



## DEPARTMENT OF PUBLIC HEALTH

### Emergency Medical Services Agency

POLICY #450

#### TITLE: **AIR AND GROUND AMBULANCE RESPONSE TIME INCENTIVE**

APPROVED: ON-FILE

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ON-FILE

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**Authority:** California Health and Safety Code, Division 2.5, Emergency Medical Services (EMS) System and Prehospital Emergency Medical Care Personnel Act, Sections 1797 et seq. and California Code of Regulations, Title 22 Social Security, Division 9, Prehospital Emergency Medical Services.

**Purpose:** To provide air and ground ambulance service providers a means to achieve a response time compliance incentive for any emergency response zone category in which fractile compliance reaches, at minimum, the 92% benchmark as measured monthly.

**Policy:** It is the policy of the Merced County Emergency Medical Services Agency to waive outlier penalties for any emergency response zone category in which fractile compliance reaches, at minimum, the 92% benchmark as measured monthly. This policy pertains specifically to contracted air and ground ambulance service providers.

**Procedure:** 1) Twenty (20) days following the end of each calendar month, the EMS Agency will calculate contractual response time compliance using the Priority 1 – 4 Penalty Assessment Report generated by the FirstWatch program.

2) When within the individual emergency response zone categories of Priority 1 – 4 fractile compliance reaches, at minimum, the 92% benchmark, the outlier penalties accrued during that month will be waived for that individual emergency response zone category.

3) Twenty (20) days following the end of each calendar year's Quarter, the EMS Agency will calculate contractual response time compliance using the Priority 5 Penalty Assessment Report generated by the FirstWatch program.

4) When within the emergency response zone category for Priority 5 fractile compliance reaches, at minimum, the 92% benchmark, the outlier penalties accrued during that month will be waived for the Priority 5 emergency response zone category.