

08
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AUMA Discussion on Ambulance Transition

October 1, 2008



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AUMA Discussion on Ambulance Transition

Agenda

1. Welcome and Introductions
2. Presentation of Results of September 16th and 17th
Special Workshops on the Ambulance Transition
3. Discussion
 - a. Information-sharing of Transition On-the-Ground
 - b. Dispatch Centre RFP's
4. Wrap-up and Next Steps



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Introduction

- Provincial Decision to Transfer Ambulance effective April 1, 2009.
- Debrief AUMA meeting with Minister of AH&W.
- AUMA members concerned with transition and future contracts for ambulance and dispatch services.
- AH&W indicated that it is willing to work with AUMA to resolve issues



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Workshop Debrief

- Areas of Issue:
 - operational service delivery and service contracts,
 - employee and human resources,
 - dispatch consolidation,
 - asset transfer,
 - community communication,
 - financial support and
 - benefits of integrated fire and EMS services



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Operational Delivery & Contracts

- Maintain flexibility in service delivery model (integrated service delivery / volunteer resources).
- Operational Changes to AH&W/AHS Service Targets (time required for municipalities to make changes).
- Short Term Nature of Service Provider Contracts (longer-term contract terms not stable for municipalities).
- Failure of AH&W and Municipalities to Reach Contract Terms (AH&W/AHS should clarify what it wishes municipalities to do as of April 1, 2009)

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Employee and Human Resources

- Maintain flexibility in service delivery resourcing (Part time / volunteer / multi purpose resources).
- Service contract uncertainty / term of contract (impacts ability to recruit and retain EMS / fire resources).
- Use of staff for other AH&W / AHS duties (collective agreements and employment contracts must be honored).
- Recruitment & retention of EMS in small / remote communities requires added incentives (housing, bonuses etc.)

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Dispatch Consolidation

- Loss of Call Volumes for Municipal Dispatch Sites (Stranded costs / ability to continue).
- Dispatch Impact on Performance and Costs (third party contractor influence on service provider contract).
- Coordination of EMS / Fire / Police Service Call Outs (technical and procedural issues to resolve).
- Loss of area knowledge (response issues etc.)
- Expansion of contract dispatch to meet new dispatch requirements (requires time / longer term contracts)

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Asset Transfer

- Acquisition of Municipal Assets (clarify AH&W intentions so municipalities are free to dispose of assets).
- Deferral of Asset Renewal Decisions (so replacements deferred and need to be undertaken / service contract length).
- Shared Assets (municipalities retain ownership / usage lease with AH&W).
- Fair market value transfer (AH&W should outline methodology).

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Community Communication

- Muni's need to be advised of AH&W communication plans (muni's are current communication link to public need AH&W linkage).
- Issue Management Process (muni's / public require outlet for resolving / managing issues).
- Municipal Participation in Community Messaging (municipalities have established service trust with the public / need to be part of transition).

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Financial Support

- Financial support to first responder services (fire services response).
- Stranded costs associated with transfer of EMS (Costs may continue to be incurred even though EMS services have departed, e.g. dispatch, building utilities etc.).
- Volunteer model most cost effective model (AH&W should retain flexibility in negotiating services).
- Full Cost Recovery and Profit (anxieties about competing with private community companies / full cost & profit approach).

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Benefits of Integrated Service

- AUMA needs to ensure that AH&W/AHS and Provincial decision makers understand the benefit of integrated services.
- AH&W/AHS should remain open to meeting their EMS mandate by contracting with integrated Fire and EMS service providers.
- AH&W/AHS should demonstrate and communicate the value of integrating with the emergency wards of Alberta hospitals, and also develop an integrated model of a three-way system including fire, ambulance and emergency ward

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Discussion

- Information-sharing of Transition On-the-Ground
 - Some municipalities are well underway in meeting with AHS and planning transition of on ground EMS to AH&W.
 - We would like to hear from municipalities on activities to date.

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Discussion

- Dispatch Centre RFP's
 - AH&W and AHS have begun placing RFP's on Alberta Purchasing Connection regarding provision of dispatch services.
 - We would like to hear from municipalities on the value of AUMA developing consolidated municipal proposals to AH&W and AHS RFP's.



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Wrap Up & Next Steps

- AH&W indicated that it is willing to work with AUMA to resolve issues.
 - AUMA will keep you informed of how issues are resolved.
- Municipalities need to stay in touch during the transition we have to work together to ensure that service levels are maintained and that municipal interest are being considered.
 - AUMA will gather information on progress and issues as they arise.



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Thank You

