

# ANDERSON COUNTY TENNESSEE EMS OPERATIONAL AND FINANCIAL AUDIT

KICK-OFF MEETING

24 AUGUST 2017



# AGENDA

- Introductions
- Purpose
- Relevant Industry Trends
- Fitch Process
  - IDR
  - Claims Review
  - Onsite
    - Interviews
    - Operations Review
  - 50 Benchmarks
- Sit-Reps
- Reports
- Next Meeting
- Questions

# ANDERSON COUNTY

- Randy Walters – Project Coordinator
- Nathan Sweet – EMS Director
- Dave Anderson, Sr.
- Stephanie Fox
- Dale Isabell
- Myron Iwanski
- Chief Darryl Kerley
- Steve Newby
- Ricky Rose
- Theresa Scott
- Jodie Turner
- Shain Vowell
- Phil Warfield
- Jerry White

# FITCH & ASSOCIATES

- Jay Fitch, PhD – Founding Partner – Oversight
- Anthony Minge, EdD – Partner – Project Coordinator
- Skip Kirkwood, J.D, EMT-P – Operations
- Dianne Wright, MPA – Finance
- Melissa Coons, BS, CAC - Billing

# PURPOSE

- Operational and Financial Audit of Anderson County EMS
  - Assess Current Status
    - Operations
    - Costs
    - Revenue
  - Identify
    - Best Practices
    - Areas for Improvement
    - Opportunities to Mitigate Risk

# 2017 MEDICARE FEE SCHEDULE

	Code	Urban
Mileage	A0425	\$7.29
ALS Non-Emergent	A0426	\$253.04
ALS Emergent	A0427	\$400.64
BLS Non-Emergent	A0428	\$210.86
BLS Emergent	A0429	\$337.38
ALS 2	A0433	\$579.88
SCT	A0434	\$685.31

# KICKOFF MEETING & WORK PLAN DEVELOPMENT

Anderson County EMS Project Timeline	Project Day								
	1-30	60	80	100	140	170	180	195	225
Execution of Contract	█								
KickOff Meeting	█								
Initial WorkPlan		█							
Provide IDR to Client		█							
Client To Complete and Return IDR			█						
Final Work Plan Delivery to Advisory Committee			█						
Committee Approval of Final Work			█						
Bi-Weekly Status Reports					█	█	█	█	█
Preliminary Analysis and Findings of Fact Meeting						█			
First Draft of Audit Report to Committee							█		
Committee Meeting							█		
Approval of Minutes and Agreements on Changes								█	
Final Audit Report									█



# INFORMATION DATA REQUEST

- Pre-Hospital Medical Transportation System
- Operations
- Human Resources
- Organizational Structure
- Financial Considerations
- Customer Service, Accountability, & Education
  - 5 Years of Data
  - Ambulance Deployment Analysis
  - Unit Hour Cost Analysis
  - Geo-Spatial Analysis



# CLAIMS REVIEW

- 40 Claims
  - Statistical Random Valid Sample
  - Government Payors
- Multiple Areas of Focus
  - Compliance
  - Performance of Billing Service
  - Appropriate Reimbursement
  - Documentation/Crew Education

# SITE VISIT

- IDR Validation and Follow Up
  - Interviews
    - Key Stakeholders
    - Staff
  - Operations Review and Analysis
    - Equipment, Fleet, Etc.
    - Policies & Procedure Review
    - *Day-To-Day*

# SIT-REPS

- Regular Progress Updates
  - By-Weekly
  - Reviewed w/Randy

# 50 BENCHMARKS

- Communications/Dispatch
- Medical First Response
- Medical Transportation
- Medical Accountability
- Customer/Community Accountability
- Prevention & Community Education
- Ensuring Optimal System Value
- Organizational Structure & Leadership

# REPORT

- Draft
- Final

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First Draft of Audit Report to Committee									
Committee Meeting									
Aproval of Minutes and Agreements on Changes									
Final Audit Report									

# WORK-PLAN MEETING

- Tentative Date – September 14, 2017 17:30 (5:30 pm) EST

A word cloud of the 5W1H questions (Who, What, Why, When, Where, How) arranged around a large blue question mark on a chalkboard background. The words are in various sizes and orientations, creating a circular pattern around the central question mark.