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2024 CAASE Award Submission

CAASE Awards Submission

Submission Category:

Community Impact Program (open to any community-based program)
Innovation in EMS

Submission Title:

Morongo Air Ground Ambulance Tribal Alliance

Contact Name:

Jeremy Shumaker

Organization:

American Medical Response

Email:**Preferred**

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Number of Annual Service Requests:

1400

Number of Ambulances:

1

Business Type (check all that apply):

Privately Held Corporation

Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):

oJeremy Shumaker, Senior Regional Director/Associate Vice President, GMR,
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Situational Analysis (Background of Project):

The Morongo Band of Mission Indians (MBMI) Reservation, located in Riverside County along the 10 Freeway, has historically faced challenges with ambulance coverage due to its rural setting and surrounding suburban and metropolitan areas. The Morongo Reservation Fire (MRF) Department serves as the first response ALS provider, was averaging 16 minutes from arrival on scene to care transfer to an ambulance. To improve service delivery, Fire Chief Jason Carrizosa, developed a strategic plan and collaborated with Jeremy Shumaker, Senior Regional Director GMR, to create a public/private partnership. After several months of collaboration among the MBMI Tribal Council, the MRF team, and the AMR/GMR team, they established the nation's first Air and Ground Ambulance Tribal Alliance. The ground ambulance, staffed by MRF employees, is housed at Station 1 on the reservation and works alongside MRF first response ALS providers. As a result, the ground ambulance, which now has a 6-minute response time, can provide immediate ALS care and transport alongside the first response unit. This partnership has reduced the time of arrival to transport a patient by over 60%, significantly improving service delivery and patient care. The air ambulance, staffed by Reach employees, is located near the reservation, with plans to move it to tribal land within the MRF jurisdiction. Additionally, the review revealed a lack of air ambulance and air fire suppression resources in the area, highlighting a vital resource that will save lives and property.

Project Goals:

The primary goal of the project was to enhance service delivery by reducing the time required for transport services to arrive at the bedside and improving overall access to care for both tribal members and the public visiting tribal enterprise properties through the establishment of an air and ground ambulance tribal alliance.

Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):

The first step in the planning process was to ensure we fully understood the problem we were trying to solve. The MBMI and MRF observed that ambulance arrival times on the reservation were significantly delayed compared to those of first response providers. This observation was confirmed by a review of the data. Over a three-year period, it was found that, on average, ambulances took 16 minutes to arrive to the patient after MRF first responders, thereby delaying the continuation of care and transport. Additionally, the response time standard for the reservation was set at 14:59. However, with the implementation of the partnership, the ambulance service delivery improved with an average MRF ambulance response time on the reservation of 6 minutes. Once we understood the ambulance service delivery problem, we began evaluating the financial feasibility of adding an ambulance to the area. Both MBMI and AMR would face significant financial impacts if they pursued this individually. However, by sharing the financial risk for the operations, both entities were able to move forward with improving ambulance service delivery. The revenue is split between the two entities: AMR operates on a cost-recovery model, using the revenue to cover their expenses, while the remaining revenue is given to MRF to help cover their costs. Without this partnership and the reduced financial impact on MBMI and MRF, providing this level of service would have been challenging.

Results (Did you achieve your goals? How did you measure results?):

Our goal of improving ambulance service delivery was achieved through this public/private partnership, as evidenced by our improved average response times of 6 minutes on the reservation. This partnership has reduced the time of arrival to the ability of transporting a patient by over 60%.

Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):

MBMI prides itself on being self-reliant, and this partnership has enabled MRF to establish and maintain an ambulance transport program that enhances service delivery to a previously underserved area. The value of this ambulance program to the reservation, tribal enterprises, and the surrounding operational area cannot be overstated. Tribal members now take increased pride in having access to high-quality EMS services with response times typically available only to those in urban environments.

Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):

The budgetary impact was minimal as compared to the overall budget for the AMR operations in Riverside County. A subsidy from the tribe helps cover the costs for staffing on the ambulance.

Supporting Documents #1:

Morongo Picture.jpg

Supporting Documents #2:

Supporting Documents #3:

Supporting Documents #4:

Supporting Documents #5:

Supporting Documents #6:

Comments:

CAASE Awards Submission Fee:

CAASE Awards Submission - \$100.00

General Section

