

# EMS Municipal Relationships

## EMS Municipal Relationships



J.R. Henry  
CONSULTING INC.

## Agenda

- Welcome and Introductions
- Local Government Relations
- Types of Ambulance Providers and Governments
- Municipal Talking Points
- Best Practices
- Questions and Answers
- *Handouts available at [www.emsconsult.com](http://www.emsconsult.com)*

© Copyright 2019 - J.R. Henry Consulting Inc.

## Municipal Entity Types

PA has 67 counties and more than 5,100 other types of Governmental Units

- 1<sup>st</sup> Class Townships (~90)
- 2<sup>nd</sup> Class Townships (~1,500)
- Boroughs (~960)
- Home Rule Charter (including PHL)
- Second Class Cities (Pgh & Scranton)
- Third Class Cities (~50)

© Copyright 2019 - J.R. Henry Consulting Inc.

## Municipal Entity Types

- School Districts (~500)
- Municipal Authorities (~2,000)

© Copyright 2019 - J.R. Henry Consulting Inc.

## What type of relationship do you have with your local government and elected officials?

© Copyright 2019 - J.R. Henry Consulting Inc.

## Relationship Status

- None!
- Only when contacted and necessary!
- Minimum communication?
- Annual, Quarterly or Monthly Reports?
- Attend Municipal meetings?
- Submit articles for Municipal web site, newsletters, etc.
- Attend / sponsor community events

© Copyright 2019 - J.R. Henry Consulting Inc.

# EMS Municipal Relationships

**Act 7, 8, 9 of 2008**

**Municipalities have the power and right to designate their primary EMS agency**

© Copyright 2019 - J.R. Henry Consulting Inc.

**3 Bills – 3 Acts  
One Purpose!!!**

Signed into PA Law on and effective  
May 17, 2008

- SB-7 of 2008 – 2<sup>nd</sup> Class Townships
- SB-8 of 2008 – Boroughs
- SB-9 of 2008 – 1<sup>st</sup> Class Townships

© Copyright 2019 - J.R. Henry Consulting Inc.

**Act 7 of 2008**

***“The township shall be responsible for ensuring that fire and emergency medical services are provided within the township by the means and to the extent determined by the township including the appropriate financial and administrative assistance for those service”***

© Copyright 2019 - J.R. Henry Consulting Inc.

**Act 7 of 2008**

***b) The township shall consult with the fire and emergency medical services provides to discuss the emergency service needed of the township.***

***(c) The township shall require any emergency services organizations receiving township funds to provide to the township an annual itemized listing of all expenditure of these funds before the township may consider budgeting additional funding to the organization***

© Copyright 2019 - J.R. Henry Consulting Inc.

**What does this mean to you?**

This provides you with a **great opportunity** to begin (or continue) discussions with your local elected officials!!!

***The laws do not mandate municipal subsidies!!***

© Copyright 2019 - J.R. Henry Consulting Inc.

**E.M.S. Municipal Subsidy**

- ***Municipal subsidy levels vary widely from community to community***
  - ***None***
  - ***Partial***
    - Indirect expenses such as volunteer workers comp or other ins. premiums, fuel, building / utility costs, other
    - Direct - annual donation or other type of subsidy
    - General Fund / Local Services Tax / EMS Tax
    - Annual amounts may be based upon budget request

© Copyright 2019 - J.R. Henry Consulting Inc.

# EMS Municipal Relationships

## E.M.S. Municipal Subsidy

- **Keep in mind that most municipalities have limited resources !!!**
- **You are competing for funding priority with every other existing municipal service**
- **We are the “new kids on the block”**

© Copyright 2019 - J.R. Henry Consulting Inc.

## EMS and Taxes

- Three primary ways that municipalities can help support an EMS agency with tax revenue

- General Revenue Fund
- EMS Tax
- Portion of the Local Services Tax
- And....



## Municipal Authorized Fees for EMS and Fire

### Part 6 FIRE PROTECTION SERVICES FEE

Chapter 7 Fire Prevention and Fire Protection  
Part 6 FIRE PROTECTION SERVICES FEE

- § 7-601 Fire Protection Services Fee Established; Use of Generated Revenue.
- § 7-602 Responsibilities of Forest Hills Borough Volunteer Fire Department.
- § 7-603 Collection Procedure; Penalty for Delinquent Accounts.
- § 7-604 Penalty.

- § 7-601 Fire Protection Services Fee Established; Use of Generated Revenue.  
[Ord. 1015, 10/19/2011, § 1; as amended by Ord. 1040, 8/21/2013, § 1]

1. A fee for providing fire protection services is hereby established and shall be charged to each owner of residential, multi-family and commercial property within the Borough. For purposes of this Part, each unit in a multi-family dwelling which contains a cooking stove or shares a common kitchen facility shall be considered a multi-family unit and shall be charged the fire prevention services fee.

## CAUTION:

**Remember the old saying....**  
**Be careful on what you ask for**  
**...because you might just get it!!!**

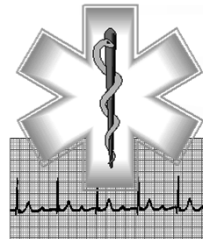
© Copyright 2019 - J.R. Henry Consulting Inc.

## Best Practices

- **Be careful not to deliver an *ultimatum* !!!**
- **Elected officials do have alternatives!!!**
  - Contracting with other for profit / non-profit entities
  - Contracting with mutual aid companies
  - Splitting service area;
  - Consolidation

© Copyright 2019 - J.R. Henry Consulting Inc.

## Sample Municipal Talking Points



Presented By:

**J.R. Henry**  
CONSULTING INC.

© Copyright 2019 - J.R. Henry Consulting Inc.

# EMS Municipal Relationships

## Overview of EMS Services

- Emergency Medical Services
- Non-Emergency Ambulance Transports
- Alternative (wheelchair van) Transports
- Critical Care Transports
- Disaster Management
- Rescue Services
- Tactical Ops / Support
- Public Safety and Public Training
- Standby and Community Events



© Copyright 2019 - J.R. Henry Consulting Inc.

## Levels of Ambulance Service



- First Responder Services (FR)
- Basic Life Support (BLS)
- Advanced Life Support (ALS)
- Critical Care (CCT)

*Transportation can be provided via Ground or Air Units*

© Copyright 2019 - J.R. Henry Consulting Inc.

## TYPES OF EMS PROVIDERS



- Attendants and Drivers
- EMT- B
- AEMT
- EMT- Paramedic
  - Critical Care EMT-P
  - Community Paramedic
- Pre-Hospital Registered Nurse
- Physicians

© Copyright 2019 - J.R. Henry Consulting Inc.

## Best Practices

- Provide a ***brief*** overview of the services you provide!
- Share some ***concise*** operational, financial and administrative facts
- ***Focus on the quality of your services such as: 24 x 7 coverage, clinical and response benchmarks, training overview***

© Copyright 2019 - J.R. Henry Consulting Inc.

## Best Practices

- ***Focus on the issues related to 24 / 7 coverage including “the cost of readiness”***
- ***Do you what your actual costs are? Per call; per hour***
- ***What is your Unit Hour Utilization?***
- ***Productivity levels?***

© Copyright 2019 - J.R. Henry Consulting Inc.

## Best Practices

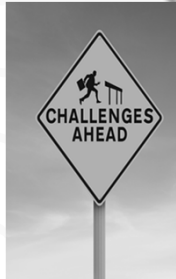
- **What challenges are facing your organization?**
- **What has your organization done to help address or solve these challenges?**
- **What are your short and long term needs?**

© Copyright 2019 - J.R. Henry Consulting Inc.

# EMS Municipal Relationships


## EMS in PA Facing Huge Challenges

- Decline in volunteers
- Increased cost for equipment, personnel and training
- Flat or declining reimbursement
- Low levels of tax support
- Greater scrutiny of services/increased claim denials
- Charity care and patient inability to pay



## Staffing Issues

- Volunteer vs. Career
- Pay Issues – Competitive?
- Scheduling and Fatigue
- Working Multiple Jobs
- PTSI and Suicide
- FLSA and Overtime Issues
- Benefits Issues



## Do EMS Providers Get Paid What They Are Worth?

- Compared to other Emergency Services, we don't come close!
- Compared to other health care jobs - it get worse!
- What is worse, we don't even come close to other professionals that do not provide life saving care!

Position	Hourly Rate	Yearly Rate
EMT and Paramedics	\$17.64	\$36,700
Firefighters	\$24.97	\$51,930
Police Officers	\$31.03	\$64,490
Dental Hygienists	\$35.91	\$74,680
Registered Nurses	\$35.36	\$73,550
Credit Authorizers / Checkers	\$19.07	\$39,675

## EMS Revenue Crisis

- While EMS agencies in Pennsylvania are required to respond to all emergency dispatches from a PSAP, EMS agencies are not always reimbursed for their services
- For the most part EMS agencies are only reimbursed if they transport a patient to the hospital – but many (~20-30%) patients are treated and NOT transported or may really need to go to an alternative destination.
- Even if the EMS agency transports a patient to the hospital, the reimbursement rate often does not cover the cost of providing the service
- Decreasing Revenue and Increasing System Costs = Escalating Crisis

local News

**EMT enrollment shortage continues**

**Bethlehem-based ambulance service closing**  
Updated Jan 02, 2019

**Pa. Ambulance Service Exploring Options to Avoid Closing**

**3 Pa. ambulance companies close since start of 2015**  
EMS officials expect more BLS ambulances to close due to lack of volunteers and funding

**Plainfield EMS closes highlighting statewide shortage of volunteer emergency responders**  
By **CHRISTINA TATU**  
**OF THE MORNING CALL**  
FEB 22, 2019 | 8:30 PM

### LOCAL REGION AMBULANCE SERVICE CLOSURES 7-2013 THROUGH 9-2019

COUNTY	CLOSED	CONSOLIDATED	PENDING CLOSURE	LICENSE LAPSED	QRS
LEHIGH	2	0	1	0	3
NORTHAMPTON	6	0	0	3	3
BERKS	6	1	0	0	2
CARBON	2	0	0	1	4
MONROE	2	0	0	0	4
SCHUYKILL	0	6	0	0	2

# EMS Municipal Relationships

## S.R. 6 Report and Recommendations "Fire and EMS are in a crisis - right now. "

The Senate Resolution 6 Commission, a special bipartisan, bicameral legislative commission has developed 27 recommendations to improve the delivery of emergency services and to develop related legislation.

Five (5) Key EMS recommendations:

- (4) Correct EMS Reimbursement Rates to allow for competitive compensation
- (14) Adjust funding streams for the EMS Services OPERATING FUND
- (15) Update EMS payment policies including Medical Assistance (MEDICAID) rates
- (19) Fund BASIC Fire & EMS Training at the Commonwealth Level
- (21) Restore FTE reimbursement for Public Safety Training Courses at the community College level

## Some Positive Changes....But Change is Slow



### Best Practices

- **We know that the EMS system is in crisis!**
- We need to find "outside of the box" creative solutions
- Identify your EMS organization's needs
- Be prepared! Plan to meet with your local elected officials to discuss your needs and their expectations!
- **All options** should identified and discussed to help rebuild a sustainable EMS system that provides high quality EMS care in a safe and timely manner!

### Current EMS System is not sustainable!

- **New Revenue Sources are Needed!**
- **Treatment / No Transport Fees?**
- **Community Paramedic Services?**
- **Consolidations or Mergers?**
- **Municipal Subsidies (Taxes or Fees)?**

© Copyright 2019 - J.R. Henry Consulting Inc.

# EMS Municipal Relationships

## Best Practices

- Obtain a better understanding and recognize that this is an ongoing ***political and financial process!***
- Education is another key component of the process!
- Set realistic goals and objectives!
- Adjust or limit your expectations!

© Copyright 2019 - J.R. Henry Consulting Inc.

## Key to Success: Effective Communication!



## Questions??

**J.R. Henry**  
CONSULTING INC.

J.R. Henry, EMT-P  
130 Lingay Drive  
Glenshaw, PA 15116  
(412) 736-4163  
(412) 291-3434 (fax)

[jrhenry@emsconsult.com](mailto:jrhenry@emsconsult.com)



**THANK YOU !!!**

© Copyright 2019 - J.R. Henry Consulting Inc.

## Subscription, Donation or Capital Fund Drive Programs!

Michael Henry  
130 Lingay Drive  
Glenshaw, PA 15116  
(412) 931-2833  
(412) 291-3434 (fax)

[mhenry@psmarketing.com](mailto:mhenry@psmarketing.com)



**THANK YOU !!!**

© Copyright 2019 - J.R. Henry Consulting Inc.