



Allegheny County EMS Council

Executive Summary: 2015 EMS Agency Survey

October 13, 2015

Allegheny County EMS Council Mission Statement

The mission of the Allegheny County EMS Council is to establish, maintain, and implement a coordinated and cooperative system of emergency medical services to provide efficient emergency medical care to the residents and visitors of Allegheny County.

Objectives of the 2015 EMS Agency Survey

This is the first study of this nature ever conducted within Allegheny County. This was the first phase of what will likely be a multiphase analysis. Our objectives for this phase were as follows:

- Conduct a comprehensive analysis of multiple aspects of EMS within Allegheny County
- Determine the prevalence of Quality Improvement programs amongst the EMS agencies so as to ensure quality care throughout the county
- Assist in educating community officials on the current state of EMS within their respective jurisdictions
- Develop a tool for EMS agencies to compare themselves to their peer agencies within the county

Facts pertaining to the study

- The survey was coordinated by an independent agency, The Urban Center for Social and Urban Research (UCSUR) at the University of Pittsburgh. Funding for the project was obtained through the Congress of Neighboring Communities (CONNECT).
- Survey questions were focused on Operations, Finances, Personnel, Quality Improvement, and Community Relations.
- In total, 44 agencies were asked to complete the survey. These agencies represent all of the municipally responding agencies represented by ACEMSC. 34 agencies (listed below) completed the survey (77%).

Baldwin EMS	Munhall Area Prehospital Services
Brentwood EMS	Parkview Volunteer Fire Department
City of Pittsburgh EMS	Pitcairn EMS
Citizens Vol. Hose Co.#2	Plum Emergency Medical Services, Inc
Eastern Area Prehospital Service	Priority One Medical Transport
Elizabeth Twp. Area EMS	Rennerdale Volunteer Fire Department
Eureka Community Ambulance Service	Richland Emergency Medical Service
Fire Department of North Versailles	Ross/West View EMS
Foxwall Emergency Medical Service, Inc.	Scott Township EMS
Ingram Community Ambulance Service	Seneca Area Emergency Services
Jefferson Hills Area Ambulance Association	Shaler Area EMS, Inc.
Kirwan Heights Volunteer Fire Department	SouthBridge Emergency Medical Service
Lower Valley Ambulance Service	Tri-Community South EMS
McCandless-Franklin Park Ambu. Authority	Quaker Valley Ambulance Authority
McKeesport Ambulance Rescue Service	Valley Ambulance Authority
Medical Rescue Team South Authority	West Deer Ambulance Service, Inc.
Monroeville Fire Department EMS	Woodland Hills EMS

Executive Summary

Amongst a great deal of information useful for services to conduct comparative analysis, the study revealed the following critical facts:

- Over the past three (3) years, 75% of the agencies reported a financial loss.
- Less than 5% of operating revenues are being provided by municipal governments.
- 66% of EMS agencies receive an average of just \$17k/year from the municipalities they serve. 33% of EMS agencies do not receive any support from the municipalities they serve.
- Only 3% of agency expenses are related to capital purchases (units, stretchers, monitors, etc.). This may indicate the potential for future infrastructure deterioration.
- The average gross collection % (total billed vs. total paid) for billing is just 43%. This is significantly less for most agencies compared to 10 years ago.
- Many of the agencies provide non-emergency transports (NETS) and wheelchair van services as a means of securing additional revenue, using otherwise idle resources.
- The majority of agencies do report that they have a comprehensive Quality Improvement (QI) program.
- EMS agencies within Allegheny County benefit in numerous ways through the relationships they have with medical command facilities (hospitals).

Closing Comments from the ACEMSC Executive Committee

While this survey did not reveal any glaring overall deficits in the provision of EMS in Allegheny County, it did reveal that numerous EMS agencies are facing serious financial struggles that will impact the future delivery of quality prehospital care.

As this document aims to open lines of communication between EMS agencies and the municipalities they serve, questions about this document and its findings should be addressed to the respective EMS agency.

Allegheny County EMS Council can be contacted through our Administrative Officer, Keith Morse, at 412-473-3653, or via email at keith.morse@alleghenycounty.us .