



City of Goodyear

Meeting Minutes

City Council Work Session

Meeting Location:
Goodyear Justice Center
14455 W. Van Buren St.,
Suite B101
Goodyear, AZ 85338

Mayor Georgia Lord
Vice Mayor Sheri Lauritano
Councilmember Joanne Osborne
Councilmember Joe Pizzillo
Councilmember Wally Campbell
Councilmember Bill Stipp
Councilmember Sharolyn Hohman

Monday, September 12, 2016

5:30 PM

Goodyear Justice Center

Immediately following the Special Meeting which immediately follows the Community Facilities District Meeting that begins at 5:00 PM

1 CALL TO ORDER

Mayor Lord called the Work Session to order at 6:00 p.m.

2. ROLL CALL

Present 6 - Mayor Lord, Vice Mayor Lauritano, Councilmember Osborne, Councilmember Pizzillo, Councilmember Stipp, and Councilmember Hohman

Excused 1 - Councilmember Campbell

MOTION BY Vice Mayor Lauritano, SECONDED BY Councilmember Hohman, to EXCUSE Councilmember Campbell from the meeting. The motion carried by the following vote:

Ayes 5 - Mayor Lord, Vice Mayor Lauritano, Councilmember Osborne, Councilmember Pizzillo, and Councilmember Hohman

Nays 1 - Councilmember Stipp

Excused 1 - Councilmember Campbell

Staff Present; City Manager Brian Dalke, City Attorney Roric Massey, and Deputy City Clerk Sue Brungardt

3. AGENDA ITEMS FOR DISCUSSION:

- 3.1 [16-5876ws](#) The Fire Chief will provide Council with information on a new revenue opportunity with Phoenix Health Plan, Inc. as it relates to Mobile Integrated Health Program - Community Paramedicine (MIHP-CP).

The Fire Chief will also provide updates and progress on the Community Paramedicine regional pilot program and ambulance services in the region.

Community Paramedicine

Fire Chief Paul Luizzi presented. Luizzi reviewed 2015 statistics for use of the 911 system for emergencies. Community Paramedicine (CP) coordinates care for patients that otherwise would use the 911 system or emergency department. Luizzi reviewed the parameters of the original pilot program grant as well as that of the Goodyear Pilot Project grant. This program is anticipated to run for 12 months, will further build and define our training program, further define cost-per-call, establish defined outcome indicators to measure effectiveness, and will include a customer satisfaction survey on all CP patient interactions.

Goodyear Pilot Program (2nd Grant)

Phoenix Health Plan, Inc. (Tenet Healthcare)

>Phoenix Health Plan provides the patients

- Pilot project that will allow us to see patients for up to one calendar year
- In all five cities visit top 10% of 4000 patients in their database.
- Needs assessment, patient education, safety checks, help finding healthcare resources
- The team will be assigned a Case Coordinator from Phoenix Health Plan Inc.

>Visit patients at high risk for 30 day readmission

>Crew members chosen specifically for grant program will be used for this project

-Grant will provide for use of regional partners, conversations with Peoria, Avondale, Sun City Fire District, and Surprise

Pilot Program Grant Request

Pilot Project is funded by Phoenix Health Plan, Inc.

\$120,000

- Paid to City \$10,000 per month
- Used to pay for personnel and other associated costs
- Will have a Case Coordinator assigned to project
- Will also be used to pay for additional training and necessary equipment
- Will be tracked using project costs so that we fully understand the cost of doing business

>Use existing fleet

-Pool vehicle

-Police Department vehicle due for replacement will be used for this project

>All other equipment: use existing stock

Staffing Model

> Two person units-one paramedic from Goodyear and one from Avondale

Benefits

>First step in creating a sustainable model

>Healthcare Partners are now at table

>Fiscally responsible with taxpayer dollars

- Reduce unnecessary 911 calls for non-emergent or routine calls issues/complaints
- Dedicated equipment less expensive than traditional fire call response unit(s)

>Decrease unnecessary emergency room burden

>Provide support to vulnerable population

>Opportunity for collaboration to maximize resources

>Provides outstanding, innovative customer service for residents

Challenges

>Regulations from State or Federal Government

>Workforce challenges

Luizzi indicated he is working with Legal Services and Phoenix Health Plan moving the subgrantee agreement forward. He is continuing to identify key stakeholders, standardize data for the CP pilot program, identifying evaluation partners, and publish pilot project outcomes.

Council Discussion:

- Feels the program will benefit our citizens.

- Are we the fiscal agent for the program? Luizzi indicated Goodyear will be the fiscal agent because the healthcare partners don't want to be involved in multiple contracts. They would rather have one contract and then develop a mechanism to pay the other cities involved. He said Goodyear is having conversations with Arizona Health Care Cost Containment System (AHCCCS). They are looking at a program called Treat and Refer and he will bring that program to Council prior to the launch (October 1). For this program, the providers will be given a provider number which allows the health plans, insurance companies, and hospitals to provide money directly to the provider. We will then no longer have to be the fiscal agent.

- Appreciates that we are looking at these types of programs to help save our taxpayers money. Luizzi indicated the launch of our program is approximately mid-October.

- How do the visits work? Luizzi said there will be an initial in-person patient visit, and then follow up by telephone. If there are other issues that arise, or resources that are not being followed through, then another visit by the crew might be necessary.

- How will the funding and budgeting work since the fiscal years are not the same? City Manager Brian Dalke said more information will be available over the next several months. Other providers are being looked at, and expenses will not hit the city budget as of now. He indicated there are providers that are interested in funding the program.

- Does not want the city to have to fund the program if there are no providers to fund it. Dalke said if, at the start of the program, there is no provider funding, Council will need to consider it at that time because this will not be in the budget. He indicated our commitment is through the end of the pilot program, not beyond that time.

- Feels the program will get funding from the insurance companies, hospitals, and a variety of grants.

- Wants the city to share the statistics with the public.

- Anxious to hear about the reporting of the measurements, and what the cost-per-call is for super-users. Luizzi indicated the cost per call is \$270 using a four-person response crew.

- Thinks it will bring peace of mind to the citizens.

- Understands that we don't have outcomes yet, but feels we will need to look at staffing and costs involved in providing this program. Luizzi agreed, adding that a concern of his is from a longevity standpoint; is it sustainable, from a fiscal and behavioral health standpoint?

Councilmember Campbell joined the Work Session at 6:27 pm.

- How will this program work since the city has automatic aid? Luizzi feels the cities will have a good relationship and will develop efficiencies and relationships between the cities and with the patients.

- Since we provide fire protection for Litchfield Park, does this program extend to

Litchfield Park? Luizzi said they looked to see if those patients fit the model, and there are none at this time. He will continue to look at those numbers.

- Has been working with the Agency on Aging updating the resource book making sure the information is correct and current.

Ambulance Update

Luizzi reviewed previous Work Session information. Fire Departments in other cities have received their Certificate of Necessity (CON). They are Peoria, Gilbert, Surprise, Tempe, Queen Creek, Sun City Fire District, and Mesa. Also, private companies that have obtained their CON are American Medical Response (AMR) and Maricopa/Priority Ambulance. Luizzi reviewed Southwest/AMR Ambulance response time for Goodyear, indicating they are in compliance regarding response times.

Council Discussion:

- Can we get financials on the cities that have been operating their CON? Luizzi indicated that he will request financial information from Surprise and Peoria.

- Is there any value of getting in the queue but not activating the CON? Luizzi explained the two-year process. The cost to submit the application is \$125, and an implementation plan is required. Luizzi indicated the Deputy Director at the Bureau of Emergency Medical Services (EMS) said the CON cannot be used as a franchise; you have to have a plan as to when you will put the vehicles in service and hire personnel.

- Who pays for those patients on AHCCCS that get picked up by ambulance? Luizzi said the State pays for those patients and the State approved rate is currently 69%.

- What is the percentage of those on AHCCCS being picked up by ambulance? Will it become an issue of liability for the private companies providing the service if the percentage is lowered? Luizzi said he has been collecting type-of insurance information for the patients that they see. About 20% of the patients are on AHCCCS. This can become an issue if the private companies withdraw from the program.

- This is a very tumultuous and unknown industry today and we need to look at this carefully. This is an important issue as it deals with people who could be in a life-threatening situation, but we can't be in the ambulance business.

- Feels being in the ambulance business is a normal progression if we are going to offer Community Paramedicine. There are a lot of fire departments all around the country that run their own ambulance service and it must be working. Would like to know more about the funding part.

- Feels that there must be a way to take care of the patients who do not have any insurance.

- Appreciates staff continuing to look at how this can work. Wants to clarify that if we put in the application, are we saying this is the route that we want to go? Luizzi indicated that when we submit the application we are indicating that we are in the business.

- Likes the idea and wants to move forward to obtain the certificate. It is better from a budget standpoint if we can get one ambulance staffed and add to the fleet in the future.

- Since we are currently doing a fire station study and talking about adding ambulances, would this be included in the discussion of what type of fire station to build? Luizzi said that when a three-bay fire station is built it has enough space to house everyone.

- **Would we need to run a truck and an ambulance on all calls?** Luizzi said the current model is for our engine or ladder to get the call first and, if there will be a transport, then we request a transport vehicle. He said there are certain situations, such as a drowning, cardiac arrest or respiratory, or motor vehicle crash, that the ambulance will be sent at the same time. When an ambulance is called second, there can be an issue with an ambulance not being available. Luizzi said we would follow the same type of principle as in the feasibility study where we would have a medic and Emergency Medical Technician (EMT) on each ambulance. For critical patients, one of the medics from the engine would assist to provide double medics.
- **Are the paramedics on the ambulance cross-trained to fill in, and if not, why wouldn't we cross-train?** Luizzi said they would be civilian, single-role positions. A sworn-model could be hired, but the cost would be higher.
- **For those cities using this model, do they lose the individual off the truck?** Luizzi indicated for a critical patient they would lose the individual.
- **Thinks it's a great plan and looks forward to getting the process started so that we can offer it to the citizens.**
- **When we discussed this last year there were three private providers, and now there are two private providers. Inter-facility work is what sustains the model. Fear is that the bottom line is going to drive the decisions. This will become a strategic plan initiative.**
- **This needs to be discussed at the Council Retreat. We need to be informed on this so we can do this at the right time. Can the Fire Chief be available for questions during the retreat?** Dalke said that Council will decide what will be on the agenda during the meeting with the facilitator. The purpose of the retreat is to provide enough information to Council for initiative discussion, and Council will have opportunity to ask questions at that time.
- **There seems to be a consensus of exploring this.**
- **Whose budget does this come out of?** Luizzi indicated this would come out of the Fire Department budget. Dalke indicated staff will continue to monitor the performance of the providers. Staff will also continue to reach out to the cities that have gone through the CON process. The feasibility study is due back mid-November and a Work Session is planned on December 12. Council will need to give direction to staff on whether to move forward with this initiative.
- **Council agreed that the process should start. The application should be reviewed and to start gathering information for further discussion during the Council Retreat.**

4. INFORMATION ITEMS

None.

5. ADJOURNMENT

There being no further business to discuss, Mayor Lord adjourned the Work Session at 7:07 p.m.

Maureen Scott, City Clerk

Georgia Lord, Mayor

Date: _____

