OFFICE OF THE FIRE CHIEF

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October 8, 2015

To: Tom Muehlenbeck
Interim City Manager

From: Danny Kistner
Fire Chief

Cc: Rob Daake
Assistant City Manager

RE: #15-61RFP Medical Direction and Related Services

Mr. Muehlenbeck,

Questcare Partners was awarded the medical direction contract in 2004. The contract with Questcare Partners expired in 2008 but continued with annual rollovers. Because of this, and since emergency medical services (EMS) account for approximately 70% of all Fire Department activity, it is good practice to periodically evaluate best value in medical direction for the benefit to the City and Department.

Prehospital emergency care is developing at a rapid pace and innovations in EMS delivery and quality systems have far exceeded conventional models. It is for these reasons we released an RFQ in 2012. Council took no action on the RFQ award recommendation at that time and medical direction continued with another renewal of the existing agreement.

Later, circa 2013, the MFD created the novel Community Healthcare Program (CHP). BEST EMS provided the medical direction for the CHP program and Questcare Partners continued with medical direction for EMS. Each signed agreement letters terminating on September 30, 2015.

Earlier this year, #15-61RFP was released for Medical Direction and Related Services in anticipation of the September 30, 2015 expiration.

Two respondents answered the RFP, BEST EMS and Questcare Medical Services, P.A., respectively. An evaluation team consisting of Jim Floyd, Pieter Wasserman, and me provided scored evaluations with Trevor Minyard from Finance and Abri Sterlacci from Purchasing acting as non-voting advisors.

Additional questions were provided to both respondents for clarification of specific elements of each submission. Purchasing provided the responses to evaluation team members.

Respondent evaluations were based on ability to satisfy elements of the RFP. The grading scale was one frequently used by the McKinney Purchasing Department (Appendix A). A score of (5) would indicate the evaluator felt all needs of a criterion in the RFP was met and exceeded with high regard or higher level than was solicited. Conversely, a (1) would represent a simple response without substance or simply did not meet the need.

Evaluators reviewed the response to the RFP independently and submitted scorecards to Purchasing without collaboration. The responses were tabulated by the McKinney Purchasing Department.

Five categories were evaluated:

- Provider's proposed services meet the objectives in this RFP and the needs and requirements of the City of McKinney. 40%
- Price of Services. 20%
- Provider's qualifications/experience. 30%
- References & recent proven success. 10%

The award recommendation is for BEST EMS.

One concern voiced during the 2012 process was patient destination. To be clear, patient destination is determined by the following:

- Patient choice first, all factors considered;
- Closest appropriate facility (can meet the needs and challenges of the patient's condition); and,
- Availability (hospitals may ask to divert the patient to another location due to overloaded resources)

All transport decisions are made in the best interest of the patient and not by who is providing medical control. I am attaching our current Protocol for Therapy transport matrix as authorized by Dr. Tim Hartman with Questcare Partners (Appendix B). Any amending of the matrix will be due to changes in qualifications of a receiving facility.

Appendix A

Evaluators are urged to use the following guidelines when assessing merits of each offer against each evaluation factor.

5 = Excellent (innovatively exceeds all needs)

4 = Above Average (meets all & exceeds some needs)

3 = Good (meets all needs)

2 = Fair (meets some needs)

1 = Merely Responsive (does not meet needs)

0 = Non-Responsive (fails to meet mandatory requirements)

Appendix B

Transport Matrix

RECEIVING HOSPITAL	MEDICAL	STEMI	RESUSCITATION CENTER**	STROKE**	MAJOR TRAUMA	ORTHOPEDIC	MAJOR BURNS**	AMPUTATIONS**	PEDIATRICS	OBSTETRICS	SEXUAL ASSAULT EXAM
Medical Center of McKinney	✓	✓	✓	✓	✓	✓	X	X	✓	✓	✓
Baylor Medical Center of McKinney	✓	✓	✓	X	X	✓	X	X	✓	✓	✓
Centennial Medical Center	✓	✓	✓	✓	X	✓	X	X	✓	✓	✓
Texas Health Allen (Presby Allen)	✓	X	X	X	X	✓	X	X	✓	✓	X
Children's Medical Center at Legacy Accepts patients < 18	✓	X	X	✓	X	✓	X	X	✓	X	✓
Children's Medical Center at Dallas **Level I Trauma** Trauma patients < 13, Medical patients < 18	✓	X	X	✓	✓	✓	X	✓	✓	✓	✓
Parkland **Level I Trauma** Medical patients ≥ 18 Trauma patients ≥ 13	✓	X	X	X	✓	✓	✓	✓	X	✓	✓
Medical Center of Plano **Level II Trauma** Trauma patients 14 and older	✓	✓	✓	✓	✓	✓	X	X	✓	✓	✓

✓ = Facility appropriate X = Facility not appropriate

****MAJOR BURNS** = Adult patients with burns ≥ 15% TBSA (2nd or 3rd degree) or involving face, airway, hands, feet or genitalia
Pedi Patients (< 13 years of age) with burns ≥ 10% TBSA (2nd or 3rd degree) or involving face, airway, hands, feet or genitalia

****AMPUTATION** = Amputation proximal to the wrist or ankle

****RESUSCITATION CENTER** = 24/7 PCI; Electrophysiology; Post resuscitation induced hypothermia

****STROKE** = Transport to the closest certified Stroke Center.