Ambulance Service of Manchester, LLC.

January 21, 2014

• Continuous operation since 1959 (54 years), 26 years experience providing Advanced Life Support (Paramedic) service.
• 28 ambulances. One Paramedic SUV.
• Over 21,000 patients transported from emergency calls per year.
• Winner of the 2012 Governor’s Award for Career EMS Agencies
• A Limited Liability Corporation, no outside debt.

www.asm-aetna.com
Company Specifics

• Staffs up to 22 ambulances, up to nine of which are Paramedic Units. In reserve are mechanical spares, one bariatric unit (with a second forthcoming) and one EMS vehicle (SUV).

• Sister company is Aetna Ambulance in Hartford, which staffs up to 17 ambulances, up to seven of which are Paramedic Units.

• Provides EMS to South Windsor, Manchester, East Hartford, Bolton, Glastonbury, Coventry, Stafford, Somers, Windsor and several more upon request, such as towns in Tolland County.

• Provides non-emergency and critical care transport services to the area.
History with South Windsor

Paramedic service to South Windsor began in 1987.

Until July 2005, ASM did all EMS calls, BLS and ALS, between 6am and 6pm, Monday – Friday.

In 2013, ASM responded to 1,436 requests for EMS in South Windsor.

Remain staffed/equipped for mass casualty incidents with examples of such responses in town.

    Multi-victim motor vehicle accident, auto shop assaults, armed stand-off, etc.
Company and Employee Details

On site dispatch, HR, fleet maintenance, IT, disaster management, corporate compliance, accounting, medical supplies, call center, business/admin and billing.

Main office in Manchester, satellite offices in East Hartford and Stafford Springs.

ASM has added six ambulances since 2008.

As of RFP, ASM employed 36 Paramedics (30 FT, 6 PT), 77 EMTs and AEMTs, and eight dispatchers. Have added ten EEs since then.

- **Paramedics**: Average 8.5 years experience, 305.5 cumulative years of experience
- **All EMS Staff**: Average 7.5 years experience, 849.8 cumulative years of experience
Equipment and Technology

Significant investment in technology and equipment:

LifePak-15 cardiac monitors with EKG transmission

23 STEMI transmissions from South Windsor since inception

ChillCore Therapeutic Hypothermia

King Vision Video Laryngoscopes

Mercedes-made Sprinter Ambulances

GPS enabled computer-aided dispatch system

Automatic Transport Ventilators

First Commercial ambulance service in the State to transition to electronic patient care reports, first to deploy IO drills, reflective vests for all employees, Battenburg checker pattern, induced hypothermia, wireless EKG transmission, SCT training, all LED light packages, portable CPAP, and more...
Training and Oversight

Extensive Quality Assurance process for care and operations:
• Full-time, permanent, in house, management-level Quality Assurance Manager (rare in the industry)
• Reviews 100% of ALS patient care reports
• Statistically valid sample of BLS patient care reports

Rigorous program to train new Paramedics, with actual attrition.

Extensive in-house training for all employees: Arrive Alive, Corporate Compliance, HIPAA, OSHA, NIMS, etc.

Three certified EMS Instructors, three RNs, nine paramedics with Fundamentals of Critical Care Support, three with Pediatric Fundamentals and three Critical Care Paramedics.

Specialty Care Transport training program.

Collaborative, closed-loop relationship with Sponsor Hospital and EMS Medical Direction.
Community Service

Annual Food Drive and State Police Toy Drive
Walkathons, open houses and tours, school visits, high school career fairs, ride-alongs, educational partnerships and public lectures.

Farm days, field days, Make-a-Wish events, Touch a Truck days, parades, Prom Promise, early childhood fairs, mentorships, health fairs, Scouting programs, and many more.

Conducts in-house EMT programs and CPR training
Deliverables and Redundancy

An ALS ambulance will be dedicated specifically to the service of the town 24/7, 365 days per year. To accomplish this, ASM will add an additional 24-hour ALS ambulance to the daily scheduled fleet.

Upon notification, procedure will be for ASM to replace the dedicated ambulance with ALS coverage, in town, for each successive response until such time as assigned ambulance returns to service.

ASM and Aetna have up to 16 Paramedic ambulances staffed with two additional Paramedic SUVs for ALS support. ASM on its own can have up to 13 BLS ambulances for tiered response to BLS requests.

ASM plans to engage the town in leasing town-owned EMS offices and garage space as they see fit and would petition the state for a satellite office permit for this purpose.

ASM would assume the PSAR designations and would contract to surrender them back to the Town upon termination or conclusion of contract.

Mutual aid services as desired and/or requested.

No cost to the Town of South Windsor.
Response Time Details

Expectations, requirements and response times should be agreed to in writing within a service contract.

ASM management reviews and analyzes all response times daily and will continue the practice.

ASM will leverage GPS, Candidate Ranking and FleetEyes.

ASM has recent examples of going 2, 3, 4 calls deep and more in South Windsor without mutual aid or extended response times.

Utilize GPS mapping of historic call data for strategic vehicle placement.
Reporting and Transparency

ASM uses performance metrics to determine staffing levels. We do not use Unit Hour Utilization (per ambulance volume).

ASM proposes a Council-appointed Review Committee to meet regularly. Committee reviews response times, survey data, correspondence and ASM action on any/all concerns. Committee and Town Manager receive metrics report monthly. Immediately available to the Town Manager with “no wrong door”. No ‘encumbered’ EMS licenses or certifications. Town Manager holds right to remove EMS personnel from the contract.

Example - ASM’s contractual relationship with Windsor:

• Agreed upon response times that are specific, detailed and dynamic to the town’s need.
• 838 responses in first 12 months, one (1) non-exempt overage.
• Response times reported out monthly.
Patient Satisfaction Surveys

ASM surveys a statistically valid sample of EMS responses (>200/month) to monitor for trends, correct or improve behaviors, recognize excellence and ensure high quality EMS care.
Conclusion

Thank you for the opportunity...