

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda

100514
ALL DISTRICTS

X Resolution or Ordinance (Blue) _____ *Waiver of First Requested*
_____ Recommendations of Board, Commissions & Committees (Green)
_____ Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: David A. Hulseberg, Village Manager *dah*

DATE: September 17, 2010 (BOT) Date: October 7, 2010

TITLE: Ordinance establishing a fee for BLS treatment with no transport

SUBMITTED BY: William R. Balling, Interim Fire Chief *William R. Balling*

BACKGROUND/POLICY IMPLICATIONS:

Ordinance establishing a fee for BLS Treatment with no transport after 5 calls in a calendar year. The fee would be \$100 per occurrence on the sixth call and thereafter.

FISCAL IMPACT/FUNDING SOURCE:

Review (as necessary):

Finance Director X _____ Date _____
Village Manager X *dah* _____ Date: 9/24/10

NOTE: All materials must be submitted to and approved by the Village Manager's office by 12:00 noon, Wednesday, prior to the Agenda Distribution.



TO: David A. Hulseberg, Village Manager

FROM: William R. Balling, Interim Fire Chief *WRB*

DATE: September 17, 2010

RE: ORDINANCE TO AMEND AMBULANCE FEE CHART

Please add to the October 7, 2010, Village of Lombard Board of Trustees' Agenda, the following item:

An Ordinance Amending Title 9, Chapter 91, Section 91.21 (A) of the Lombard Village Code.

Please see the attached information and Ordinance.

lh

Attachments

To: Bill Balling, Interim Fire Chief
From: Paul Di Rienzo, Lieutenant, EMS Coordinator
Date: September 13, 2010
Subject: Per Village Board Direction, adding a fee for BLS non-transport services in excess of five per calendar year.

Chief Balling,

Attached is information pertaining to invalid/citizen assists. On direction of the Village Board, there is to be a fee added to reflect frequent use of our ambulance service. Included is information for resources that can be provided to citizens that may be affected by the increase in cost for services. These resources may also provide services that may ultimately improve their quality of life.

The fee recommended is \$100.00 per BLS non-transport event, for the sixth and each subsequent call per calendar year. I believe an Amendment request to the following Ordinance is in order and to take effect January 1, 2011:

“Section 1: Title 9, Chapter 91, Section 91.21 (A) & (B) of the Lombard Village Code”

If you have any questions or comments, please don't hesitate to call.

Sincerely,

Lt. Paul Di Rienzo

**Lombard Fire Department
Citizen Assist Report to the Village Board
October 7, 2010**

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. 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, including lift assists. The fee requested is \$100.00 per BLS non-transport service for the sixth and subsequent event 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 Lombard Fire Department continues to be one of the busiest ambulance companies in DuPage County. During the 2009 calendar year, the LFD responded to 4,254 ambulance calls. Invalid assist requests were at 274 during this period, representing 6% of all ambulance calls. Beginning January 1, 2010 thru September 1, 2010, there have been 2,983 ambulance calls. Of those calls, 166 have been invalid assists, this equals 5.5% of all calls year to date. Citizen and Invalid assists are almost always residents, elderly, and 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 2009 data, 91 total calls could have been billed based on this Ordinance. Unfortunately, four citizens make up 88 of the 91 billable calls. Ability to pay for services is questionable, and waiver of fees is at the discretion of the Village Finance Director.

Frequent users will be monitored by the EMS coordinator. Once a pattern of repeat use is recognized, a personal visit to that citizen will be arranged to see if there is a non-emergency, social service that can intervene. These services may also assist in the person's quality of life and health care 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. If the citizen appears to be unable to care for themselves or in unsafe living conditions, they will be reported to "DuPage County Human and Senior Services" as soon as the LFD becomes aware of the situation. 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.

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 Naperville, Warrenville 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.

Resource and Social Agency Information

The Village of Lombard Fire Department wishes to remind residents that in case of an emergency, always dial 911. For other, non-emergency services, a list of resources will be provided to the citizen that has shown a pattern of frequently using emergency services. This information can be tailored to the person's needs, once personal contact can be made by the EMS coordinator or other Fire Department representative. It should be determined if the user will be a chronic or occasional multiple call patient. The differences are described as follows:

Occasional User:

- Has family support with assistance in the care of the patient.
- Patient has mobility with the exception of a fall to the floor.
- Temporary illness or injury with the recovery of the patient.
- Higher income to pay for in-home care
- Modifications are made to the patient's environment to facilitate the disability (ramps, grab bars, etc...)
- The patient's family takes over the decision making process and places the patient into a nursing care facility.

Chronic User:

- Little or no family support in their care.
- Severe disability necessitating outside services.
- The patient body size prohibiting the caregiver or family assisting in the movement of the patient.
- Debilitating disease in the younger aged patients with the reluctance to move to a nursing home environment.

- The patient has exhausted his/her abilities to rehab their illness or injury.
- Limited income to support outside medical services.

Once a citizen is determined to be a “chronic” user, the appropriate resource will be determined via personal contact with the patient. If income allows, private resources may be used. As stated previously, if the citizen is unable to care for themselves or in unsafe living conditions, they will be reported to “DuPage County Human and Senior Services”. Listed below are some of the available resources. These may change and research fitting the affected citizen’s needs may have to be done on a case by case basis.

- DuPage County Human and Senior Services
421 N. County Farm Road
Wheaton, IL 60187
630.407.6500
- Muscular Dystrophy Association
1100 31st Street, #210
Downers Grove, IL 60515
630.598.0700
- National Multiple Sclerosis Society
525 West Monroe Street
Chicago, IL 60661
312.421.4500
- York Township Senior Services Center
1502 South Meyers Road
Lombard, IL 60148
630.620.2400
- Village of Lombard: Social Services Information Guide
255 East Wilson Road
Lombard, IL 60148
630.620.5700
- LarLin Home Care Services
6912 Main Street, suite 110
Downers Grove, IL 60516
630.852.4007
- Caring Home Care Services, INC.
1881 Commerce Dr. Unit 107
Elk Grove Village, IL 60007
847.439.7030

- BrightStar Lifecare
402 East Roosevelt Road, suite 108
Wheaton, IL 60187
630.260.5300
- Home Care Personal Services
1809 North Mill Street, suite E
Naperville, IL 60563
630.434.0071

Invalid assists and Citizen assists affect us and our surrounding communities. Lombard already has a large elderly population and as the average age of our citizens continues to rise, it can be assumed that calls for service will increase. The LFD is the best resource for initial requests for services from our citizens for the following reasons:

- Part of a 9-1-1 system
- Available 24-hours per day
- Professional EMS providers
- Able to arrive quickly
- Able to examine the patient for other health or injury issues
- Able to care and transport immediately if necessary
- Trained in recognizing abuse or neglect and alert the proper agencies
- Trusted by the callers
- Able to look at other safety issues and assist or make recommendations
- Track call history and recognize pattern of frequency

Attached is a chart showing the Village of Lombard Ambulance fee schedule with the BLS non-transport fee added:

**Village of Lombard
Fee Schedule with BLS Non-Transport Included**

	Village Resident	Glenbard FPD Resident	Non-Village/Non-Glenbard FPD Resident
Basic Life Support (BLS) Transport	\$440.00	\$440.00	\$750.00
Advanced Life Support – Level I (ALS-I) Transport	\$580.00	\$580.00	\$970.00
Advanced Life Support – Level II (ALS-II) Transport	\$700.00	\$700.00	\$1,100.00
Advanced Life Support (ALS) Treatment, but no transport	\$110.00	\$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	\$100.00

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	\$100.00
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SECTION 2: That this Ordinance shall be in full force and in effect on January 1, 2011, after its passage, approval and publication in pamphlet form as provided by law.

Passed on first reading this _____ day of _____ 2010.

First reading waived by action of the Board of Trustees this _____ day of _____, 2010.

Passed on second reading this _____ day of _____ 2010, pursuant to a roll call vote as follows:

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED by me this _____ day of _____ 2010.

William J. Mueller
Village President

ATTEST:

Brigitte O'Brien
Village Clerk

Published by me in pamphlet form this _____ day of _____ 2010.

Brigitte O'Brien
Village Clerk