

Fire-Rescue Department

Item: Falck Mobile Health Corp. Contract
Update

Public Safety and Livable Neighborhood Committee
Meeting

May 18, 2022

Overview

Falck Mobile Health Corp. (Falck) began providing Emergency Ambulance Services on November 27, 2021.





Response Time Compliance & Penalties

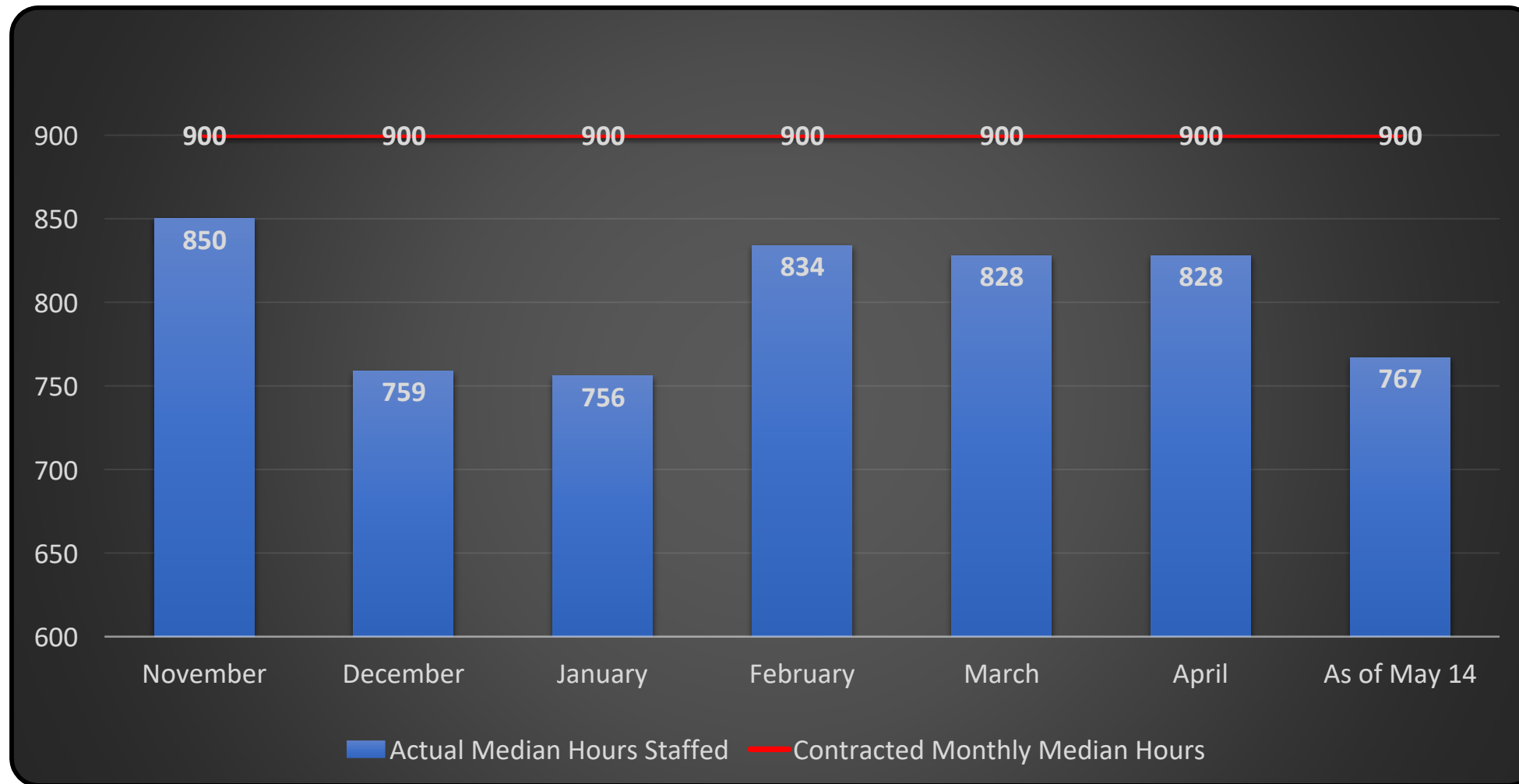
Zone	Priority	December	January	February	March
		Response Time Compliance	Response Time Compliance	Response Time Compliance	Response Time Compliance
CENTRAL	Life-Threatening Emergency	86.18%	86.25%	92.21%	93.17%
	Urgent	90.56%	90.48%	95.70%	95.70%
	Non-Life-Threatening	88.51%	87.55%	89.42%	91.07%
COASTAL	Life-Threatening Emergency	85.21%	85.48%	91.16%	91.73%
	Urgent	93.52%	89.23%	92.43%	96.47%
	Non-Life-Threatening	86.64%	80.78%	86.44%	91.35%
INLAND	Life-Threatening Emergency	83.82%	82.88%	89.21%	91.00%
	Urgent	89.40%	82.59%	95.03%	93.88%
	Non-Life-Threatening	83.20%	79.32%	85.25%	86.13%
SOUTHERN	Life-Threatening Emergency	79.79%	75.75%	89.08%	90.83%
	Urgent	82.99%	83.84%	89.22%	92.19%
	Non-Life-Threatening	80.98%	74.87%	84.62%	85.37%
CITYWIDE	Life-Threatening Emergency	84.97%	84.54%	91.21%	92.31%
	Urgent	89.97%	88.21%	94.49%	95.21%
	Non-Life-Threatening	86.89%	84.24%	87.88%	89.85%

90% Minimum Required

Penalties

Response Time	38	\$1,170,000
Outlier Response Time	229	\$964,500
No Paramedic Ambulance Sent on L1 or L2	54	\$232,500
Total Penalties		\$2,367,000
Penalties Waived Due to COVID-19		(\$1,909,500)
Total Penalties Assessed		\$457,500

Staffed Monthly Median Paramedic Hours



900 Monthly Median Hours Required



Top Closed Paramedic Ambulances

Council District	Ambulance	Community Plan	Closed Percentage
1	M50	University	6%
	M09	La Jolla	9%
2	M22	Peninsula	36%
	M15 Days	Peninsula	25%
3	M11 Days	Greater Golden Hill	21%
	M11 Nights	Greater Golden Hill	34%
4	M12 Days	Encanto	38%
	M51 Days	Skyline-Paradise Hills	23%
5	M33	Rancho Bernardo	16%
	M42	Carmel Mtn. Ranch	5%
6	M44	Mira Mesa	33%
	M38	Mira Mesa	12%
7	M31 Nights	Navajo	10%
	M23	Linda Vista	8%
8	M29	San Ysidro	17%
	M30	Otay Mesa-Nestor	12%
9	M19 Days	Southeastern San Diego	34%
	M10	College Area	11%

March & April 2022

Paramedic & EMT Workforce

- Recruiting
 - Methods are ineffective and not meeting system needs
 - Low number of paramedics being recruited and hired
- Retention
 - Paramedics are leaving Falck
- Working Conditions
 - Busy ambulances
 - Increase in reported fatigue
- Elevated Unit Hour Utilization (UHU)
 - Falck commented to a UHU of **0.29**
 - March 2022= **0.30**
 - April 2022 = **0.30**



CITY OF SAN DIEGO – DAILY PROPOSED SSM OVERVIEW						
ERZ	Transports	Unit Hrs	UHU	24-Hour or (12+12) Ambulances	Short Shift Ambulances	Total Peak Ambulances
Central	171	504	0.34	13	17	28
Coastal	49	180	0.27	5	5	9
Inland	44	216	0.20	7	4	10
Southern	25	96	0.26	3	3	5
Total	289	1,008	0.29	28	29	52

April 2022 Workforce Summary

○ Paramedics Required **134**

- Active Full-time = 116
- Active Part-time = 35
- Resigned = 8
- Hired = 4

○ EMT's Required **174**

- Active Full-time = 194
- Active Part-time = 28
- Resigned = 9
- Hired = 15



Other Contract Items

- Falck's RFP Response
 - Falck has yet to deliver on some RFP Response Commitments
 - A Request for Information Letter was sent on March 17, 2022
 - Response to the letter is missing a timeline to deliver all outstanding items

- Special Events
 - Staffing events and meeting minimum contract hours is challenging
 - Event demand is increasing requiring the use of other ambulance providers

- Unfilled Management Staff
 - Division Manager
 - Community Education Specialist

Contract Achievements

- All 66 New Ambulances Arrived
- Community Health & Innovation Team Positions
 - Community Paramedics- Filled
 - Registered Nurse- Filled
 - Physician Assistant- Filled
- Co-Located Staff Positions
 - Data Specialist- Filled
 - Compliance/Privacy Officer- Offer Issued
- Response Time Compliance Improved in March
 - Outliers decreased
 - Paramedic ambulances sent when required



Summary

Fire-Rescue will continue to work with Falck to ensure the highest level of emergency service is delivered to the communities of San Diego.

