



INTEROFFICE MEMORANDUM

TO: Stephanie Deitz, City Manager
FROM: Derek Parker, Fire Chief
DATE: April 4, 2023
SUBJECT: Health Education Assessment/Referral Team (HEART) Proposal

In 2022 Merced Fire Department (MFD) responded to 11,672 calls for service with the vast majority of the calls being emergency medical services (EMS) responses. Although this was the highest number of responses that MFD has ever responded to, there are a significant number of EMS responses that occur within the city limits where MFD is not responding. The MFD mission is to prevent, prepare for, and mitigate emergencies to protect the citizens of the City of Merced through exceptional service and visionary leadership. Part of that leadership is ensuring all members of the community receive care when needed. This gets the right resource to the right patient to provide the right care at the right time.

MFD responds with the local ambulance contractor for most calls. The contractor does have a time requirement for lights and siren "code 3" responses. Non-emergent calls are code 2 responses for low acquity complaints and there is no time requirement for response. MFD does not provide service to the citizens with respect to EMS response for lower acquity calls. MFD has an opportunity to provide assessments in a timely manner for those in need.

MFD proposes a change to the level of service for all EMS responses within city limits. This can be accomplished with the addition of a health education assessment/referral team (HEART) car and an emergency assessment vehicle (EAV).

The HEART would be staffed by two first responders and would be an ambulance. The HEART car would go in-service with the mid-level practioner and establish weekly pop-up health clinics. The HEART will also stay available to respond to the needs of the local hospital to provide ambulance transport outside of pop-up clinics.



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An EAV would be utilized to access areas of the community no accessible by vehicle to care for the unhoused. The EAV would be in a 4x4 SUV and would have full response capability as well as the equipment to treat patients as they come upon them.

Staffing:

Shifts	24 hour shifts	
Administrative Oversight	Addition of a 960 hour FNP-RN/PA	Provides CQI
Equipment	SUV and Ambulances	

Equipment:

Ambulance	Patient transport capability	\$100,000 x 2 (\$200,000)
Ambulance Equipment	Communications, treatment, advanced charting capability	\$180,000 x 2 (\$360,000)
SUV	Off-road capability	\$55,000
SUV Equipment	Communications, treatment, advanced charting	\$17,000
Total		\$632,000

Added value:

The community will receive timely service for their requests. MFD will not pend calls, we will answer their request for service.

During large structure fires the HEART car will be able to respond to all medical aids and continue to provide service to the community.

Unhoused residents can proactively be addressed with regular interaction. On the heels of the COVID-19 pandemic, the administration of a vaccine and preventative health assessment program can utilize the HEART car model.