



mln call

A MEDICARE LEARNING NETWORK® (MLN) EVENT

Medicare Ground Ambulance Data Collection Instrument: Public Safety Organizations

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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
- NPI: national provider identifier
- PTO: paid time off
- QRV: quick response vehicle



Opening Remarks

- Today's session covers data collection and reporting for public safety-based ground ambulance organizations
 - Additional call for ground ambulance providers (i.e., hospitals and other Medicare providers such as skilled nursing facilities) on April 2, 2020
- We will use the term “public safety” throughout to refer to fire department, police department, and other public safety department-based ground ambulance organizations. All-hazards ground ambulance organizations are included.
- More information is available from the Ambulances Services Center website (<https://www.cms.gov/Center/Provider-Type/Ambulances-Services-Center.html>), including:
 - Printable version of entire instrument
 - Frequently Asked Questions (FAQ) document
 - Slides and recordings from prior calls



Instrument Sections with Public Safety Requirements

- Section 2: Organizational Characteristics
- Section 5: Ground Ambulance Service Volume
- Section 7: Labor Costs
- Section 8: Facilities Costs
- Section 9: Vehicle Costs
- Section 10: Equipment, Consumable, and Supply Costs
- Section 11: Other Costs
- Section 13: Revenues



Instrument Sections Not Addressed Today

- Sections 3, 4, and 6 about service area, emergency response time, and service mix
- There are no specific questions or instructions specific to public safety-based organizations in these sections
- Remember to only consider the ground ambulance portion of your operations when answering (except if otherwise noted in the instructions)
- For example, in questions about emergency response time, only consider cases when a ground ambulance was employed. Do NOT include any emergency responses that solely used a fire truck, police vehicle, or air ambulance.



Section 2: Organizational Characteristics, Questions 8 and 9

Question 8 asks about which category best describes your ground ambulance operation

- a. **Fire department-based**
- b. **Police or other public safety department-based**
- c. Government stand-alone emergency medical services (EMS) agency
- d. Hospital or other Medicare provider of services (such as skilled nursing facility).
- e. Independent/proprietary organization primarily providing EMS services
- f. Independent/proprietary organization primarily providing non-emergency services
- g. Other (please specify)

Notes:

- If you answer “a” or “b,” it is assumed that your organization shares costs with fire, police, or other public safety services.
- If you give a different answer, you will still have the opportunity to indicate that your organization shares costs with public safety operations in a later question.
- **Question 9** asks you to CONFIRM whether your ground ambulance operation shares operational costs (e.g., building space or personnel) with public safety operations.



Section 2: Organizational Characteristics, Question 10

Question 10 asks if your ground ambulance operation shares any operational costs, such as building space or personnel, with one of the following

- a. **fire department**
- b. **police or other public safety department**
- c. hospital or other Medicare provider of services (e.g. SNF).
- d. Another healthcare organization (excluding hospitals, skilled nursing facilities, or other Medicare provider of services)
- e. An air ambulance operation
- f. Other (specify)

Note: This question, along with Questions 8 and 9, determines whether you will see public safety specific questions later in instrument.

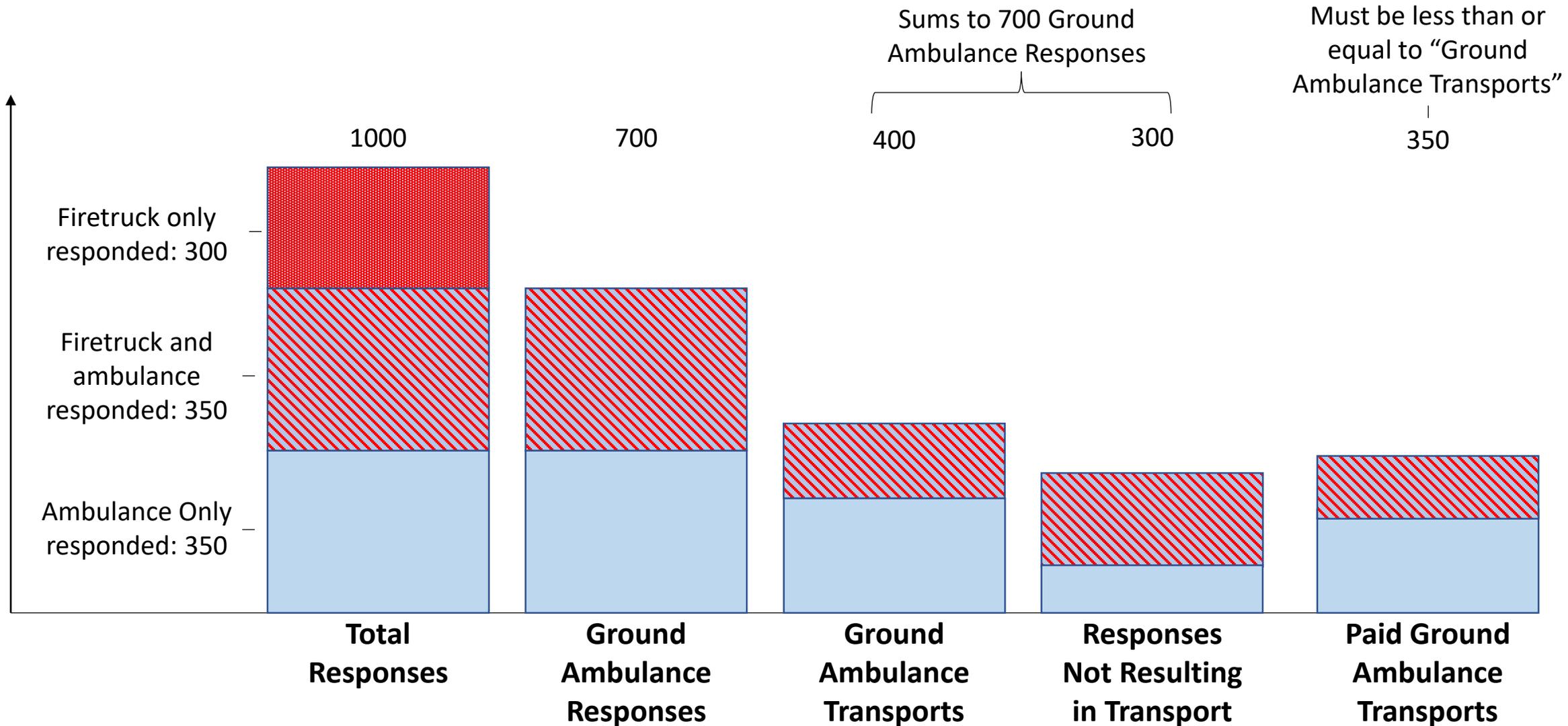


Section 5: Service Volume

- This section asks about your organization's service volume. Questions cover:
 - **Total responses:** The total number of responses by your organization regardless of whether a ground ambulance was deployed and regardless of whether or not a patient was transported.
 - **Ground ambulance responses:** Response to a call for service by a fully equipped and staffed ground ambulance, scheduled or unscheduled, with or without a transport, and with or without payment.
 - **Ground ambulance transports:** Use of a fully staffed and equipped ground ambulance responding to a request for service to provide a medically necessary transport (based on the rules relevant to the applicable payer).
 - **Paid ground ambulance transports:** A ground ambulance transport for which your organization has been paid in full or in part by a payer and/or patient only.
- **General principle:** Other than Question 1 which asks about total responses, only consider ground ambulance activities for all questions in this section.



Section 5: Fire Department-based Organization Example



Section 7: Labor Costs Overview

- This section asks about your organization's staffing and labor costs to operate ground ambulance and public safety services
- You will collect and report the following by labor category for individuals with ANY ground ambulance responsibilities:
 - The number of individual paid and volunteer staff
 - The number of total hours worked by paid and volunteer staff
 - Total compensation for paid and volunteer staff
 - The number of hours worked unrelated to ground ambulance or public safety operations



Section 7: Reporting for Public Safety-based Organizations

- We will only cover aspects of collecting and reporting staffing and labor cost information that are relevant to public safety organizations today.
- For a broader overview of the labor section, see our labor-specific presentation at the Ambulances Services Center website.
- In general, reporting staffing and labor cost information is similar for organizations that are and are not public safety-based.
- The main difference is that organizations that are public safety based must reporting staffing and labor costs separately for staff that:
 - Have public safety responsibilities
 - Do not have public safety responsibilities



Section 7: Staff Categories

Staff Category	Paid Staff without Public Safety Role	Volunteer Staff without Public Safety Role	Paid Staff with Public Safety Role	Volunteer Staff with Public Safety Role
Staff Category 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Category 2 (etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples of staff categories are:

- EMT – Basic
- EMT – Paramedic
- Nurse, doctor, respiratory therapist, or other medical staff
- Administrative (clerical, human resources [HR], billing, IT support, etc.)
- Medical Director

- You may select multiple options for each staff category
- Individuals with NO ground ambulance responsibilities should not be listed. These responses will determine which questions you see later in the instrument.



Section 7, Examples of Determining “Public Safety Role” for a Fire Department-Based Organization

- Part-time volunteer EMT-Basic who only responds to ground ambulance calls, but assists with administrative duties for the entire organization
- Paid EMT-Intermediate who only has ground ambulance responsibilities
- Paid Medical Director who only has ground ambulance responsibilities

Choose relevant “without fire/police/public safety role” option

- Paid administrative staff that work with all aspects of the organization
- Firefighter/EMT-Paramedic that responds to both fires and ground ambulance calls

Choose relevant “with fire/police/public safety role” option

- Paid, full-time firefighter with no ground ambulance responsibilities

NOT reported in survey



Sections 7.1, 7.2, and 7.3

- For each staff category you indicated you had in Section 7, you will be asked to report
 - Total annual compensation (paid staff categories only)
 - Total hours worked annually
 - Hours worked unrelated to ground ambulance or fire/police/public safety duties

Total Hours Worked Annually Examples:

- Ground ambulance responses
- Fire responses
- Police responses
- Administrative duties for ground ambulance and public safety operations
- Most other duties at your organization, including those listed at right

Hours Worked Annually Unrelated to Ground Ambulance or Public Safety Examples:

- Air ambulance operations
- Healthcare delivery unrelated to ground ambulance activities, such as work in a clinic
- Community outreach and education

Not Included in Either:

- Time spent on call
- Fundraising



Sections 7.1, Question 1 Example

Two paid, full-time **EMTs-Intermediate without fire/police/public safety role**. Both worked 2,080 hours during the reporting period and each have annual salary and benefits totaling \$35,000/year. They only respond to ground ambulance calls, but during the reporting period each spent about 40 hours a year doing public health/community outreach activities.

One paid, full-time **EMT-Paramedic/Firefighter**. Worked 2,080 hours during the reporting period and had annual salary and benefits totaling \$45,000 each year. The employee spent 100% of his time doing ground ambulance and fire responses.

EMT/Response Staff Category	Total annual compensation for paid EMT/response staff	Total hours worked annually for paid EMT/response staff	Hours worked annually unrelated to ground ambulance or fire/police/ public safety duties
EMT – Intermediate, without fire/police/public safety role	70,000	4,160	80
EMT – Paramedic, with fire/police/public safety role	45,000	2,080	0



Section 8, Facilities Costs

- Asks about facility costs for your organization **fully or partially** related to ground ambulance operations
- Facilities may include:
 - Dispatch/call centers
 - Vehicle storage
 - Administrative offices
 - Buildings for EMT/Response staff
 - Any other building **fully or partially** related to ground ambulance operations



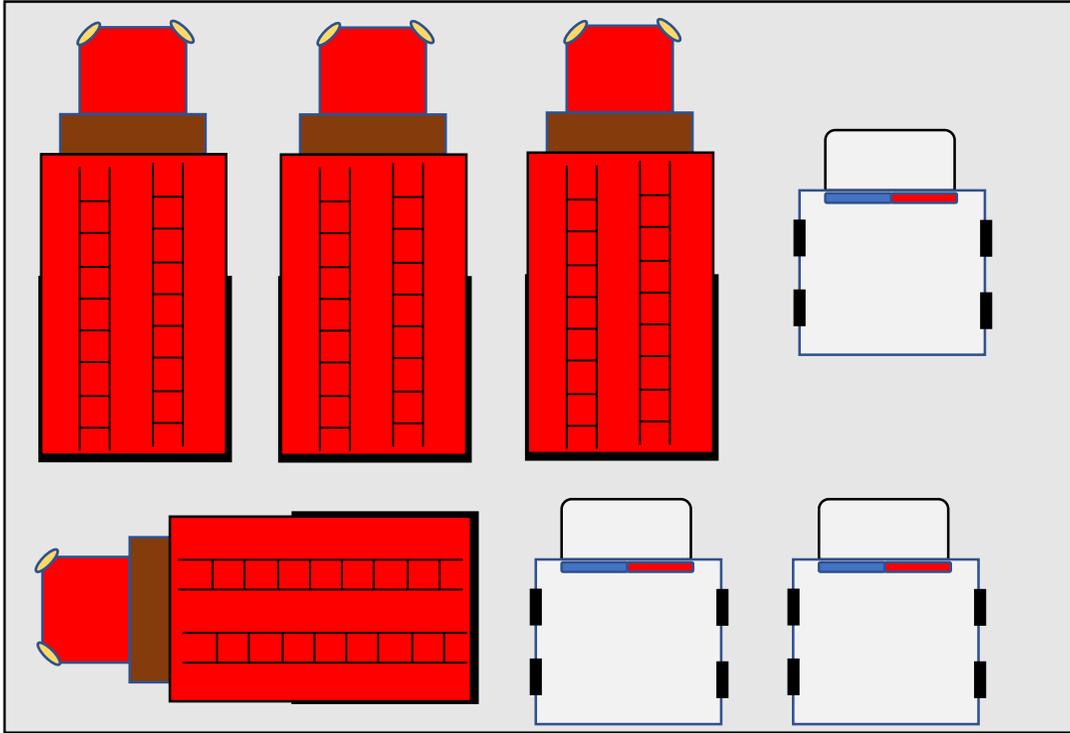
Section 8.1, Questions 2-3

- In Question 2 you will list the name/function of each **fully or partially** related to ground ambulance operations.
 - For example, a garage solely for police cars **would not** be listed here. A garage that contains fire trucks and ambulances **would** be listed here. Your responses to these questions will determine which questions you see later in the instrument.
- For each facility you listed in Question 2, in Question 3 you will give the
 - Total square footage of the facility
 - Percentage of your facility square footage related to ground ambulance services
- Report your *best estimate* of the share of the facility associated with ground ambulance services. This can be based on physical space, where applicable. If it is not possible to separate based on physical space, an option is to give the proportion of your organization's total responses that are ground ambulance responses.



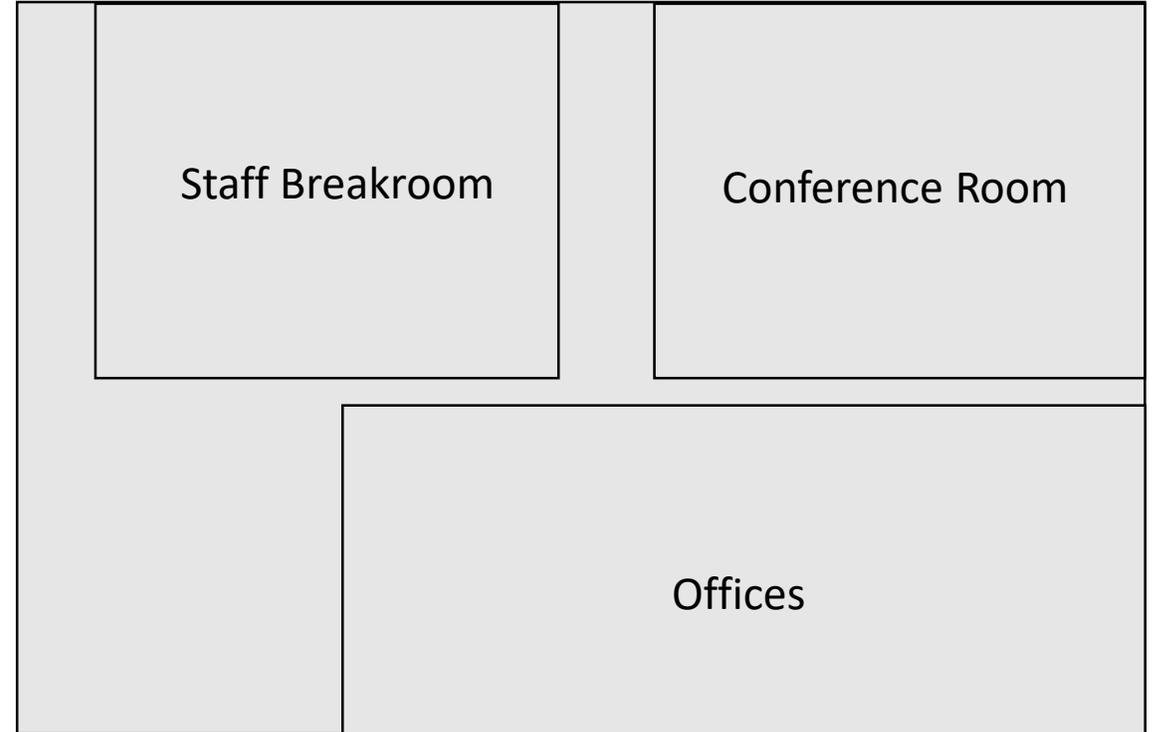
Section 8.1, Question 3, Example

Facility 1: Garage



Space allocation method: In this facility, ambulance operations account for ~25% of space and fire operations account for ~75% of space

Facility 2: Administrative Building



Response allocation method: All rooms in this building are used for both ambulance and fire operations. However, ~70% are ground ambulance related and ~30% of the organizations responses are fire-related.



Section 8.3, Question 1

- In this question, you must report costs and share of costs **associated with ground ambulance operations** across all buildings in the following categories:
 - Total facilities-related insurance costs for calendar year 2020.
 - Total facilities maintenance and improvement costs for calendar year 2020.
 - Total facilities utilities costs for calendar year 2020.
 - Total facilities taxes for calendar year 2020.
- Report your *best estimate* of the share of the facility-related expenditures associated with ground ambulance services. If this is not something your organization tracks, you can base this on share of physical space or share of responses that are ground ambulance responses as in previous questions.



Section 8.3, Example

In this example, the organization doesn't have a way of separately tracking insurance related to fire operations vs. ambulance operations, so they use the square footage and percent attributable to ground ambulance from Section 8.1 to calculate an estimate.

Section 8.1, Question 3: Facility Name	Section 8.1, Question 3: Facility square footage	Section 8.1, Question 3: % of facility related to ground ambulance services
Garage	2,000	25%
Administrative Building	1,500	70%

The organization makes the following calculations:

$2,000 \times 0.25 + 1,500 \times 0.70 = 1,550$ square feet related to ground ambulance services

$2,000 + 1,500 = 3,500$ total square footage of facilities

$1,550 / 3,500 = 0.44$ (**44%**) square footage of total facilities attributable to ground ambulance services

The organization reports 44% of total insurance costs as being attributable to ground ambulance operations.



Section 9, Vehicle Costs

- This section asks about ambulance and non-ambulance vehicles used by your organization in ground ambulance calls/operations.
- **Section 9.1** asks about **ground ambulance** vehicles
 - Questions do not vary by type of organization
- **Section 9.2** asks about **non-ground ambulance** vehicles that respond to ground ambulance calls. These may include:
 - SUVs or trucks
 - QRVs
 - “Fly-cars,” lead cars, or “sprint” vehicles
 - Supervisory vehicles
 - Fire trucks
 - Police cars
- **Section 9.3** asks about other costs associated with vehicles, such as fees, insurance, maintenance and fuel.



Section 9.2: Other Vehicle Costs (Non-Ambulance)

- Across **ALL** vehicles combined, you will report:
 - If you own or lease any non-ambulance vehicles used for ground ambulance calls/support
 - Number owned or leased
 - Total number of miles traveled by ambulance and non-ambulance land vehicles for any reason
- For **EACH** vehicle, you will report:
 - Vehicle type (e.g., fire truck, supervisor vehicle, etc.)
 - Whether vehicle used to respond to ambulance calls or support ground ambulance operations
 - Whether donated
 - Annual depreciation expense
 - Share of vehicle's traveled miles related to ground ambulance services



Section 9.2 Example: Non-Ground Ambulance Vehicle

Background: This fire-based organization has 3 non-ground ambulance vehicles used to respond/support ground ambulance calls/operations. Vehicles support both ground- and non-ground operations.

- Fire truck 1: 15,000 miles per year, with 15% of calls supporting ground ambulance operations
- Fire truck 2: 13,000 miles per year, with 15% of calls supporting ground ambulance operations
- Fly-car: 11,000 miles per year, with 50% of calls supporting ground ambulance operations

Reporting Category	Vehicle 1	Vehicle 2	Vehicle 3
Type of vehicle	Fire truck	Fire truck	Fly-car
Was vehicle use to respond to ambulance calls or support ground ambulance operations in 2020?	Yes	Yes	Yes
Share of traveled miles related to ground ambulance operations	15%	15%	50%

Note. If actual number of miles for ground ambulance calls is available, report actual mileage. If not, the allocation method in this example may be a good alternative.



Section 9.3: Other Costs Associated with Vehicles

- **Questions 1-3** ask about other costs (e.g., registration fees, license fees, insurance costs) associated with ALL vehicles used to respond to ambulance calls or support ground ambulance operations
- **Question 4 and 5** asks about (4) **TOTAL maintenance** costs and (5) **TOTAL fuel costs** for of all vehicles (ambulance and non- ambulance) used to respond to ambulance calls/ support ground ambulance operations for data collection period
- You will also report the **SHARE** (percentage) of total maintenance and fuel costs attributable to:
 - Ground Ambulances
 - Fire Trucks
 - Land Rescue Vehicles
 - Water Rescue Vehicles
 - Other Vehicles that respond to emergencies (but not designed to transport patients)
 - Other Vehicles



Section 10. Equipment, Consumables, and Supply Costs

- You will be asked to report costs to your organization for the following categories:
 - Capital Medical Equipment (10.1, Question 1)
 - Medications (10.1, Question 2)
 - Other medical equipment, supplies, and consumables (10.1, Question 3)
 - Capital non-medical equipment (10.2, Question 1)
 - Uniforms (10.2, Question 2)
 - Non-medical supplies (10.2, Question 3)
- Most public safety-based organizations will likely report 100% of medical equipment, medications, medical supplies, and medical consumables as attributable to ground ambulance services. However, there may be exceptions, for example if your organization also operates air ambulances.



Section 10. Details on Categories and Allocation

Reporting Category	Examples	Allocation Notes
Capital Medical Equipment	Defibrillators, ventilators, monitors	100% ground ambulance-related for most public safety organizations
Medications	Epinephrine, morphine, naloxone	100% ground ambulance-related for most public safety organizations
Other medical equipment, supplies, and consumables	Bandages, gauze, blood pressure cuffs	100% ground ambulance-related for most public safety organizations
Capital non-medical equipment	Computers, photocopier	If shared by ground ambulance and public safety operations, report total cost with an estimated percentage related to ground ambulance services
Uniforms	Shirts, pants	If ground ambulance staff has separate uniforms, can report only those costs and list 100%. Otherwise, allocation is required
Non-medical supplies	Paper, paperclips, coffee supplies	Same as instructions for “capital non-medical equipment”



Section 10. Example Organization's Responses

Background: This fire-based organization attributes 100% of their medical-related costs to ground ambulance operations. They purchased 20 uniforms this year for their staff at \$30/uniform. 10 went to EMTs and 10 went to firefighters. The organization also has non-medical equipment and supplies that are shared by everyone in their organization. Of the organization's total number of responses, 80% are ground ambulance-related while the remaining 20% are fire-related.

Reporting Category	Total Cost	% Related to Ground Ambulance Operations	Allocation Method
Capital medical equipment	\$5,000	100%	All costs assumed to be related
Medications	\$10,000	100%	All costs assumed to be related
Other medical equipment, supplies, and consumables	\$8,000	100%	All costs assumed to be related
Capital non-medical equipment	\$800	80%	Allocated using percent of ground ambulance responses
Uniforms	\$300	100%	All costs assumed to be related for the 10 EMTs
Non-medical supplies	\$2400	80%	Allocated using the share of ground ambulance responses



Section 10. Alternative Acceptable Allocation Methods

Staffing	Reporting Category	Total Cost	% Related to Ground Ambulance Operations	Allocation Method
10 EMTs, 10 firefighters	Uniforms, Option 1	\$300	100%	All costs assumed to be related for the 10 EMTs
10 EMTs, 10 firefighters	Uniforms, Option 2	\$600	50%	Allocated using the share of EMT staff to firefighters
5 EMTs, 10 EMT/firefighters, 5 firefighters, and 80% of responses ground ambulance	Uniforms	\$390	100%	100% for the five EMTs (5@ \$30=\$150) and 80% for the ten EMT/firefighters (10@ \$30 = \$300, and 80% of \$300 is \$240). The reported \$390 is \$150+\$240.



Section 11. Other Costs

- You will be asked to report costs to your organization for the following categories
 - Contracted services (e.g., billing, accounting, vehicle maintenance/repair, IT support)
 - Other expenses (e.g., biohazard waste and medication removal fees, laundry, board of directors/trustees expenses, event/meeting costs)
- As with Section 10, you will have to estimate the percent of each of these costs associated with ground ambulance operations using a method of your choice. For example, one of the methods presented in this presentation.



Section 11, Question 1

Type	Total cost for the service	Percentage of this cost attributable to ground ambulance services
Billing service	Enter dollar amount	Enter percentage
Accounting service	Enter dollar amount	Enter percentage
Vehicle maintenance/ repair service	Enter dollar amount	Enter percentage
Dispatch/call center service	Enter dollar amount	Enter percentage
Facilities maintenance services	Enter dollar amount	Enter percentage
IT support service	Enter dollar amount	Enter percentage

Note: You will be asked which of these contracted services you provide. Only the ones you answer yes to will be displayed.



Section 11, Question 1: Example Response 1

Background: This fire-based organization exclusively uses in-house labor for Accounting, Facilities Maintenance, and EMT/Response. They contract all other services (listed below). Their billing service is only applicable to their ground ambulance operations. They spend \$1,200 on repairs to fire trucks and \$800 on repairs to ground ambulances. Their dispatch/call center and IT support service serve both their fire and ground ambulance operations. About 70% of their responses are ground-ambulance related and 30% are fire-related.

Type	Total cost for the service	Percentage of this cost attributable to ground ambulance services
Billing service	\$9000	100%
Vehicle maintenance/ repair service	\$800	100%
Dispatch/call center service	\$6000	70%
IT support service	\$2000	70%



Section 11, Question 1: Example Response 2

Background: This organization contracts facilities maintenance. They have a garage and staff/administrative offices and answered Section 8.1, Question 3 as follows:

Facility Name	Facility square footage	Percentage of your facility square footage related to ground ambulance services
Garage	2,000	25%
Administrative Building	1,500	70%

The organization makes the following calculations:

$2,000 * 0.25 + 1,500 * 0.70 = 1,550$ square feet attributable to ground ambulance services

$2,000 + 1,500 = 3,500$ total square footage of facilities

$1,550 / 3,500 = 0.44$ (**44%**) square footage of total facilities attributable to ground ambulance services

Type	Total cost for the service	Percentage of this cost attributable to ground ambulance services
Facilities maintenance	\$9000	44%



Section 11, Question 3

- For this question, you will be asked to indicate whether you have costs/expenses for several items in the following categories:
 - Medical or Ambulance-Related Expenses
 - Administrative and General Expenses
 - Fees, Fines, and Taxes
- For Question 4, you will be asked to provide the following for each cost/expense your organization has:
 - Total expense for that category
 - Percentage of expense attributable to ground ambulance services



Section 11, Question 4: Example Response 1

Background: This police-based organization noted that they had the expenses listed below. This organization pays separate annual dues to an ambulance (\$30) and law enforcement (\$60) professional organization. They hosted one meeting to discuss a new ambulance policy that was attended by only ground ambulance organization staff costing \$3,000. They held a staff appreciation event for their whole organization that cost \$1,000. Their percentage of responses are 75% police-related and 25% ground ambulance-related.

Event/meeting costs calculations:

$\$3,000 + (\$1,000 \times 0.25) = \$3,250$ total cost related to ground ambulance

$\$3,000 + \$1,000 = \$4,000$ total cost of events

$\$3,250 / \$4,000 = 0.81$ (**81%**) costs attributable to ground ambulance services

Category	Total Expense	What % of Expense is Attributable to Ground Ambulance Services?
Organization dues, subscriptions	\$30	100%
Event / meeting costs (including meals)	\$4,000	81%



Section 11, Question 4: Example Response 2

Background: This fire-based organization noted that they had the expenses listed below. For this organization, “Biohazard waste and medication removal fees” apply only to their ground ambulance operations. Tolls are paid by transponder in one account for the organization with no way of separating fire vs. ambulance tolls. 50% of responses are fire-related and 50% of responses are ground ambulance-related.

Category	Total Expense	What % of Expense is Attributable to Ground Ambulance Services?
Biohazard waste and medication removal fees	\$600	100%
Fees for toll roads	\$400	50%



Section 13. Revenues

- This section asks about revenue from paid ground ambulance transports and other sources
 - Ground ambulance transport revenue is reported similarly for all organizations and will not be covered here
- Questions for other sources of revenue will ask you to allocate percent of revenue associated with ground ambulance services
 - Only include revenue *fully or partially* related to ground ambulance services
- In general, revenues may
 - Be completely related to ground ambulance activities (100% attributable to ground ambulance services)
 - Have a certain percentage earmarked for ground ambulance activities
 - Be general revenues to your organization, can estimate how revenues will be used in organization or default to percent of responses that are ground ambulance-related



Section 13, Question 5

- In this question, you will be asked to indicate whether you have revenue from several sources that may be partially attributable to ground ambulance services. Examples include:
 - Contracts from facilities (e.g., hospitals, nursing homes, prisons, businesses)
 - Fees for standby events
 - Charitable donations (e.g., foundations and individual donors)
 - Executive loan programs (e.g., chief executive officer, business development, etc.)
 - Program-related investments (e.g., public-private investment)
 - Sale of assets and services
 - Bond or debt financing
 - Demonstration grants (federal)
- For each revenue source your organization has, you will be asked to provide:
 - Total revenue for that category
 - Percentage of revenue attributable to ground ambulance services



Section 13, Question 5: Example Response

Background: This fire-based ambulance organization reported receiving revenue from the four sources listed below. They received a state grant specifically for a pilot program to deliver ground ambulance services. They participated in four paid standby events during the year: three sporting events where only an ambulance was deployed, and one fireworks display where an ambulance and firetruck were deployed. They received charitable donations, with 80% earmarked for fire-related services and 20% for ambulance-related services. They contract with a neighboring municipality to provide fire/EMS services and approximately 50% of responses to that municipality are ground ambulance responses.

Category	Total Revenue	What % of Revenue is Attributable to Ground Ambulance Services?
Special-purpose grants (generally state)	\$10,000	100%
Fees for standby events	\$500	80%
Charitable donations	\$2,000	20%
Contract revenue from local governments in return for services	\$4,000	50%



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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