



SBStat

# Fire

Q1 2019 | February 26, 2019

# Department Updates

Community Paramedicine

# Community Paramedicine

- Pilot Status
  - Data entry improvements
  - Utilizing 211
- Successes
- Challenges
  - Discharging patients

# CP Savings "Formula"

## Components

- Cost of services provided: Transport (SBFD), ED visit (hospital), Inpatient admission (hospital), Visit from Community Paramedic
- Frequency of services provided
- Type of services provided by SBFD
- Reimbursement rate to SBFD
- Number of patients served

COST SAVINGS =

**Number of Patients Served**

MULTIPLIED BY

PREVIOUS STATE

**Cost of ED Visits + Cost Inpatient Admission**

**+ Cost of Ambulance Transport**

MINUS CURRENT STATE

**Cost of ED Visit + Cost Inpatient Admission**

**+ Cost of Ambulance Transport**

**+ Cost of Community Paramedicine Service**

# Considerations

- Cost to system vs. SBFD
- Reimbursements (us + partners)
- Timeframe for evaluation
- Static vs. dynamic values

# ISO Audit

What is an ISO audit?

# What is ISO?

- Insurance Service Office
  - Uses ratings to assess risk of fire damage for insurance companies
  - SBFD uses ISO ratings because they are an impartial 3rd party
- Audit based on three categories
  - Emergency Communications (10%)
  - Fire Department (50%)
  - Water Supply (40%)



# Why do we want an ISO rating of 1?

- Community Benefits
  - Lower insurance rates, especially for commercial properties
  - Safer community
- City Values - Excellence
  - Best in the state
  - Top 1% nationally (400 out of ~40,000)
- Fire Department Mission
  - The South Bend Fire Department exists to provide our community with the highest quality emergency services protecting life and property through education, response, and dynamic outreach.

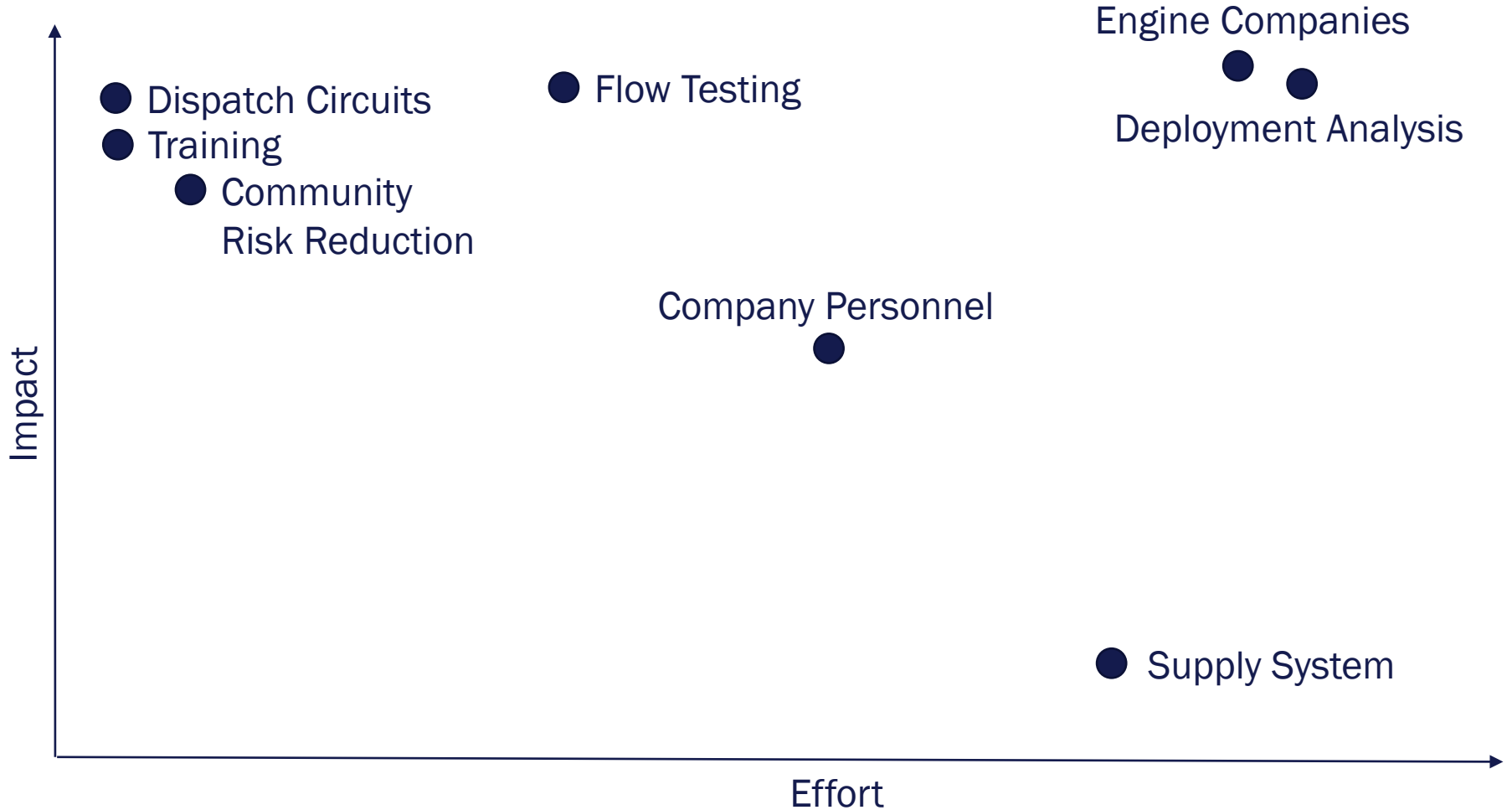
# ISO Audit

Cost/Benefit Analysis

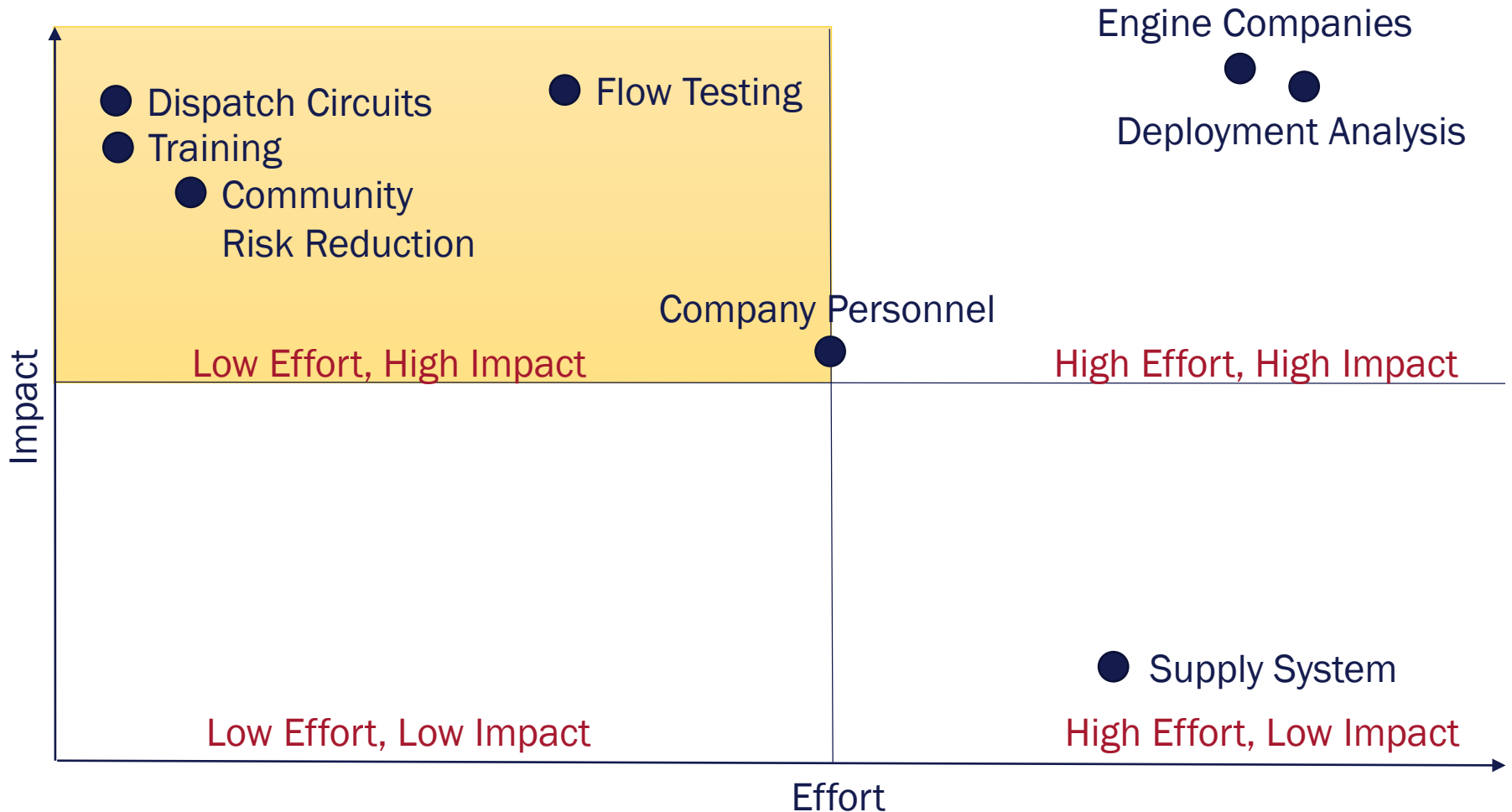
# 2016 Audit

- ISO rating 2
  - Points earned: 87.24
  - Points possible: 105.5
  - Points to a 1: 2.76
- [Power BI Dashboard](#)

# Impact/Effort



# Impact/Effort



# Areas of Focus

- Fire Department
  - Company Personnel
  - Training
  - Community Risk Reduction
- Water Supply
  - Inspection and Flow Testing

# Company Personnel

- This score is based on the number of firefighters able to respond to structure fires.
  - Minimum staffing
    - 70 is recommended
    - 2016 audit was 65
    - Now is 67 (including Medic Chase Cars)
- 2016 Audit
  - Points Earned: 11.67
  - Points Possible: 15
  - Potential Points: 3.33

# Company Personnel

- Estimated Cost
  - Medium – formula for cost
    - Hiring new people - Cost to hire a firefighter multiplied by the number of new firefighters we'd need
      - $9 \text{ firefighters} \times \$88\text{k} = \$792,000$  per year
    - Use overtime to fill minimum staffing positions – higher hourly rate
      - $2,920 \text{ hours} \times \$33/\text{hr} = \$96,360$  per person per year
      - $\$96,360 \times 9 \text{ spots} = \$867,240$  per year
- Estimated Impact
  - High
    - Having more firefighters at a fire is safer for the firefighters (NFPA)
    - High number of potential points



# Training

- ISO recommends more focus in the following areas:
  - Classes for officers
  - New driver and operator training
  - Existing driver and operating training
  - Pre-fire planning inspections
- 2016 Audit
  - Points Earned: 7.1
  - Points Possible: 9
  - Potential Points: 1.9

# Training

- Estimated Effort/Cost
  - Low
    - Implemented new training since last audit
      - Driver training
      - Officer training
    - Need to edit SOP to reflect requirements in training
- Estimated Impact
  - High
    - High number of potential points

# Inspection and Flow Testing

- This score is based on the intervals between hydrant inspections and intervals between fire flow testing. To get the highest score, ISO recommends 1 year between hydrant inspections and 5 years between flow testing.
- 2016 Audit
  - Points Earned: 2.4
  - Points Possible: 7
  - Potential Points: 4.6

# Inspection and Flow Testing

- Estimated Effort/Cost
  - Medium
    - WW began inspecting ~2 years ago
      - Replaced 170 fire hydrants since testing began
    - Coordinate between Fire and WW to review process to inspect & flow test according to ISO standards and document properly
- Estimated Impact
  - High
    - Potential points
    - Resident safety

# Dispatch Circuits

- Radio and telephone communications coming in and out of the PSAP center
  - Monitoring dispatch circuits
  - Nomadic circuits
- 2016 Audit
  - Points Earned: 1.28
  - Points Possible: 3
  - Potential Points: 1.72

# Dispatch Circuits

- Estimated Effort/Cost
  - Low
    - Monitoring in place since last audit
- Estimated Impact
  - High
    - Resident Safety

...and there's a new addition to the PSAP Center!



# Community Risk Reduction

- This score is based on fire prevention code adoption and enforcement, public fire safety education, and fire investigation programs.
- 2016 Audit
  - Points Earned: 4.07
  - Points Possible: 5.5
  - Potential Points: 1.43



# Community Risk Reduction

- Estimated Effort/Cost
  - Low
    - Requires proper documentation
    - Coordinate with building dept for residential inspections – may need ordinance change
    - Certification training hours added to SOP
- Estimated Impact
  - High
    - Potential points
    - Resident safety & education

# Other Points

- Divergence – reduces score based on relative difference between FD and WW scores
- Reserve Ladder and Service Trucks – we should have gotten this on the last audit

# Suggested Projects

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- Community Paramedicine
  - Study on reimbursement – how much is SBFD actually being reimbursed for CP calls by insurance?
  - State legislature working on CP legislation which would affect reimbursements
- ISO follow-up
  - Hydrant Inspection & Flow – documenting current process with WW, finding gaps between current process and ISO requirements (higher priority)
  - Plan review for new residential construction – documenting current process with Building, finding gaps between current process and ISO requirements (lower priority)

# Celebrating Our Values

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## Medic Chase Cars

Lead Paramedic used to be staffed on every ambulance in the past. We used to have a need of 8 paramedics every day, now we have only have a need for 5.

- Flexibility in staffing
- Morale builder
- Money saving
- Distributing lead medics around the city
- Sending the right resources to the right calls