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Organization Name: Riggs Ambulance Service

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Business Phone: 209-725-7000

Business Address: 100 Riggs Ave.

City, State, Zip & Country: Merced

Website: www.riggsambulance.com

Number of Annual Service Requests: 34,903

Number of Ambulances: 23

Business Type(s): Non-Profit Corporation

Project Participants: Carly Alley, Executive Director carly.alley@riggsems.org

Entry Categories: Innovation in EMS

Situational Analysis: According to the EMS Agenda of 2050 one of the most important principles of an EMS system is that it be innovative. In May 1, 2018, after many discussions and planning sessions, under the direction of Carly Alley, the Executive Director of Riggs Ambulance Service, Riggs launched a BLS tiered response system.

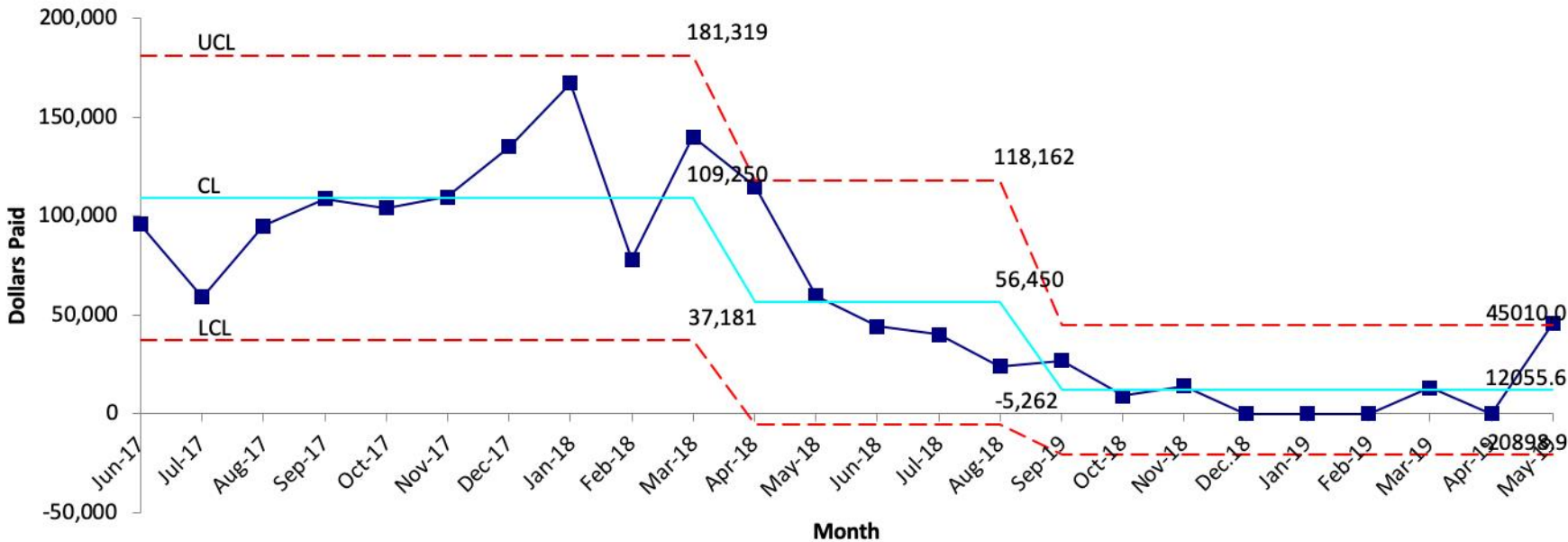
An evaluation of Priority -3 dispatch criteria and a fact that not all 911 calls required lifesaving interventions, a determination was used to establish which type of calls could be efficiently handled by a BLS Crew. County policies and protocols were updated in collaboration with the Merced County EMS Agency and a tiered response training program was implemented to prepare the EMTs for more responsibility with patient care.

According to Ms. Alley, getting the right resource to the right patient is imperative in a large busy EMS system like Merced County.

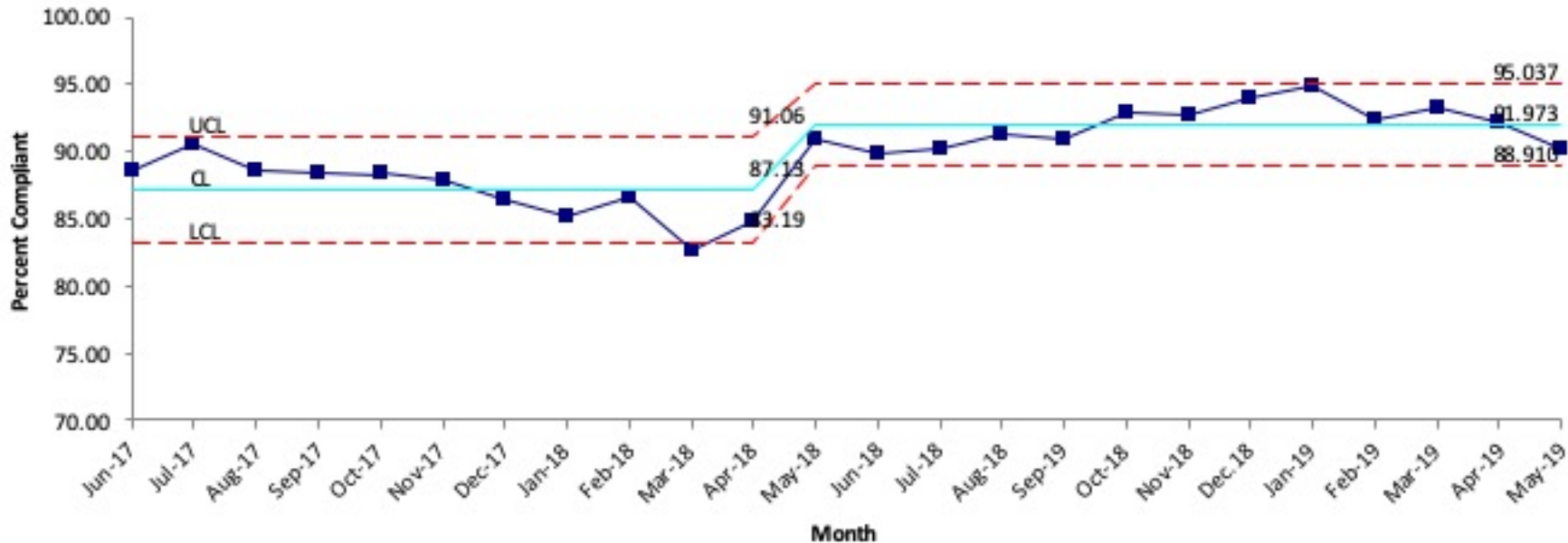
This new BLS tiered response has increased the quality of care that EMTs began providing and it also inspired more than a handful of EMTs to begin Paramedic school. This also helped Band-Aid staffing issues with the addition of BLS cars to a very busy ALS system.

As far as compliance goes, the BLS Tiered response system helped improve response times for the highest priority patients as well as increased response time compliance with P-4, 6, and 7 calls throughout Merced County. In the end, this reduced the response time penalty's paid per a month by Riggs.

Response Time Penalty Paid Per Month



Response Time Performance for Priority 1 Calls in High Density Areas



Response Time Compliance with P-4 6 7 Calls County Wide

