

**VAN BUREN COUNTY AMBULANCE OVERSIGHT COMMITTEE**  
**JOURNAL OF PROCEEDINGS**  
**October 12, 2022**

BOOK 2022 PAGE 145  
Recorded in:  
MINUTES Book  
10/13/2022 02:20 PM  
PAM BRADFORD  
County Clerk  
VAN BUREN County, AR

The Van Buren County Ambulance Oversight Committee met Wednesday, October 12, 2022 at 6:00 pm at the Van Buren County Courthouse in Clinton, Arkansas for the regular meeting, with Judge Dale James presiding. Members of the Ambulance Oversight Committee attending were Judy Wells, 911, P. Mahan, Rep. for Mayor of Damascus, L. Duncan, Mayor of FFB, R. McCormack, Mayor of Clinton, T. Webb, President of VBC Fire Chiefs, Doni Hovick, FFB Fire Chief, D. Scroggins, FFB City Council, J. Pistole, City Alderman, D. Deaton, CEO of Ozark Health, E. Prosser, Chief Nursing Officer of Ozark Health, VBC Justice of the Peace S. Brown, M. Philips, B. Tatum, C. Bagley, President of VBC Rescue Squad, D. Bailey FFB City Council, and Dr. K. Coward.

**Next: PRAYER:** Given by C. Bagley

**Next: PLEDGE OF ALLEGIANCE:** Lead by E. Prosser

**Next: ROLL CALL:** Mayor of Shirley absent

**Next:** Alan Ussery, Representative for Southern Paramedic presented to the Committee. Mr. Ussery stated that Southern Paramedic is known for their extensive training and education for employees. He stated his employees are required to complete 60 hours of recertification training per year. He stated that they would have a BLS unit on call 24 hours and would provide two additional units and a First Aid station for the Chuckwagon Race Weekend. Mayor Duncan addressed the concern that they did not fulfill their contract and left early. Mr. Ussery stated he was not aware of this.

**Next:** Shaine Keasler, Representative for Survival Flight EMS, LLC presented to the Committee. Mr. Keasler stated that what sets them apart from other providers is their extensive training. Mr. Keasler stated that an employee must have thirteen certifications by the time they are placed on a unit and employees must complete drivers training annually. He stated that on the Labor Day Weekend they would provide five units and would set up a First Aid Station inside the Chuckwagon Races. He stated they also provide health care checks to Community Centers, blood pressure and blood sugar screenings along with CPR and Stop the Bleed training. He stated the Community Outreach is especially important to Survival Flight EMS.

**Next:** Jamie Pafford Gresham, Representative for Pafford presented to the Committee. Ms. Gresham stated Pafford has been in business for 55 years and has over 500 employees. Pafford offered three options for service in Van Buren County. The first being 2 ALS units (\$120,000.00 annually), second being 2 ½ units plus a daylight unit (\$420,000.00 annually) and the third option 3 ALS units (\$720,000.00 annually). They also offer a membership program for \$59 per year.

**Next:** No motion was made for Southern Paramedic. Failed

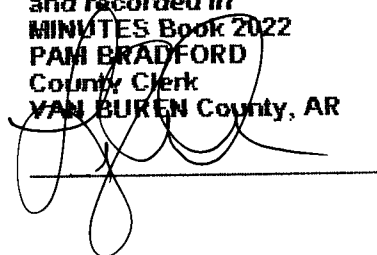
**Next:** Mayor L. Duncan made a motion to accept Survival Flight EMS, LLC's bid, seconded by J.P. M. Philips. All agreed, J. Pistole abstained. Motion was approved.

**Next:** No motion was made for Pafford. Failed

**Adjourn:** Mayor L. Duncan made a motion to adjourn. All agreed.

**Pam Bradford, Van Buren County Clerk**

I certify that this instrument  
filed on 10/13/2022 02:20 l  
and recorded in  
MINUTES Book 2022  
PAM BRADFORD  
County Clerk  
VAN BUREN County, AR

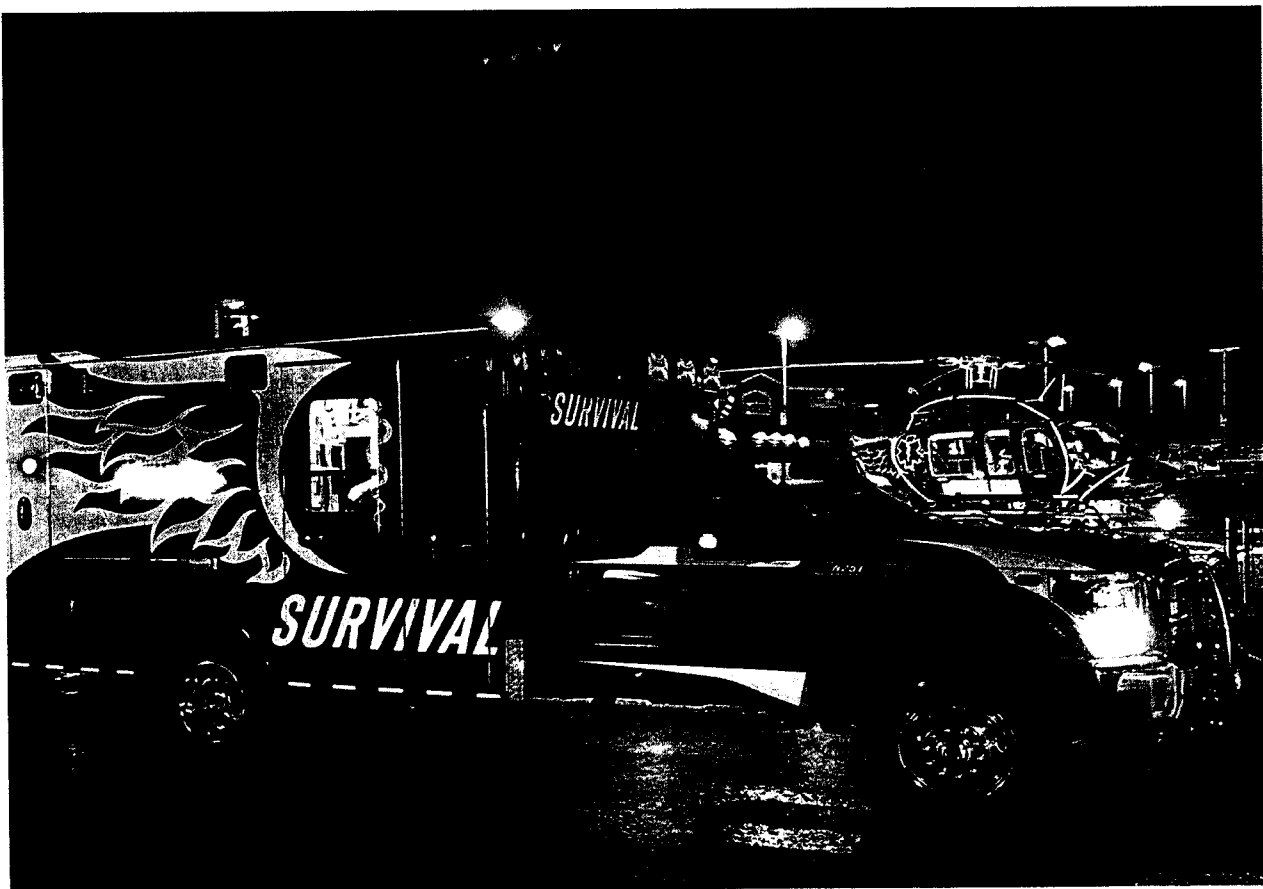
A handwritten signature in black ink, appearing to be 'Pam Bradford', is written over a horizontal line. The signature is stylized with loops and flourishes.



***SURVIVAL FLIGHT***

**SURVIVAL FLIGHT EMS, LLC**

**PROPOSAL FOR THE PROVIDING OF AMBULANCE SERVICES TO  
VAN BUREN COUNTY, ARKANSAS**



9/30/2022

## **Preface**

Survival Flight EMS is honored to offer a proposal for EMS services in Van Buren County, Arkansas. As a sister company to the current provider of Van Buren County's Air Medical Services, we look forward to an opportunity of expanding our tradition of timely and excellent medical care to Van Buren County's residents as a coordinated emergency medical system package.

Survival Flight EMS, LLC originated out of Survival Flight Inc, an air EMS provider established in 2009. Survival Flight EMS began ground operation in Arkansas in 2019, with its first service area being in Heber Springs, AR (see **Exhibit "I"**).

Since that time, mostly due to word of mouth but also due to the great service in which our employees have provided, Survival Flight EMS has grown to serve six (6) different ground service areas in Arkansas and Oklahoma. Survival Flight Inc. has also grown to twenty (20) air base locations in eight (8) States.

Our Motto is, "Move with Purpose" and our philosophy quoted from our owner has been, "Do the Right Thing Always" and in keeping with these principals, we have seen great growth and opportunity.

Survival Flight EMS looks forward to the opportunity of providing Van Buren County with the finest trained staff and state of the art equipment just as our Air EMS counterpart in Fairfield Bay has already done.

Survival Flight EMS is a current Member of the American Ambulance Association, the Arkansas Ambulance Association and employee sponsor to the Arkansas Emergency Medical Technicians Association.

## **Clinical Staffing Standards**

All Survival Flight EMS employees will be trained to, and held beyond the staffing standards specified in the Van Buren County Contract.

As a side effect of having grown from an air EMS service provider, Survival Flight EMS holds the level of training of their Paramedic clinicians to the highest of standards, in fact, the same level of proficiency and training as their air counter parts.

Survival Flight EMS prides itself on the education and competency of the care provided by our clinicians. Our Education Department is second to none in the EMS industry. Survival Flight utilizes a dedicated staff of EMS Medical Directors, Educators and Quality Assurance Personnel to ensure that our staff is trained and held to the highest level of care permitted. Our crews are inundated with educational opportunities and requirements in which Survival Flight mandates but rewards for successful completion.



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Candidates for employment to Survival Flight EMS undergo thorough background checks (1<sup>st</sup> Party Agency), reference checks, drug screening (initial, incidental and random), driving record checks (initial and annually), licensure verification, medical knowledge testing, clinical skills testing, and a panel interview before hire.

All Paramedic level and above candidates selected for hire will undergo a week of intensive training to include Survival Flight EMS protocols, equipment familiarization, driving guidelines, Certified Emergency Vehicle Operators (CEVO) course, patient care instruction and assessment as well as many other topics. The new hire candidate must also pass a post training written test and scenario-based assessment of their skills verified by the Medical Director prior to beginning field operations.

Personnel once completing this training will be evaluated by a preceptor aboard a Survival Flight EMS unit for multiple shifts. Once this evaluation is completed and they are deemed "ready" by Survival Flights Education Department, Medical Director and Preceptor they will then begin their assigned EMS duties.

Each employee is required to continue their education and training by completing monthly, quarterly and annual training and skills verification. They will be on probation for ninety (90) days in which all patient medical charts will be audited through peer-review, 3<sup>rd</sup> party review or medical director review.

Each Paramedic, employed by Survival Flight EMS aboard an ALS unit is required to possess and maintain current the following certifications;

- National Paramedic Certification
- State of Arkansas Paramedic License
- Basic Life Support Provider (BLS) Certification
- Advanced Cardiac Life Support (ACLS) Certification
- Pediatric Advanced Life Support (PALS) Certification
- Pre-Hospital Trauma Life Support (PHTLS) Certification
- Neonatal Resuscitation Provider (NRP) Certification
- FEMA Incident Command System (ICS) Certification for Modules 100, 200, 700 & 800
- National Traffic Incident Management (NTIMS) Certification
- Certified Emergency Vehicle Operator (CEVO) Certification

### **Quality Assurance**

Survival Flight EMS' Compliance Department has a very rigorous QA/QI process in place for each and every call to track trends, issues or successes of all of its patients and employees.

We utilize this process, along with our very active Board-Certified Medical Director, Dr Scott Dunn see **Exhibit "J"**, and numerous other Associate Medical Directors employed by Survival

Flight, to ensure that all Survival Flight EMS employees are providing the best care available within state guidelines, protocols and company policy.

Each and every patient transport performed by Survival Flight EMS is ran through a billing and clinical Quality Assurance process. This process is used to track any trends, potential for error, direct future protocols or training and to ensure quality medical care, education and competency.

### **Assets Provided**

Survival Flight EMS would commit to providing five (5) Arkansas licensed Advanced Life Support (ALS) units for purposes of fulfilling its contract obligations to Van Buren County.

Each Unit provided Van Buren County would be of similar build and the appearance seen in the image **Exhibit "A"**, one of our existing units servicing Cleburne County, Arkansas.

More important than the appearance and type of these provided units are the quality of equipment and skill of the providers inside them.

Survival Flight EMS prides itself on the quality of equipment in which it provides aboard its EMS units.

Below is a small list of some of the high-quality emergency medical equipment that will be provided by Survival Flight EMS to meet the requirements of the Van Buren County Contract;

- Zoll X-Series Cardiac Monitors - For more information see **Exhibit "B"**
- Defibtech Lifearm Automated CPR Devices - For more information see **Exhibit "C"**
- Revel LTV 1200 Ventilators - For more information see **Exhibit "D"**
- McGrath Video Laryngoscopes - For more information see **Exhibit "E"**
- Arrow EZ-IO Intraosseous Access Devices - For more information see **Exhibit "F"**
- Sapphire Infusion Pumps - For more information see **Exhibit "G"**
- Ferno Power X1 ambulance cots - For more information see **Exhibit "H"**

Survival Flight EMS also standardly equips each of its units with;

- Global Positioning Systems (GPS) - for real time tracking by our Communications Center and also for crew safety and routing to emergency calls.
- VHF, UHF and AWIN radios – for compliance and routine communications.
- Portable Radios – for emergency and standby communications
- Cellphones - as a backup to GPS, Navigation and Communications System.
- LTE Enabled iPads – as a mapping, charting and compliance tool.
- On-board Wi-Fi – for sending real-time patient information, real time narcotic tracking
- Fleetview - Drive, Driver and Backup Camera – to ensure safe driving habits and help in prevention of blind spots.

### **Maintenance of All of Survival Flight EMS Units and Equipment**

Survival Flight EMS currently only utilizes Ford authorized repair facilities for its EMS unit heavy maintenance.

For specialty ambulance repairs we utilize Emergency Repair of Arkansas (ERA) located in Batesville, AR. See **Exhibit "M"**.

Survival Flight also has existing contracts on its electronic medical equipment such as ventilators, cardiac monitors and IV infusion pumps in which they are serviced annually by the manufacturer for preventive maintenance.

### **Level of Service**

Ambulances provided by Survival Flight EMS, will be licensed and staffed to the levels of service required, or above, and agreed to in the Van Buren County Ambulance Contract.

Survival Flight EMS commits to staffing of three (3) licensed Advanced Life Support units twenty-four (24) hours per day, seven (7) days a week on a year-round basis.

Survival Flight EMS commits to providing a fourth (4<sup>th</sup>) EMS unit licensed as Basic Life Support, Advanced Life Support or Advanced Life Support (ALS) Quick Response at minimum during the hours of 11:00 A.M. to 7:00 P.M. twenty-four (24) hours per day, seven (7) days a week, on a year-round basis. Survival Flight EMS anticipates this unit to be staffed as an ALS unit from 7:00 A.M. to 7:00 P.M. once operation begin.

Survival Flight EMS agrees to provide an additional two (2) EMS units within the Van Buren County coverage area from 8:00 A.M. Thursday until 7:00 P.M. Sunday, preceding Labor Day.

### **Deployment**

Survival Flight EMS agrees to locate, establish and/or lease, a physical ambulance staging location, within five (5) miles of Ozark Health Hospital that will be staffed twenty-four (24) hours per day, seven (7) days a week, on a year-round basis.

Survival Flight EMS also agrees to locate, establish and/or lease, a physical ambulance staging location, within three (3) miles of the Main entrance to the City of Fairfield Bay.

### **Response Area**

As identified in the Contract, Survival Flight EMS' primary response Service Area will be all of rural/unincorporated Van Buren County and the territory within the cities of Clinton, Fairfield Bay, Damascus, and Shirley, Arkansas.

Survival Flight EMS will work to support the Chimes and Fairfield Bay area Volunteer Services in a way that both they and the County see fitting, within their Service Area, and will strive to maintain good working relationships with both.

Survival Flight EMS will be the exclusive and sole provider of both emergency and non-emergency transports (sans calls covered by the already existing BLS services as defined in the contract) within Van Buren County, including inter-facility transports.

### **Functional Responsibilities**

Survival Flight EMS will adhere to state requirements for response time, less than two (2) minutes, to all emergency calls.

Survival Flight EMS believes it is imperative, that at minimum, three (3) ALS units be assigned and committed to cover EMS calls within the county. Survival Flight EMS will make every reasonable effort available to maintain this level of readiness.

Survival Flight EMS will respond with any fire or law enforcement agency servicing Van Buren County to "standby" when requested and help to ensure the safety of area firemen, law enforcement officers, and citizens during greater risk operations.

Survival Flight EMS would also request deployment of an aircraft, if available, to respond to any county Search and Rescue operations and help to ensure team safety or aid in the location of victims and/or lost person(s).

### **Radio/Dispatch Communications**

Survival Flight EMS shall utilize the Van Buren County 911 Dispatch as its primary form of dispatch communications.

Survival Flight Communications shall be used as a backup to Van Buren County 911 Dispatch.

Survival Flight would like to utilize existing communication infrastructure owned or leased by Van Buren County to facilitate a secondary communications link to our own Communication Center.

### **Mutual Aid Agreements**

If selected, Survival Flight EMS would happily enter into mutual aid agreements with any existing volunteer EMS services serving communities in Van Buren County.

Survival Flight EMS currently has on file mutual aid agreements with existing EMS services to the East of Van Buren County.

Survival Flight EMS will work and strive to obtain further mutual aid agreements with other services in surrounding areas/counties to ensure adequate EMS response for times of natural disaster, excessively high call volume or mass casualty event.

#### **Disaster Preparedness**

Survival Flight EMS, along with Survival Flight Inc., agree to provide all air and ground assets necessary along with all personnel available to assist with any man-made or natural disaster.

#### **Ambulance Oversight Board**

Survival Flight EMS commits to participate in any and all Ambulance Oversight Board meetings by providing representation, in person, to each meeting.

Survival Flight EMS also agrees to attend, if requested, to any City or County meetings in which EMS issues or emergency care or transport may need to be discussed, promoted or reported upon.

Survival Flight EMS commits to work towards any issues which may arise from these meetings within its control.

Survival Flight EMS commits to provide relevant information to this Board if/when requested.

Survival Flight EMS commits to provide, on demand, all Operational Policies, procedures, maintenance records, non-protected communications records and other non-protected data directly related to operations or costs of operations for compliance auditing.

Survival Flight EMS will provide monthly reports to the Ambulance Oversight Board to include:

- Number of Calls
- Number of Transports
- Area of Response
- Response Times to 911 Requests
- Response Times to Transfer Requests – Ozark Health Medical Center
- Type of Call
- Destination of Call
- Complaint Resolution
- Special Activities – Community Outreach, First Responder Education, Special Event Participation

### **Required Documentation to be Provided**

The Following Items will be provided to the County Clerk of Van Buren County should this Contract be awarded to Survival Flight EMS, LLC.;

- Survival Flights' EMS Service License for Van Buren County,
- A List of Equipment and Supplies aboard each unit stationed in Van Buren County,
- A list of licensed personnel employed in Van Buren County and their qualifications,
- Our Medical Directors qualifications,
- Current copies of All Backfill and/or Mutual Aid Agreements on file with the ADH - Section of EMS for purposes of service this contract,
- Copy of Insurance Requirements outlined in this Contract in the amounts of \$1,000,000 per occurrence and \$2,000,000 aggregate claim with Van Buren County and the Cities of Clinton, Fairfield Bay, Damascus and Shirley named as insured parties,
- A performance Bond in the amount of \$25,000 to Van Buren County.

### **Community Outreach Education**

Survival Flight EMS encourages its employees to obtain instructor certification in a variety of topics and courses but also financially rewards them for doing so. We encourage this as we feel it is important to offer outreach education to the communities in which we serve.

Survival Flight currently employs full-time a Director of Outreach Education and an American Heart Association - Community Training Center liaison due to the number of outreach education opportunities we provide.

Our Outreach Education Director ensures that the quality of education provided meets course quality standards and our AHA liaison ensures proper documentation of courses and timely course credit.

Survival Flight EMS would look to continue this tradition in Van Buren County by setting up community outreach training days each month to the citizens and First Responders in Van Buren County.

See **Exhibit "N"** for the proposed (still in progress) 2023 employee and outreach education topics outline for our Heber Springs, Arkansas operation.

### **Volunteer Restock**

Survival Flight EMS agrees to provide Van Buren County's volunteer First Responders with free restock of any soft supply items they may have used for patient care in which the patient was transported by a Survival Flight EMS unit.

### **Fee Structure**

Survival Flight EMS' rate Structure is attached to this Proposal as **Exhibit "K"**. Survival Flight EMS agrees to not deviate from the fee structure without approval from the Ambulance Oversight Board.

Survival Flight EMS would reserve the right to request, annual, review of these rates with the Ambulance Oversight Board to ensure proper adjustment if needed or desired.

Survival Flight EMS does not charge for ALS standby unless the request would be for an unusually extended amount of time. This fee would be nominal and simply to cover employee overtime costs.

Survival Flight EMS does not charge for lift assists unless this service is being abused upon a regular basis. At which time a nominal fee would be given to curb abuse of the 911 response system.

Survival Flight EMS will not charge for School functions inside the county in which an ALS unit is requested to stand-by. (I.e., High School Football games) This unit however would be available from the stand-by location for other calls within the county should the need arise.

If a dedicated unit is required, then a nominal fee may apply to cover costs. All reasonable accommodations will be made to prevent this being an item of issue as Survival Flight EMS will strive to be a great partner and asset which will become engrained within the communities we serve.

### **Membership**

Survival Flight EMS LLC. along with Survival Flight Inc. offer a joint membership plan at this time for coverage to an individual or family at the following rates; See also **Exhibit "L"**.

Individual: \$60 per year

Family: \$70 per year

Survival Flight EMS LLC. and Survival Flight Inc. reserve the right to adjust these rates annually.

### **Air Resource Utilization Review**

A Board-Certified Medical Director reviews all flight requests initiated by Survival Flight EMS. These flights requests would be reviewed for items such as but not limited to; appropriateness of request, risk/benefit to the patient involved, patient outcomes.

### **Van Buren County Financial Obligation**

In order to provide five (5) ALS stocked and ready units of which three (3) units are staffed, twenty-four (24) hours per day, seven (7) days a week, on a year-round basis along with an additional "day time" EMS unit and Supervisor dedicated to the areas outlined in this document and responding from static County locations, a current subsidy in the amount of \$0 per year will be required to be paid by the "Owner".

Every individual and business are continuing to be impacted by increasing costs. Survival Flight EMS requests the right to review operating costs and level of service with the Van Buren County authorities after 24 months of operation. Although currently unanticipated, the potential exists for the need to discuss possible subsidies to maintain this high level of response readiness in the future. We believe any relationship such as this must be approached as a partnership, with great communication, to assure the citizens get the highest level of care possible.

#### **Term of Proposal**

The Proposed Contract Agreement shall be effective for an initial term of five (5) years from the Effective Date of Agreement, with automatic annual one (1) year renewals thereafter, unless cancelled with written one hundred eighty (180) day notice given to the other party ahead of any renewal term.

#### **Termination with Cause**

Contract termination shall be for cause by either party. Either party shall be given, in writing, the cause and given ninety (90) days to correct. If not corrected, then second notice to terminate shall be given to the other party with ninety (90) day notice of intention to terminate.

Insolvency of Survival Flight EMS shall be considered cause for termination.

Sub-contracting of the rights and obligations to another party shall also be cause for contract termination.

#### **Alterations or Amendments**

No alteration or amendments to this proposal or contract shall be deemed valid unless in writing and signed by both parties.

#### **Summary**

Survival Flight EMS has brought a level of service and excellence that has set a new "bar" for ground providers in Arkansas and Oklahoma.

We look forward to further discussing this proposal.



## Survival Flight EMS Units

Survival Flight EMS currently runs all Wheeled Coach brand Type 1 EMS units with Ford brand F-350 or F-450 chassis. Survival Flight EMS will provide this type and style of unit for servicing the Van Buren County citizens.



Exhibit "A"

## Zoll X-Series Cardiac Monitor



### X Series features:

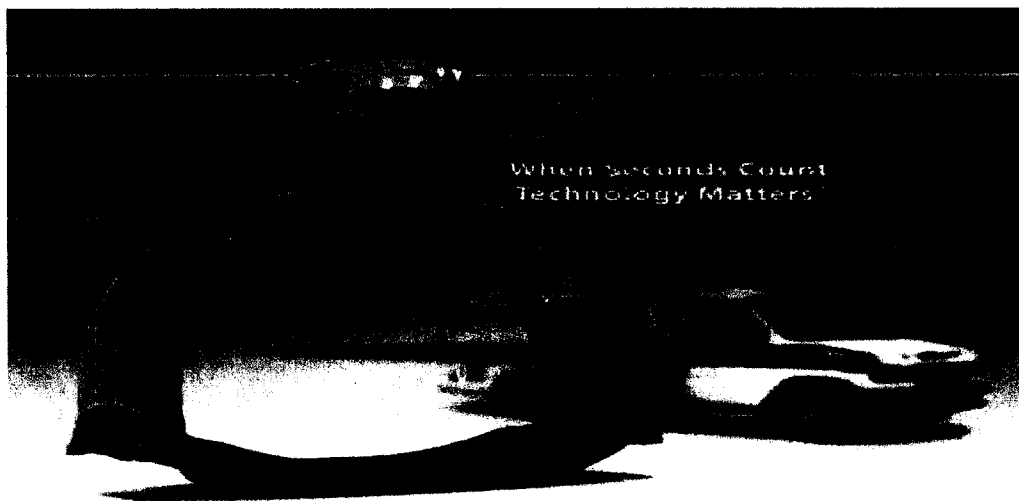
- Real CPR Help® technology nearly triples the odds of your patients surviving cardiac arrest<sup>1</sup>
- Open 12-lead capabilities reduce time-to-balloon by interfacing with all leading ECG management and STEMI systems
- Cutting-edge open communication, including integrated WiFi, simplifies transmission and charting
- Remote view functionality allows clinicians to see real-time data from the X Series screen via a cellular or WiFi connection



Exhibit "B"



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**Defibtech's Latest Advancement – The Lifeline ARM  
Automated Chest Compression (ACC) Device for Professionals**

Precise operation of the Lifeline ARM helps to ensure high-quality  
and continuous cardiopulmonary resuscitation (CPR) associated with  
better survival for victims of sudden cardiac arrest (SCA)\*



Effective cardiopulmonary resuscitation (CPR) requires a high level of excellence in order to have an impact on the survival rate of a cardiac arrest victim.

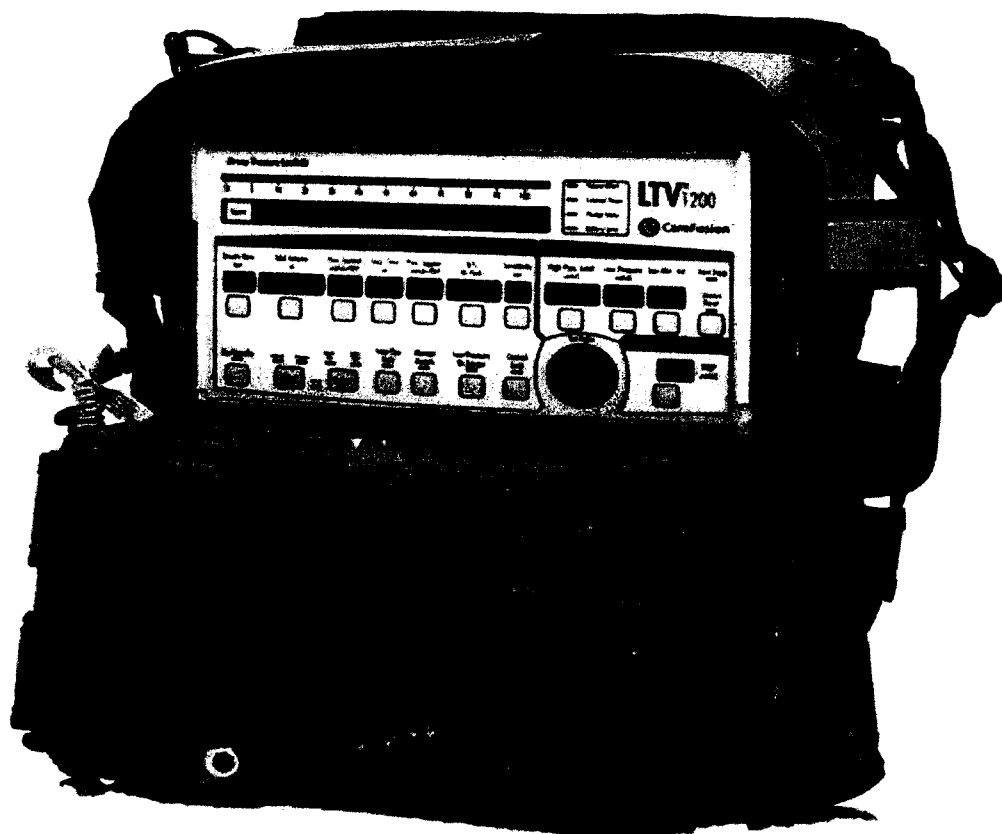
This is very difficult to achieve manually when fatigue can occur in as little as 1-2 minutes while trying to maintain at least 2 inches/5 cm depth compressions at a minimum rate of 100 compressions per minute.

In an emergency situation, the Lifeline ARM when used as an adjunct to manual CPR, provides extended CPR with minimal interruptions when fatigue, insufficient personnel, or patient transport (e.g., ambulance, intra-hospital) may prohibit the delivery of effective/consistent compressions to the victim. Its award-winning design provides portability, speedy deployment, and delivers precise CPR with unmatched operating times.

Survival Flight EMS utilizes these aboard each in-service ground unit.

Exhibit "C"

## CareFusion ReVel LTV™ Series Ventilators



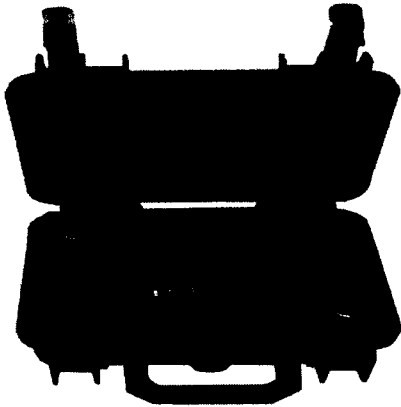
The ReVel Portable Critical Care Ventilator is one of the most trusted ventilators on the market offering high-performance ventilation for adults and pediatric patients.

The LTV is specifically designed for the dynamic environment of portable ventilation, whether intra-hospital transport or emergency care settings. These ventilators offer continuous care even in the roughest of conditions so that you can keep your patients safe.

Survival Flight EMS utilizes this ventilator among all of its in-service ALS units.

# McGRATH™ Video Laryngoscope

Optimizes first-attempt success when compared to direct laryngoscopy,<sup>1,2</sup> while helping minimize exposure to support your safety, too.

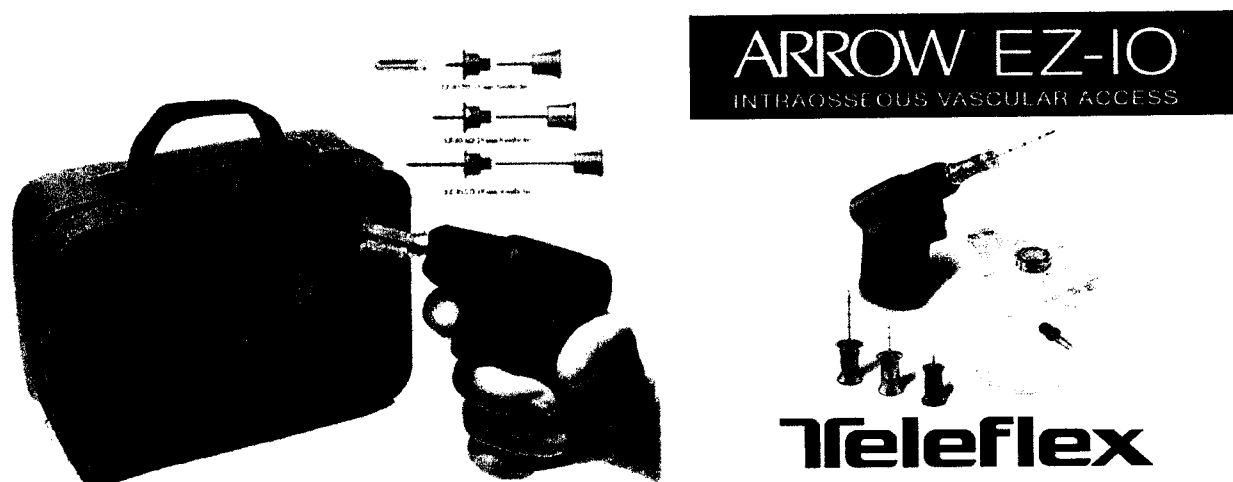


Due to the COVID-19 pandemic, airway management guidelines in many countries have recommended video laryngoscopy (VL) be used as a first line for all patients requiring intubation.

Routine use of the McGRATH™ VL improves first attempt success rate and lessens hemodynamic response when compared to the traditional direct visualization technique.

Survival Flight EMS utilizes these video laryngoscopes aboard both its ground units and aircraft and doing so has shown improved first-time success in patients requiring intubation.

## ARROW EZ-IO Intraosseous Vascular Access Device



In any situation where intravenous access is difficult to obtain in emergent, urgent, or medically necessary cases, the Arrow® EZ-IO® Intraosseous Vascular Access System from Teleflex is a proven, fast, and effective solution.

The system is indicated when alternate intravenous access is not available or reliably established. The EZ-IO® System provides peripheral venous access with central venous catheter performance.

Survival Flight EMS utilizes this device aboard its air and ground ALS units.

# SAPPHIRE Infusion Pumps



The Sapphire infusion system is a complete solution for varied clinical uses and EMS settings. Offering ease of use and reliability, Sapphire combines high-end volumetric infusion pump functionality with compact size and low weight.

Survival Flight EMS utilizes these IV pumps to more accurately dose the many various medications within our vast protocols. These pumps are a requirement aboard our ALS units and aircraft to meet Medical Directors demands of accurate patient dosing beyond what is permitted by manual techniques.

Exhibit "G"





# Heber Springs picked as 2020 'Trendsetter City'

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## LOCAL NEWS

by: Chris Counts

Posted: Dec 21, 2020 / 01:18 PM CST / Updated: Dec 21, 2020 / 01:32 PM CST

Link to Full Story and Interviews:

<https://www.kark.com/news/local-news/heber-springs-picked-as-2020-trendsetter-city/>

HEBER SPRINGS, Ark.- Heber Springs was announced as a Trendsetter City for 2020 by the Arkansas Municipal League on Monday.

This is for the city's innovative public-private partnership with Survival Flight; that both reimagine and improve public safety in the city.

"Before I became chief, people in Heber Springs were waiting up to 30 minutes for an ambulance if they had a medical emergency," Heber Springs Fire Chief Jason Robitaille said. "With our partnership with Survival Flight, the city now has more firefighters, two newly staffed fire stations, and a sophisticated emergency dispatch operation that is top-notch. All of these things have been accomplished while still saving the city hundreds of thousands of dollars."

Survival Flight is a helicopter ambulance company that's headquartered in Batesville that started a ground ambulance program in Heber Springs in 2019.

"After Chief Robitaille took over at the fire department, we both came to realize that we could help each other get better," Survival Flight CEO Chris Millard said. "By partnering with Heber Springs, we've been able to expand our ground ambulance base and vastly improve our services in the area. Our partnership just makes sense."

The Trendsetter City program was created by the Arkansas Municipal League to recognize cities throughout the state of Arkansas that have gone above and beyond to improve the lifestyles, infrastructure, wellness, and safety within their community. Heber Springs was honored for its incredible improvement to public safety in the city while simultaneously saving taxpayer money.

# Scott M. Dunn, MD

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234 W. Argonne Dr.

St Louis, Missouri 63122

314-494-0309

## Education/Training

**Residency:** MetroHealth Medical Center/ Cleveland Clinic

- May 1999-July 2002
- Board Certified in Emergency Medicine 2003

**Doctorate of Medicine**

- University of Missouri-Columbia May 1999
- Cum Laude

**Bachelor of Biological Science**

- University of Missouri-Columbia May 1995
- Minor of Animal Science
- Cum Laude

## Emergency Medicine / EMS Experience

**Medical Director Survival Flight Air Medical Transport**

- February 2015 to present
- Medical Director of Air Medical Transport overseeing 20 bases in 9 states, as well as ground services in AR and OK

**Mercy Hospital St. Louis**

- October 2009 to present
- Staff Emergency Physician in 93,000 visit per year Emergency Department
- Level 1 Trauma Center, Level 1 Burn Center

**St. Anthony's Medical Center**

- July 2002 to October 2009
- Staff Emergency Physician in 65,000 visit per year Emergency Department
- Level 2 Trauma Center

## Professional Committees/Organizations

Licensed in the states of Missouri, Illinois, Arkansas, Oklahoma, Tennessee, Texas, Florida, Georgia, Ohio, Louisiana, and Alabama

Fellow of the American College of Emergency Physicians

BLS, ACLS, ATLS, PALS certified

[scottmdunn@Hotmail.com](mailto:scottmdunn@Hotmail.com)

314-494-0309 cell



American Board of  
Emergency Medicine



## American Board of Emergency Medicine

Established for the Certification of Emergency Physicians Hereby  
Declares that

*SCOTT M. DUNN, M.D.*

Has Successfully Fulfilled the Requirements of the Emergency Medicine  
Continuous Certification Program and is Certified as a Diplomate of the  
American Board of Emergency Medicine

January 1, 2014 – December 31, 2023

President James H. Jones M.D.

Secretary [Signature]

Certification Number 32951



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**Survival Flight EMS, LLC Ground EMS Rate Schedule**

**Proposed and request for approval - all-inclusive base rates.**

No additional charges will be made for supplies or procedures.

**Basic Life Support** - <sup>← IS</sup> \$950.00 base rate, \$18.00 per loaded mile

800

**Advanced Life Support** - \$1,050.00 base rate, \$18.00 per loaded mile

1800

**Exhibit "K"**

705 Heber Springs Road  
Batesville, Arkansas 72501  
Phone: (480) 275-4900 Fax: (480) 621-5940



**SURVIVAL FLIGHT**

Memberships are offered by  
**Survival Flight Membership LLC.**

- ☐ Yearly membership for one individual (\$60.00)  
☐ Family/Yearly membership for one household (\$70.00)  
☐ Group Plan: membership for groups of 10 or more,  
call (870)-793-0998 for pricing.

Primary Applicants Contact Information:

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_

NAME	DOB	RELATIONSHIP

# MOVE WITH PURPOSE



**SURVIVAL FLIGHT**

**JOIN TODAY!**  
**(870)-793-0998**



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# Emergency Vehicle Technician

Certification Commission, Inc.



## Sherwin Meharg

is certified in the areas listed below:

Expires:

Maintenance, Inspection, & Testing of Ambulances

10/20/2022

Design & Performance Standards of Ambulances

10/20/2022

Ambulance Electrical Systems

10/09/2025


Ambulance Heating, Air-Conditioning, and Ventilation

04/29/2021

Ambulance Cab, Chassis, and Powertrain

04/29/2021



  
Kevin Roberts, President



# Emergency Vehicle Technician

## Certification Commission, Inc.

**Cody Mize**  
is certified in the areas listed below:



Maintenance, Inspection, & Testing of Fire Apparatus	Expires:	06/09/2023
Design & Performance Standards of Fire Apparatus		04/25/2024
Fire Pumps and Accessories		04/25/2024
Fire Apparatus Electrical Systems		10/09/2025
Advanced Electrical Systems		06/10/2022
Aerial Fire Apparatus		10/06/2021
Allison Automatic Transmissions		04/29/2021
Foam Systems		10/03/2023
Hydraulic Systems		04/25/2024

  
Kevin Roberts, President

# Emergency Vehicle Technician

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Ambulance Cab, Chassis, and Powertrain

04/29/2021



  
Kevin Roberts, President



# Emergency Vehicle Technician

Certification Commission, Inc.



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Aerial Fire Apparatus	10/06/2021
Allison Automatic Transmissions	04/29/2021
Foam Systems	10/03/2023
Hydraulic Systems	04/25/2024

  
Kevin Roberts, President

## SFEMS Heber Springs 2023 Training Schedule

<u>January</u>	<u>February</u>	<u>March - Quarterlies</u>
<b><u>Online - Compliance</u></b> HIPPA for Covered Entities Sexual Harassment Training Sexual Harassment and Discrimination Prevention Bloodborne Pathogens 2.0 Drug & Alcohol Free Workplace: Employee Edition	<b><u>Online - Documentation &amp; Risk Management</u></b> Patient Refusal Risk Management: Refusal & Abandonment Report Writing Social Media and EMS	<b><u>Online - Operations w/ Fire/Rescue/LE</u></b> Emergency & Fire Safety Preparedness Firefighter Rehab Rehab: The Role of EMS Water Rescue Considerations for EMS Fire Ext Safety (Portable) Portable Fire Extinguishers Safety on the Fireground Less Lethal Weapon Injuries
<b><u>Monthly Fire Training</u></b>	<b><u>Monthly Fire Training</u></b>	<b><u>Monthly Fire Training</u></b>
<b><u>Base Meeting Training - 2nd Tuesday</u></b> AHA Provider Renewal Course - BLS, ACLS, PALS	<b><u>Base Meeting Training - 2nd Tuesday</u></b> Charting Outline - DRAATT	<b><u>Base Meeting Training - 2nd Tuesday</u></b> Quarterlies, Practice FF Rehab, Visit from CCSO for Pepper and Taser Demo
<b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> CPR - HCP Cost \$ Demonstration of Defibtech Identify AED location in the County	<b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b>	<b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> Firefighter Rehab Water Rescue Considerations for EMS
<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM CPR - Cost \$	<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM	<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM Stop the Bleed
<u>April</u>	<u>May</u>	<u>June - Quarterlies</u>
<b><u>Online - Driver Safety</u></b> Driver Operations Distracted Driving Emergency Driving <b><u>Monthly Fire Training</u></b>	<b><u>Online - Long/Time Sensitive Transports</u></b> Air Medical Transports Extended Patient Care Transports <b><u>Monthly Fire Training</u></b>	<b><u>Online - Multiple Patients/Scene Mgmt.</u></b> Managing Multiple Patients : EMS Ops MVC Management <b><u>Monthly Fire Training</u></b>
<b><u>Base Meeting Training - 2nd Tuesday</u></b> SFEMS Driving Course and Guidelines Maintenance/Safety Checks of Unit <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> CEVO Cert- Cost of \$5 per Bring Dept Vehicle	<b><u>Base Meeting Training - 2nd Tuesday</u></b> LZ Class EMS Cookout <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> LZ Class -Cert, Air Medical Transports EMS Cookout	<b><u>Base Meeting Training - 2nd Tuesday</u></b> AMLS Quarterlies <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> Assessment: Medical Patients Assessment: Geriatric
<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM CPR Cost \$	<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM Stroke Identification	<b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM Stop the Bleed

<u>July</u>	<u>August</u>	<u>September - Quarterlies</u>
<b><u>Online - Scene and Responder Safety</u></b> Scene Safety Safety: Responding to Violence HAZMAT: EMS Response EMS Flood Response Behavior Based Safety <b><u>Monthly Fire Training</u></b>	<b><u>Online - Responder Mental/Physical Wellness</u></b> Workplace Stress Responder Wellness and Fitness Back Safety & Injury Prevention Lifting & Moving <b><u>Monthly Fire Training</u></b>	<b><u>Online - Pt Monitoring and Code Mgmt.</u></b> 12-Lead ECG Capnography Code Mgmt. <b><u>Monthly Fire Training</u></b>
<b><u>Base Meeting Training - 2nd Tuesday</u></b> Extreme Heat Emergencies Summer Emergencies AHA Provider Renewal Course - BLS, ACLS, PALS <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> Summer Emergencies Assessment: Pediatric <b><u>Community Outreach - 3rd Tuesday 9AM</u></b> 8AM Free B/P and Glucose Checks 9AM CPR Cost \$	<b><u>Base Meeting Training - 2nd Tuesday</u></b> Proper Lifting, Loading of Stretcher, LSB Mobile/Portable Radio Operation & Comms <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> <b><u>Community Outreach - 3rd Tuesday 9AM</u></b> 8AM Free B/P and Glucose Checks 9AM Back Safety & Injury Prevention Lifting and Moving	<b><u>Base Meeting Training - 2nd Tuesday</u></b> PHTLS Quarterlies <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> PHTLS - Cert \$15 <b><u>Community Outreach - 3rd Tuesday 9AM</u></b> 8AM Free B/P and Glucose Checks 9AM Stop the Bleed
<u>October</u>	<u>November</u>	<u>December - Quarterlies</u>
<b><u>Online - Driver (Safety Part 2)</u></b> Pre & Post Trip Inspections Driver Safety Emergency Vehicle Operations 2.0 <b><u>Monthly Fire Training</u></b>	<b><u>Online - IO, CPAP</u></b> IO Vascular Access Respiratory Emergencies: CPAP VAD Patients: EMS Response <b><u>Monthly Fire Training</u></b>	<b><u>Online -</u></b> Entrapped Patients Extrication & Patient Packaging Extrication Update: Newer and Hybrid Vehicles <b><u>Monthly Fire Training</u></b>
<b><u>Base Meeting Training - 2nd Tuesday</u></b> SFEMS Driving Course and Guidelines Maintenance/Safety Checks of Unit <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> Trauma First Responder: Tourniquet, Splinting, LSB <b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM CPR Cost \$	<b><u>Base Meeting Training - 2nd Tuesday</u></b> Monitor, Vent, Pump, Defibtech Review <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> Code Management Managing Multiple Patients : EMS <b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM	<b><u>Base Meeting Training - 2nd Tuesday</u></b> NRP Recert <b><u>First Responder Outreach - 3rd Tuesday 6PM</u></b> <b><u>Community Outreach - 3rd Tuesday</u></b> 8AM Free B/P and Glucose Checks 9AM Stop the Bleed

**Ambulance Proposal**  
**STATUTORY REQUIREMENTS**

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Pursuant to the declaration of the General Assembly of the State of Arkansas found in A.CA 14-266-101, et seq. that such emergency medical/EMS and ambulance services may be regulated at the local level, the Cities acting jointly with Van Buren County (Owner) do hereby enter this contract with Contractor of an exclusive EMS and Ambulance services provider to service the Coverage Area.

Providing Prehospital/Advanced Life Support Ambulances is the major ingredient in our business. We maintain paramedic level licensure in multiple counties in Arkansas.

Southern will staff at a minimum of the state requirements for Paramedic and EMT level ambulances. We do not provide ALS level at this time as they are not required to be staffed with paramedics.

The Medical Director for Southern Paramedic is Chadwick Simpson, License number E-5205

Southern Paramedic exceeds the State of Arkansas and the Section of EMS in staffing and equipment requirement. Southern follows and exceeds the standards, rules, regulations, and requirements established by the State of Arkansas concerning emergency medical services, emergency medical technician, paramedics, emergency and non-emergency ambulances, and ambulance companies as set forth by the Section of EMS, ARDH are hereby incorporated herewith.

Southern would maintain copies available to the County Clerk of Van Buren County, Arkansas, of the current license held and issued by the Section of EMS, ARDH, a list of equipment and supplies included on each ALS ambulance, a list of certified personnel and their educational qualifications, and the qualifications of their Medical Director

**TERM**

This contract shall be for five (5) years from the date of the filing of this document with the Van Buren County Clerk as a franchise for exclusive operations of all calls originating within the Coverage Area. This contract shall automatically renew for successive 12-month periods thereafter. Should either party not wish to renew the contract, written notice shall be given to the other party not less than one hundred eighty (180) days prior to the expiration of the contract.

**AMBULANCE OVERSIGHT BOARD**

Southern acknowledges the Oversight Board and would have a representative at the meetings.

**CONFLICTS OF INTEREST**

Southern has no known conflicts of interest.

**RESPONSE TIMES**

Southern will provide a time from when the emergency call is acknowledged by the ambulance service and adequate information is made available which identifies the location and nature of the call, and until the ambulance is enroute of two (2) minutes or less at least ninety (90%) of the time. This time shall be determined by Van Buren County 911 Dispatch. Southern will also be tracking these times with a recorded radio over internet system and our dispatch.

## RATES

Southern Paramedic proposes to charge user fees for ground ambulance services as follows:

- BLS-Base rate \$800.00
- ALS-1 Base rate \$800.00
- ALS-2 Base rate \$1800.00
- Critical Transport Not recognized in Arkansas
- Non-Emergency rate \$800.00
- Mileage (loaded) per mile \$15

These rates have not changed in 5 years.

Dedicated Special Event Coverage (For-Profit)	TBD
Dedicated Special Event Coverage (Non-Profit)	No Charge
Public School Athletic /Special Events	No Charge

In recognition that rates are generally dictated by payments allowed by third parties, Medicare, Medicaid, and the insurance industry, the initial rate structure is targeted for two years and may be adjusted from time to time as the rates allowed by Medicare, Medicaid, and the insurance industry change. Southern would inform the Oversight board of any potential changes to rates. Southern would cooperate with any qualified financial examiner or auditor appointed the Oversight board to examine the books and records of Southern to ensure that the rates being charged are justified, fair, and reasonable. If Southern submits a rate structure that is not supported by the examination of the financial records of the applicant and/or the applicant's historical performance as is required herein, or in the event the financial strength of the applicant falls below acceptable standards recognized by the Generally Accepted Accounting and Auditing Principles, the Oversight board may revoke the contract. If Southern is removed for failure to adhere to this clause, Southern shall be ineligible to apply in the subsequent process to contract for ambulance/EMS services with the Oversight Board.

In the event of a rate structure changed due to changes in the market as described above, Southern would cause such records of the Contractor to be examined to verify the reasonableness or accuracy of the new rate requested. In the event the new rate is found to be justified and reasonable by independent examination experienced in EMS billing, Oversight Board shall approve the adjusted rate structure. The Oversight Board will approve billing changes as CMS changes occur.

## MEMBERSHIPS

Southern does offer membership in its professional coverage area by which means deemed appropriate, including but not limited to, advertising and promotions within the coverage area. This membership effort is for purposes of providing notice to citizens, residents, and guest within the coverage area of the existence of the service and by giving them an opportunity to join. The yearly memberships will not be a cost of greater than \$50.00 per year per person or \$75.00 per year for a family living in the same household. The AOB will have the opportunity to review and adjust this rate as appropriate over the 5-year period of this agreement.

## PHYSICAL AND PERSONNEL REQUIREMENTS

Southern shall establish a physical presence within five (5) miles of Ozark Health Hospital in Van Buren County, Arkansas, and another location within three (3) miles of the Main entrance to the City of Fairfield Bay, at Dave Creek Parkway (from Highway 16), to provide coverage on a twenty-four hour a day, seven days a week, year-round basis. The facilities must Provide adequate resting and living areas for the professional staff, office workspace, medical supply and equipment storage, laundry and decontamination area, ambulance garage or protected parking and outdoor space for employees. The "physical presence" locations herein shall be the default staging areas where a staffed ALS ambulance shall be stationed when not in use, i.e., a minimum of one ALS ambulance at each of the two "physical presence" locations.

Southern would provide three (3) ALS ambulances each staffed twenty-four hours (24) per day for calls originating within the coverage area. The Contractor shall provide appropriate backfill agreements by Section EMS and ARHD. Copies of the backfill agreements shall be recorded with the County Clerk of Van Buren County, Arkansas, and shall be updated upon any change in such backfill agreement.

Southern shall provide maintenance of all ambulances, sufficient staffing, and additional ambulances as needed to provide efficient and high-quality ambulance services within the coverage area. Each ALS ambulance will be equipped to provide full service to assure top quality ALS services as required by professional standards including the Rules and Regulations of the Section of EMS, RDH, and in accordance with or exceeding applicable standards recognized by relevant professional associations.

Each on duty Paramedic ambulance shall be always staffed with at least (1) Paramedic and at least one (1) Emergency Medical Technician, all properly certified, with appropriate qualifications and in good standing with the Section EMS of ARDH. The Contractor shall provide proper management and supervision to include written operational policies and procedures, and a supervisor directly responsible for operations within the coverage area. All operational policies, procedures, maintenance records, non-protected communications records and other non-protected data directly related to operations, costs of operations shall be made available to the Owner upon demand and upon reasonable notice for compliance auditing.

In addition to the above requirements, Southern shall provide one (1) Basic Life Support (BLS) ambulance located in the coverage area. The BLS ambulance shall be appropriately staffed from 11:00 A.M. to 7:00 P.M., seven days a week, on a year-round basis. Notwithstanding the foregoing, the Contractor may satisfy this requirement by providing a fourth ALS unit, appropriately staffed, in the coverage area.

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All Southern ambulance are equipped with operational Global Positioning Satellite Navigation Devices.

If there is a medical emergency for good cause or emergency declaration by the Governor of the State of Arkansas or the President of the United States of America requiring the deployment of all available ambulances to locations outside Van Buren County, said deployment shall not in and of itself constitute a breach of this contract.

The Contractor shall provide at a minimum an additional 2 ALS ambulances in the Coverage Area for Chuck wagon races

#### ADDITIONAL PROFESSIONAL REQUIREMENTS

Southern is a member in good standing of appropriate medical Professional associations including the American Ambulance Association and the Arkansas Ambulance Association

#### INSURANCE

Southern does carry all appropriate professional, employer, and vehicle insurance, and shall identify Van Buren County, Arkansas, and the Cities of Clinton, Fairfield Bay, Damascus, and Shirley, Arkansas, as also names insured parties with minimum limits of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate claim.

#### RADIO/DISPATCH COMMUNICATIONS

Southern will use as dispatch communications the Van Buren County 911 Dispatch and monitor with radio over internet in our dispatch center

#### CITY OF FAIRFIELD BAY

The City of Fairfield Bay Fire/Rescue is authorized to transport patients from Ozark Health Hospital that it has taken there for initial treatment. The City of Fairfield Bay Fire/Rescue is authorized to provide first responder services. The City of Fairfield Bay Fire/Rescue is authorized to provide BLS service, utilizing licensed ambulances and volunteers, on call from Southern, and when Southern is unavailable to provide services in a timely manner in the City of Fairfield Bay.

#### REPORTING REQUIREMENTS

The Contractor shall report contract compliance monthly with a verifiable audit trail and summarize yearly to the Oversight Board

Southern will provide quarterly reports to the Oversight Board which shall include the number of runs, response times, call type analysis, complaint record with resolution, and special activities.

Southern shall provide quarterly reports to the Oversight Board regarding transport response times from Ozark Health Medical Center. Transport response times shall be measured

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from the time the transport request is made by the hospital to the time an ambulance arrives at the hospital.

#### OTHER REQUIREMENTS

Southern will provide a minimum of four (4) hours of training to first responders from the coverage area quarterly.

Southern will provide a reasonable number of various programs of public education in forms of presentations to private and public organizations and civic groups, participate in public and school events, unless prohibited from doing so due to being engaged in providing emergency and medically necessary non-emergency services elsewhere. These requirements are intended to promote the health, safety, and welfare of the population by soliciting memberships, providing education on such subjects as CPR, being available onsite during public competitions, child safety, child vehicle seat restraints, and safety practices, and any other program the stated purpose of which is to promote any training of life saving techniques and practices.

Southern will work with local physicians, Ozark Health Medical Center and its professional staff and other necessary persons or entities to discuss, improve, and follow appropriate medical protocols, patient care, emergency response practices, and any other improvement of overall public health and safety.

Southern's compliance with this provision shall be reviewed at the discretion of the Oversight Board

#### TERMINATION

This contract shall be terminable for cause after ninety (90) days' notice by either party to the other party and by filing a request to terminate this contract with the County Clerk of Van Buren County, Arkansas.

#### SOLVENCY OF CONTRACTOR

It is an express condition of this contract that Southern shall remain financially solvent based upon its overall operations. Insolvency of Southern shall constitute a breach of Southern's obligations under this contract and shall be good cause to cancel the Contract by the Owner.

#### PERFORMANCE BOND

As a guarantee of the faithful performance of this Contract, Southern shall furnish a bond, with sufficient sureties, to Van Buren County, as agent for Owner in an amount no less than \$25,000 as liquidated damages for the potential loss to Owner in the event of Southern's breach or default under the terms of this Contract as determined by the Oversight Board. The performance bond may be in cash, bond, irrevocable letter of credit, or certificate of deposit with sufficient sureties. A letter of credit must be automatically renewable without amendment for the term of the contract.

Upon Oversight Board's determination of breach or default, Owner shall be entitled to use the proceeds to mitigate the loss of ambulance services in the coverage area, as Oversight Board shall deem appropriate, without further notice to Contractor.



## EXCLUSIVITY OF CONTRACT

This contract shall be a grant of an exclusive franchise by the Owner to Southern for the entire term of the Contract. Engagement of the Owner of another Ambulance Business shall be good cause to cancel the Contract by Southern.

## INCORPORATION

All specifications, drawings, technical information, the RFP, the proposal, award and similar items referred to or attached or which are the basis for the contract are deemed incorporated by reference as if set out fully in the RFP.

## ALTERATIONS OR AMENDMENTS

No alterations, amendments, changes, modification, or additions to the contract shall be binding on the Owner without prior written approval of the Owner.

## ASSIGNMENT

Southern will not assign or sub-contract the contract, its obligations, or rights hereunder to any party, company, partnership, incorporation or person.

## WARRANT

Southern warrants to the Owner that all services rendered shall conform to the specifications, proposal or other descriptions furnished or incorporated by reference. Contractor extends to the Owner all warranties allowed under Arkansas state law.

## REMEDIES

The Owner shall have rights and remedies afforded under Arkansas law in contract and in tort, including but not limited to rejection of goods, rescission, right of set-off, refund, incidental, consequential, and compensatory damages, and reasonable attorney's fees.

## ORDER OF PRECEDENCE

In the event of inconsistent or conflicting provision of the contract and referenced documents, the following descending order of precedence shall prevail: (1) Item Description, (2) Request for Proposal, (3) Proposal, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications.

## SEVERABILITY

In any provision of Southern is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

The laws of the State of Arkansas shall govern the contract, and all obligations of the parties are to be performed in Van Buren County, Arkansas. The Circuit Court of Van Buren County, Arkansas shall have exclusive and concurrent jurisdiction of any disputes that arise under the contract.

#### DEFAULT

If Southern fails to perform or comply with any provision of the Contract or the terms or conditions of any documents referenced and made a part hereof, the Owner may terminate the contract, in whole or in part, and may consider such failure or noncompliance a breach of contract. The Owner expressly retains all its rights and remedies provided by law in case of such breach, and no action by the Owner shall constitute a waiver of any such rights or remedies. In the event of termination for default, the Owner reserves the right to purchase its requirements elsewhere, with or without competitive proposals.

#### COMPLIANCE WITH ALL LAWS

Southern is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and all regulations in any manner affecting the provision of goods and/or services, and all instructions and prohibitive order issued regarding this work and shall obtain all necessary permits.

#### INDEMNIFICATION AND HOLD HARMLESS

Southern shall indemnify, defend, save and hold harmless the Owner, its officers, members and agents from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the contract by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Southern, its subcontractors, suppliers, agents or employees.

#### RIGHT TO INSPECT

The Owner or its designees, reserve the right to make periodic inspections regarding the manner and means in which the services are performed.

#### NODISCRIMINATION AND NON-CONFLICT STATEMENT

Southern agrees that no person on the grounds of handicap, age, race, color, religion, sex, sexual orientation, or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of the contract, or in the employment practices Southern. Southern shall upon request show proof of such non-discrimination and shall post in conspicuous places available to all employees and applicant notices of nondiscrimination. Contractor covenants that it complies With the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Southern covenants that it does not engage in any illegal employment practices.

Southern covenants that it has no public or private interest and shall not acquire Directly or indirectly any interest that would conflict in any manner with the provision of its goods or performance of its services. Southern warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer, member or employee of the Owner as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Southern in connection with any goods provided or work

contemplated or performed relative to the Contract.

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#### BOOKS AND RECORDS

Southern shall maintain all books, documents, accounting records (these include all Vehicle and Equipment Maintenance Records, Employee training records and employee license records) and other evidence pertaining to the services provided under the contract and make such materials available at its offices at all reasonable times during the contract period and for three (3) years from the date of the final payment under the contract period for inspection by Owner or by any other governmental entity or agency participating in the funding of the contract, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books, documents and accounting records that represent the Contractor's cost of acquiring or delivering the services governed by the contract.

#### Proposal

Southern Paramedic Services has the resources, experience, and ability to provide Van Buren County with quality, professional ambulance service with \$500,000 yearly subsidy paid in quarterly payments in exchange for the exclusive rights to provide emergency and non-emergency medical transportation services in the County for the first three years and years 4-5 the amount would be \$600,000. Further, Southern Paramedic Services agrees to comply with all specifications as presented in joint bid proposal as published by Van Buren County and the Cities of Van Buren County Arkansas. This includes three ALS ambulances each staffed (24) hours per day and the BLS day truck.

#### Company Description

Southern Paramedic, Inc. is an Arkansas chapter "C" corporation formed in 1993 that provides cost-effective, high-quality ground ambulance services throughout Arkansas. The company's ground operation currently responds to more than 7,000 annual calls and covers more than 1,500 square miles. In addition, our sister company (Southern Care, Inc.) responds to an additional 3,000 calls annually while covering 1,200 square miles. In addition to local emergency and non-emergency transportation, Southern Paramedic provides ground-based long-distance transfers at the ALS and BLS level. The Southern Paramedic ambulance program serves the residents of Arkansas, Lonoke, Monroe, Prairie, and Carroll Counties, while Southern Care covers Cross and Lonoke Counties. Southern Paramedic has the resources, experience, and ability to provide the County with full and complete services as stated in the request for proposal

#### MEMBERSHIPS / AFFILIATIONS

Arkansas Ambulance Association (Member)

Chamber Commerce (All communities)

Better Business Bureau (AR)

America Ambulance Association (Member)

Catalyst Insurance LTD (Board Member)



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## **VAN BUREN COUNTY ARKANSAS**

*Proposal for*  
**EMERGENCY MEDICAL  
SERVICES**

**SEPTEMBER 30, 2022**

Pafford Medical Services, Inc.  
3509 West 16th Street  
Hope, AR 71801  
870.777.7660



**VAN BUREN COUNTY  
AMBULANCE OVERSIGHT BOARD**

**PROPOSAL**

---

**Emergency Medical Services**

**SEPTEMBER 30, 2022**

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**VAN BUREN COUNTY, ARKANSAS**  
**EMERGENCY MEDICAL SERVICES**

September 30, 2022

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## **Summary**

Pafford Medical Services, Inc., on behalf of our management team and field personnel, proudly submits this proposal to The County of Van Buren, Arkansas and the Van Buren Ambulance Oversight Board (AOB).

Since 1967, cities and counties across Arkansas, Oklahoma, Louisiana, Mississippi, and Pennsylvania have trusted Pafford to provide high-quality pre-hospital care to their residents. Currently, Pafford provides ambulance services in nearly 100 markets spanning five states and the territory of the Virgin Islands. Throughout this multi-state service area, Pafford responds to nearly 200,000 requests for ambulance services annually. Pafford has provided 9-1-1 and inter-facility ambulance service to Arkansas communities since our inception, and in that time we have become a trusted provider to the many Arkansas communities we serve.

We would appreciate and value the opportunity to give an oral presentation so that we can provide further information and clarification of our written response. This would allow the Ambulance Oversight Board and other Stakeholders to ask further questions regarding the services Pafford would offer the residents of Van Buren County.

Pafford is a financially vibrant company with the experience, resources, and capabilities of assuming all operational aspects of EMS throughout the county.

Pafford has a long successful history of operating high-performance ambulance services across a multi-state operational area because we listen to and address the unique needs and desires of each community. Pafford prides itself on being an integral part of the communities we serve. We recognize that most encounters that residents have with emergency medical services are at their worst times of need. Giving residents comfort in knowing we are there to care for their loved ones day-in and day-out, only comes after relationships, trust, and respect are developed and cultivated. As such, we strive to build a foundation of trust throughout the community by reaching out to the community and building relationships before our services are ever needed.

Pafford Medical Services has carefully read and evaluated the RFP for Emergency Medical Services for Van Buren County, Arkansas. This proposal was developed based on documents provided by Van Buren County. We have carefully reviewed our proposal and considered what would be the best way to provide ambulance service to the County. The Emergency Operating Area has many distinct differences including rural and remote geography that we agree must have appropriate access to emergency medical services.

Pafford Medical Services takes no exceptions to provisions as outlined in the soliciting.

## **Proposal**

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Pafford Medical Services, Inc. is prepared and agrees to provide high-performance emergency medical ground ambulance service under the scope of this contract.

Pafford is licensed by the Arkansas State Department of Health to operate ground ambulance services under the rules and regulations of the State Board of Health.

Pafford proposes three (3) options for ambulance service in Van Buren County:

- Two (2) 24 hour ALS ambulances.
- Two (2) 24 hour ALS ambulances and one (1) 12 hour ALS ambulance.
- Three (3) 24 hour ALS ambulances.

Pafford will provide an additional ambulance as needed during peak times to provide coverage for Van Buren County. Pafford will also provide one (1) backup ambulance for use during times of preventative maintenance or repair. Pafford would like to work with the County to assess historical trends and call volume to tailor an EMS system which best meets the needs of the residents of the County and its respective cities. Mutual Aid will be provided from our Faulkner County locations to ensure continuous coverage of ambulance services.

Pafford has the capability to adjust the number of ambulances available based on call volume data and direction from the Ambulance Oversight Board and the County. We recognize that it is imperative that Pafford work closely with all agencies to provide the appropriate number of ambulances in the right locations to meet the expectations of the entire County. We are willing to listen to the Ambulance Oversight Board and further develop a system that meets the needs of all communities within the operating area. Pafford desires to be a good steward of our resources to be a true community partner and we commit to working with the County to that end.

Pafford will purchase the following ambulances and response vehicles for Van Buren County:

- 2021 or newer ambulances as proposed above
  - Type I or Type III (Advanced Life Support)
- 1 back-up Ambulances (Type I or III)
  - Maintenance Spares
  - Football Games, Special Events Etc.

Pafford agrees to operate EMS stations within Van Buren County. Through our research and analysis of the operating area, we believe it would be advantageous to have the ambulances strategically located throughout the service area to best meet the needs of the community. Pafford takes no exception to the station location conditions outlined in the soliciting documents. Pafford will establish posting locations throughout the service area to allow us to consistently meet the response times required under this contract.

Pafford proposes two operating plans for review and discussion with the Ambulance Oversight Board.

- **Community-Based**
  - Pafford owns and operates the EMS station independently of any other public safety entity.
- **Fire Department Based**
  - Pafford partners with career and volunteer fire departments to place ambulances throughout the service area.
  - Pafford also operates independent ambulance stations in addition to the fire department locations.
  - Pafford personnel assigned to fire stations typically work the same shift as the firefighters, allowing the staff to work together as one team during training and requests for service.

Pafford EMS is willing to discuss and negotiate any part of this proposal with the Van Buren County Ambulance Oversight Board. We desire a relationship that allows us to develop a world-class EMS system for the residents of Van Buren County.

### **Subsidy**

Pafford in response to this solicitation will seek a subsidy for services rendered within Van Buren County.

- 2 24 hour ALS ambulances \$10,000 monthly subsidy \$120,000 annually.
- 2 24 hour ALS ambulances and 1 12 hour ALS ambulance \$35,000 monthly subsidy \$420,000 annually.
- 3 24 hour ALS ambulances \$60,000 monthly subsidy \$720,000 annually.

Pafford will charge and collect fees for the services provided by patients and third-party insurance providers.

Pafford will provide an optional ground ambulance membership program.

### **Dispatch**

Pafford will establish a contract and working relationship with Van Buren County 911 Dispatch. Pafford, along with Van Buren 911 Dispatch, will work together to continue dispatch operations locally and enhance the services currently provided.

Pafford utilizes the International Academies of Emergency Dispatch protocols and pre-arrival instructions. Pafford proposes providing training for the current dispatch personnel that is in accordance with nationally accepted standards for ambulance dispatch and pre-arrival instructions. Pafford will work with Van Buren County 911 Dispatch to provide QA/QI services for Van Buren County to ensure standards are maintained.

Pafford currently operates three (3) Public Safety Answering Points (9-1-1 Communications Centers) across our coverage area. These centers, located in Hope, Arkansas; Jackson, Mississippi; and Oklahoma City, Oklahoma provide backup and redundant capabilities for our entire system. Our communications centers are equipped with redundant systems for internet, telephone, power and other required services.

Pafford will equip each ambulance with AWIN and VHF Radios for interoperability with Van Buren County first responder agencies and surrounding mutual aid partners.

We will provide portable radios and pagers so that ambulance staff can easily be notified of calls for service. A base station radio will be located at each station (with battery backup) to alert crews of incoming requests for service.

Pafford has equipped each ambulance with a Sierra Wireless Modem to communicate GPS/ AVL position of the ambulances to the communications center. This device also enables each ambulance to securely transmit patient care reports and communicate with the ZOLL RescueNet dispatch system.

### **Insurance**

Pafford maintains insurance coverage that meets or exceeds those specified in the soliciting document. This includes Commercial General Liability Insurance; Workers Compensation Insurance; Comprehensive Automobile Liability Insurance; Automobile Physical Damage Insurance; and General Comprehensive Liability and Professional Liability Insurance written by companies permitted to write insurance by the State of Arkansas.

Pafford will provide insurance that covers the operation of the ambulance service including an umbrella/excess lines coverage of \$5 Million, naming Van Buren County and the cities served as an additional insured.

## **Performance Security**

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Pafford understands the importance of a community based EMS system. In our 55 year history we have never experienced a failure within any of our communities. We believe our longevity as one of the oldest, largest, and most experienced EMS providers in the State of Arkansas provides the communities we serve stability and assurance that we will always be there when they need us.

Pafford is a financially vibrant organization with a strong financial base. Our financial position demonstrates not only the strength of our company but the strength of every individual department and division within that company. Our main financial institution, Farmers Bank & Trust has expressed support and commitment for our expansion into Van Buren County.

Over the last ten years Pafford has been chosen through an RFP process to provide ambulance service to numerous communities, our experience allowed us to develop strong local EMS operations, backed with the right equipment, personnel, responsible response times, and financial security for these communities and has been instrumental in our ongoing success.

## **Financial Strength**

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Pafford Medical Services Inc. has been providing ambulance services for over 55 years. This longevity has created a solid financial position. Over the years, Pafford Medical Services has experienced linear growth with periods of exponential growth. With each opportunity, our company has created best practices and processes that have made each acquisition a success.

Pafford Medical Services' market base in Arkansas includes 16 service areas, generating a regional EMS service in Southwest, Central, and Northwest Arkansas. This is, in part, made possible by the strength of the financial team, which is made up of a Chief Financial Officer, Certified Public Accountant, Controller, Director of Finance, Chief Accountant, Sr. Accountant, Jr. Accountant, and an accounts payable clerk. Pafford Medical Services also has a robust human resources team and payroll department. This allows the company to take on any size merger or acquisitions with ease. Pafford Medical Services Inc. has partnered with a local bank that provides the immediate cash flow required to perform start-up activities without hesitation. Pafford Medical Services also has several supply partners that allow for immediate equipment needs and supplies. This strength comes from long-standing relationships and is proof that our financial position is stable and ready to take on the Van Buren County EMS services contract.

## **Billing Operations**

Pafford's billing arm is Pafford Medical Billing Services (PMBS), located within our corporate headquarters in Hope, Arkansas. Pafford has billed ambulance calls to government and commercial payors for over 50 years. We began billing Medicare and other Federal payors at their inception. This longevity has allowed us to become experts in the field of ambulance reimbursement. We employ over 75 patient accounts professionals within this department and provide these services to other ambulance providers nationally.

## **Billing Practices**

After a Patient Care Report (PCR) is loaded into Pafford's billing system, the account is validated against various software platforms, including third-party eligibility and verification databases and a self-pay analyzer database to identify third-party payor coverage and correct financial class placement.

### **Pafford Medical Services, Inc.**

Pafford begins the medical billing procedure by identifying insurance coverage for patients who may not have disclosed such coverage at the time of service and/or verifying insurance coverage as indicated by the patient. The claim is submitted to the appropriate payor for adjudication for transports where third-party coverage information has been located. Pafford maintains online access to Medicare and Medicaid, and bills major commercial insurance companies, and submits these claims electronically.

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Pafford maintains a robust third-party payor follow-up system to assure claims are timely and appropriately adjudicated by the third-party payor. In cases where an insurance company has denied the claim, we work with the payor and the patient to resolve any claim deficiencies. In cases where no third-party eligibility coverage is discovered, Pafford will contact the patient, the patient's family member, and/or the transferring or destination medical facility to attempt to obtain any third-party payor information.

When no third-party eligibility coverage is discovered, Pafford will bill the patient directly for the transport using a series of patient statements. If our initial attempts to make telephone contact with the patient were unsuccessful, we will continue these attempts based on our workflow configurations. Account activity will occur at 30-day intervals for at least 90 to 120 days from the date of service.

Pafford's collection efforts are compassionate, and we work with the patient to satisfy their account balance. We offer payment plans and discounts to patients with a demonstrated hardship and, in some cases, will write off the entire balance based on the patient's inability to pay.

#### **Hardship Cases**

Pafford is acutely aware that some patients do not have the financial resources to make full or partial payments on their accounts. Our Patient Advocates are thoroughly trained to recognize actual hardship cases.

When a patient requests either a reduction or forgiveness of the amount due, Pafford will consider various factors in determining whether a financial hardship exists. These factors include, but are not limited to:

- Employment status
- Income/expense ratio
- Hospital charity approvals
- Medical expense debt, and
- Federal poverty guidelines.

#### **Membership**

Pafford maintains a very active membership program in all counties we serve. The membership covers both ground and air transportation by Pafford.

## **Experience**

Pafford provides ambulance services to nearly 100 communities across our coverage area. These communities include city, county and U.S. territories that we are under direct contract with for Emergency Medical Services.

## **Business Identity & History**

Pafford Medical Services got its start in Magnolia, Arkansas in 1967 and for the past 55 years has been providing high-performance emergency medical services to communities throughout Arkansas.

For 55 years Pafford has provided ambulance service to communities throughout the multi-state region, with a strong emphasis on hometown values, family, respect, and integrity.

- Pafford is one of the largest providers of Emergency Medical Services in the State of Arkansas, servicing 18% of the state by landmass and 19% of the total state population.
- Pafford is an established industry leader in the field of emergency medical services both regionally and nationally.
- Pafford operates over 200 ground ambulances, four aeromedical helicopters and three medically configured airplanes.
- Pafford employs over 1700 clinical and administrative professionals. Most of our workforce deliver front line patient care onboard our ambulances and aircraft.
- Pafford is a financially strong and vibrant organization. We have sufficient capital and financial resources to provide services under the scope of this contract.
- Pafford has operated under the corporations of Pafford Medical Services, Inc.; Pafford Medical Services of Mississippi, Inc.; Pafford EMS of Oklahoma, Inc.; Samaritan Emergency Medical Services. We are commonly known to the communities we serve as "Pafford EMS" or "Pafford Ambulance"
- Pafford is a private, family owned ambulance provider of emergency medical services.

## **Accreditation & Associations**

Pafford's is actively involved in a number of industry specific associations which aim to advocate for and advance emergency services into the future. As a company Pafford is a member of the Arkansas Ambulance Association, American Ambulance Association, Louisiana Ambulance Alliance, Oklahoma Ambulance Association, and Arkansas EMT Association, and the National Association of Emergency Medical Technicians.

Pafford CEO, Jamie Pafford-Gresham, is the Chair of the Government Affairs Committee for the American Ambulance Association as well as the Association's current Secretary. Jamie has been appointed to the Arkansas 911 Board by Arkansas Governor, Asa Hutchinson, and was formerly a member and Chairperson for the Arkansas Rural Economic Development Commission.

Pafford Vice President, Ben Gresham, serves on the Arkansas Governor's EMS Advisory Counsel.

Pafford's Arkansas State Director, John Gray, is Past-President of the Arkansas Ambulance Association and a current and active member. John is also an active member of the Governor's Trauma Advisory Council, the Executive Board of The Southwest Arkansas Trauma Advisory Council (SWATRAC), and the Arkansas Hospital Preparedness Board.

Pafford's Public Safety Answering Point, MedCom, has received ACE Accreditation from the International Association of Emergency Dispatch (IAED). Pafford is one of only three agencies in the State of Arkansas to achieve this accreditation

## Pafford Medical Services, Inc.

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Pafford encourages its leadership to be involved in proactive organizations and associations which stand to improve the quality of care provided to the communities we serve.

Executive Team	Role	Industry Experience	Professional Memberships & Associations
Jamie Pafford-Gresham	Chief Executive Officer	36 Years	American Ambulance Association (AAA): Chair of Government Affairs Committee Arkansas EMT Association (AEMTA) Arkansas Ambulance Association (AaA): Secretary Arkansas 911 Board Arkansas Governor's Advisory Council for EMS
Ben Gresham	Vice President	35 Years	Arkansas Governor's Advisory Council for EMS
Clay Hobbs	Chief Operating Officer	26 Years	Louisiana Ambulance Alliance (LAAA) American Ambulance Association (AAA) Arkansas Ambulance Association (AaA)
Tracy Wald	Chief Financial Officer	29 Years	Louisiana Ambulance Association (LAAA): Treasurer Louisiana Trauma Network: Treasurer
Jeff Claybrook	Chief Legal Counsel	12 Years	Mississippi Bar Association Arkansas Bar Association Association of Air Medical Services (AAMS) Association of Texas EMS Professionals (AT EMSP)
Andrew Amante	Chief Strategy Officer	19 Years	National Emergency Medical Services Management Association (NEMSMA) New Jersey Firemans Association
Michael Seymour, MD	Chief Medical Director	25 Years	Arkansas EMS Physicians Advisory Board
Angie Kidd	Director of Human Resources	28 Years	Society of Human Resource Management (SHRM)
Anthony Stankewitz	Director of Education	13 Years	Oklahoma Emergency Medical Technician Association (OEMTA) National Association of EMS Educators (NAEMSE) National Association of Emergency Medical Technicians (NAEMT)
John Gray	Director of Arkansas Operations	28 Years	Arkansas Ambulance Association (AAA): Past President Governors Trauma Advisory Council (AR) Arkansas EMT Association (AEMTA)

### Operational Expectations

Pafford agrees to provide high-performance services to Van Buren County by employing, managing, training high-quality professional clinical providers.

Pafford will ensure all field personnel providing services within Van Buren County are:

- Properly certified and licensed at all times
- Maintain courteous, professional, and safe conduct at all times
- Provided fair and reasonable shift schedules and employment practices
- Provided with all applicable in-service, training and, educational opportunities

Pafford will ensure clinical performance consistent with Arkansas Department of Health (ADH) and Medical Director Standards and will implement reasonable changes as necessary.

### **Equipment**

#### Vehicles

Pafford's dedicated Fleet Services division is comprised of professional mechanics and technicians who are certified and licensed to perform maintenance and repair on our fleet of over 200 ambulances. Pafford's Fleet Services consistently and meticulously maintains each company vehicle to the manufacturer's specifications. All Pafford ambulances meet GSA Federal Specification KKK1822. Additionally, all ambulance providing services within the State of Arkansas have been inspected and maintains an Arkansas Department of Health Certification.

## **Pafford Medical Services, Inc.**

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For the life of this contract, Pafford will maintain records of work performed, cost related to repairs, and cost analysis where appropriate. All repairs will be performed in accordance with applicable laws, regulations, standards, and ordinances. Pafford EMS will bear the cost to maintain vehicles and equipment under the scope of this contract. Pafford, when possible, will purchase supplies and goods locally.

Pafford ambulances are routinely removed from service for preventative maintenance and re-inspection by our fleet professionals. When this occurs, Pafford will provide a reserve ambulance from our existing fleet of ambulance which are maintained to the same specifications and meet all regulatory and licensing requirements.

Pafford Medical Services agrees to provide all fuel, lubricants, maintenance, repairs, and insurance for all vehicles and equipment under the scope of this contract. Pafford will make every effort to locally source fuel, lubricants, and vehicle maintenance services.

### Clinical

Each Pafford ambulance is equipped and stocked in full compliance with the state in which it operates. In addition to those items required by regulation Pafford equips each ambulance with the following equipment. Each piece of equipment is thoroughly inspected and tested prior to deployment in the field. Clinical equipment has been painstakingly researched and evaluated by our clinical team prior to purchase to ensure it meets a practical need while improving patient outcomes or reduce the risk of injury of our employees.

Pafford maintains all equipment to the manufactures specifications. When routine service or repair is required it is performed by technically-qualified vendors or the manufacturer directly.

<b>ALS Ambulance Equipment</b>	<b>BLS Ambulance Equipment</b>
Stryker Stretcher Two Portable Radios ZOLL X-Series Cardiac Monitor ZOLL Z-Ventilator, CPAP, BIPAP Lucus Mechanical CPR Machine Laerdal LSU Suction Machine EZ IO Drill IV Pump	Stryker Stretcher Two Portable Radios ZOLL AED Pro Lucus Mechanical CPR Machine Laerdal LSU Suction Machine

### **Special Operations Response Team & Event Medicine**

Pafford Medical Services maintains a highly trained Special Operations Response Team which is capable of rapidly deploying critical healthcare services to natural and manmade disaster sites as well as special events.

Pafford's Special Operations Response Team consists of high-performance clinical providers including, but not limited to, Paramedics, EMTs, Registered Nurses, Advanced Practice Nurses and Emergency Physicians.

Pafford can deploy mobile medical units (MMU) to disaster sites and special events capable of triage and treating up to 35 patients at a time. This MMU is equipped with state-of-the-art medical devices such as cardiac monitors, ventilators, IV pumps, and similar equipment which enables us to treat acute medical and traumatic injuries in the field.



Pafford maintains numerous support service assets which can deploy independent of, or in conjunction with the aforementioned services. These assets include, all-terrain vehicles, field communications equipment, disaster response and rehab trailers, and generators.

Pafford Special Operations Response Team is nationally recognized as a industry leader in disaster and event medicine. Pafford has routinely provided these services to large scale events such as fairs, festivals and concerts, some of which boast attendance of nearly 80,000 people. Pafford would welcome an opportunity to discuss how these services could benefit the County and its respective cities during large scale community events.

### **Cooperation with Other Agencies**

Pafford Medical Services will provide opportunities for ambulance orientation at convenient and centralized locations within the County. Pafford will work with career and volunteer fire departments to arrange ambulance orientation during their scheduled meetings or training nights.

Pafford will provide tactical standby ambulance service at no charge for police and fire/ rescue events that have a high probability of injury. These situations would include but are not limited to structure fires, hostage situations, execution of high risk warrants, and other situations as requested by fire or police personnel. Pafford will provide stand-by services at fire related incidents and assist with firefighter rehab services when requested.

Pafford will comply and participate with all City and County emergency plans as well as those emergency plans established by Ozark Health Medical Center and other hospitals / healthcare facilities within the county.

Pafford will participate with all emergency drills as requested by allied agencies, cities, and county.

Pafford will replace all disposable medical supplies used by the Police and Fire Departments on ambulance calls within the county on a one-for-one basis with an equal quality product.

Pafford will enter into mutual aid agreements with surrounding ambulance providers. Mutual aid will be initiated during times of disaster; unusually high or unexpected call volume; or when a neighboring ambulance service is closer to a request for emergency medical services. It is our intention to work hand in hand with neighboring ambulance providers.

Pafford will cooperate and work with established air ambulance providers throughout the region. It is our desire to focus on the ground ambulance service within Van Buren County while strengthening the relationship with existing air ambulance services. At the request of Van Buren County, Pafford has the capability to provide helicopter air ambulance if needed or desired under the scope of this contract.

### **Ground Ambulance Operations**

#### **Coverage**

Pafford agrees to provide high performance emergency medical services to Van Buren County, including the cities of Clinton, Fairfield Bay, Damascus, and Shirley.

#### **Response Times**

Pafford will place a transport capable ambulance staffed by a licenses paramedic, at the scene of all requests for emergency medical services within eight minutes fifty nine seconds (00:08:59) in the city limits of Clinton, and nineteen minutes 59 seconds (00:19:59) in the county at a minimum of a ninety percent (90%) compliance rate for all emergency dispatch response requests. Pafford commits to an Out-of-Chute time of two minutes and zero seconds (00:02:00) with a ninety percent (90%) reliability rate.

## **Pafford Medical Services, Inc.**

Pafford, in an effort to ensure full transparency, will furnish monthly reports identifying key performance indicators (KPI), response time compliance, and overall system health to the County, Ambulance Oversight Board, and Ozark Health Medical Center.

Pafford will provide daily reports to key stakeholders in order to monitor our performance each day. These unaudited reports will be sent digitally at the commencement of each business day.

### **Operational Performance Indicators**

It is anticipated that performance indicators will evolve with the development and growth of the EMS system in Van Buren County. Pafford will continuously work to improve the overall health of the system by cyclically evaluating key indicators and making adjustments to the system to ensure clinical superiority. Pafford currently assesses, at a minimum, the following indicators:

- Response Time Performance (fractile) by zone, priority, city, and county-wide
- Scene time and total prehospital time for time dependent clinical conditions
- Customer Satisfaction
- Complaint Management
- Clinical Care Including Pain Management
- Employee Satisfaction
- Paramedic Skill Retention
- Use of Mutual Aid
- Safety

Pafford considers it important to be engaged with the patients we provide services to, as such Pafford will utilize EMS Survey to monitor patient's satisfaction and perception of care. This will allow us a greater opportunity to engage in and develop a broader and more comprehensive system for quality improvement.

**(See Appendix D: Key Performance Indicators)**

### **Reporting Requirements**

Pafford agrees to provide quarterly reports to the Ambulance Oversight Board which will include the number of calls, response times, call type analysis, complaint record with resolution, and special activities.

Pafford agrees to provide quarterly reports to the Ambulance Oversight Board regarding transport response times from Ozark Health Medical Center. Transport response times will be measured from the time the transport request is made by the hospital to the time an ambulance arrives at the hospital.

Pafford agrees to report contract compliance monthly with a verifiable audit trail and summarize yearly to the Ambulance Oversight Board.

### **Safety**

It is the policy of Pafford to ensure a safe and healthy workplace for all our employees, Pafford recognizes that injury and illness losses are costly and preventable. As such, Pafford has developed and implemented a comprehensive company-wide safety & health program which address hazards and risks across all aspects of the organization.

### **Safety Committee**

Pafford has established a formal Safety Committee to assess, mitigate, and manage safety risks. The Safety Committee includes representatives from Pafford's Executive Team as well as employee representatives, who collectively, are responsible for recommending safety and health improvements throughout the workplace. The

committee is also responsible for identifying hazards, and unsafe work practices, removing obstacles to accident prevention and helping the company evaluate the accident and illness prevention program.

### Vehicle Operations

Pafford utilizes multiple systems to ensure driver safety and compliance with state and local laws as they pertain to the operation of a motor vehicle. Pafford employees a fulltime dedicated team of professionals who assess driver behavior and perform remediation and retraining as necessary.

All vehicle operators at Pafford are required to attend a practical course of study in the safe operations of emergency vehicles and all possess a certification as an Emergency Vehicle Operator (CEVO, EVOC, or equivalent)

Each Pafford ambulance is equipped with internal and external cameras systems which monitor driving behavior in an effort to reduce the potential of unnecessary litigation as the result of an accident.

Pafford utilizes Street Eagle technology in all of our ambulances, a system that recognizes whenever any potentially unsafe driving behavior is occurring. The Street Eagle system helps identify excessive use of the brake or gas pedal, hard cornering, or any other anomaly deemed a potential risk. This driving behavior triggers audible signals to the vehicle operator which makes them aware of this behavior. The audible signal brings the driver's attention to the unsafe driving maneuver and also triggers the on-board surveillance system to begin recording the event for later review. Pafford reviews all on-board camera footage daily.

### Facility Safety

Pafford has designed and implemented a comprehensive facility safety program that aims to eliminate potential hazards in the workplace. This program is currently in practice in all operations of the company and includes documented quarterly safety inspections and remediation plans. Pafford utilizes these reports to make remedies to hazards that have the potential to cause risk to the safety and health of our employees. Additionally, pafford utilizes these reports during the purchase of equipment and other occupational hazard controls to be utilized at our facilities. All inspections are based on NIOSH, OSHA, NFPA and IFC rules and regulations.

### Clinical Operations

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#### EMS Medical Director

Pafford's Arkansas State Medical Director will serve as medical director for operations in Van Buren County. Pafford utilizes local physicians as Medical Directors in an effort to form an integrated plan of providing healthcare service to the county and forms a cohesive and mutually beneficial relationships with the local health system. Pafford will provide medical direction and protocols that meet or exceed Arkansas Department of Health requirements.

#### Medical Control Board

Pafford has established a Medical Control Board that includes physicians from all of our service areas. These physicians assist us in developing protocols, establishing medical guidelines, and performing quality assurance activities. The Board includes EMS physicians, Board Certified Emergency Room Physicians, Pediatrician, Surgeons, and Primary Care Physicians who aid us in development of best practices which shape the medical care our paramedics provide.

## Clinical Standards

Pafford will utilize our Arkansas State EMS Protocols under the scope of this contract.

Each ambulance will have equipment to provide mechanical ventilation, CPAP, and BIPAP for pre-hospital and inter-facility transport.

Each advanced life support ambulance will be equipped with medications to include Advanced Cardiac Life Support Medications, Pediatric Advanced Life Support Medications, TXA for victims of major trauma who have or are at risk of severe hemorrhage, and controlled substances for the treatment of seizures as well as pain management. Each medication provided is based on Arkansas State Protocols that are implemented based on evidence based medicine.

## Clinical Performance Indicators

Pafford tracks, trends and analyzes a number of clinical performance indicators as part of a cyclical evaluation of overall system health. Some of the major indicators we assess are:

- Cardiac Arrest
- Trauma Patients Requiring Level 1 & 2 Care
- Pediatric Patients (under 14 years of age)
- Patients requiring the administration of controlled substances (pain management & seizures)
- Patients Requiring Advanced Airway Procedures
  - Intubation
  - CPAP
  - BIPAP
  - Cricothyrotomy
  - Rapid Sequence Induction (RSI)
- Patients Refusing Treatment or Transport to a hospital

(See Appendix D: Key Performance Indicators)

## Continuous Improvement

Pafford Medical Services has developed and implemented a comprehensive quality management program that incorporates compliance assurance, process measurement and control, and process improvement that is integrated across all our operations. The Pafford Medical Director in collaboration with clinical field providers and management representatives will develop and implement any unique or specific quality monitoring and improvement plan deemed necessary to for Van Buren County.

Pafford maintains a rigid quality assurance and improvement program with a cyclical system of evaluation and mitigation. The clinical performance indicators that are outlined in **Appendix D** clearly drive our continuous improvement activities.

## First Responder Continuing Education

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The first responders and allied professionals in our community are one of the most important parts of the EMS system. We want to embrace the career and volunteer fire departments within Van Buren County and work collaboratively to further benefit the community as a whole.

Pafford will provide each fire department with the following training opportunities, annually. These classes will also be available quarterly in a centralized location for all public safety partners and allied agencies to attend. Pafford will work with department officers to curate additional training to enhance the overall emergency service system offered throughout the County.

Training Opportunities
Healthcare Provider CPR & AED
HIPAA Privacy Act
Bloodborne Pathogens
Ambulance Operations Overview
CEVO / EVOC

Pafford will offer a First Responder and EMT class within the service area, annually. Members of allied agencies throughout the county will be given preference for all educational programs.

Prior to the start of this contract, Pafford will provide a detailed orientation for all first responders. This will allow fire department personnel the opportunity to become familiar with the ambulances and equipment prior to a request for service. Pafford desires an integrated system with the fire departments and allied first responders throughout Van Buren County and will work closely and collaboratively with their operational leaders to that end.

Pafford commits to providing at minimum four (4) hours of continuing education training per quarter for all personnel assigned to this contract.

### **Basic Resupply**

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Pafford will replenish all disposable medical supplies used on EMS responses and when the supplies expire, this will be done on a one-for-one basis or as deemed necessary. If a piece of equipment or device is not readily available on the responding / transporting ambulance, a supervisor will arrange for the delivery of the equipment, or the fire department may elect to pick the supplies up at the ambulance station at their convenience.

Pafford will provide and trade out portable oxygen cylinders on a one-for-one basis with departments that require assistance with their oxygen.

### **Community Outreach**

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Pafford prides itself on being an integral part of the communities we serve. We recognize that most encounters that residents have with emergency medical services are at their worst times of need. Giving residents comfort in knowing we are there to care for their loved ones day-in and day-out, only comes after relationships, trust, and respect are developed and cultivated. As such, we strive to build a foundation of trust throughout the community by building relationships before our services are required. As we reviewed the letters of recommendation provided to us for this response, it was evident that each respondent recognized our involvement and commitment to their communities.

Pafford will provide the residents of Van Buren County with conveniently located community CPR and first-aid courses, annually. Additionally, as part of Pafford's commitment to the community we will offer medical standby services to school sporting events at no charge. As a community partner we also provide standby services for community events, parades, and celebrations at no charge.

Pafford commits to providing a reasonable number of various programs of public education in forms of presentations to private and public organizations and civic groups, participate in public and school events.

Pafford agrees to work with local physicians, Ozark Health Medical Center and its professional staff and other necessary persons or entities to discuss, improve, and follow appropriate medical protocols, patient care, emergency response practices, and any other improvement of overall public health and safety.

**MIH Solutions Center**

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Pafford operates a medical control center that allows our paramedics to communicate with nurses, nurse practitioners, and physicians in an effort to enhance the care provided to patients at home. Pafford has found that many times our paramedics respond to the home of patient who has no intention of being transported to a medical facility. It is often the expectation of these patient that our team to provides them the care they need on the spot. We recognize that many people in our communities share the desire for treatment-in-place for low-acuity or chronic health issues. For many of these patients treatment without transport to a health facility is not only the most effective means of receiving care but is also convenient and cost efficient.

It is because of these patients that Pafford has partnered with Pulsara (a technology platform utilized by the State of Arkansas) to provide voice and video communication between our ambulances and our in-house clinical team. Our nurses and physicians can provide medical direction, guidance, and advice to patients with low-acuity or chronic medical conditions, all while patients remain the comfort of their own home. This system also allows for chronically ill, high utilizers of the EMS system to receive case management services that includes referrals to community partners such as home health and Meals on Wheels. Due to the unique and intimate nature of our work, first responder agencies are generally the first to notice conditions and situations within a residence which require additional services or referrals to address the health and wellbeing of the resident. As such, Pafford has developed and instituted a comprehensive Mobile Integrated Healthcare system within each of our communities to address these unique needs while ensuring the safety, comfort, and dignity of each resident.

Pafford will soon implement an in-home monitoring system that allows patients with chronic illness to have their blood pressure, pulse oximetry, weight, and blood glucose monitored remotely with that information being provided to our MIH Solutions Center. This same system will allow patients to access our nurses and mid-level providers at the touch of a button, around-the-clock.

Pafford believes that treatment-in-place for ambulance providers should be a vital part of each communities EMS system. Pafford is actively looking into more opportunities to provide treatment in place and alternate destination opportunities for the patient we serve. We believe the Pafford Mobile Integrated Healthcare (MIH) Solutions Center will be the first of many programs we offer to the communities we serve.

<b>Dealer:</b> MEDIX	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> STOCK	<b>Sheet</b> 19-	<b>G</b>
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Top view diagram showing dimensions: 90" (total width), 19 3/4" (left section width), 86" (main section width), 29 3/4" (right section width). Components include STORAGE, ELEC CAB, TECH SEAT, PASS. THRU, ADL SHELF, ALS 2, ALS 1, and LOWER LOCKING.

Side view diagram showing dimensions: 68" (main section depth), 15" (right section depth), 26 5/8" (ALS 2 depth), 14 3/4" (ALS 1 depth). Components include ADL SHELF, ALS 2, and ALS 1.

INTERIOR CABINET STORAGE			
ITEM	HEIGHT	WIDTH	DEPTH
ALS-1	14 1/2"	30"	20 1/2"
ALS-2	28 1/2"	30"	20 1/2"

<b>SPECIAL NOTE</b>	

<b>CHEVY C/K 3500 - GAS- 162" W.B.</b>			
<b>146" RP90 TYPE I AMBULANCE</b>			
<b>DESCRIPTION:</b>		<b>DATE:</b>	
D. EDWARDS		9/25/18	
<b>REVISED BY:</b>		<b>REVISION:</b>	
D. EDWARDS		2/27/2020	
		C	

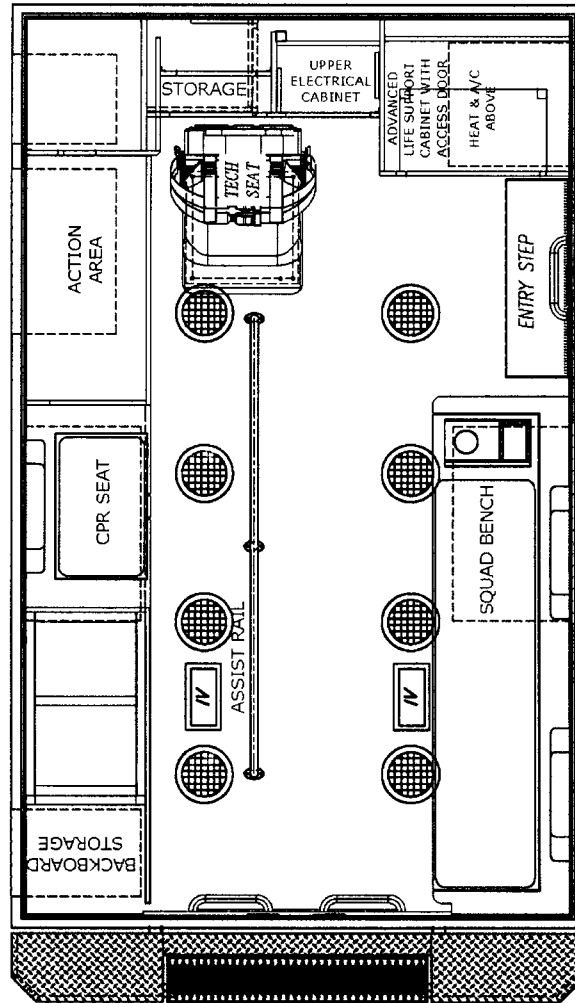
  

**MEDIX**  
SPECIALTY VEHICLES, INC.  
3008 MOBILE DRIVE  
ELKHART, IN 46514  
PH: 574-266-0911  
FAX: 574-266-6669  
WWW.MEDIXAMBULANCE.COM

"LET US SHOW YOU THE MEDIX DIFFERENCE"

Note: Drawings are for reference only; measurements may vary from actual product.

Dealer: MEDIX	Approved By:	Date:	Customer: STOCK	19-	Sheet <b>H</b>
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CHEVY C/K 3500 -GAS- 162" W.B. 146" RP90 TYPE I AMBULANCE		3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 FAX: 574-266-6669 WWW.MEDIXAMBULANCE.COM	
DESCRIPTION:		MEDIX SPECIALTY VEHICLES, INC. "LET US SHOW YOU THE MEDIX DIFFERENCE"	
DRAWN BY: D. EDWARDS		DATE: 9/25/18	
REVISED BY: D. EDWARDS		DATE: 2/27/2020	
SCALE: 1/2" = 1'		REVISION: C	
Note: Drawings are for reference only; measurements may vary from actual product.			



<b>Dealer:</b> MEDIX	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> STOCK	19—	<b>H</b>
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<b>CHEVY C/K 3500 -GAS- 162" W.B.</b> <b>146" RP90 TYPE I AMBULANCE</b>	
<b>DESCRIPTION:</b> CEILING LAYOUT	<b>DATE CREATED:</b> 9/25/18
<b>DESIGNED BY:</b> D. EDWARDS	<b>DATE REVISION:</b> 2/27/2020
<b>SCALE:</b> 1/2"=1'	<b>REVISION:</b> C
<small>Note: Drawings are for reference only, measurements may vary from actual product.</small>	

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<b>Dealer:</b> MEDIX	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> STOCK	<b>19-</b>	
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<b>CHEVY C/K 3500 -GAS- 162" W.B.</b> <b>146" RP90 TYPE I AMBULANCE</b>		<b>MEDIX</b> 3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 FAX: 574-266-6669 "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM	
<b>DESCRIPTION:</b>		<b>REAR ELEVATION</b>	
<b>DRAWN BY:</b> D. EDWARDS	<b>DATE:</b> 9/25/18	<b>SCALE:</b> 1/2"=1'	<b>REVISION:</b>
<b>REVIEWED BY:</b> D. EDWARDS	<b>DATE REVIEWED:</b> 2/27/2020	<b>REVISION:</b> C	
<small>Note: Drawings are for reference only, measurements may vary from actual product.</small>			

<b>Dealer:</b> SWAS	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> DEMO	<b>19-BLW001-033</b>	<b>A</b>
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ALL WARNING, SCENE, AND TAIL LIGHTS TO HAVE CHROME BEZELS  
ALL GREEN DIMENSIONS ARE TAKEN FROM EDGE OF WALL  
SURFACE PRIOR TO CORNER CAP BEING APPLIED

COMPARTMENT SIZES				COMPARTMENT & ENTRY DOORS				COMPARTMENT TUBS			
NO.	COMPARTMENT TYPE	WIDTH	HEIGHT	NO.	PART NUMBER	NO.	PART NUMBER	NO.	PART NUMBER	NO.	PART NUMBER
4	AL/ENTRY COMPARTMENT	18" 3/4"	15" 3/4"	1	71-A1014	1	41-101372	1	41-101372	1	41-101372
SE				SE	71-A1008	SE	41-101761	SE	41-101761	SE	41-101761

COMPARTMENT / ENTRY DOOR SIZES			
NO.	COMPARTMENT / ENTRY DOOR TYPE	WIDTH	HEIGHT
4	AL/ENTRY COMPARTMENT DOOR	18"	14" 3/4"
SE	SE ENTRY DOOR	28" 3/4"	60" 3/4"

**DESCRIPTION:**  
FORD E-350 138" W.B.  
144" BL90 TYPE III

**DATE ORDERED:** N.M.O.R.  
**DATE RECEIVED:** 11/25/19

**SCALE:** 3/16" = 1'

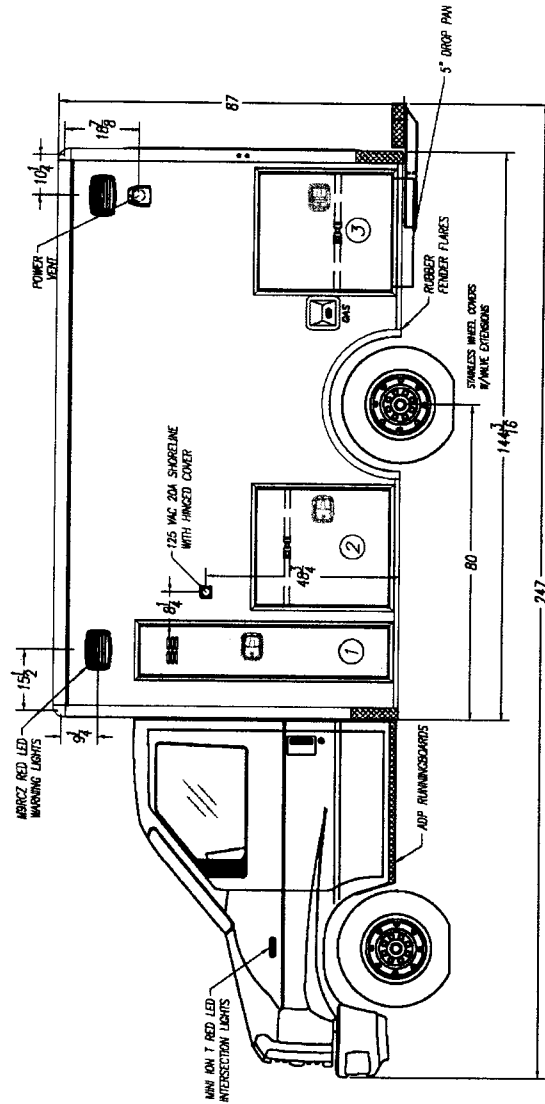
**REVISIONS:**

Note: Drawings are for reference only, measurements may vary from actual product.

3008 MOBILE DRIVE  
ELKHART, IN 46514  
PH: 574-266-0911  
FAX: 574-266-6669  
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Dealer: SWAS	Approved by:	Date:	Customer: DEMO	19-BLW001-033	Sheet <b>B</b>
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ALL WARNING, SCENE, AND TAIL LIGHTS TO HAVE CHROME BEZELS  
ALL GREEN DIMENSIONS ARE TAKEN FROM EDGE OF WALL  
SURFACE PRIOR TO CORNER CAP BEING APPLIED



COMPARTMENT SIZES			NOTE: THE DIMENSIONS BELOW ARE OVERALL INTERIOR SIZES FOR EACH SPECIFIED COMPARTMENT TUB		
NO.	COMPARTMENT TYPE		WIDTH	HEIGHT	DEPTH
1	O2 COMPARTMENT		13"	43"	13"
2	MID STORAGE COMPARTMENT		30"	34"	13"
3	REAR STORAGE COMPARTMENT		30"	34"	13"

COMPARTMENT / ENTRY DOOR SIZES		
NO.	COMPARTMENT / ENTRY DOOR TYPE	WIDTH
1	O2 COMPARTMENT DOOR	12"
2	MID STORAGE COMPARTMENT DOOR	28"
3	REAR STORAGE COMPARTMENT DOOR	28"

COMPARTMENT & ENTRY DOORS		
NO.	PART NUMBER	NO.
1	71-A11847	---
2	71-A10876	---
3	71-A10876	---

COMPARTMENT TUBS		
NO.	PART NUMBER	NO.
1	41-101722	---
2	41-101722	---
3	41-104072	---

<b>3008 MOBILE DRIVE</b> <b>ELKHART, IN 46514</b> <b>PH: 574-266-0911</b> <b>FAX: 574-266-6669</b> <b>"LET US SHOW YOU THE MEDIX DIFFERENCE"</b> <b>WWW.MEDIXAMBULANCE.COM</b>	
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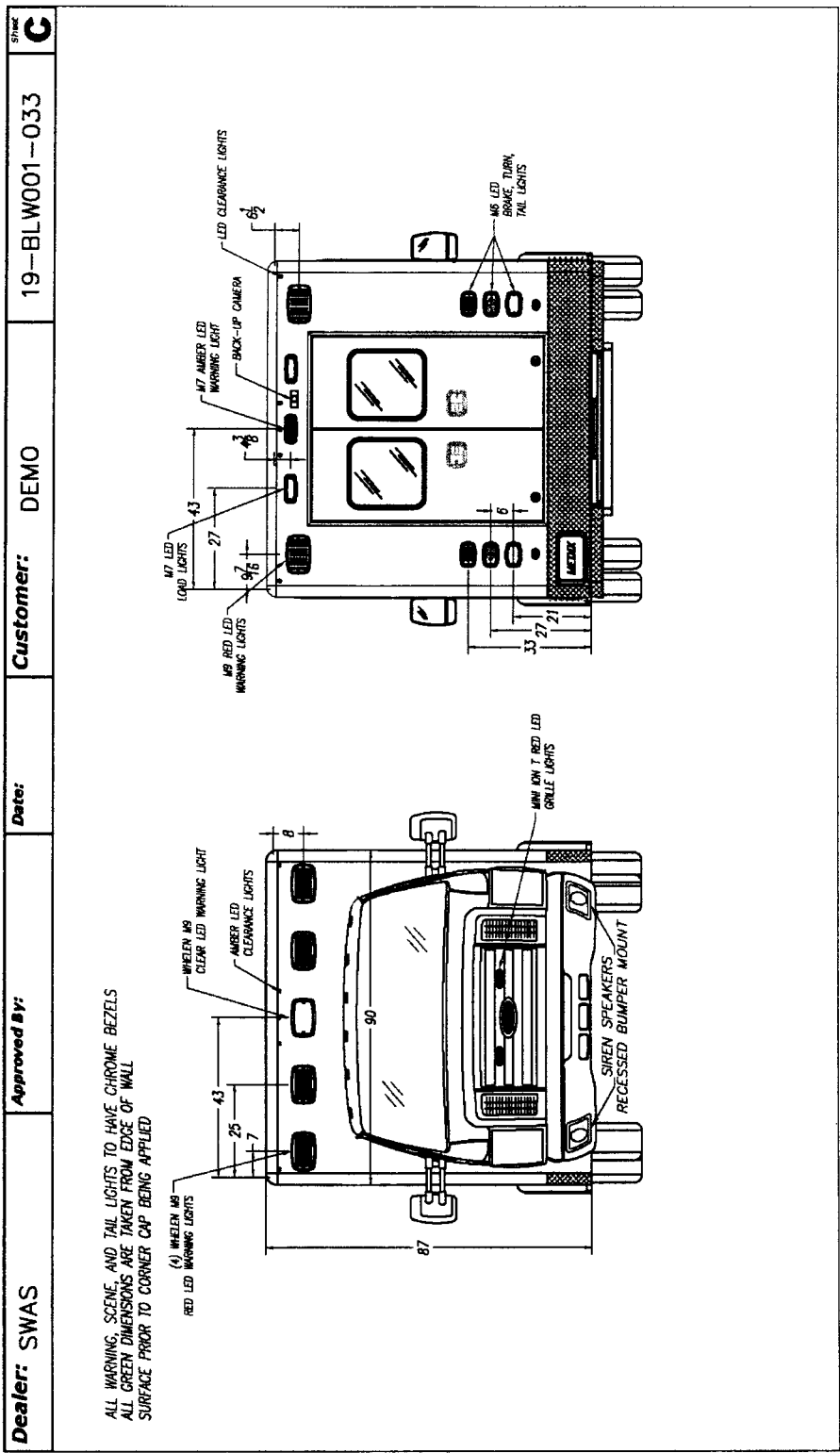
<b>FORD E-350 138" W.B.</b> <b>144" BL90 TYPE III</b>	
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<b>STREET SIDE EXTERIOR</b> <b>DATE DESIGNED: 11/25/19</b> <b>DATE REVISED: ---</b> <b>DESIGNED BY: N.MORR</b> <b>REVISION: ---</b>	
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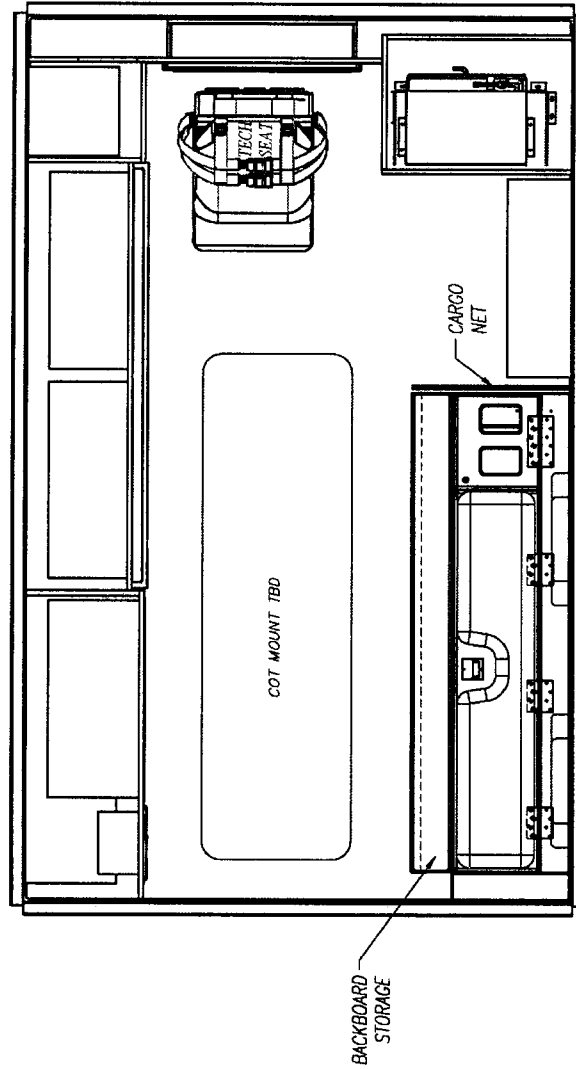
Note: Drawings are for reference only, measurements may vary from actual product.



REAR ENTRY DOOR SIZES				FORD E-350 138" W.B. 144" BL90 TYPE III			
NO.	WIDTH	HEIGHT	PART NUMBER	DESCRIPTION	DATE CHANGED	SCALE	REVISIONS
RE	50"	64 1/4"	71-110002	FRONT & REAR EXTERIOR	11/25/19	5/16"=1"	
				DATE REVISION	DATE REVISION	DATE REVISION	DATE REVISION
				Note: Drawings are for reference only, measurements may vary from actual product.			

**MEDIX**  
3008 MOBILE DRIVE  
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PH: 574-266-0911  
FAX: 574-266-5669  
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<b>Dealer:</b> SWAS	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> DEMO	<b>19-BLW001-033</b>	<b>Sheet</b> <b>D</b>
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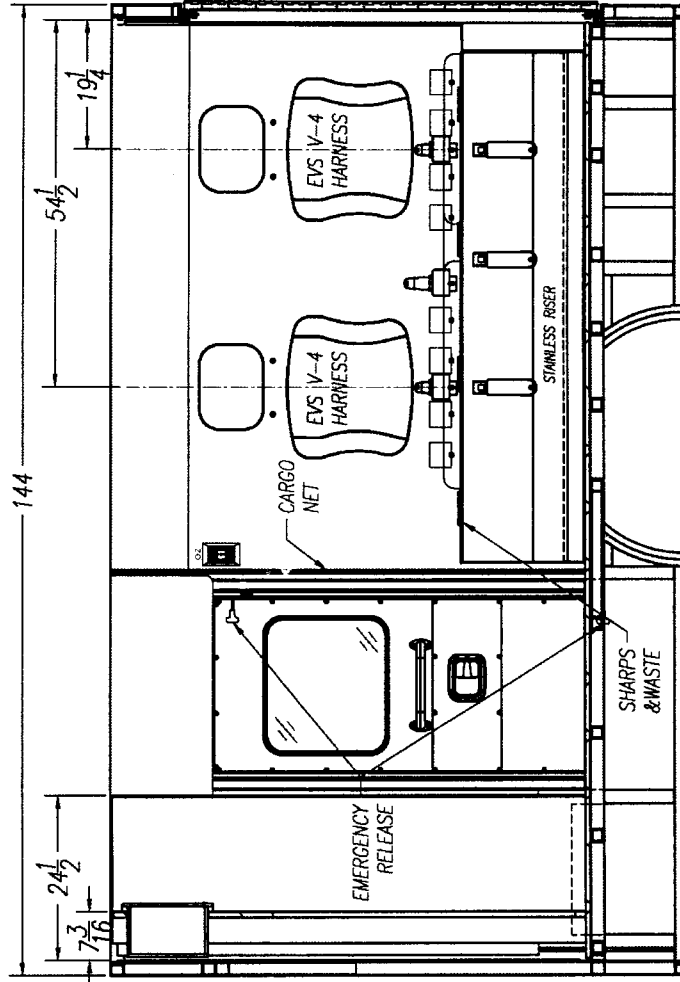


<b>DESCRIPTION:</b> FORD E-350 138" W.B. 144" BL90 TYPE III		<b>DATE:</b> 11/25/19		<b>REVISION:</b> 1/2"=1"	
<b>DATE:</b> 11/25/19		<b>DATE:</b> 11/25/19		<b>DATE:</b> 11/25/19	
<b>BY:</b> N.MORR		<b>BY:</b> N.MORR		<b>BY:</b> N.MORR	
<small>Note: Drawings are for reference only, measurements may vary from actual product.</small>					

**MEDIX**  
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FAX: 574-266-6669  
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**VAN BUREN COUNTY EMERGENCY MEDICAL SERVICES**

<b>Dealer:</b> SWAS	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> DEMO	<b>19-BLW001-033</b>	<b>Sheet F</b>
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4" SEATBELT PLATE LOCATION				WELD SHOP	30	INCHES	NOTE: THIS DIMENSION IS FROM THE BOTTOM OF THE WALL TO THE BOTTOM OF THE 4" PLATE.						
				CABINET SHOP	NOTE: THE HOLES FOR THE TOP SEATBELT BOLTS ARE 1 1/2" FROM THE TOP OF THE SQUAD BENCH TO THE CENTER OF THE SEATBELT BOLT. NOTE: THE HOLES FOR THE BOTTOM SEATBELT BOLTS ON THE SQUAD BENCH ARE 9 3/4" FROM THE TOP OF THE FLOOR TO THE CENTER OF THE BOLT.								
NOTE: READ THE DIMENSIONS FROM RIGHT TO LEFT AS VIEWED				THE LOCATION OF THE BOTTOM SEATBELT HOLES ARE FROM THE REAR OF THE SQUAD BENCH TO THE CENTER OF THE 1/2" HOLE		BOTTOM		54 1/2"		35 1/6"		19 1/2"	
				THE LOCATION OF THE TOP SEATBELT HOLES ARE FROM THE REAR WALL TO THE CENTER OF THE 1/2" HOLE		TOP		54 1/2"		39"		19 1/2"	

<b>INTERIOR CABINET STORAGE</b>		<b>DESCRIPTION:</b>		<b>FORD E-350 138" W.B.</b>	
ITEM	HEIGHT	WIDTH	DEPTH	144" BL90 TYPE III	
A				CURB SIDE INTERIOR	
B				SCALE: 1/2"=1'	
C				DATE CREATED: 11/25/19	
D				DRAWN BY: N.MORR	
E				DATE REVISED:	
F				REVISION:	

3008 MOBILE DRIVE  
ELKHART, IN 46516  
PH: 574-266-0945  
FAX: 574-266-6669  
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NOTE: Drawings are for reference only, measure units may vary from actual product.



**VAN BUREN COUNTY EMERGENCY MEDICAL SERVICES**

BOOK 2022  
PAGE 214

<b>Dealer:</b> SWAS	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> DEMO	19-BLW001-033	Sheet <b>H</b>
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<b>FORD E-350 138" W.B.</b> <b>144" BL90 TYPE III</b>	
<b>DESCRIPTION:</b> CEILING LAYOUT-FW	<b>SCALE:</b> 1/2"=1'
<b>DESIGNED BY:</b> N.MORR	<b>DATE DESIGNED:</b> 11/25/19
<b>REVISED BY:</b>	<b>DATE REVISED:</b>

NOTE: Drawings are for reference only, measurements may vary from actual product.

<b>MEDIX</b> SPECIALTY VEHICLES, INC. "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM	3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 FAX: 574-266-6669
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<b>Dealer:</b> SWAS	<b>Approved By:</b>	<b>Date:</b>	<b>Customer:</b> DEMO	<b>19-BLW001-033</b>	Sheet <b>1</b>
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90  
86  
70  
87  
15

EMERGENCY RELEASE

<b>DESCRIPTION:</b> FORD E-350 138" W.B. 144" BL90 TYPE III		<b>REAR ELEVATION</b>	
<b>DATE DESIGNED:</b>	<b>DATE CHECKED:</b>	<b>SCALE:</b>	<b>REVISION:</b>
<b>DESIGNED BY:</b> N.MORR	<b>CHECKED BY:</b>	11/25/19	1/2"=1'
<b>REVISION:</b>	<b>DATE:</b>		

Note: Drawings are for reference only, measurements may vary from actual product.

**MEDIX**  
SPECIALTY VEHICLES, INC.  
3008 MOBILE DRIVE  
ELKHART, IN 46514  
PH: 574-266-0911  
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**The Van Buren County  
EMERGENCY MEDICAL SERVICES PROPOSAL**

**APPENDIX B**

---

**EQUIPMENT**

**September 30, 2022**



# ARROW EZ-IO®

*When seconds count, Pafford utilizes the Arrow® EZ-IO Intraosseous Vascular Access System. This revolutionary device is a safe, fast, and effective method of delivering life-saving fluids or medication when vascular access is difficult to obtain in emergent, urgent, or medically necessary situations for up to 24 hours.*

*The EZ-IO® System provides rapid access to multiple potential sites:*

- Bilateral proximal humerus*
- Bilateral proximal tibia*
- Bilateral distal tibia*



# LUCAS

## CHEST COMPRESSION SYSTEM

*Deliver high-performance, continuous chest compressions with less strain, micromanagement, and risk for the caregiver. The LUCAS chest compression system, provides benefits both to the cardiac arrest patient and the resuscitation team.*

- Low-profile back plate for fast, smooth patient application*
- Support structure accommodates larger patients*
- A median of only 7 seconds of interruption demonstrated when transitioning from manual to mechanical CPR in clinical use*
- Makes QI/QA documentation faster and easier with emailed post-event reports*



## **STRYKER POWER-PRO XT AMBULANCE COT**

*Industry-leading powered ambulance cots featuring a battery-powered hydraulic system that raises and lowers the cot at the touch of a button.*

- Pneumatically Assisted Backrest. Significantly reduces operator effort and increases patient comfort.*
- Fold-Down Siderails. A Stryker Innovation. Siderails are designed to provide patients with a greater sense of security*
- Retractable head section enables navigation in tight spaces in any height position*
- Foot-End Controls. Controls are duplicated on both upper and lower lift bars to accommodate operators of all sizes.*
- Easy-to-use manual back-up system*



## ZOLL X-SERIES CARDIAC MONITOR

*The ZOLL X Series monitor/defibrillator addresses EMS needs now and moving forward. The X Series delivers the capabilities Pafford expects from a full-featured monitor designed for use with all patient types, from neonates through adults.*

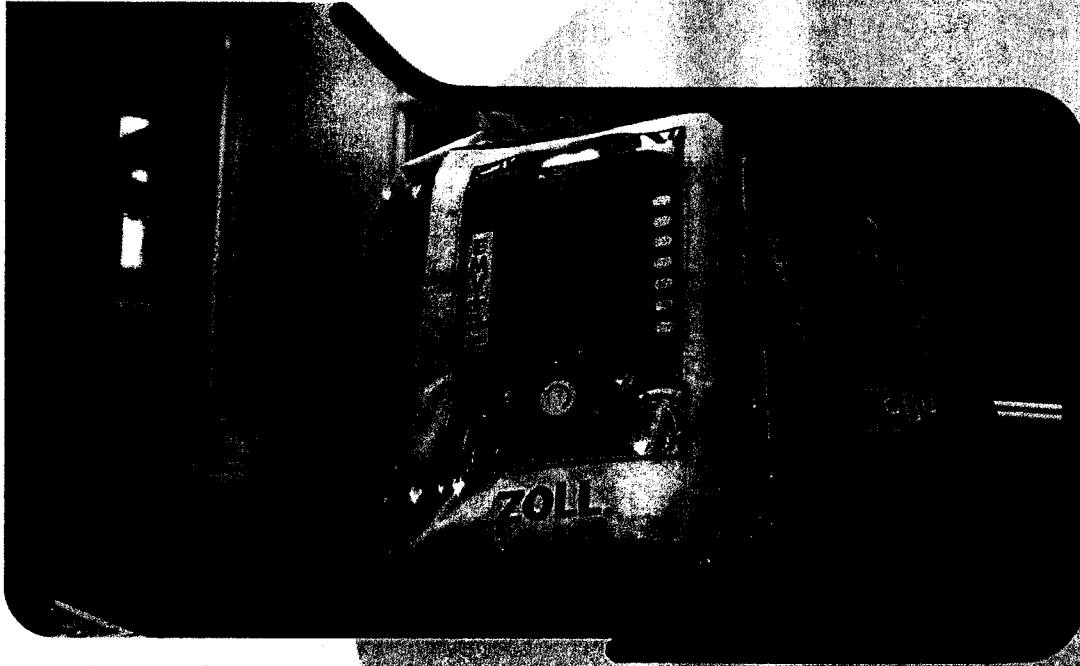
*-Real CPR Help® technology nearly triples the odds of our patients surviving cardiac arrest*

*-Open 12-lead capabilities reduces time-to-balloon by interfacing with all leading ECG management and STEMI systems*

*-Cutting-edge open communication, including Integrated WiFi, simplifies transmission and charting*

*-Remote view functionality allows clinicians to see real-time data from the X Series screen via a cellular or WiFi connection*





## ZOLL Z-VENT

*The Z-Vent ventilator is easy to use, portable, durable, and rugged. Designed to be lightweight and energy-efficient. The Z-Vent is ideal for all types of transport: ground ambulances, critical care, and air transports. Weighing less than 10 pounds (4.5kg), with a battery runtime of 10 hours,*

*The Z-Vent is the ideal portable ventilator supporting infants through adults. The ruggedized housing is built to military standards, withstanding the elements that our EMS personnel may face on any given day. With an integrated energy-efficient compressor, Z Vent helps conserve oxygen during transports where every bit of oxygen counts.*

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**The Van Buren County  
EMERGENCY MEDICAL SERVICES PROPOSAL**

**APPENDIX C**

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**INSURANCE CERTIFICATES**

**September 30, 2022**

Client#: 1518995

PAFFOMED

**ACORD** **CERTIFICATE OF LIABILITY INSURANCE**DATE (MM/DD/YYYY)  
9/28/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.


IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> USI Southwest, Inc. 14241 Dallas Pkwy. Suite 700 Dallas, TX 75254 214 443-3100		<b>CONTACT</b> NAME: Nate Johnson PHONE (A/C, No, Ext): 214-443-3100 E-MAIL: nate.johnson@usi.com ADDRESS:		FAX (A/C, No): 610-537-2046	
<b>INSURED</b> Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802		<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Coverys Specialty Insurance Company INSURER B: Old Republic Insurance Company INSURER C: INSURER D: INSURER E: INSURER F:		<b>NAIC #</b> 15686 24147	

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$50,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMPROP AGG \$3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X	X	MWTB31358122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$			005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	MWC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab			005AR000031393	06/01/2022	06/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$25,000 Ded

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 The General Liability and Auto Liability policies include a blanket Additional Insured endorsement that provides additional insured status to the certificate holder and any person or organization for which Insured is obligated by a written agreement to procure additional insured coverage.

The General Liability, Automobile Liability and Workers' Compensation/Employers Liability policies include (See Attached Descriptions)

<b>CERTIFICATE HOLDER</b> City of Clinton 211 Court St. Clinton, AR 72031	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
--	--

ACORD 25 (2016/03) 1 of 2  
 #337579875/M36347775

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NXJH1

**DESCRIPTIONS (Continued from Page 1)**

Waiver of Subrogation endorsements in favor of any person or organization where Waiver of Our Right to Recover is permitted by law and is required by written contract or agreement provided such contract or agreement was executed prior to the loss.

Excess is follow form to the General Liability, Professional Liability, Auto Liability and Employer's Liability coverage.

SAGITTA 25.3 (2018/03) 2 of 2  
#S37579875/M36347775

Client#: 1518996

PAFFOMED

ACORD

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/29/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USI Southwest, Inc. 14241 Dallas Pkwy. Suite 700 Dallas, TX 75254 214 443-3100	CONTACT NAME: Nate Johnson PHONE (A/C, No, Ext): 214-443-3100 FAX (A/C, No): 810-637-2046 E-MAIL: nate.johnson@usi.com ADDRESS:
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE INSURER A: Covelys Specialty Insurance Company NAIC # 15886 INSURER B: Old Republic Insurance Company 24147 INSURER C: INSURER D: INSURER E: INSURER F:

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$60,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMPIOP AGG \$3,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	MWTB31366122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Per accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y/N/A	MWC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab			005AR000031393	06/01/2022	06/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$25,000 Ded


DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The General Liability and Auto Liability policies include a blanket Additional Insured endorsement that provides additional insured status to the certificate holder and any person or organization for which insured is obligated by a written agreement to procure additional insured coverage.

The General Liability, Automobile Liability and Workers' Compensation/Employers Liability policies include (See Attached Descriptions)

## CERTIFICATE HOLDER

## CANCELLATION

City of Damascus 17319 Highway 66 S Damascus, AR 72039	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03) 1 of 2  
#S37679876/M36347776

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NXJH1

**DESCRIPTIONS (Continued from Page 1)**

Waiver of Subrogation endorsements in favor of any person or organization where Waiver of Our Right to Recover is permitted by law and is required by written contract or agreement provided such contract or agreement was executed prior to the loss.

Excess is follow form to the General Liability, Professional Liability, Auto Liability and Employer's Liability coverage.

SAGITTA 25.3 (2016/03) 2 of 2  
#S37579876/M36347775

Client#: 1518995

PAFFOMED

ACORD

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/29/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USI Southwest, Inc. 14241 Dallas Pkwy. Suite 700 Dallas, TX 75254 214 443-3100	CONTACT NAME: Nate Johnson PHONE (A/C No. Ext): 214-443-3100 FAX (A/C No.): 610-537-2048 E-MAIL: nate.johnson@usi.com ADDRESS:
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE INSURER A: Coverys Specialty Insurance Company NAIC #: 15886 INSURER B: Old Republic Insurance Company NAIC #: 24147 INSURER C: INSURER D: INSURER E: INSURER F:

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL SUBR INSR NYVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X X	005AR000031393	08/01/2022	08/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$60,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMPROP AGG \$3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X X	MWTB31356122	08/01/2022	08/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$ <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE		005AR000031393	08/01/2022	08/01/2023	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	MWC31356222	08/01/2022	08/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab		005AR000031393	08/01/2022	08/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$25,000 Ded


DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The General Liability and Auto Liability policies include a blanket Additional Insured endorsement that provides additional insured status to the certificate holder and any person or organization for which insured is obligated by a written agreement to procure additional insured coverage.

The General Liability, Automobile Liability and Workers' Compensation/Employers Liability policies include (See Attached Descriptions)

## CERTIFICATE HOLDER

## CANCELLATION

City of Fairfield Bay 130 Village Pl. Fairfield Bay, AR 72088	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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**DESCRIPTIONS (Continued from Page 1)**

Waiver of Subrogation endorsements in favor of any person or organization where Waiver of Our Right to Recover is permitted by law and is required by written contract or agreement provided such contract or agreement was executed prior to the loss.

Excess is follow form to the General Liability, Professional Liability, Auto Liability and Employer's Liability coverage.

SAGITTA 25.3 (2016/03) 2 of 2  
#S37579877/M36347775

Pafford Medical Services, Inc.

BOOK 2022  
PAGE 230

Client#: 1518995

PAFFOMED

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/29/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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<b>PRODUCER</b> USI Southwest, Inc. 14241 Dallas Pkwy. Suite 700 Dallas, TX 75254 214 443-3100		<b>CONTACT</b> NAME: Nate Johnson PHONE (A/C, No, Ext): 214-443-3100 E-MAIL: nate.johnson@usi.com ADDRESS:		FAX (A/C, No): 610-537-2046	
<b>INSURED</b> Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802		<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Covyrs Specialty Insurance Company INSURER B: Old Republic Insurance Company INSURER C: INSURER D: INSURER E: INSURER F:		<b>NAIC #</b> 15686 24147	


COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR	WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$50,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMPIOP AGG \$3,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X	X	MWVB31356122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	X		005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N Y N/A	MWVC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab			005AR000031393	06/01/2022	06/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$25,000 Ded

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 The General Liability and Auto Liability policies include a blanket Additional Insured endorsement that provides additional insured status to the certificate holder and any person or organization for which insured is obligated by a written agreement to procure additional insured coverage.

The General Liability, Automobile Liability and Workers' Compensation/Employers Liability policies include (See Attached Descriptions)

<b>CERTIFICATE HOLDER</b> City of Shirley 489 AR-8 Shirley, AR 72153	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03) 1 of 2 The ACORD name and logo are registered marks of ACORD  
 #S37579878/M36347776

NXJH1

**DESCRIPTIONS (Continued from Page 1)**

Waiver of Subrogation endorsements in favor of any person or organization where Waiver of Our Right to Recover is permitted by law and is required by written contract or agreement provided such contract or agreement was executed prior to the loss.

Excess is follow form to the General Liability, Professional Liability, Auto Liability and Employer's Liability coverage.

SAGITTA 25.3 (2018/03) 2 of 2  
#S37579878/M36347775

Client#: 1518995

PAFFOMED

ACORD

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/29/2022

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<b>PRODUCER</b> USI Southwest, Inc. 14241 Dallas Pkwy. Suite 700 Dallas, TX 75254 214 443-3100		<b>CONTACT NAME:</b> Nate Johnson <b>PHONE (A/C No, Ext):</b> 214-443-3100 <b>FAX (A/C No):</b> 810-537-2046 <b>E-MAIL ADDRESS:</b> nate.johnson@usi.com	
<b>INSURED</b> Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Coverys Specialty Insurance Company <b>NAIC #</b> 15886 <b>INSURER B:</b> Old Republic Insurance Company <b>24147</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR	WYVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$60,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMPROP AGG \$3,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X	X	MWTB31356122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	X	X	005AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in WA) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y	MWC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab			005AR000031393	06/01/2022	06/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$25,000 Ded


DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The General Liability and Auto Liability policies include a blanket Additional Insured endorsement that provides additional insured status to the certificate holder and any person or organization for which insured is obligated by a written agreement to procure additional insured coverage.

The General Liability, Automobile Liability and Workers' Compensation/Employers Liability policies include (See Attached Descriptions)

## CERTIFICATE HOLDER

## CANCELLATION

Van Buren County 273 Main St. Clinton, AR 72031	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03) 1 of 2 The ACORD name and logo are registered marks of ACORD  
 #S37579879/M36347775

NXJH1

**DESCRIPTIONS (Continued from Page 1)**

Waiver of Subrogation endorsements in favor of any person or organization where Waiver of Our Right to Recover is permitted by law and is required by written contract or agreement provided such contract or agreement was executed prior to the loss.

Excess is follow form to the General Liability, Professional Liability, Auto Liability and Employer's Liability coverage.

SAGITTA 25.3 (2018/03) 2 of 2  
#S37579879/M36347775

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**The Van Buren County  
EMERGENCY MEDICAL SERVICES PROPOSAL**

**APPENDIX D**

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**KEY PERFORMANCE INDICATORS**

**September 30, 2022**

OPERATIONAL PERFORMANCE INDICATORS																	
OPERATIONAL KPI	Standard	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sept	Q3	Oct	Nov	Dec	Q4
Dispatches																	
Responses																	
Transports																	
Cancellations																	
Refusals																	
Response Percentage																	
Transport Percentage																	
Cancellation Percentage																	
Refusal Percentage																	
Priority: 1																	
Priority: 2																	
Priority: 3																	
Average Deployed Day Units																	
Average Deployed Night Units																	
Average Daily Units																	
High - Compliant																	
Compliant																	
Partial Compliant																	
Low - Compliant																	
Non - Compliant																	
First																	
Second																	
Third																	
Fourth																	
First																	
Second																	
Third																	
Fourth																	
Top Reason																	
Telecommunicator With Highest Total																	
Employee With The Highest Total																	
Unit With The Highest Total																	
Day of Week With Highest Total																	
Shift With Highest Total																	
Cost Per Mile																	
Fuel Costs																	
Miles Driven																	
Total Charges																	
Total Transports																	
Total Collected																	
Average Charges																	
Average Transports																	
Average Collected																	
Charge per Transport																	
Collected per Transport																	



CLINICAL PERFORMANCE INDICATORS

CLINICAL KPI	Standard	Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec												Q4
		20 minutes	20 minutes	20 minutes	15 minutes	<10 minutes	100%	80%	100%	100%	100%	90%	90%	
Total Trauma-Related Calls														
Average Time on Scene - Minor														
Average Time on Scene - Moderate														
Average Time on Scene - Severe														
Average Time on Scene - Traumatic Arrest														
Total Chest Pain-Related Calls														
Percentage of 12-Leads on STEMI														
Total STEMI Activations														
< 15 Minute Time on Scene - STEMI														
Percentage of STEMI ECG Transmissions														
Percentage of Indicated STEMI Patients Who Received NITG														
Percentage of Indicated STEMI														
Patients Who Received ASA														
12-Lead Acquired < 10 Minutes on Scene														
Total Not Attempted														
Total Successful IVs														
Percentage of Successful IVs														
Total IOs														
Total CPAP Applications With Transition to Intubation														
Total CPAP Applications With Transition to Intubation														
Total Intubations														
Percentage of Successful Intubations														
Percentage of Successful First Attempt Intubations														
Total On-Catheter Arrests														
Total Cardiac Arrests														
Total Cardiac Arrests in the Field														
Median Age for All Arrests														
Average Scene Time														
ROSC														
Initial Rhythm VF/VT/Asystole														
Witnessed Arrest														
Total Double Sequential Defib														
Total Transports														
Total Field Terminations														
Total Patients with VAMP Positive Score														
Average Time on Scene - Stroke														
Arrival to Facility with Recommended Size of IV (18 G)														
Arrival to Facility with IV for Stroke														
Blood Draw on Arrival for Stroke														
Percentage of Responses Where Lights and Sirens Were Used														
Total Transports Where Lights and Sirens Were Used														
Percentage of Transports Where Lights and Sirens Were Used														
Total Employee Injuries														
Percentage of Employee Injuries per 1K Responses														
Total Vehicle Incidents														
Vehicle Incident Rate per 100K Miles														