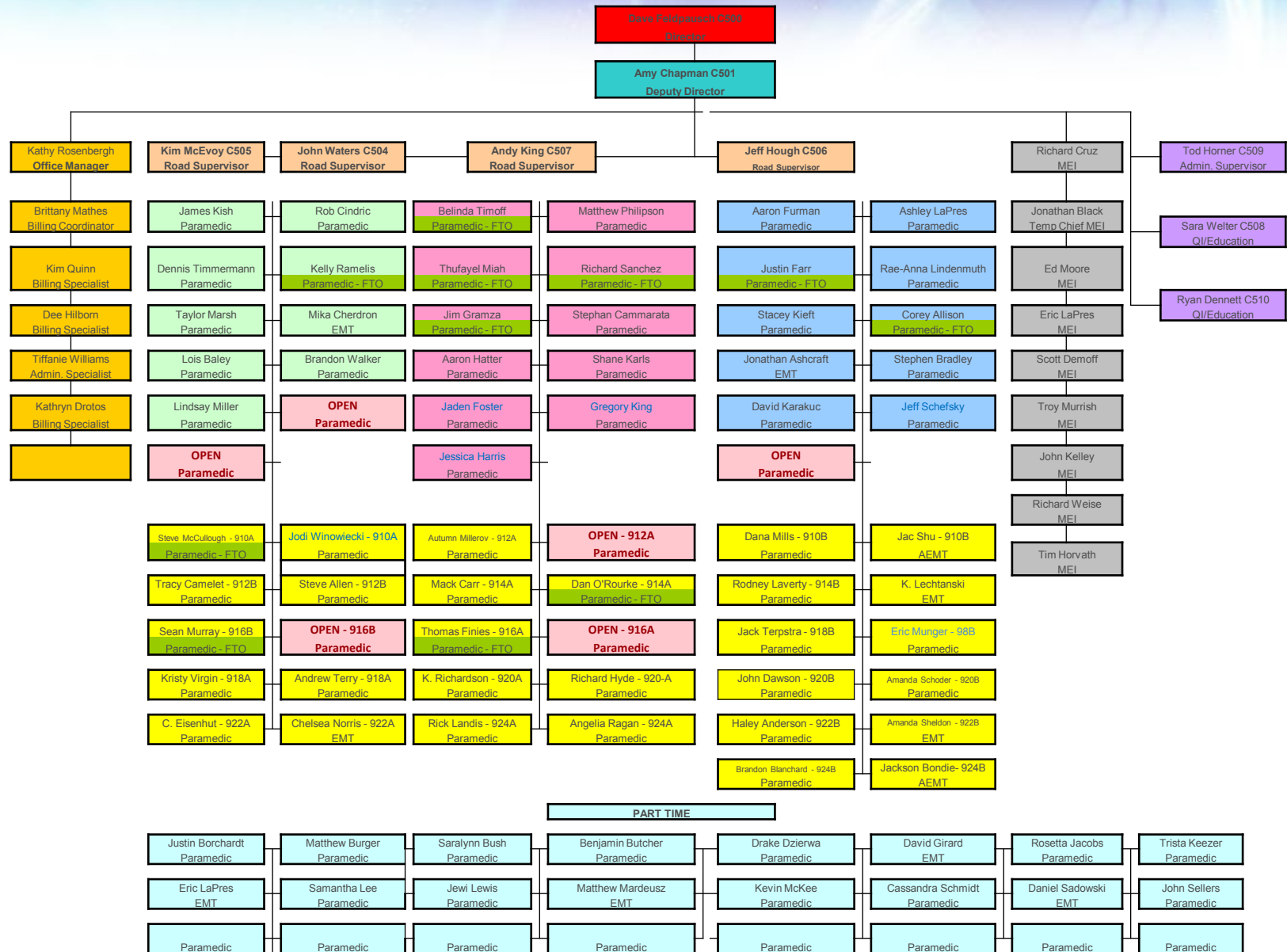
Call Volume

Reason for transport

2019 LIVINGSTON COUNTY EMS TRANSPORT DESTINATIONS



LIVINGSTON COUNTY EMS ORGANIZATIONAL CHART SEPTEMBER 2020



Workforce

- 65 FTE's
 - 6ish Out on injury
- 58 Paramedics
- 7 EMT's
 - 5 In Paramedic class completion May 2020
 - 1 Currently testing
 - 1 Off on Injury

Hired 26 new employees in 2019

Lost 25 employees to other opportunities

38% Field Staff Turnover in 2019!

Workforce



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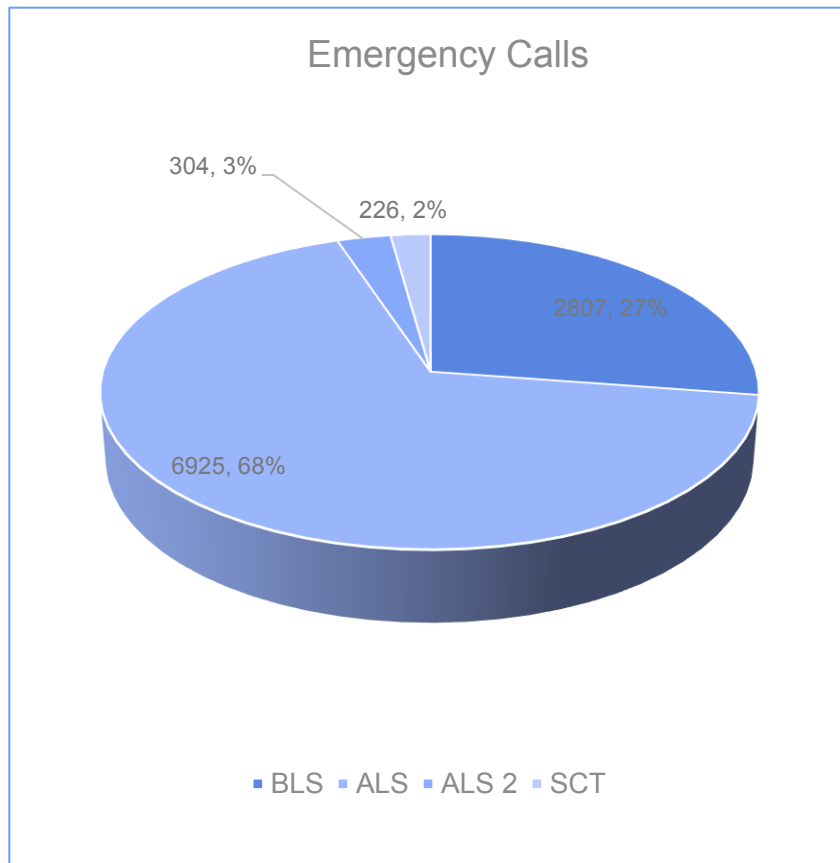
- 2019 challenges:
- No Deputy Director, Retiring Operations Manager, Lost: Director, Finance Manager, QI/Education Specialist, & Road Supervisor.

50% turn over in Management and Administration.

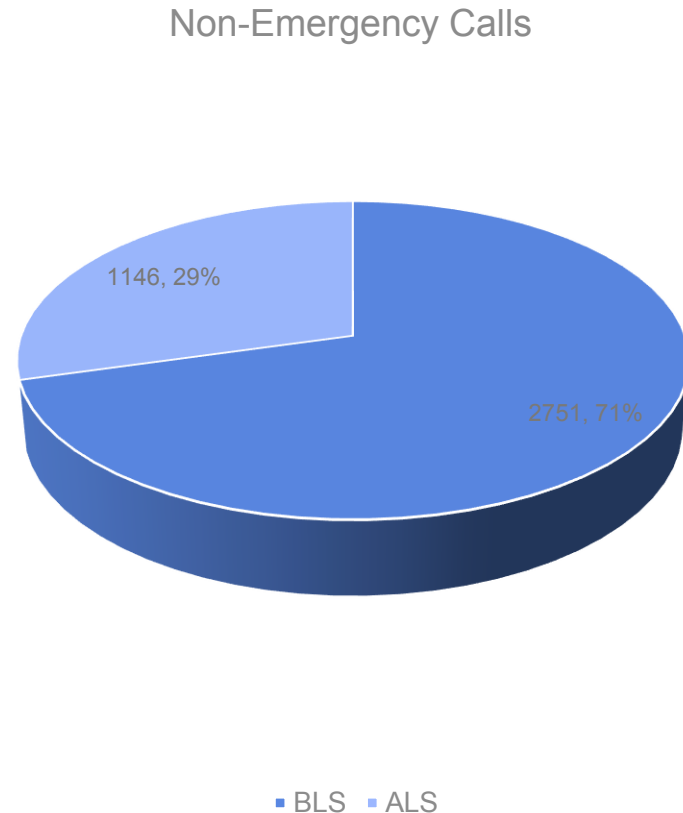
Reimbursement

Level of Care/Billing

Emergency Calls

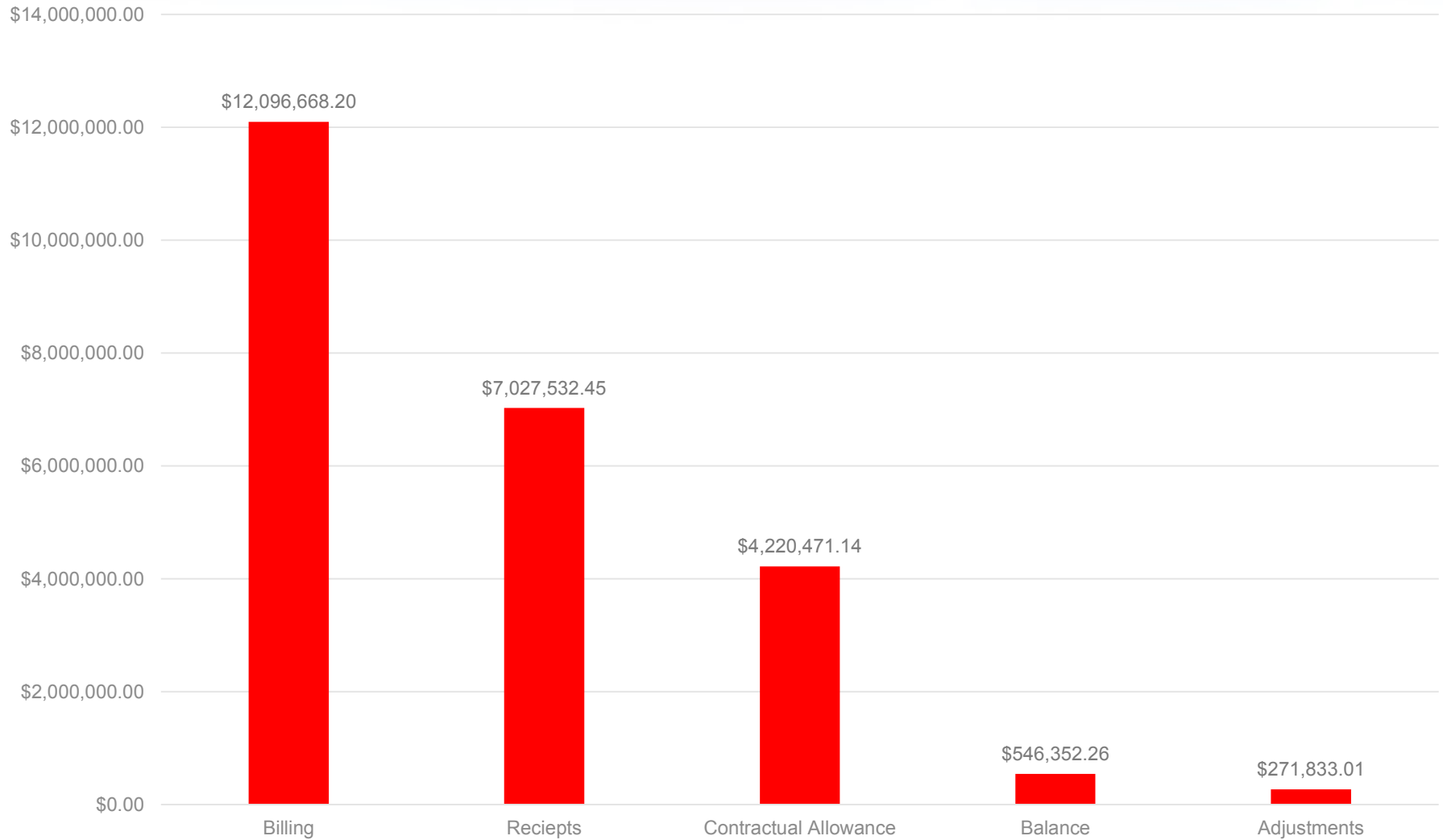


Non-Emergency Calls



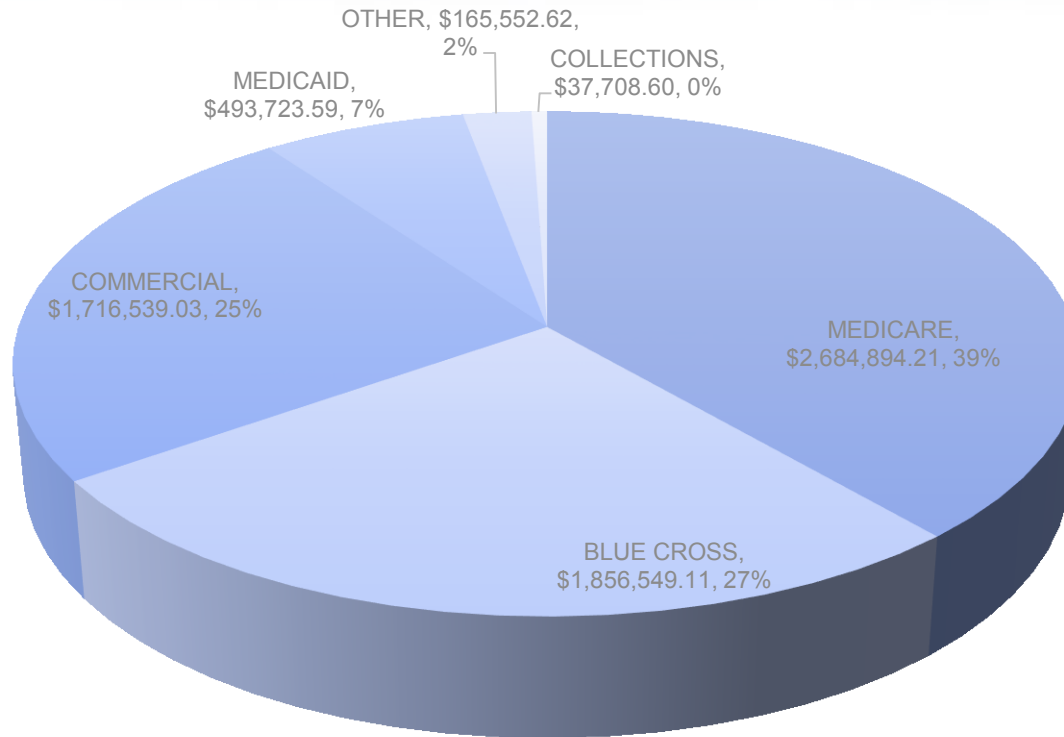
Reimbursement

2019 Billed & Gross Collection Numbers



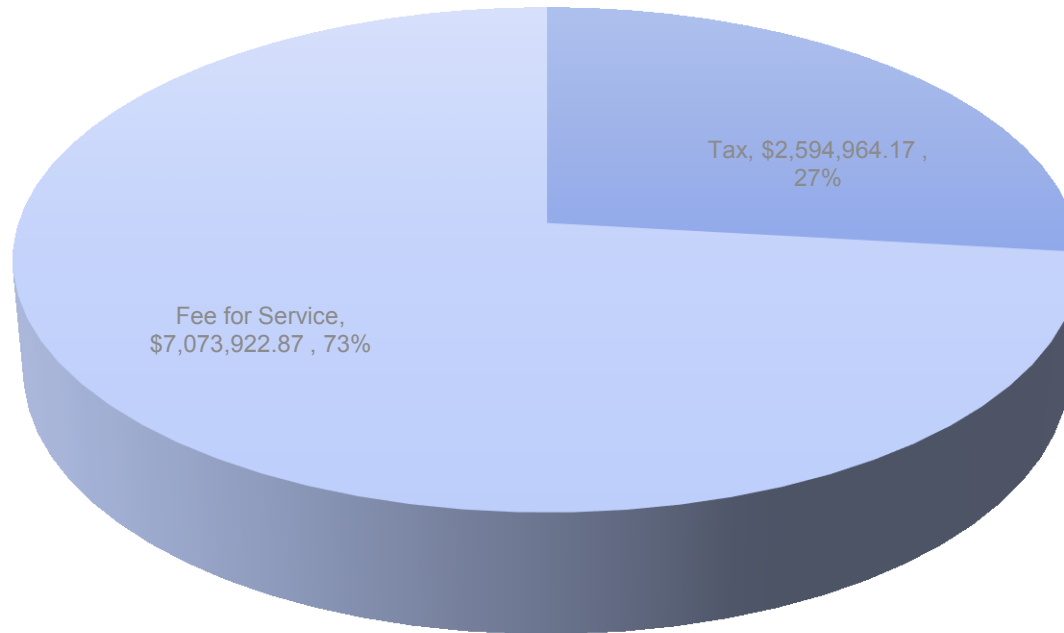
Revenue

LIVINGSTON COUNTY EMS PAYER MIX

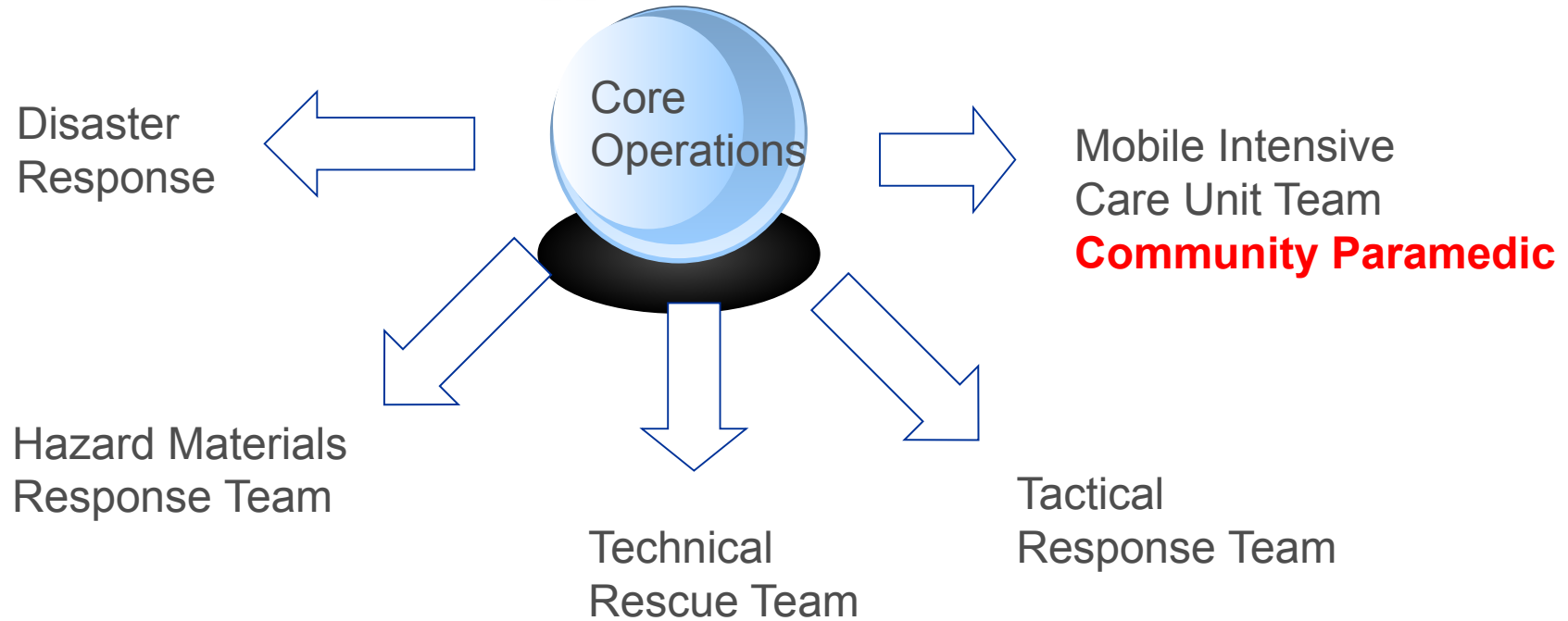


Collected Revenue

LIVINGSTON COUNTY EMS REVENUE 2019



Special Teams



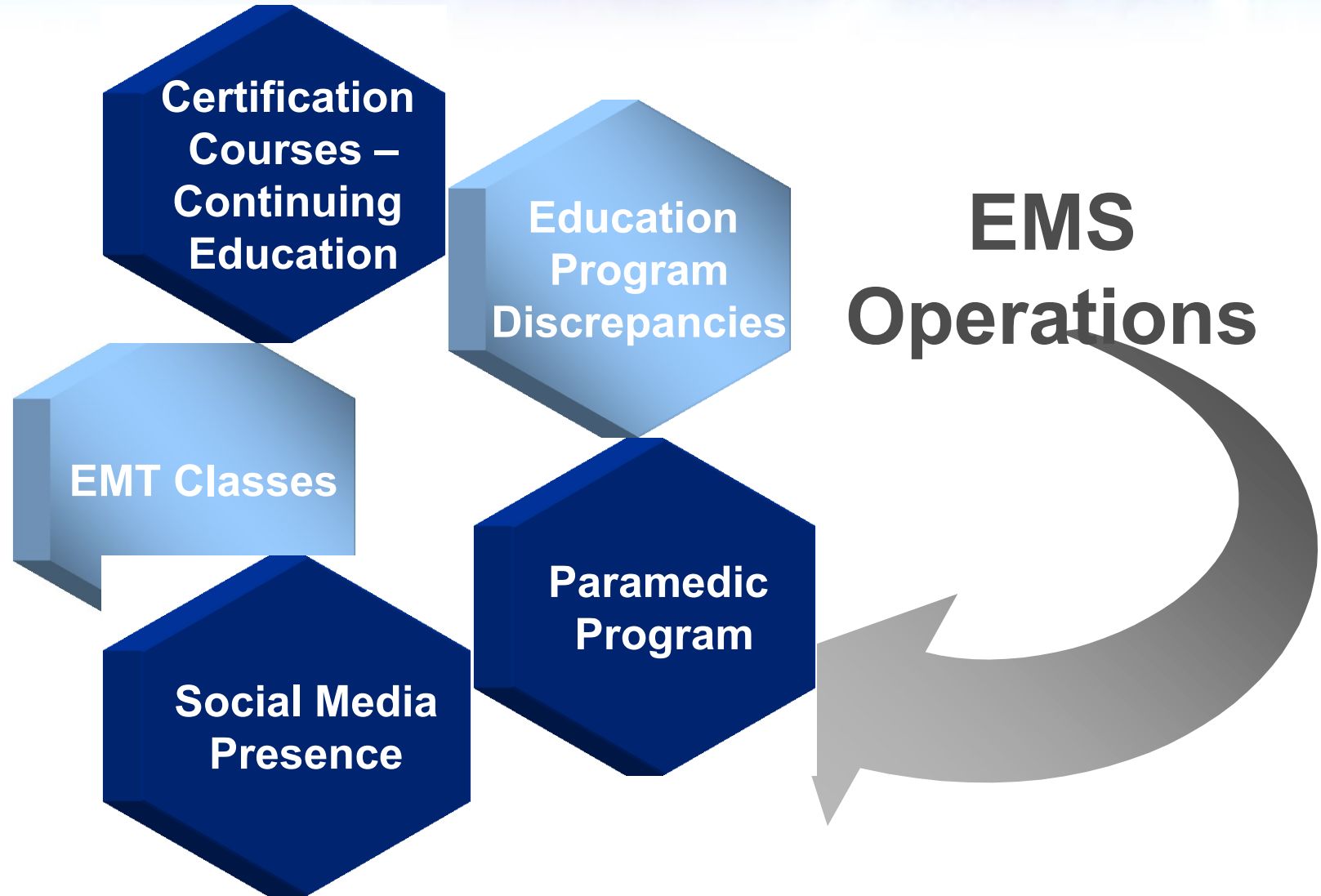
Special Teams



FEMA Deployments

- None in 2019 due to low staffing and high turnover.
- We are preparing an internal deployment plan so when the opportunities arise we have a step by step process to determine if we want to participate and at what level we can safely do so.

Education



Education Program Discrepancies



We discovered that we had some significant issues in our Education Programs. Our lead educator was found to be the source of the majority of the issue.

A forensic audit was conducted on all of the educational offerings and all of the findings definitively addressed. Some students repeated courses to ensure proper certification.

We also had a significant issue with incomplete course paperwork which is now audited and corrected.

Certification Courses & Continuing Education



In 2019 we offered 57 certification courses Internally.

We offered 144 AHA / ITLS & CEU's courses.

We taught 140 external AHA courses.

EMT Classes



We completed 2 High School EMT courses in summer of 2019 with 31 enrolled and 29 taking and passing the state test to obtain a license.

We started another High School EMT course in the fall of 2019 with 30 students enrolled (27 of 30 passing when COVID hit) and 12 successfully completing the program. State testing is still in progress.

Paramedic Class

We hosted our first AEMT class with 7 students successfully completing it and 6 have passed the state test to obtain an Advanced EMT license.

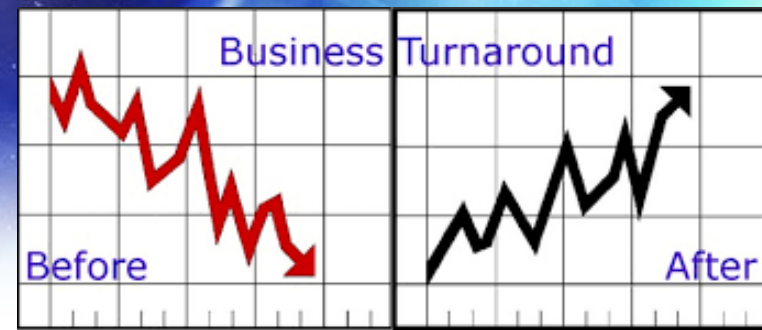
We hosted a satellite paramedic program sponsored by HVA with 6 students at our location, 3 were LCEMS employees. The program was moved back to HVA after our educational program issues arose. We had none of them successfully complete the course.

Future



- Medicare Cost Reporting – We were selected to participate this year but the process was postponed because of COVID
- ET3 - New CMS reimbursement model that allows for transport to alternate destinations and treatment in place
- Fee schedule for Treat no Transport
- New & Remount Vehicle specification
- Enhance Educational offerings and partnerships.

Finances



We started 2019 with **-\$80,013.52** in cash.

Our revised budgeted income was \$10,802,470 & actual was \$10,592.195 or 98%. This includes a \$400,000 transfer from the general fund. Actual income \$10,192,195 or 94%.

Our revised budgeted expenses were \$10,615,493.00 & our actual expenses were \$10,089,218.19 or 95.04%.

The ME expenses were reversed to the GF for \$236,184

Our bottom line for 2019 was \$102,977 without the ME expenses. With ME expenses we would have been -\$133,207.

Our year ended with \$256,188.26 in cash.



Questions?