



# 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](http://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.



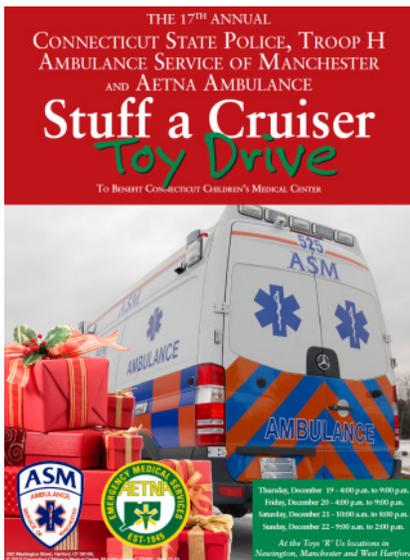
# Community Service

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

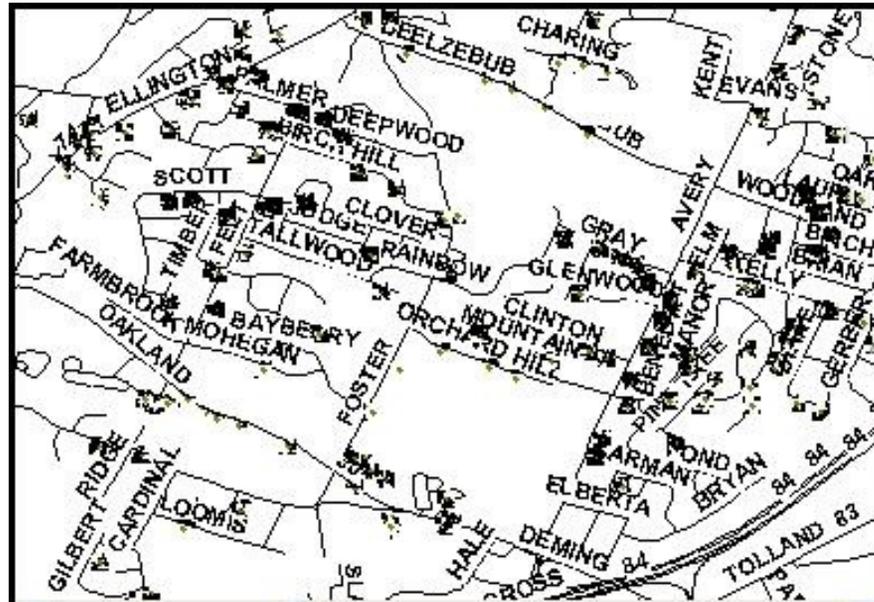
Expectations, requirements and response times should be agreed to in writing within a service contract.

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.

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**Ambulance Service, Patient Satisfaction Survey**

THANK YOU for helping us to improve. This survey should take less than five minutes of your time to complete. Please fill out as much or as little as you are comfortable completing.

Date of Transport: 12/27/13 Invoice/Run Numbers: 13-112353  
 Name of Person Completing Survey: [REDACTED]

Check here and fill out one of the following items if you wish to be contacted:

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Please check the response that best reflects your opinion:

The ambulance arrived in a timely manner.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The ambulance ride was safe and comfortable.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The person driving the ambulance was skilled in doing so.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

Care was demonstrated by the medics who arrived with the ambulance.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics took your problem seriously.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics listened to you and/or your family.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics treating you were highly skilled.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics kept you informed about your treatment.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics included you in treatment decisions.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics relieved your pain, anxiety, distress or discomfort.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics showed concern for your privacy.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The EMT/Paramedics cared for you as a person.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

Check out the latest company and EMS news at [www.asm-aetna.com/blog](http://www.asm-aetna.com/blog)

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Please check the response that best reflects your opinion:

The EMT/Paramedics eased your entry into the medical facility.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The services received were worth the fees charged or thought to be charged.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The staff in our billing office were professional.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

The staff in our billing office addressed your needs.  Strongly Agree  Agree  Neither Agree nor Disagree  Disagree  Strongly Disagree

Excellent	Good	Adequate	Poor	Unacceptable
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Please check the response that best reflects your opinion:

Overall rating of the care provided by our Emergency Medical Transportation service.  Excellent  Good  Adequate  Poor  Unacceptable

Likelihood of recommending our ambulance service to others (or speaking highly of us).  Excellent  Good  Adequate  Poor  Unacceptable

Please use a word or phrase to describe us: Thank you!!

If you would like to provide us with any other feedback, please do so here:

(Utilize the back of this sheet or additional paper as needed).

HELP! If we failed you in any way we want to know. Our reputation is our most important asset. But if we did a great job, we want to know that too. Providing emergency care is often a thankless job.

We are always looking for great stories about our care and services to share with our employees, the public and all those we serve. If you have an interesting or compelling story about us, our staff or our partners in emergency care, please include a note or letter when returning this survey or send it in an email to [DavidS@asm-aetna.com](mailto:DavidS@asm-aetna.com). If appropriate and with your permission, we may want to share your story on our website and blog at [www.asm-aetna.com/blog](http://www.asm-aetna.com/blog).

Please mail back in the self addressed, stamped envelope included with this mailing.  
 If you would like to speak to a manager, please call (860) 647-9798 x 249.  
 We are at your service.

Check out the latest company and EMS news at [www.asm-aetna.com/blog](http://www.asm-aetna.com/blog)



## Conclusion

Thank you for the opportunity...

