



## Legislation Details (With Text)

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**File #:** 21-932      **Version:** 1

**Type:** Agreement      **Status:** Agenda Ready

**File created:** 9/21/2021      **In control:** Board of Supervisors

**On agenda:** 10/19/2021      **Final action:** 12/31/2023

**Title:** Director of Health and Human Services requests approval of and authorization for the Chair to sign Agreement No. 220136B with FirstWatch Solutions, Inc. for a maximum of \$240,000 for the term October 19, 2021 through October 18, 2026 to provide a software license to Napa County Emergency Medical Services (EMS) to enable independent verification that the ambulance provider's contractual obligations are being met.

**Sponsors:** Board of Supervisors

**Indexes:**

**Code sections:**

**Attachments:** 1. Agreement

| Date | Ver. | Action By | Action | Result |
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**TO:** Board of Supervisors

**FROM:** Jennifer Yasumoto - Director Health & Human Services

**REPORT BY:** JoAnn Melgar, Staff Services Analyst II

**SUBJECT:** Agreement with FirstWatch Solutions, Inc.

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### **RECOMMENDATION**

Director of Health and Human Services requests approval of and authorization for the Chair to sign Agreement No. 220136B with FirstWatch Solutions, Inc. for a maximum of \$240,000 for the term October 19, 2021 through October 18, 2026 to provide a software license to Napa County Emergency Medical Services (EMS) to enable independent verification that the ambulance provider's contractual obligations are being met.

### **EXECUTIVE SUMMARY**

The Director of Health and Human Services requests approval of and authorization for the Chair to sign an agreement FirstWatch Solutions, Inc. ("FirstWatch") to provide a license to Emergency Medical Services (EMS) to enable independent verification that contractual obligations are being met by the County's contracted ambulance provider, American Medical Response West (AMR). The ambulance services are the subject of a separate contract between the County and AMR. FirstWatch is a software vendor that provides a real-time, web-enabled tool for use by providers and agencies to simplify and manage response times based on computerized

automated dispatch data. FirstWatch is currently providing this service for AMR. EMS also currently uses FirstWatch to facilitate contract compliance oversight. FirstPass, a suite option offered by FirstWatch, provides the ability to monitor and analyze patient care data, identifying deviations rapidly, consistently, and automatically. Combined with AMR's electronic patient care record (ePCR) program, data is collected and reviewed quickly without data loss due to entry errors.

Per the Agreement with AMR approved by the Board of Supervisors on September 14, 2021, AMR will reimburse the County for all costs associated with the FirstWatch Agreement, which has an estimated maximum of \$240,000 for the term October 19, 2021 through October 18, 2026.

### **FISCAL & STRATEGIC PLAN IMPACT**

|                                         |                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Is there a Fiscal Impact?               | Yes                                                                                                                                                                                                                                                                                                                |
| Is it currently budgeted?               | Yes                                                                                                                                                                                                                                                                                                                |
| Where is it budgeted?                   | Health & Human Services Public Health                                                                                                                                                                                                                                                                              |
| Is it Mandatory or Discretionary?       | Discretionary                                                                                                                                                                                                                                                                                                      |
| Discretionary Justification:            | Approval of the requested action is discretionary in that there is no mandate to contract with this provider. However, Napa County EMS is seeking an independent license, paid for by AMR to establish metrics for independent verification of operations and clinical metrics, consistent with the AMR Agreement. |
| Is the general fund affected?           | No                                                                                                                                                                                                                                                                                                                 |
| Future fiscal impact:                   | This Agreement terminates on October 18, 2026. Appropriations have been included in the approved Fiscal Year 2021-2022 budget and future fiscal years will be budgeted accordingly.                                                                                                                                |
| Consequences if not approved:           | By entering this Agreement Napa County takes on the responsibility of establishing the mechanisms of independent verification necessary to hold the ambulance provider accountable to the AMR Agreement.                                                                                                           |
| County Strategic Plan pillar addressed: | Healthy, Safe, and Welcoming Place to Live, Work, and Visit                                                                                                                                                                                                                                                        |
| Additional Information                  | N/A                                                                                                                                                                                                                                                                                                                |

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

### **BACKGROUND AND DISCUSSION**

Napa County EMS Agency currently utilizes the FirstWatch surveillance platform provided by AMR. The Online Compliance Utility is a real-time web-enabled tool for use by providers and agencies to simplify and manage response times based on the Napa Central Dispatch real-time computerized automated dispatch (CAD) data. The web-based tool provides interactive queues with a consistent look and feel for both the provider and agency, allowing on-line review of late calls based on system needs and contract deliverables. FirstPass, a suite option offered by FirstWatch, provides the ability to monitor and analyze patient care data, identifying deviations rapidly, consistently, and automatically. Combined with AMR's electronic patient care record (ePCR) program, data is collected and reviewed quickly without data loss due to entry errors.

Currently, AMR manages this system. However, Napa County EMS is seeking an independent license, paid for by AMR, to establish metrics for independent verification of operations and clinical metrics, consistent with the current ambulance contract.