

# Proposed Response to Grand Jury Report:

## “The Resource Access Program: A Successful Program Disbanded”

IBA Report 18-29

City Council, Item 333

October 16, 2018



Independent Budget Analyst



## Report Background

- The Grand Jury filed this report on June 6, 2018
- Report includes three findings and one recommendation for the Mayor and City Council
- Mayor and Council are required to respond by November 30, 2018
- Office of the IBA worked collaboratively with the Mayor's Office to develop a proposed joint Council/Mayoral response
- Proposed response approved by the Public Safety & Livable Neighborhoods Committee on September 19, 2018

## Prescribed Grand Jury Responses

- For each Finding:
  - Agree
  - Disagree wholly or partially
- For each Recommendation:
  - Has been implemented
  - Has not yet been implemented, but will be
  - Requires further analysis
  - Will not be implemented because it is not warranted or is not reasonable

# Report Clarification 1

***Grand Jury Statement:*** *RAP, a pilot program funded by grants, ended in December 2016 when its...paramedics...were called back to American Medical Response (AMR)*

## City Clarification:

- RAP personnel were not funded by grants
- RAP was a partnership
- RAP was piloted in 2008 but was made a formal program in 2011

## Report Clarification 2

***Grand Jury Statement:*** *RAP was funded by a \$15M Beacon Community grant, a \$1M grant from the Alliance Healthcare Foundation, and a \$2.5M CA Community Paramedicine grant*

### City Clarification:

- RAP personnel were not funded by grants
- These grants were regional awards or collaborative awards with only a small portion going to SDFD
- Funds supported technology and training

## Report Clarification 3

***Grand Jury Statement:*** *At the end of the pilot in December 2016, AMR requested that RAP be disbanded. Council was not able to find funds to include RAP in the FY 2018 Budget*

### City Clarification:

- RAP was not a pilot; the program did not expire
- RAP is currently staffed with 1.00 Program Manager position but no paramedics are assigned due to AMR staffing shortages
- SDFD is in ongoing discussions with AMR and will include a RAP component in a future RFP

## Finding 01

*This small group of frequent 9-1-1 callers creates a serious logistical and financial strain on emergency medical services*

Proposed Response: ***Partially Disagree***

- Frequent callers are approximately 1% of the population and generate 15-20% of EMS call volume
- Increasing call volume overall in the system is a resource concern
- However, the San Diego EMS system can manage current call volume

## Finding 02

*RAP, a program designed to identify over users and reduce their 9-1-1 calls and ER visits, resulted in substantial financial savings and reduced strain on other emergency responders during the time it was in operation*

Proposed Response: **Agree**

## Finding 03

*Paramedics in a program such as RAP require an exemption from current law, allowing them flexibility in deciding appropriate treatment options for clients in the program*

Proposed Response: ***Partially Disagree***

- Most RAP functions do not require an exemption from the California EMS Authority
- Certain specialized services provided by RAP paramedics require a State exemption to operate beyond the normal paramedic “scope of practice”
- Legislative efforts to permanently implement this expanded scope of practice are in progress

## Recommendation 18-41

*San Diego Mayor and City Council consider exploring ways to replicate the success and benefits of the now-defunct Resource Access Program, with the goal of reducing over-use of emergency medical services and thus improving the efficiency of the 9-1-1 system*

Proposed Response: ***The recommendation has not been implemented, but will be in the future***

- SDFD will include an updated version of RAP in the RFP for the City's next 911 ambulance provider
- Requirements will provide for dedicated staff
- RFP is anticipated to be released in the last quarter of calendar year 2018

## Next Steps

We request that the City Council:

- Approve the proposed response
- Authorize and direct the Council President to execute and deliver the response to the Superior Court Presiding Judge by November 30, 2018