

## Proposed Compensated EMS On-Call Program

### Purpose

The purpose for an on-call schedule is to assure that calls for service are responded to in a timely manner. Calls for service are increasing while our volunteer personnel numbers are decreasing which adds to the demand of our existing volunteers.

### Background

Bluffton Emergency Service volunteers currently have an on-call schedule which starts Sunday evening at 10:00 pm and ends at 6:00 am the following morning. This nightly schedule goes through Thursday with three EMS personnel assigned each evening. During its 20 year implementation, this schedule has distributed the load of responsibility across our membership. We are volunteers not because we are unpaid, but because our task requires an unscheduled response. An on-call sign up skews that slightly—we are somewhat employed due to the necessity of being in town, ready to serve. We are hoping you will consider a small hourly compensation to those members who accept that commitment. Also, because of the increased demand within our department, we would like a daily weekend on-call schedule added.

If all week nights **plus** weekends are covered with three EMS personnel at \$5 an hour, the total on-call pay would be \$73,320. The monthly data for hours covered would be sent to Kevin for payroll purposes. If we would need to move to a **weekday** (6am until 10pm) on-call schedule at some point, I would recommend we purchase an app (Aladtech) used for scheduling . This app is used by Ada EMS and costs around \$3000 per year.

This year, Bluffton Hospital requested patient transports to other facilities over 84 times. Those transports covered, increased the revenue over \$40,000. If we have more EMT's signing up to be on-call, we could see an increase in transports and an increase in revenue. (We will not do transports if one of our squads are out of service or if the weather is too severe for us to do the transport).

### Proposal

I would like to add a weekend on-call schedule. It would begin at 6 pm Friday and run until 10 pm on Sunday, which is when the current schedule begins. I am proposing that we have three EMS personnel sign up for each shift—6 am-12 pm, 12 pm-6 pm, 6 pm-12 am, 12 am-6 am.

EMS personnel will receive a \$5 stipend for each hour they are on-call, both weekday and weekend hours. On-call EMS personnel would also be paid the hourly per-run compensation they currently receive when responding to calls. There would be up to three EMS personnel per shift.

In the event of a non-emergency transport request from Bluffton Hospital, two of the three on-call EMS personnel would be required to cover the transport and leave one EMS personnel in town for another call for service. The exceptions to this transport requirement would be if the crew is not qualified (beyond their scope of practice), or they are on another call.

**Policy Compensated On-Call**

Effective \_\_\_\_\_

Purpose: To assure that calls for service during designated hours are responded to in a timely manner.

Policy:

- A. EMS Personnel shall include Emergency Medical Responder, Emergency Medical Technician, and Paramedic as defined by the Chapter 4765 of the Ohio Revised Code.
- B. It shall be the policy of the Bluffton EMS to compensate on-call EMS personnel in accordance with the rate(s) established by the Village of Bluffton.
- C. Compensated on-call coverage will include the following timeframes:
  - 10:00 PM Sunday to 6:00 AM Monday
  - 10:00 PM Monday to 6:00 AM Tuesday
  - 10:00 PM Tuesday to 6:00 AM Wednesday
  - 10:00 PM Wednesday to 6:00 AM Thursday
  - 10:00 PM Thursday to 6:00 AM Friday
  - 6:00 PM Friday to 12:00 AM Saturday
  - 12:00 AM Saturday to 6:00 AM Saturday
  - 6:00 AM Saturday to 12:00 PM Saturday
  - 12:00 PM Saturday to 6:00 PM Saturday
  - 6:00 PM Saturday to 12:00 AM Sunday
  - 12:00 AM Sunday to 6:00 AM Sunday
  - 6:00 AM Sunday to 12:00 PM Sunday
  - 12:00 PM Sunday to 6:00 PM Sunday
  - 6:00 PM Sunday to 10:00 PM Sunday
- D. A maximum of three EMS personnel may sign up for each on-call shift.

- E. EMS Personnel who are on-call will/should receive a text message reminder one hour prior to the beginning of their on-call shift.
- F. EMS personnel will receive their per-run compensation in addition to their on-call compensation for runs responded to during their on-call shift.
- G. In the event of a non-emergency transport request from Bluffton Hospital, two of the three on-call EMS personnel would be required to cover the transport and leave one EMS personnel in town for another call for service. The exceptions to this transport requirement would be If the crew is not qualified (beyond their scope of practice), or they are on another call.
- H. EMS personnel unable to cover their on-call shift must notify the chief or another officer at least two hours before their on-call shift begins. (Some acceptable excuses include family emergency; sudden illness; getting called into work.)
- I. If a responder does not show up on their scheduled on-call time, they forfeit their on-call pay for the entire shift, and they will receive a verbal warning. The second offense, they will receive a written warning. The third offense, they will not be able to participate in the on-call schedule for a period to be determined by the chief, and face additional discipline up to possible termination.
- J. While partial shift coverage is permissible, EMS personnel are encouraged to commit to the entire time frame.
- K. EMS personnel should remain cognizant that Ohio Administrative Code for volunteer agencies requires a minimum of one certified EMT, Advanced EMT, or paramedic be attending the patient during transport to a medical facility.

## **BLUFFTON EMS BONUS INCENTIVE PROPOSAL**

As you are already aware, due to increased population in Bluffton and volume of EMS runs, the demand on each member of our EMS personnel has also increased. It is fortunate that the council and volunteers have been able to work together to come up with creative solutions to keep this from being a source of burnout. To this end, I am proposing the following incentive schedule which supports and aligns with the council's 2021 request to create a bonus program for our members. It is my hope that these incentives will help sustain our volunteer service several more years until a more costly full-time department is inevitable. It is also likely to encourage our less active members to run more often. This should improve their familiarity with equipment on the squad and their use of skills to maintain the quality of care to patients, while relieving the high-volume demand of the more active members.

Members currently receive the following per hour pay:

Paramedic \$18

Advanced EMT \$17

EMT and First Responders \$16

Proposal:

Members on the squad call who transport a patient would be awarded these monthly bonuses:

10-19 calls a month would receive their normal call pay, plus a \$100 bonus = \$100/month

20-29 calls a month would receive their normal call pay, the \$100 bonus,

and a \$200 bonus = \$300/month

30 or more calls a month would receive their normal call pay, the \$100 bonus,

\$200 bonus and a \$300 bonus = \$600/month

On the back is a chart of the costs which would have been incurred in 2022 using this formula. \*

Transports will qualify as runs, so our community members will benefit both financially and efficiently. They would not need to wait for more costly "out of town" services to move them to and from our nursing facilities. More runs should bring increased insurance revenue to offset the initial cost of this program. Especially with the proposed on-call schedule, more transports should be covered resulting in a "win/win" for both patients and council budget. Furthermore, if this proposal does incentivize members to run more, the "high runners" will not have to go on as many calls, thus reducing the overall cost to the town.

## **BLUFFTON EMS PAY VS. A FEW NEIGHBORING TOWNS**

**Bluffton Emergency Personnel currently receive the following per hour pay**

Paramedic \$18/Hr

Advanced EMT \$17/Hr

EMT and First Responders \$16/Hr

**Pandora EMS & Columbus Grove EMS (this is Putnam County EMS new pay policy)**

Paramedic \$120 per EMS Call resulting in a transport to the hospital

Advanced EMT \$100 per EMS Call resulting in a transport to the hospital

EMT \$80 per EMS Call resulting in a transport to the hospital

\$20 for patient sign off or stand by

\$5/Hr for on call

**\*Bonus incentive pay at the end of the year**

Respond to over 75 calls in a year \$2500

Respond to 50-74 calls in a year \$1250

Respond to 24-49 calls in a year \$500

(Bluffton has 9 personnel that made over 75 calls and 2 personnel that made over 50 calls and 5 personnel that made over 24 calls. Bonus pay for the year would have been \$27,500)

**Appleseed EMS (Arlington)**

\$25 Per EMS Call

\$3.24/Hr on call.

2022 they covered 70% of their calls

**Ada EMS**

\$15/Hr

\$3/Hr on call for 40-80 hours a month

\$4/Hr on call for 80-120 hours a month

\$5/Hr on call for 120-200 hours a month

\$7/Hr on call for 200 or more hours per month

**Beaverdam EMS**

\$25 per EMS Call (Beaverdam EMS has 200 calls per year)

Ada and Appleseed EMS are both trying to get to daytime paid shift coverage at some point this year. Ada has 600 Calls per year on average and Appleseed EMS has around 300.





We acknowledge an initial increase in expense, but we appreciate your consideration of this proposal as a potential solution to improve our services while maintaining a valuable community resource.

\*

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
600	600	300	300	600	600	300	600	600	600	600	600	6300
300	300	0	300	600	600	300	600	100	600	600	300	4600
600	300	100	300	300	300	300	300	100	300	600	300	3800
100	100	0	100	100	100	0	0	0	100	100	100	800
100	100	0	100	100	0	0	100	0	100	0	100	700
100	0	0	0	100	100	0	100	0	100	100	0	600
100	100	0	100	100	0	0	0	100	100	0	0	600
0	100	0	0	0	0	0	0	0	0	100	100	300
0	0	0	0	0	100	0	100	0	0	0	0	200
0	0	0	0	0	0	0	0	100	0	0	0	100
0	0	0	0	0	0	0	0	0	0	0	100	100
0	0	0	100	0	0	0	0	0	0	0	0	100
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
												\$18,200
Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total