

# **Comprehensive Emergency Medical Services for the County of Maui**

## **Request For Information RFI No. HTH-730-2-16**

**Department of Health  
Emergency Medical Services & Injury Prevention System Branch**

**June 21, 2016**

## **Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

### **A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

This procurement will result in the award of a performance contract. This procurement requires the highest levels of performance and reliability, and the mere demonstration of effort, even diligent and well-intentioned effort, shall not substitute for performance results. A service provider who fails to perform must and shall be promptly replaced.

1. Ground ambulance, rapid response and rotorwing aeromedical unit response times must meet or exceed the response times requirements set forth by the Department of Health (DOH).
2. All ground ambulance, rapid response and rotor wing aeromedical units at all times must be equipped and staffed to operate at the Advanced Life Support (ALS) level for all 911 emergency calls.
3. Clinical performance must be consistent with approved DOH Standing Orders (see Attachment A).
4. Meticulous attention must be paid to timely documentation of ambulance responses and patient care provided as well as timely transfer of appropriate information to receiving hospitals. Documentation will be with the Hawaii Emergency Medical Services Information System (HEMSIS) as directed by the DOH.
5. The conduct of personnel must be professional and courteous at all times.
6. There must be an unrelenting effort to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of the entire EMS system.
7. Clinical and response time performance must be extremely reliable, with equipment failure and human error held to an absolute minimum through constant attention to performance, protocol, procedure, performance auditing, and prompt and definitive corrective action.

## **District and Ambulance Services**

The ambulance provider shall provide continuous 911 ALS emergency ground ambulance, rapid response and rotorwing aeromedical services twenty-four (24) hours per day, seven (7) days per week on the island of Maui. The following median response time standards will be met at the ninetieth (90<sup>th</sup>) percentile within the following districts.

**Unit 29 – MedEvac:** Standard response time of 20 minutes (rural). Located at the Kahului commercial airport, is responsible for all rotorwing calls for all areas within the County of Maui.

**Unit 30 – Wailuku:** Standard response time of 15 minutes (urban/rural). General area of coverage all of Wailuku and Kahului areas.

- Boundaries along Hana Highway will be up to and including Baldwin Beach Park.
- Boundary on Haleakala Highway will be up to and including Keahua Junction.
- Boundary on Pulehu Road will be up to and including the “Y” intersection with Omaopio Road.
- Boundary on Mokulele Highway will be up to and including the area known as the Maui Central Base Yard (former Hardwoods Treatment plant).
- Boundary on Kahekili Highway will be up to and including Kahakuloa Village up to the bridge just west of the village.
- Boundary on Honoapiilani Highway will be up to and including the intersection with Kuihelani Highway (This includes all of Kuihelani Highway).

**Unit 31 – Makawao:** Standard response time of 20 minutes (rural). General area of coverage Makawao, Haiku, Pukalani & Kula (Upcountry).

- Boundary along Hana Highway will be at Baldwin Beach Park (excluding park) and eastward up to Kaumahina State Park (mile post #11)
- Boundary along Haleakala Highway will be down to Keahua Junction (exclusive). The boundary on Haleakala Highway towards the crater will be the intersection of Haleakala Highway & Kula Highway (exclusive of the intersection).
- Boundary along Kula Highway will be up to but exclusive of its intersection with Haleakala Highway.

**Unit 32 – Kihei:** Standard response time of 15 minutes (urban/rural). General area of coverage Kihei and Maalaea.

- Boundary along Honoapiilani Highway will be westward to the Pali Tunnel (inclusive) and eastward to the intersection with Kuihelani Highway (exclusive).
- Boundary along Mokulele Highway will be up to but exclusive of the Maui Central Base Yard (former Hardwoods Treatment plant).
- All of Kihei Road & Piilani Highway (until road ends).

**Unit 33 – Lahaina:** Standard response time of 15 minutes (urban/rural).  
General area of coverage Lahaina and Kaanapali.

- Boundary along Honoapiilani Highway will be westward up to and including the intersection and all of Puukolii Road. Eastward boundary will be the Pali tunnel.

**Unit 34 – Hana:** Standard response time of 20 minutes (rural).  
General area of coverage Hana, Keanae, Kipahulu and Kaupo.

- Boundary along Hana Highway extends from Hana town to Kaumahina State Park, mile post #11.
- Boundary to the southwest goes along Piilani Highway up to and including Kaupo Store.

**Unit 35 – Napili:** Standard of 20 minutes (rural).  
General area of coverage Honokawai, Kahana, Napili and Kapalua.

**Unit 37 – Kula:** Standard response time of 20 minutes (rural).  
General area of coverage Kula, Haleakala Crater and Ulupalakua.

- Boundary on Kula Highway will be up to and including the intersection with Haleakala Highway up to Haleakala summit.
- The lower “Makai” boundary is the “Y” intersection between Omaopio & Puulehu southeast direction will be at the Kaupo Store. Boundary on Haleakala Crater includes all of Kekaulike Highway and Crater Road up to Haleakala summit. Area inclusive of Haleakala National Park.

**Unit 38 – Wailea:** Standard response time of 15 minutes (urban/rural).  
General area of coverage Wailea.

- Boundary from Alanui Ke Alii westward.

**Unit 39 – Molokai:** Standard response time of 20 minutes (rural).  
General area of coverage Molokai

- Covers the entire island of Molokai with the exception of Kalalau County.

**Unit 40 – Lanai:** Standard response time of 20 minutes (rural).  
General area of coverage Lanai.

- Covers the entire island of Lanai.

## **Unit 41 – Rapid Response Unit Maalaea**

General area of coverage Kihei, Maalaea, Lahaina and Kaanapali.

- Primary non-transport back-up service.

Response time shall be measured from the time the ambulance request is received at the ambulance dispatch center to the time the ambulance, rapid response or rotorwing aeromedical unit arrives at the scene.

### **B. Management Requirements (Minimum and/or mandatory requirements)**

#### **1. Personnel**

##### Ambulance Personnel

The on duty ambulance crew at each station shall consist of at least one (1) Mobile Intensive Care Technician (MICT) licensed to perform ALS services and at least one (1) Emergency Medical Technician (EMT) licensed to perform Basic Life Support (BLS) services. The service provider must assure employment of adequate numbers of licensed personnel to provide continuous services while maintaining a reasonable schedule that does not compromise worker health and patient safety.

The applicant/service provider's ambulance personnel must be licensed in the State of Hawaii according to Chapter 16-85, subchapter 7, Certification of Emergency Medical Service Personnel, and Section 453-32, Hawaii Revised Statutes (HRS).

The service provider shall require its MICT's and EMT's to participate in not less than twelve (12) hours of continuing education per year, as specified by the DOH.

##### EMS Operations Manager

The service provider shall provide a county EMS manager who shall direct all operations specified and who shall be responsible for all directing and supervising ambulance service operations and employee's field performance. This individual will be the primary point of contact for DOH to assure that contract requirements are met. This manager shall have at least three (3) years of experience managing an ALS emergency ambulance service of comparable size and scope to the operation specified.

##### Medical Director

In accordance with Chapter 11-72, the service provider shall provide a physician who shall perform medical quality oversight of the emergency ambulance services. The physician shall be licensed to practice medicine in the State of Hawaii in accordance with the STATE's Hawaii Administrative

Rules, Title 16, Chapter 85, “Medical Examiners” (“Chapter 16-85”) and Chapter 453, HRS. This physician shall have at least three (3) years of experience practicing emergency medicine and be Board Certified in Emergency Medicine

#### Injury Prevention Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Kauai’s EMS Injury Prevention Coordinator in order to provide injury prevention activities in the County of Maui.

#### Information Technology (IT) Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Maui’s EMS IT Coordinator in order to maintain, update, and integrate IT related activities in conjunction with and under the direction of DOH.

#### Quality Assurance Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Maui’s EMS Quality Assurance Coordinator in order to integrate EMS Quality Assurance activities with the County of Maui in conjunction with and under DOH direction.

## **2. Administrative**

The service provider shall maintain and demonstrate overall compliance with contract terms, maintain current personnel, training, and protocol manuals, and demonstrate consistent, sound administrative practices in accordance with all applicable laws, statutes, regulations, rules, licensing and accreditation requirements, and State and organization policies.

## **3. Quality assurance and evaluation specifications**

All contracts shall be monitored by DOH in accordance with requirements set forth by Chapter 103F, HRS. Annual contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These may include, but are not limited to, review of conformance with standard contractual requirements, agency files, accounting practices, and ambulance report forms.

## **4. Output and performance/outcome measurements**

Performance measurements and outcome studies will be conducted throughout the length of the contract period with study specifications to be determined by DOH. Examples of performance and outcome measurements:

- a.) Response times;
- b.) On-scene times;
- c.) Electronic patient care report (ePCR) completion time;
- d.) Patient signatures;
- e.) DOH directed projects.

## **5. Experience**

The applicant shall provide a listing of verifiable experience with contracts for the most recent five (5) years that are pertinent to the service activities described within this RFI.

## **6. Coordination of services**

The applicant service provider shall demonstrate the capability to coordinate services with other agencies and resources in the community relating to the delivery of proposed services.

## **7. Reporting requirements for program and fiscal data**

### **a. Required ambulance reports:**

An ambulance run report, electronic or hardcopy, shall be completed, one (1) for each patient examined, treated, and transported and/or one (1) for each ambulance service request with results in the dispatch of an ambulance unit with or without a patient contact being established. The electronic version of the ambulance run report is referred to as the electronic patient care report (ePCR) and is considered by the DOH as the primary mode of documentation. The hardcopy version of the ambulance run report is considered the secondary mode for documentation and will be used in certain circumstances as defined by the DOH policy(s) and procedure(s).

### **b. Required fiscal reports:**

- 1) The service provider shall maintain and demonstrate accuracy and completeness of accounting files, and fiscal records in accordance with Generally Accepted Accounting Principles, accuracy and timeliness of fiscal internal operations, and performance in fiscal and other financially related audits. The service provider must submit to DOH any corrective action plan and reports, as requested by DOH, on all audit and fiscal monitoring findings.

- 2) The service provider shall submit original invoices on the service provider's legal/official letterhead, and indicate the contract number, the service provided, and date(s) of service included in the invoice. Monthly invoices shall be accompanied by expenditure reports for the period and certified by the service provider to contain expenditures actually incurred for the services provided, in accordance to the budget and expenditure report format, under the contract. The service provider shall provide documentation of actual expenses, as required by the DOH. The DOH will provide the report of the expenditures format to the service provider.

## **8. Pricing structure or pricing methodology to be used**

Pricing structure will be based on a Cost Reimbursement method: The cost reimbursement pricing structure reflects a purchase arrangement in which the DOH pays the service provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. Proposals submitted shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for an applicant. Annual contract budget cost may be adjusted by the DOH based on United Public Worker's Unit 10 collective bargaining and Hawaii cost of living index subject to the allotment and the availability of state, special, and federal funds. Price negotiations are not acceptable as a term of renewal. By submitting a proposal to the Request for Proposal (RFP), the applicant agrees to all of the provisions, terms, and conditions of the RFP.

## **C. Facilities**

The applicant/service provider shall provide facilities, utilities, vehicles, equipment and supplies, repairs and maintenance, fuel and other related ALS and BLS supplies and equipment of quantity and type necessary to ensure the availability of uninterrupted emergency ambulance service.

### **1. Ambulance Station Facilities**

Each ambulance crew, vehicle, and supplies shall be housed in a facility with direct access and egress to major roadways and located within each designated ambulance district to optimize and maintain the established district standards for response to medical emergencies. The applicant/service provider shall also provide telephone and internet connections, electrical, water and sewer utilities for the provision of the ambulance services.

### **2. Vehicles**

The applicant/service provider shall provide at a minimum, five (5) land surface motor vehicles (ambulances) of the types specified and in compliance with Federal Specifications for the Star of Life Ambulance KKK-A1822E General Services Administration. All vehicles included in the application must be described as to model, age and mileage and must be approved by DOH before being placed in service.

### **3. Equipment and Supplies**

The applicant/service provider at its own expense shall obtain and maintain a sufficient quantity of ALS and BLS services equipment and supplies on each ambulance, in compliance with Chapter 11-72, State of Hawaii Essential equipment for ALS and BLS. Some items previously required by Chapter 11-72 are no longer required as indicated in Attachment A. The applicant/service provider shall also equip each ambulance with the following equipment and supplies:

- a.) Transport ventilator;
- b.) Portable blood pressure pulse/vital sign monitor;
- c.) Battery operated cardiac monitor defibrillator with external cardiac pacemaker;
- d.) Continuous Positive Airway Pressure Device (CPAP);
- e.) Pulse oximeter;
- f.) End tidal CO<sub>2</sub> detector (electronic or disposable); and,
- g.) Multi-channel syringe infusion pump.

### **D. Services and Responsibilities not required of Service Provider**

1. DOH will provide affixed and hand held ambulance radios and direct the installation of the Medical Communication (MEDICOM) mobile radio equipment into the vehicles provided by the service provider.
2. Ambulance dispatch services are provided under a separate contract between the DOH and the County of Maui Police Department.
3. DOH is responsible for billing and collection for ambulance services provided by the service provider.
4. DOH is responsible for providing and paying for all software programs, computer hardware and connectivity systems required for the purpose of creating ePCRs. Additional computers required for administrative purposes shall be the responsibility of the service provider.