

SEVENTH AMENDMENT TO CONTRACT NO. 12-500

THIS SEVENTH AMENDMENT TO CONTRACT NO. 12-500 is made and entered into by and between the Knox County, Tennessee, a charter county government providing health services within the geographic and political boundaries of Knox County, Tennessee, ("County") and Rural Metro of Tennessee, L.P., with its principal place of business at 10140 Gallows Point Drive, Knoxville Tennessee, 37931 ("Contractor").

WITNESSETH:

WHEREAS, Contractor and County have previously entered into a certain Ambulance Service Agreement, designated as Contract No. 12-500, dated January 14, 2013, as amended by Contract No. 13-261, dated June 28, 2013, as extended by Contract No. 17-610, dated September 15, 2017, as amended by Contract No. 20-568, dated September 11, 2020, as amended by Contract No. 21-220, dated May 3, 2021, as amended by Contract No. 21-544, dated August 16, 2021, and as amended by Contract No. 21-592, dated September 1, 2021, and as amended by Contract No. 21-655, dated October 8, 2021 (hereinafter jointly referred to as the "Agreement"), and

WHEREAS, the parties wish to amend the Agreement on the additional terms and conditions set forth herein.

NOW THEREFORE, in consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto agree as follows:

1. The parties delete the definition of "ALS First Responder" in Section 201 in its entirety and it replace it with the following:

"Any vehicle not normally used for purposes of patient transport, and which must meet the following requirements: 1) be staffed with a minimum of EMT/AEMT and Paramedic, or, be staffed with Paramedic in a Quick Response Vehicle (QRV); and 2) equipped with the required communications, Automatic Vehicle Locator and ALS equipment that will meet or exceed state equipment regulations."

2. The parties hereby add the definition "Quick Response Vehicle" to Section 201 as follows:

"Quick Response Vehicle. Means a vehicle utilized to rendezvous with a patient on-scene before the arrival of an ambulance. A Quick Response Vehicle typically is staffed with a single driver."

3. All other terms and conditions set forth in the Agreement remain unchanged.

IN WITNESS WHEREOF, the parties have caused this Seventh Amendment to Contract No. 12-500 to be executed on the last date appearing below.

KNOX COUNTY, TENNESSEE

RURAL METRO OF TENNESSEE, L.P.

By: _____
Glenn Jacobs

By: _____

Title: Knox County Mayor

Title: Regional Director

Date: _____

Date: _____

CONTRACT NO. 21-710

APPROVED AS TO LEGAL FORM:

Knox County Law Director's Office
Date: _____

EMS QUICK RESPONSE VEHICLE PROPOSAL & SEVENTH AMENDMENT TO CONTRACT NO. 12-500

Knox County, Tennessee

ATTN: Dr. Martha Buchanan, Senior Director / Public Health Officer
Knox County Health Department | 140 Dameron Ave | Knoxville, TN 37917
martha.buchanan@knoxcounty.org

Dear Dr. Buchanan:

In the following pages, Rural/Metro of Tennessee, L.P. DBA American Medical Response (AMR) presents Knox County, Tennessee (the "County") with our proposed solution for Advanced Life Support (ALS) tiered response using paramedic-staffed Quick Response Vehicles (QRVs) to supplement the EMS system in collaboration with local first responders. Our proposed program is based on our 8-week pilot program that concluded on August 31, 2021 and is described in detail in:

- ① **EXHIBIT 1: SEVENTH AMENDMENT TO CONTRACT NO. 12-500** (page 2)
- ② **EXHIBIT 2: EMS QUICK RESPONSE VEHICLE PROPOSAL** (page 4)

Highlights of our methodology and approach include:

- **Paramedic Quick Response Vehicle support** - Paramedics in QRVs to respond to emergency or Emergency Medical Dispatch (EMD) appropriate calls and can arrive before the ambulance or other first response vehicles
- **Improved care and performance** - reduced delays in patient care with improved response time performance and clinical outcomes
- **Ongoing quality assurance** - continued inspection of all aspects of the program, with transparent reporting & collaborative improvements
- **Future success & stability** - all at the same ZERO subsidy to the County

The trial has proven this concept to be a successful model at improving patient outcomes and response times in the community while keeping more advanced level clinicians available to respond to high acuity requests for service.

Please do not hesitate to contact me with any questions or requests for more information. I look forward to hearing from you soon.

Sincerely,



JOSHUA SPENCER
Regional Director, Southeast
AMERICAN MEDICAL RESPONSE
850.499.5506 | joshua.spencer@gmr.net

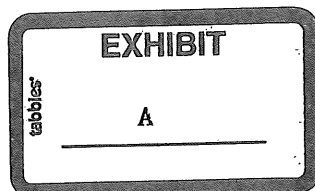
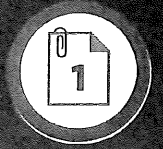




EXHIBIT 1: SEVENTH AMENDMENT TO CONTRACT NO. 12-500

For Knox County, Tennessee
OCTOBER 2021



SEVENTH AMENDMENT TO CONTRACT NO. 12-500

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By: _____

Title: _____
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Date: _____

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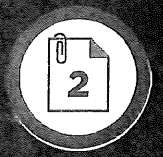
Knox County Law Director's Office
Date: _____

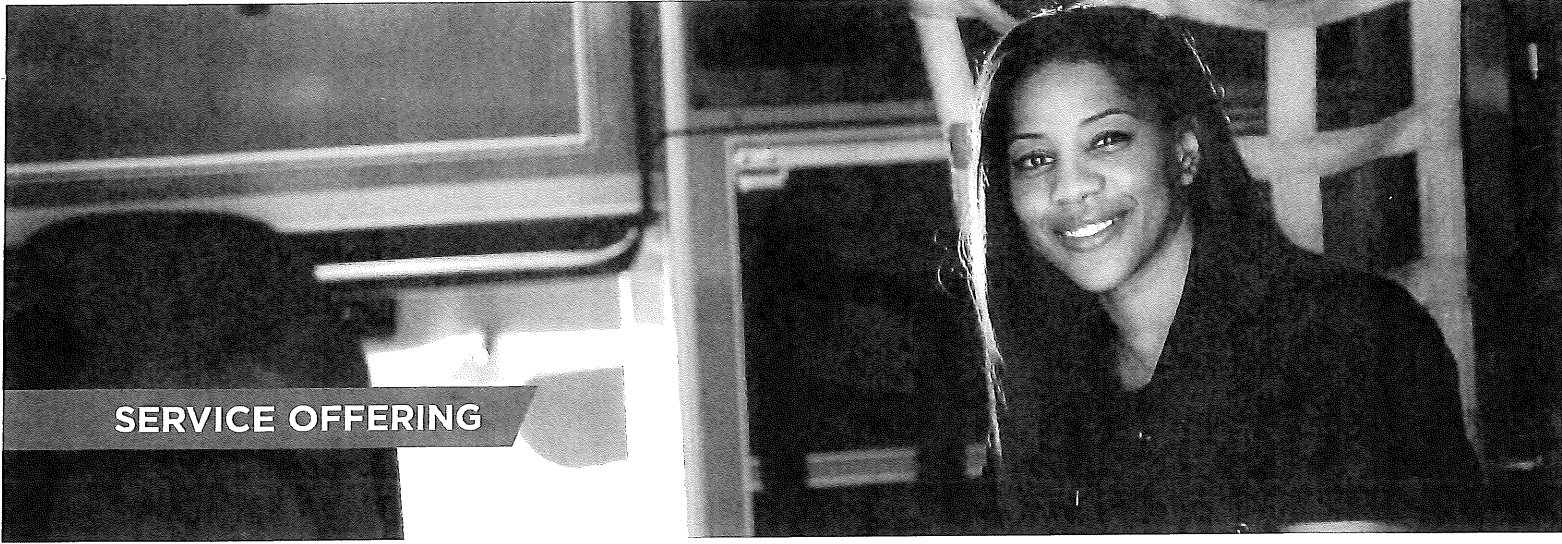


EXHIBIT 2: EMS QUICK RESPONSE VEHICLE PROPOSAL

For Knox County, Tennessee

OCTOBER 2021





SERVICE OFFERING

MEETING YOUR NEEDS

As your trusted EMS provider for years, we have identified the need to modify our deployment model to adapt to the everchanging system.

Far too often, we have seen Advanced Life Support (ALS) ambulances tied up on Basic Life Support (BLS) transports to help offset delays caused by hospital staffing shortages. This causes other critical patients, who need ALS level care, to wait longer for an ambulance. Obviously, this is not efficient or what is best for the community. Our goal with this proposal is to reduce delays in patient care while improving response time performance and clinical outcomes.

ALS TIERED RESPONSE WITH PARAMEDIC QRVs

We propose to add Quick Response Vehicles (QRVs) to the system, staffed with paramedics, to provide rapid ALS response and patient assessment.

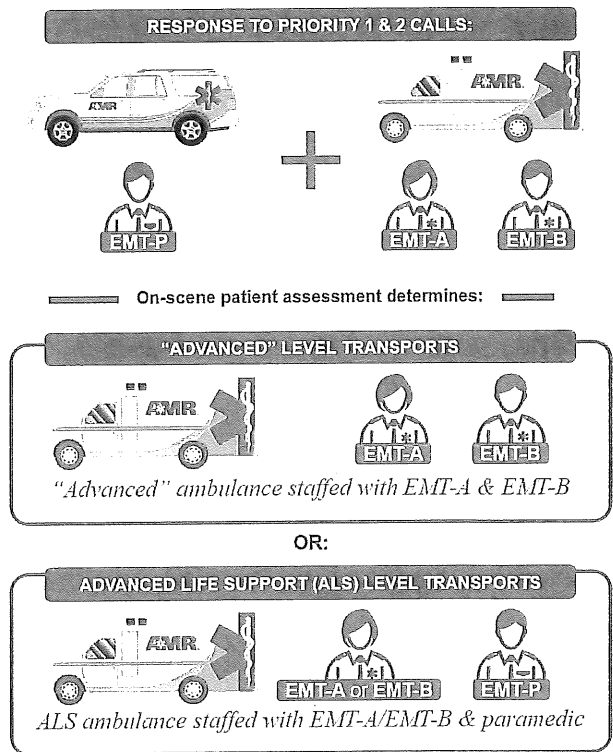
Today, we respond with ALS ambulances – staffed with a paramedic and EMT – to all Priority 1 and Priority 2 calls. Our goal with this proposal is to also send ALS first response paramedics in QRVs to these calls when they can arrive before the ambulance or when the responding ambulance is an “advanced” unit. This will allow us get definitive care to the patients that need it more quickly.

“ADVANCED” LEVEL TRANSPORTS

If the paramedic determines the call can be transported by an “advanced” level ambulance – staffed with an EMT-Advanced and an EMT-Basic – that ambulance can transport the patient while the paramedic returns to service.

ALS LEVEL TRANSPORTS

If an advanced truck is dispatched and the transport is still classified as ALS, the paramedic can get on the ambulance – making it a full ALS ambulance – and transport the patient while one EMT follows behind in the QRV.



LASTING BENEFITS

Adding these paramedic-staffed QRVs as a deployment solution in Knox County will continue to provide the EMS system with several benefits.

RESPONSE TIME PERFORMANCE

Deploying more paramedics in QRVs and advanced-level ambulances in Knox County will result in better staff utilization and enhanced response times. All responses will continue being tracked using FirstWatch and AMR's Operations Planning & Analytics Platform (OPAP) to monitor compliance and report our progress.

IMPROVED PATIENT OUTCOMES

During the 8-week pilot program, we conducted quality assurance on 100% of calls that a paramedic accessed the patient and sent to the ED via an advanced unit. This determined that the treatment and decision making for non-emergency patient transport was accurate and appropriate and will continue as the standard moving forward. Preserving our paramedics to respond to more advanced calls leads to improved patient outcomes when seconds count.

A STRONG & STABLE WORKFORCE

This QRV solution will also benefit our paramedic recruiting and retention efforts in Knox County while encouraging current EMT-A and EMT-B staff to advance their career and certifications. This lets them put their skills to more advanced work in the system they call home.

SUSTAINABLE SOLUTIONS

We request no subsidy or change in rates to provide these new resources, ensuring you receive a sustainable solution without adding costs to the County or its taxpayers.



PROVEN PERFORMANCE

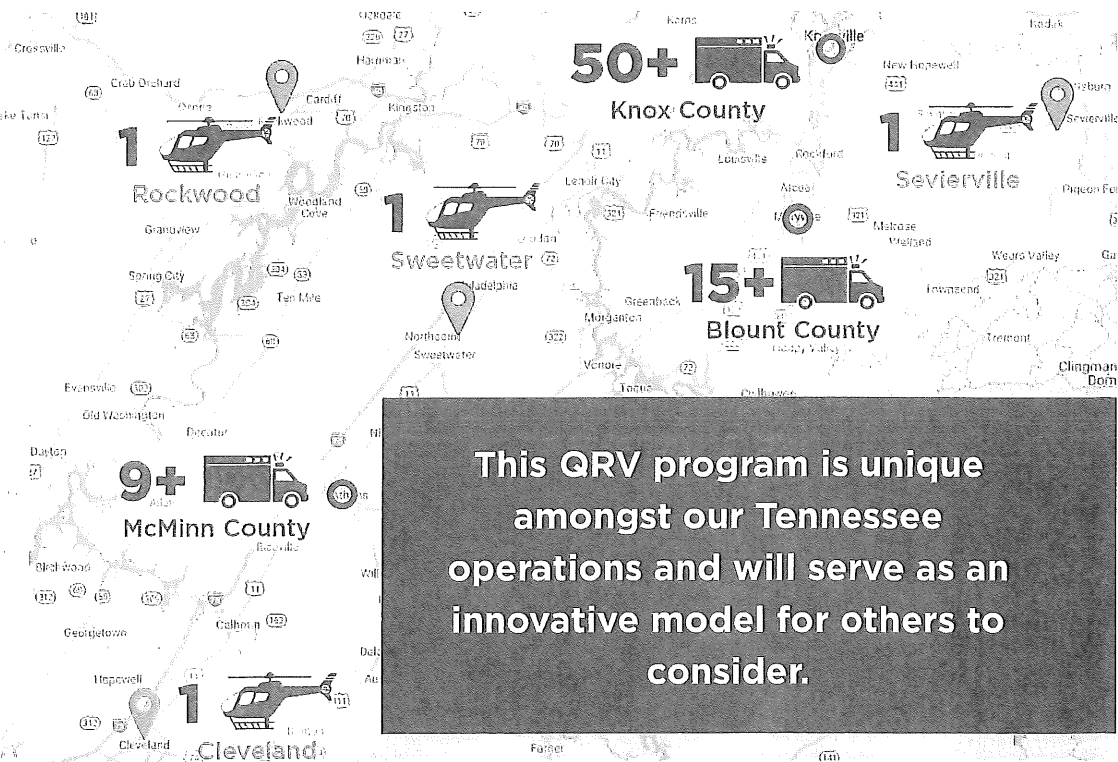
We operate several similar programs across the country, from Florida to California and dozens of states in between.

In Napa County, California, for example, we have been able to reduce response times by 25% in certain zones and improve accessibility of ALS care by adding a QRV to the system. We look forward to building on this experience to continue to improve our services to Knox County.

EASTERN TENNESSEE RESOURCES

Map Legend

-  Ground ambulances
-  Helicopters



This QRV program is unique amongst our Tennessee operations and will serve as an innovative model for others to consider.

QUALITY ASSURANCE

Reviewing the quality of our service is a dynamic process that promotes positive changes in the standards and practices by our caregivers.

RESPONSIBILITY & OVERSIGHT

Our Clinical Education Services (CES) team is responsible for the day-to-day monitoring of the performance improvement process. They work closely with our Operations Manager and Medical Director on quality issues within the organization.

This includes all responses conducted in Knox County, including calls responded to under this program.

DATA COLLECTION & REVIEW

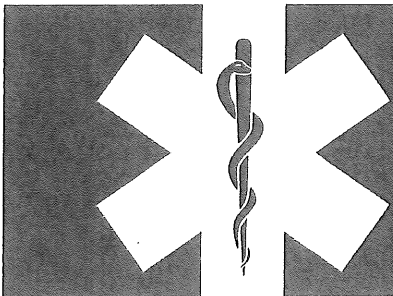
Just as we did during the pilot program, all responses will be tracked using FirstWatch and AMR's Operations Planning & Analytics Platform (OPAP). This will let us monitor response time compliance, report our progress and make rapid improvements to our deployment or staffing.

We will also continue to conduct a clinical quality assurance review on calls where paramedics access the patient and send to the ED via an advanced unit. We track electronic patient care data using our MEDS system, which lets us wirelessly transmit, report and chart our metrics and progress. Furthermore, we use Stryker's CODE-STAT program to examine defibrillator data, letting review the quality of our CPR and resuscitation data. All this will be reported regularly to the County and system stakeholders.



Our proposal provides better paramedic coverage, improved patient outcomes and a foundation for the future at no subsidy cost to this community.





We look forward to continuing to serve Knox County as a collaborative and forward-thinking partner through this innovative Quick Response Vehicle (QRV) program.

**PLEASE CONTACT US
WITH ANY QUESTIONS**

JOSHUA SPENCER

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OCTOBER 26, 2021