

Goal of the Summit

“Enhancing ambulance transport safety through shared knowledge of technical data”



Ambulance Transport Safety Summit

Bridging the gap between what we do and what is known

EMS Subcommittee of the TRB Ambulance Transport Safety Summit

October 29th, 2009



Impact of Fleet Safety on EMS Operations

- What We Do
 - Critical elements of fleet safety systems are not routinely implemented within EMS Operations
 - Impact is loss of life and property due to vehicle crashes
- What We Know
 - Exposures presented by operation of EMS vehicles can be managed by adopting fleet safety management principles

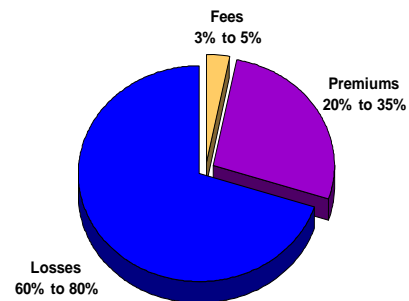


Fleet Safety Management Systems

- Fleet Management
 - Leadership
 - Driver Selection Standards
 - Driver Performance-identify high risk drivers
 - Vehicle Selection, Inspection, Maintenance
 - Accident Reporting/analysis
 - Program Evaluation
- EMS Practice/Policy
 - Safe Drive Policy
 - Seat belt use for all occupants
 - Equipment secured
 - Intersection policy
 - EVOC – Emergency Vehicle operators course
 - Communications
 - Cell phones / texting
 - In-vehicle communication



Total Cost of Risk



Corporate Cost of Risk

- Cost of risk
 - Typically represents 1 to 3 percent of total organization (for small companies may be higher).
 - Usually the highest cost are found in workers' compensation and liability depending on the type of company
 - EMS may have high WC cost due to patient handling or vehicle crashes
 - EMS may have high GL costs due to vehicle crashes and impact to general public or patients involved in crash
 - Is affected by retention levels and losses

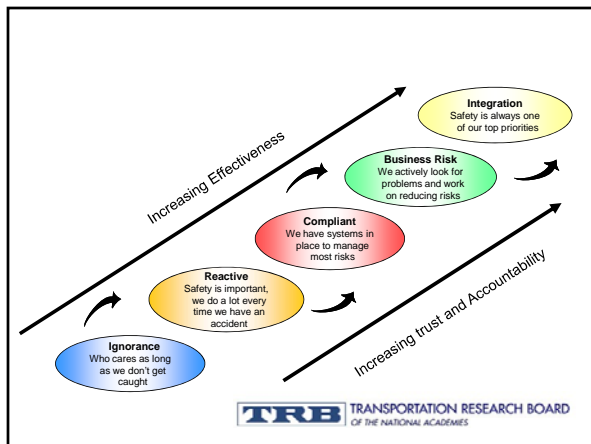
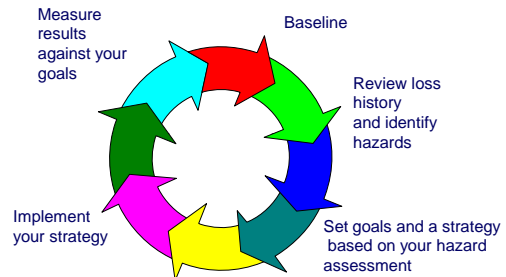


Measures of Effective Fleet Safety System

- Fleet Safety & Operational Practices that can be defended
- Management Accountability and Controls
- Loss prevention efforts that identify key loss drivers and establish action plans to control/reduce risk factors leading to losses



Safety Management Model



Direct Costs of Vehicle Crash

- Cargo Damage
- Vehicle Damage
- Indemnity (payroll) Costs of Injured EMS Personnel
- Medical Costs
- Loss of Revenue
- Administrative Costs
- Police Report
- Possible Effect on Cost of Insurance
- Possible Effect on Cost of Workmen's Compensation Insurance
- Towing Costs
- Storage of Damaged Vehicle



EMS Specific issues

- Negative impact on EMS response times
- Negative impact on regional EMS resources
- Consequences of decrease of emergency care response capacity
- Negative impact on service morale and ability to recruit
- Loss of other skilled EMS personnel due to concerns regarding safety issues



Indirect Costs of Crashes

- Lost Clients/Customers
- Meetings Missed
- Salaries Paid to Employees in Accident
- Lost Time at Work
- Cost to Hire/Train Replacement Employees
- Supervisor's Time
- Loss of Personal Property
- Replacement Vehicle Rental
- Damaged Equipment Downtime
- Accelerated Depreciation of Equipment
- Accident Reporting
- Medical Costs Paid by Company
- Poor Public Relations/Publicity
- Increased Public Relations Costs
- Government Agency Costs



Costs of Motor Vehicle Crashes Worksheet

Direct Costs to the Organization

| | |
|--|----------|
| Workers' compensation benefits | \$ _____ |
| Healthcare costs | \$ _____ |
| Increases in medical insurance premiums | \$ _____ |
| Auto insurance and liability claims and settlements | \$ _____ |
| Physical and vocational rehabilitation costs | \$ _____ |
| Life insurance and survivor benefits | \$ _____ |
| Group health insurance dependent coverage | \$ _____ |
| Property damage (equipment, products, etc.) | \$ _____ |
| Motor vehicle repair and replacement | \$ _____ |
| EMS costs (ambulance or medivac helicopter) | \$ _____ |
| Vehicle towing, impoundment and inspection fees | \$ _____ |
| Municipality or utility fees for damage to roads, signs or poles | \$ _____ |
| Direct Total | \$ _____ |



Costs of Motor Vehicle Crashes Worksheet

Indirect Costs -

| | |
|--|----------|
| Supervisor's time (rescheduling, making special arrangements) | \$ _____ |
| Fleet manager's time to coordinate vehicle repair, replacement, etc. | \$ _____ |
| Reassignment of personnel to cover for missing employees (less efficient) | \$ _____ |
| Overtime pay (to cover work of missing employees) | \$ _____ |
| Employee replacement | \$ _____ |
| Re-entry and retraining of injured employees | \$ _____ |
| Administrative costs (documentation of injuries, treatment, absences, crash investigation) | \$ _____ |
| Inspection costs | \$ _____ |
| Failure to meet customer requirements resulting in loss of business | \$ _____ |
| Bad publicity, loss of business | \$ _____ |
| Indirect Total | \$ _____ |
| TOTAL | \$ _____ |



Crash Costs

• Traffic crashes cost your company in time and money!

- Motor-vehicle crashes are the most costly workers' compensation claims by cause of injury. (National Council on Compensation Insurance)
- A single traffic crash can take an ambulance out of service, replacement cost averages \$120,000, plus costs associated with 3rd party losses, injuries, impact of not having all equipment available – Ambulance crash costs will be high....



Crash Costs

- **Getting your employees to buckle up saves employee lives - and your company's money!**
 - Seat belt use reduces the risk of serious injury and death by 40-60%. (National Highway Traffic Safety Administration)
 - When crash victims are unbuckled, their medical bills are 50% higher than those who are securely buckled.



Impact of Events on Profit Example

If your company's profit margin is:

| Accident Cost | 1% | 2% | 5% | 10% | 20% |
|---------------|--------------|-------------|-------------|-------------|-----------|
| \$1,000 | \$100,000 | \$50,000 | \$20,000 | \$10,000 | \$5,000 |
| \$5,000 | \$500,000 | \$250,000 | \$100,000 | \$50,000 | \$25,000 |
| \$10,000 | \$1,000,000 | \$500,000 | \$200,000 | \$100,000 | \$50,000 |
| \$25,000 | \$2,500,000 | \$1,250,000 | \$500,000 | \$250,000 | \$125,000 |
| \$100,000 | \$10,000,000 | \$5,000,000 | \$2,000,000 | \$1,000,000 | \$500,000 |

This table illustrates the financial impact of on-the-job accidents. An accident that carries direct cost of \$1,000 is not "paid for" until your EMS organization with a 1% profit margin performs \$100,000 worth of service.



Key Benefits for Focusing upon Fleet Safety

1. Significant Cost Savings
2. Efficiency Improvements
3. Better customer service
4. Fewer Injuries, Collisions and lost workdays
5. Lower claims, administration costs, insurance premiums
6. Improved Performance Management
7. Improved Internal Operational Control
8. Brand Enhancement / Protection
9. Achieve Operational Excellence
10. **Going home to your family at end of workday**



Summary

- Critical elements of fleet safety systems are not routinely implemented within EMS Operations
- Impact is loss of life and property due to vehicle crashes
- Exposures presented by operation of EMS vehicles can be managed by adopting fleet safety management principles
- Don't wait, begin to assess the status of your fleet safety systems and implement controls to reduce your potential for crashes



Questions??

- Please raise your hand or type in the message box

