



mln call

A MEDICARE LEARNING NETWORK® (MLN) EVENT

Medicare Ground Ambulance Data Collection Instrument: Volunteer Organization Requirements

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Acronyms in this Presentation

- ALS: advanced life support
- BLS: basic life support
- EMR: emergency medical responder
- EMS: emergency medical services
- EMT: emergency medical technician
- FAQ: Frequently asked questions
- HR: human resources
- IT: information technology
- PTO: paid time off



Agenda

- Today's session covers data collection and reporting for organizations with volunteer labor.
- Instrument Sections Related to Volunteers
 - Section 2: Organizational Characteristics
 - Section 7: Labor Costs
 - Section 11: Other Costs
- More information is available from the Ambulances Services Center website (<https://www.cms.gov/Center/Provider-Type/Ambulances-Services-Center.html>), including:
 - A printable version of the entire instrument that you can use to follow along with the presentation today.
 - A Frequently Asked Questions (FAQ) document.
 - Slides and recordings from prior calls.



Section 2: Organizational Characteristics

- This section asks about your organization's characteristics, including information about whether you use volunteer labor.
- **Section 2, Question 7** will trigger follow-up questions in Section 7 regarding volunteer labor. If you do NOT see any questions about volunteer labor in this section, go back to verify you answered "yes" to Section 2, Question 7.

Section 2, Question 7. Does your organization use volunteer labor for any positions related to your ground ambulance service?

- Include volunteers even if they receive small stipends, allowances, or other incentives from your organization.
- Do not include staff who are paid on an hourly or salary basis even if they perform some activities (e.g., responding as an EMT) on a volunteer basis.



Sections 3 through 6

- These sections ask about Service Area, Emergency Response Time, Service Volume, and Service Mix.
- The questions in these sections are identical for organizations with and without volunteer labor, so we will not be discussing these sections on today's call.



Section 7: Overview for Organizations with Volunteer Staff

- Volunteers are vital to many organizations providing ground ambulance services.
- Organizations may have:
 - Only paid staff
 - A mix of volunteer and paid staff
 - Only volunteer staff
- The questions in Section 7 will adjust based on your responses to earlier questions, including Section 2, Question 7 on volunteers.



Section 7: Required Information for Reporting

- You will collect and report the following by labor category:
 - Number of individual volunteers
 - Number of total hours worked by volunteers
 - Number of hours worked unrelated to ground ambulance operations
- You must also report total compensation of any type to volunteers (e.g., stipends, allowances, benefits, etc.).
- You will not collect or report any imputed valuation of volunteer labor.



Section 7: Labor Costs Summary

Question 1: Which staff categories are relevant to your ground ambulance organization?

To respond to Question 1, you must categorize each staff member into a category following the instructions in the instrument.

Sections 7.1 and 7.2: If you have any *paid* staff, report the following by category:

- Total annual compensation
- Total hours worked annually
- Total hours worked annually unrelated to ground ambulance

Section 7.3: If you have any *volunteer* staff, report the following by category:

- Total number of volunteers and hours worked annually
- Total hours worked annually unrelated to ground ambulance
- Total costs associated with volunteers



Section 7, Question 1

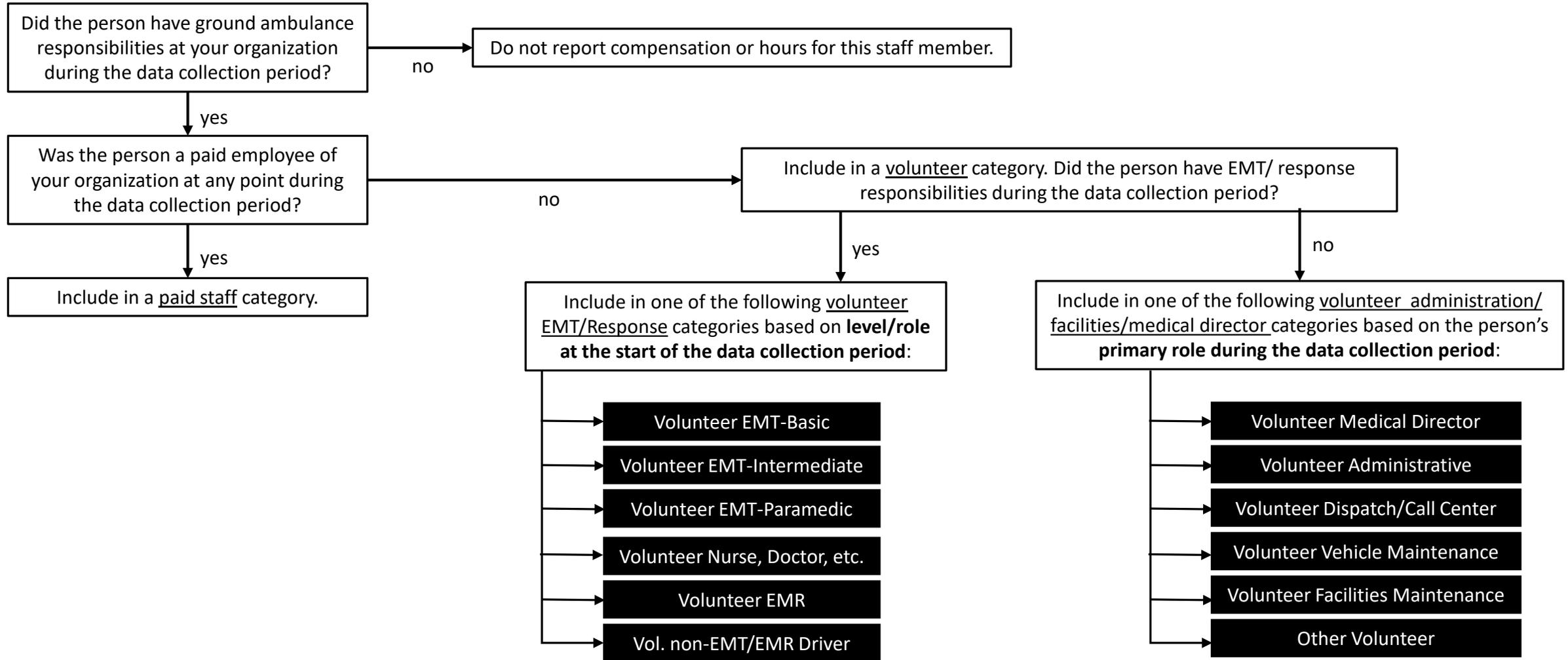
Please indicate if your organization had paid staff (full and/or part time) and/or used volunteer staff in each of the following categories during the data collection period (check all that apply).

Staff Category	Paid Staff	Volunteer Staff
EMT/Response Staff	<input type="checkbox"/>	<input type="checkbox"/>
EMT – Basic	<input type="checkbox"/>	<input type="checkbox"/>
EMT – Intermediate	<input type="checkbox"/>	<input type="checkbox"/>
EMT – Paramedic	<input type="checkbox"/>	<input type="checkbox"/>
Nurse, doctor, respiratory therapist, or other medical staff	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Medical Responder (EMR)	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance Driver (non-EMT/EMR)	<input type="checkbox"/>	<input type="checkbox"/>
Medical Director	<input type="checkbox"/>	<input type="checkbox"/>
Administration/Facilities Staff	<input type="checkbox"/>	<input type="checkbox"/>
Administrative (clerical, human resources [HR], billing, IT support, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Management (executive, public information officer, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Dispatch / Call Center	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle Maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Facilities Maintenance (janitorial staff, laundry, repairs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Other not reported above (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

Programming Note: If your organization includes fire, police or other public safety responsibilities, your presentation of this table will also break down categories by “with fire/police/public safety roles” vs. not.



Section 7, Question 1: How to Assign Volunteer Staff to Categories



Section 7, Question 1: Staff Assignment Instructions

- Each volunteer should contribute to **only one labor category**, even if they perform multiple roles in your organization.
- Volunteers who get a stipend or other modest amounts are **still volunteers**.
- Staff who volunteer at **other** organizations should not be counted as volunteers.
- Do **not** include volunteers who had only non-ground ambulance responsibilities.
- Include volunteer EMT/response staff in the EMT/response category that matched their level at the start of the data collection period.
- For administration/facilities staff with multiple roles, assign each volunteer to a category indicating their primary activity.
- Anyone who is paid as a salaried/hourly/contracted employee at some point during the data collection period should not be counted as a volunteer.



Section 7, Question 1: Staff Assignment Examples

- Example assignments:

Staff Member	Category for Reporting
A volunteer administrator handling billing and clerical duties and occasional vehicle maintenance	Volunteer administration/facilities staff based on the primary responsibility
A volunteer EMT-Intermediate who became a volunteer EMT-Paramedic during the data collection period	Volunteer EMT-Intermediate
A volunteer EMT-Basic who became a paid EMT-Basic during the data collection period	Paid EMT-Basic
A volunteer EMT-Basic who also performs some clerical work	Volunteer EMT-Basic
A volunteer EMT-Basic with only air ambulance responsibilities	Not reported



Section 7, Question 2:

If you did not select any of the categories in Section 7, Question 1, you will be asked to report reasons why:

- a. This labor category is part of our ground ambulance operation but is paid for or provided at no cost by another entity.
- b. One or more staff do perform these functions, but we assigned these staff to another category per the instructions.
- c. We do not have staff in this labor category related to our ground ambulance operation and/or we contract with another organization for this role.
- d. Other (please specify:)



Section 7.1 Paid EMT/Response Staff Compensation and Hours Worked

Section 7.2 Paid Administration, Facilities Staff, and Medical Director Compensation and Hours Worked

Only volunteer labor will be covered in this call. For a detailed overview of how to complete Section 7.1 and 7.2 for paid staff, refer to the Ambulance Open Door Forum February 6, 2020 Staffing and Labor Costs slides available on the Ambulances Services Center website.



Section 7.3: Volunteer Labor

- In this section you will report on volunteers:
 - Number of individuals who were volunteers during the data collection period, by labor category.
 - Hours worked for volunteer staff, by category.
 - Total costs related to volunteers, e.g., stipends, allowances, honoraria, etc.



Section 7.3, Question 1: Number of EMT/Response Volunteers

- In this question, you will report the number of **individuals who** were EMT/response volunteers during the reporting period, no matter the number of hours they work annually.
- Do not include an individual if they:
 - Did not contribute to ground ambulance operations.
 - Were a paid employee at any point during the reporting period. This means they received a salary or paid wages. Stipends or paid benefits do not count.

Example: An organization has 12 volunteer staff members

- 7 volunteers who only have EMT duties
- 3 volunteers who have EMT and administrative duties
- 2 volunteers performing only administrative duties

This organization would report “10” for Section 7.3, Question 1.



Section 7.3, Question 2: Hours Worked Annually for Volunteer EMT/Response Staff

EMT/Response Staff Category [Note: The number and type of staff categories displayed will depend on your organization's answers to previous questions]	Total hours for all volunteer EMT/ response staff	Hours worked annually unrelated to ground ambulance
EMT Staff Category 1	hours	hours
EMT Staff Category 2	hours	hours
EMT Staff Category 3	hours	hours

- Report **total hours worked annually** and **hours worked annually unrelated to ground ambulance or (if applicable) fire, police, or other public safety duties.**
- Include hours worked by volunteer EMT/response staff (including full- and part-time staff) in each category
- For all responses, do **not** include:
 - Time on call.
 - Time spent fundraising.



Section 7.3, Question 2: Details of Activities Included in Hours Worked Annually for Volunteer EMT/Response Staff

Total Hours Worked Annually

- All hours worked related to ground ambulance activities;
- All hours worked related to fire, police, or other public safety, if applicable;
- Most other duties at your organization, including those listed at right.

Hours Worked Annually Unrelated to Ground Ambulance or Public Safety

- Air ambulance operations
- Healthcare delivery unrelated to ground ambulance, such as work in a clinic
- Public health responsibilities
- Community education and outreach
- Community paramedicine
- Any other responsibility unrelated to ground ambulance activities, excluding fundraising and time on call

Not Included in Either Response:

- Time on call
- Time spent fundraising



Section 7.3, Question 2: Volunteer EMT/Response Labor Example

- Ground ambulance organization with volunteer staff
 - See the first table for details on each staff member.
 - The second table illustrates the first two completed rows from Section 7.3, Question 2

Volunteer #1: EMT-Basic	Volunteer #2: EMT-Basic
<ul style="list-style-type: none"> • 500 hours worked during the data collection period • Only ground ambulance responsibilities 	<ul style="list-style-type: none"> • 750 hours worked during the data collection period • 250 hours worked were for community education and outreach

Staff Category	Total hours for all volunteer EMT/response staff	Hours worked annually unrelated to ground ambulance duties
EMT-Basic	1,250	250



Section 7.3, Question 3: Administration/Facility Volunteers

- **Question 3:** You will report the number of **individuals** who were administration/facility volunteers during the reporting period, no matter the number of hours they worked annually.
- Do not include an individual if they:
 - Did not contribute to ground ambulance operations.
 - Were a paid employee at any point during the reporting period. This means they received a salary or paid wages. Stipends or paid benefits do not count.
 - Had any EMT/Response responsibilities for ground ambulance operations.



Section 7.3, Questions 4-5: Administration/Facility and Medical Director Volunteers

- **Question 4:** You will will report the labor hours for **administration/facility** volunteers during the data collection period in a similar manner to EMT/Response volunteers:
 - Total number of hours worked annually
 - Number of hours unrelated to ground ambulance activities
- **Question 5:** You will will report the labor hours for **medical director** volunteers during the data collection period:
 - Total number of hours worked annually
 - Number of hours unrelated to ground ambulance activities



Section 7.3, Question 6: Volunteer Costs

- In this question you will report total costs for all volunteer compensation, including stipends, honoraria, benefits, and/or other compensation for ground ambulance volunteer labor.
 - Do not include estimated market value of labor.
 - If costs (e.g., benefits or stipends) are paid for by other entities (e.g., your local municipality), you must collect and include the dollar amount in your response to this item.



Sections 8-10

- These sections ask about Facilities Costs, Vehicle Costs, and Equipment, Consumables, and Supplies Costs.
- The questions in these sections are identical for organizations with and without volunteer labor, so we will not be discussing these sections on today's call.



Section 11, Other Costs

- It is important that all costs related to your ground ambulance organization are reported in the instrument.
- Most costs associated with volunteers will be reported in Section 7.
- You can report any other costs associated with volunteers in **Section 11, Question 3.**



Summary of Requirements for Volunteer Organizations, Part I

- Do not count any employee twice—An employee should not be counted as both paid and volunteer
 - If an employee transitioned from volunteer to paid, count them as paid and only count compensation for when they were paid.
 - If a volunteer receives benefits or a nominal stipend (e.g. \$500/year), they may still be considered a volunteer and associated hours worked and costs are reported in the volunteer section.
- Report all costs associated with volunteers (e.g. stipends, health insurance, training) that are NOT reported elsewhere in the instrument in Section 7.3. Do not double count costs (e.g., uniforms for volunteers) in multiple sections of the instrument.



Summary of Requirements for Volunteer Organizations, Part II

- When possible, collect and report the specific hours worked by volunteers.
 - Some organizations may not track volunteer hours (e.g., instead track number of responses/runs and completed training tasks).
 - There will not be an alternative approach to reporting hours.
 - Some organizations may have to start tracking volunteer hours.



Section 7.3 Illustrative Example



Introduction to Illustrative Example

- This section walks through a completed volunteer labor section for a hypothetical government ground ambulance organization.
- All answers are hypothetical and are not intended to provide benchmarks for typical costs or other volumes.
- Certain items will be marked [Not shown] if not applicable to the organization based on previous responses.

Note: This example illustrates scenarios that may be less complex than those faced by your organization. We will address issues that may be more relevant to your organization in separate sessions on public safety (e.g., fire-based, police-based) and provider organizations.



Hypothetical Organization Background

The organization serves a small city and performs around 2,000 transports each year. The organization's primary revenue stream is for paid emergency transports from a variety of payers (Medicare, Medicaid, etc.), but occasionally performs scheduled transports and receives some funding and resources from the city they serve. The organization has a mix of paid and volunteer staff. The organization's 12-month data collection period began January 1, 2020.



Organization's Labor Structure and Contracted Services

Response Staff

EMT-Basic

- 8 volunteers that work part-time, 15-20 hrs/week
- Each receives small stipend (\$500/year) plus health insurance benefits
- Primary duties are responses and transports, but occasionally do public health outreach
- One EMT occasionally performs basic vehicle maintenance

EMT-Paramedic

- 5 full-time paid employees
- Receives annual salary of \$35,000-\$40,000/year plus benefits
- Primary duties are BLS/ALS responses and transports, and occasional public health outreach

Other Staff

Manager

- One administrator who works full time and receives \$70,000/year with benefits

Administrative Staff

- Two part-time volunteer administrative staff, each receiving a small stipend (\$500/year)

Medical Director

- One part-time medical director who works approximately 10/hours per week
- Receives \$50,000/year in salary and no benefits

Contracted Services

Contracted Services NOT included in labor section

- Facilities maintenance, janitorial services, advanced vehicle maintenance, call center/dispatch services



Section 7, Question 1

Please indicate if your organization had paid staff (full and/or part time) and/or used volunteer staff in each of the following categories during the data collection period (check all that apply).

Staff Category	Paid Staff	Volunteer Staff
EMT/Response Staff		
EMT – Basic	No	Yes
EMT – Intermediate	No	No
EMT – Paramedic	Yes	No
Nurse, doctor, respiratory therapist, or other medical staff	No	No
Emergency Medical Responder (EMR)	No	No
Ambulance Driver (non-EMT/EMR)	No	No
Medical Director	Yes	No
Administration/Facilities Staff		
Administrative (clerical, human resources [HR], billing, IT support, etc.)	No	Yes
Management (executive, public information officer, etc.)	Yes	No
Dispatch / Call Center	No	No
Vehicle Maintenance	No	No
Facilities Maintenance (janitorial staff, laundry, repairs, etc.)	No	No
Other not reported above (please specify)	No	No

Programming Note: This organization will not see the second two columns about staff with fire/police/public safety roles based on earlier answers indicating that they did not have these services.



Section 7.3, Questions 1-2: EMT/Response Volunteers

Note: This organization is seeing Question 1 based on their previous response that they had volunteer EMTs and the table in Question 2 has been auto-populated with the EMT/response roles for which the organization previously indicated that they used volunteers.

1. How many **individuals** were EMT/response volunteers in calendar year 2020? (Enter number).

Response: 8

2. This question is about the **hours** of EMT/response volunteers annually during calendar year 2020:

EMT/Response Staff Category	Total hours for all volunteer EMT/response staff	Hours worked annually unrelated to ground ambulance
EMT – Basic	<i>Response: 6,750</i>	<i>Response: 50</i>

Calculations: 2 volunteers worked 750 hours total in 2020 (15 hrs/wk), 5 volunteers worked 850 hours in total in 2020 (17 hrs/wk), 1 volunteer worked 1000 hours total in 2020 (20 hrs/wk).

$(750 \times 2) + (850 \times 5) + 1000 = \mathbf{6,750 \text{ volunteer hours}}$



Section 7.3, Questions 3-4: Administration/Facility Volunteers

3. How many **individuals** were administration/facility volunteers in calendar year 2020? (Enter number).

Response: 2

4. How many **individuals** were administration/facility volunteers in calendar year 2020? (Enter number)

This question is about the **hours** of administration/facility volunteers annually during calendar year 2020

Calculations:

2 volunteers worked 750 hours total in 2020 (15 hrs/wk).

$750 \times 2 = 1,500$ volunteer hours

Response: 1,500 total volunteer hours

Note: This organization will not see Questions 5 on volunteer medical director roles, which the organization previously indicated that they didn't have.



Section 7.3, Question 6

6. Did your organization provide stipends, honoraria, benefits, and/or other compensation for ground ambulance volunteer labor? Yes (1), No (0)

Response: Yes (1)

i. What was the total cost for all volunteer compensation (e.g. stipends and/or benefits) in calendar year 2020? (Enter dollar amount)

Calculations:

8 EMT-Basic volunteers were each given a \$500/year stipend plus benefits. Workers' compensation premiums totaled \$100/year for each volunteer. $(8 \times (\$500 + \$100)) = (8 \times \$600) = \mathbf{\$4,800}$

2 administration/facility volunteers were each given a \$500/year stipend. $(2 \times \$500) = \mathbf{\$1,000}$

Total dollar amount = \$4,800 + \$1,000

Response: \$5,800



Summary

- Examples provided are for illustrative purposes only. Responses will vary dramatically based on organization type, staffing structure, and other factors.
- The questions presented to you will vary depending on how you answer questions about your organization in earlier sections and within Section 7.
- To offer a more in-depth look at some related issues (e.g., paid labor, fire-based organizations), CMS offers additional education seminars.



Resources

- Access the most up-to-date instrument and frequently asked questions document from the Ambulances Services Center website:
 - <https://www.cms.gov/Center/Provider-Type/Ambulances-Services-Center>
- Past slide presentations, webinar recordings, and supplemental documents are also on this site.
- If you have additional questions, please contact:
 - AmbulanceDataCollection@cms.hhs.gov



Question & Answer Session



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