



1

---

---

---

---

---

---

---

---



2

---

---

---

---

---

---

---

---



3

---

---

---

---

---

---

---

---



**The Transportation Conundrum**

Maintaining Clinical Quality  
Without Breaking the Bank

---

---

---

---

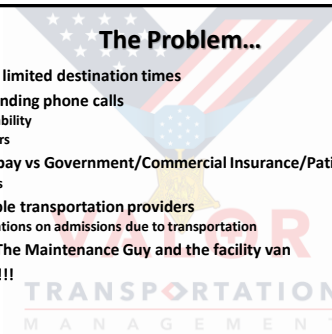
---

---

---

---

4



**The Problem...**

- Fixed or limited destination times
- The unending phone calls
  - Availability
  - Brokers
- Facility pay vs Government/Commercial Insurance/Patient pay
  - CMN's
- Unreliable transportation providers
  - Limitations on admissions due to transportation
- Scott – The Maintenance Guy and the facility van
- C O S T!!!!

---

---

---

---

---

---

---

---

5



**Transportation Industry Trends**

- Traditional EMS model
  - Say yes to everything and then try to squeeze it all in
- Payer limitations
  - CMN's
  - Viability
  - Brokers
- Staffing
- Vehicle shortage

RESOURCES ARE AT A PREMIUM

---

---

---

---

---

---

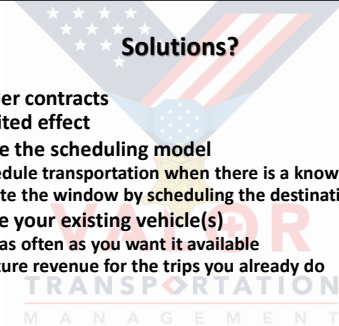
---

---

6

**Solutions?**

- **Provider contracts**
  - Limited effect
- **Change the scheduling model**
  - Schedule transportation when there is a known opening
  - Create the window by scheduling the destination appt.
- **License your existing vehicle(s)**
  - Use as often as you want it available
  - Capture revenue for the trips you already do




---

---

---

---

---

---

---

---

7

**Costs**

- **Direct**
  - Driver
  - Fuel
  - Insurance
  - Maintenance
  - Licensing
- **Indirect – if you need help**
  - Scheduling
  - Data management
  - Billing




---

---

---

---

---

---

---

---

8

**So, What Does It Take to Get Licensed?**

- **Regulated by the Department of Public Safety, EMS Division**
  - [www.ems.ohio.gov](http://www.ems.ohio.gov)
  - Portal to create account and apply
- **Location license**
  - “Satellite” locations if more than a single building
- **Vehicle(s) license**




---

---

---

---

---

---

---

---

9

**Location Licensing**

- Designate a Headquarters
  - Insurance requirements
  - Employee records
    - Driving, criminal background, and basic care certifications (CPR, etc.)
    - Physical – medical, physical, vision conditions that would prevent duties
      - Drug/Alcohol testing
    - Passenger assistance course
  - Client records – trip report
  - Vehicle maintenance records
    - Annual vehicle safety check
    - Daily inspection logs
  - Communication capability
- Satellites - easy



10

---

---

---

---

---

---

---

---

**Vehicle Licensing**

- Vehicle Safety
  - It has to work and be something YOU feel safe in
  - Passenger securing mechanism – belts and wheelchair securing devices
- Ramp or lift condition
  - Ramp width is a significant factor
- Basic equipment
  - Fire extinguisher
  - PPE and bio-spill cleanup
  - Oxygen securing capability – Note on oxygen delivery
  - First aid kit



11

---

---

---

---

---

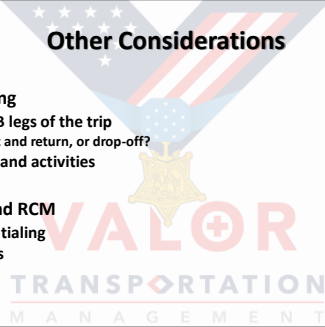
---

---

---

**Other Considerations**

- Scheduling
  - A and B legs of the trip
    - Wait and return, or drop-off?
  - Events and activities
- Billing and RCM
  - Credentialing
  - Brokers



12

---

---

---

---

---

---

---

---



13

---

---

---

---

---

---

---