



TO: David A. Hulseberg, Village Manager

FROM: Paul DiRienzo, Fire Chief

DATE: September 24, 2012

RE: Citizen Assist Ordinance

Please place the attached background information, statistics and Ordinance establishing a fee for BLS Treatment with no transport on the October 4, 2012 Board of Trustees' Agenda.

Thank you.

:lh

attachments

**Lombard Fire Department
Citizen Assist Report
September 24, 2012**

On direction from the Lombard Village Board, the Fire Department will establish an Ordinance that charges a fee for Basic Life Support (BLS), non-transport services, for requests that total more than five per calendar year, per individual. Basic life support is defined as care that involves the treatment of non-life threatening injuries or illnesses, requiring only basic levels of care or services, which includes lift assists. The fee requested is \$100.00 per BLS non-transport service for the sixth and subsequent events per calendar year. Not only will this help recover a reasonable portion of resources used during these non-transport events, it will enable citizens to use provided resources to improve their quality of life. The Fire Department brought this before the Board of Trustees on February 3, 2011 and then again on March 1, 2012.

Background

The Lombard Fire Department continues to be one of the busiest ambulance companies in DuPage County. During the 2011 calendar year, the LFD responded to 4,593 ambulance calls. Invalid assist requests were at 293 during this period, representing 6% of all ambulance calls. Using 2012 call volume through September 30, we can project 312 invalid assists requests.

Citizen and Invalid assists are almost always; residents, elderly, or struggling with health problems such as M.S. or other debilitating diseases. Non-residents would rarely go over five invalid assist calls per year. Using 2011 data, 64 total calls could have been billed based on this Ordinance. Unfortunately, five citizens make up 59 of the 64 billable calls. The ability of these citizens (who call for invalid assists) to pay for services when they would be charged, is questionable. A waiver of fees will be at the discretion of the Village Finance Director and the Fire Chief.

Proposed Option

Frequent users will be monitored by the EMS Coordinator. Once a pattern of repeat usage is recognized, our contracted Social Services Agency, "Association for Individual Development" (AID) will be contacted. The representative will investigate options for a social service to intervene. These options may assist in the person's quality of life and healthcare needs if utilized by the citizen. With the permission of the patient, family members will also be contacted and informed of the increase in calls for services. Outside agency information will be supplied to the citizen, but it remains the citizen's decision to seek and accept help from those agencies.

The Village of Lombard wishes to remind residents that in case of an emergency, always dial 9-1-1. The Lombard Fire Department is the best resource for initial requests for services. We are part of a 9-1-1 system, staffed 24 hours per day and are able to arrive quickly with the resources to handle health and injury issues. In addition, our personnel are trusted by callers, trained to recognize abuse or neglect, and recognize other safety issues that may exist.

If the citizen appears to be unable to care for themselves or is in an unsafe living condition, they will be reported to the Association for Individual Development (AID), the victim services agency contracted by the Village of Lombard, as soon as the LFD becomes aware of the situation. AID has made the difference on many occasions, such as; during a heat emergency in July of 2012, an elderly woman without power and no way to care for herself in the heat, was reported to AID. AID found temporary shelter for her and returned a call to the fire department notifying them. Another case involved an overdose patient. An unaware mother was very grateful to AID for their assistance and support.

The last example is an elderly woman living alone who was found to be in need of a Life Alert device. This patient's son was happy to be notified by AID and proceeded to purchase the Life Alert package for his mother. The LFD feels contact with frequent users can be used to help reduce request for services, and at the same time, improve quality of life.

Comparisons

All DuPage County Fire Departments have been contacted in reference to billing for invalid/citizen assists. Three DuPage County Fire Departments currently charge for these services. They are the Naperville Department, the Warrenville Fire Department and Tri-State Fire Protection District. It should be noted that Medicare/Medicaid will not cover the cost of invalid assists, as it is a non-transport service.

The three Fire Departments that charge do so as follows:

Naperville

- First and second assists; no charge.
- Three or more assists in a calendar year, \$50 each, resets January 1.
- If unable to pay, billing will set up payment plan. If still unable to pay, referred to Finance Department to decide if bill stands or is waived.
- Repeat users are referred to their Social Services Department.

Warrenville

- Three assists per month; no charge.
- \$100 each for more than 3 per month.

Tri-State Fire Protection District

- Resident, \$250 each occurrence.
- Non-resident, \$500 each occurrence.

Call Volume & Social Services Contacts

The attached documents will demonstrate types of users and Citizen/Invalid Assist call volume. Listed below are two patient resources:

- DuPage County Human and Senior Services
421 N. County Farm Road
Wheaton, IL 60187
630.407.6500
- Association for Individual Development (AID)
1230 N. Highland Ave
Aurora, IL. 60506
630.966.4350

Listed below are Repeat Callers during Calendar Year 2009

Citizen Assist Responses 3 calls or more

Responses	Information
54	55 y/o Resident with Multiple Sclerosis
27	49 y/o Resident with Multiple Sclerosis
16	76 y/o Resident with knee problems, spouse unable to lift
11	40 y/o Resident with Multiple Sclerosis
6	83 y/o Resident with Parkinson's, spouse unable to lift
6	82 y/o Resident with multiple medical problems, spouse unable to lift
6	84 y/o Resident with emphysema and dementia, spouse unable to lift
5	87 y/o Resident with no medical history, lives alone
5	Independent Senior Living facilities – resident 9-1-1 direct
4	79 y/o Resident with Arthritis, lives alone
4	92 y/o Resident with stroke history, spouse unable to assist
4	78 y/o Resident with hip surgery
3	75 y/o Resident, obese, spouse unable to lift
3	69 y/o Resident with Multiple Sclerosis, lives alone
3	92 y/o Resident with diabetes, hypertension and cardiac history
3	40 y/o Resident with Multiple Sclerosis
114	2 Calls or less
274	Total

Listed below are Repeat Callers during Calendar Year 2010

**Citizen Assist Responses
3 calls or more**

Responses	Information
27	56 y/o Resident with Multiple Sclerosis
17	49 y/o Resident with Multiple Sclerosis
12	73 y/o Resident with C.V.A (stroke) history
7	63 y/o Resident with multiple medical problems
6	57 y/o Resident with Multiple Sclerosis; spouse unable to assist
6	84 y/o Resident with chronic respiratory problems
5	76 y/o Resident with stroke history; spouse unable to assist
5	73 y/o Resident with Paraplegia; spouse unable to lift
5	91 y/o Resident living in owned home and on own
4	87 y/o Resident with multiple medical problems & weakness
4	89 y/o Resident with hip fracture
4	80 y/o Resident with arthritis & living alone
4	57 y/o Resident with ALS – Lou Gehrig's Disease; wheelchair bound
3	82 y/o Resident with cancer & cardiac history
3	70 y/o Resident with Multiple Sclerosis
3	42 y/o Resident with Multiple Sclerosis
3	68 y/o Resident with stroke history
3	89 y/o Resident living on own
110	2 Calls or less
231	Total

Listed below are Repeat Callers during Calendar Year 2011

**Citizen Assist Responses
3 calls or more**

Responses	Information
34	56 y/o Resident with Multiple Sclerosis
17	51 y/o Resident with Multiple Sclerosis
14	91 y/o Resident with living on own
10	81 y/o Resident with multiple medical problems
9	76 y/o Resident with stroke history, spouse unable to assist
7	85 y/o Resident with walker in own home
6	94 y/o Resident living on own
6	67 y/o Resident with cardiac history
6	89 y/o Resident living in own home, spouse unable to lift
5	42 y/o Resident with Multiple Sclerosis
5	79 y/o Resident with Cardiac history and hip fracture
174	4 calls or less
293	Total

Below is a chart showing the Village of Lombard Ambulance Fee Schedule with the proposed BLS Non-Transport Fee included.

Village of Lombard Fee Schedule with BLS Non-Transport Included

	Village Resident	Non-Village resident or Glenbard FPD Resident
Basic Life Support (BLS) Transport	\$440.00	\$750.00
Advanced Life Support – Level I (ALS-I) Transport	\$580.00	\$970.00
Advanced Life Support – Level II (ALS-II) Transport	\$700.00	\$1,100.00
Advanced Life Support (ALS) Treatment, but no transport	\$110.00	\$120.00
Basic Life Support – BLS Non-Transport <i>For 6th and each subsequent event per calendar year</i>	\$100.00	\$100.00

Recommendation

The proposed option, captured in this document, which includes the Ordinance Amendment, focuses on individuals that may need more attention from their families and social services, thus bringing a better quality of life to them.

We know that responses made by the fire department to invalid assist calls allows paramedics to assess patients and their living conditions, concluding that it is indeed necessary for these individuals to dial 9-1-1 when necessary.

The Lombard Fire Department recommends this Ordinance Amendment and the continuation of social service intervention.

ORDINANCE NO. _____

**AN ORDINANCE AMENDING TITLE 9, CHAPTER 91, SECTION 91.21(A)
OF THE LOMBARD VILLAGE CODE IN REGARD TO FEES
FOR EMERGENCY MEDICAL SERVICES**

BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DU PAGE COUNTY, ILLINOIS, AS FOLLOWS:

SECTION 1: That Title 9, Chapter 91, Section 91.21 (A) of the Lombard Village Code is hereby amended by adding the following to the fee chart contained therein:

Basic Life Support – BLS Non-Transport <i>For 6th and each subsequent event per calendar year</i>	\$100.00	\$100.00
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SECTION 2: That this Ordinance shall be in full force and in effect after its passage, approval and publication in pamphlet form as provided by law.

Passed on first reading this _____ day of _____ 2012.

First reading waived by action of the Board of Trustees this _____ day of _____, 2012.

Passed on second reading this _____ day of _____ 2012, pursuant to a roll call vote as follows:

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED by me this _____ day of _____ 2012.

David A. Hulseberg, Village Manager
*Pursuant to the Authority Granted by the
Village Board at the September 6, 2012
Village Board Meeting*

ATTEST:

Brigitte O'Brien
Village Clerk

Published by me in pamphlet form this _____ day of _____ 2012.

Brigitte O'Brien
Village Clerk