



**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

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

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

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.

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Pafford begins the medical billing procedure by identifying insurance coverage for patients who may not have discussed 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

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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 Governmental Affairs Committee Arkansas EMT Association (AEMTA) Arkansas Ambulance Association (ArAA): 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 Hobbe	Chief Operating Officer	26 Years	Louisiana Ambulance Alliance (LAAA) American Ambulance Association (AAA) Arkansas Ambulance Association (ArAA)
Tracy Wold	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 Amanis	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 Stankawitz	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.

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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.

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

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.

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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.

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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

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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

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

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

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

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

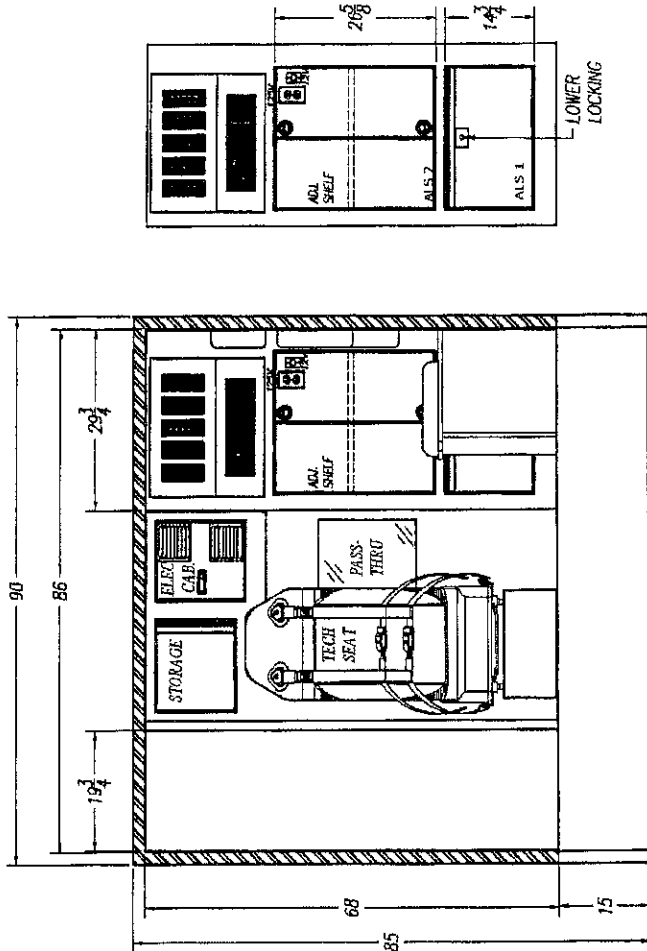
Pafford operates a medical control center that allows our paramedics to communicate with nurses, nurse practitioners, and physicians in an effort to enhance the care provided to patients at home. Pafford has found that many times our paramedics respond to the home of patient who has no intention of being 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.

Dealer: MEDIX Approved By: _____ Date: _____ Customer: STOCK 19- _____ Sheet: **G**



MEDIX
SPECIALTY VEHICLES, INC. PH: 574-266-0911 FAX: 574-266-6669
WWW.MEDIXAMBULANCE.COM

"LET US SHOW YOU THE MEDIX DIFFERENCE"

CHEVY C/K 3500 -GAS- 162" W.B.
146" RP90 TYPE I AMBULANCE

DATE: 9/25/18	SCALE: 1/2"=1'
DATE: 2/27/2020	REVISION: C

DESIGNED BY: D. EDWARDS
CHECKED BY: D. EDWARDS

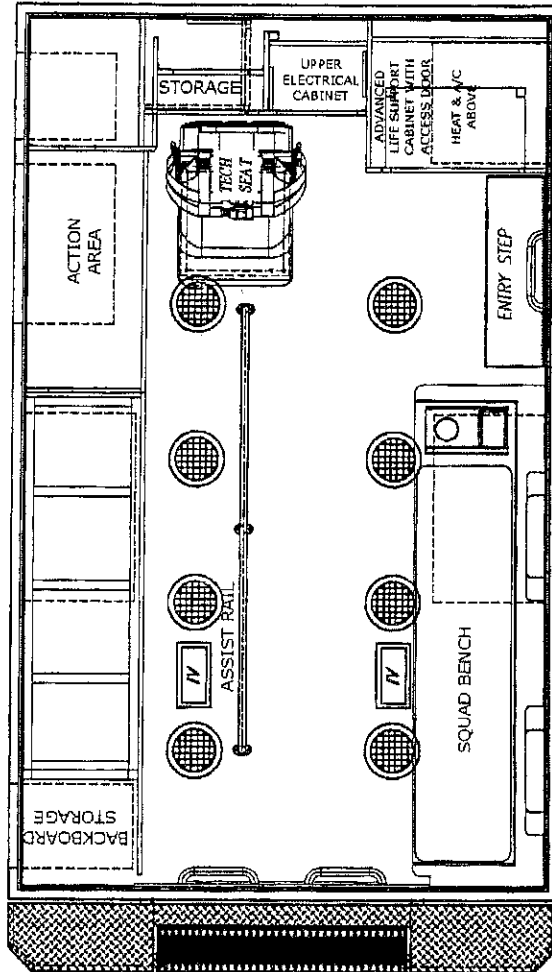
Note: Drawings are for reference only, measurements may vary from actual product.

INTERIOR CABINET STORAGE	WIDTH	DEPTH	SPECIAL NOTE
ALS-1	30"	20 1/2"	
ALS-2	30"	20 1/2"	

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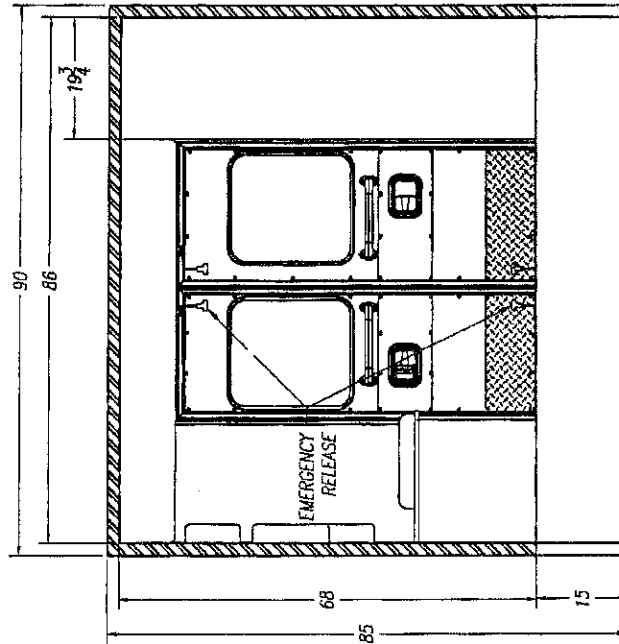
Dealer: **MEDIX** Approved By: _____ Detail: _____ Customer: **STOCK** 19— **H**




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"

CHEVY C/K 3500 - GAS - 162" W.B.
146" RP90 TYPE I AMBULANCE
RESERVED FOR: _____
DESIGNED BY: D. EDWARDS
DATE: 9/25/18
SCALE: 1/2"=1'
REVISED BY: D. EDWARDS
DATE: 2/27/2020
REVISION: C
Notes: Drawings are for reference only; measurements may vary from actual product.

Dealer: MEDIX	Approved By:	Date:	Customer: STOCK	Stock #: 19-
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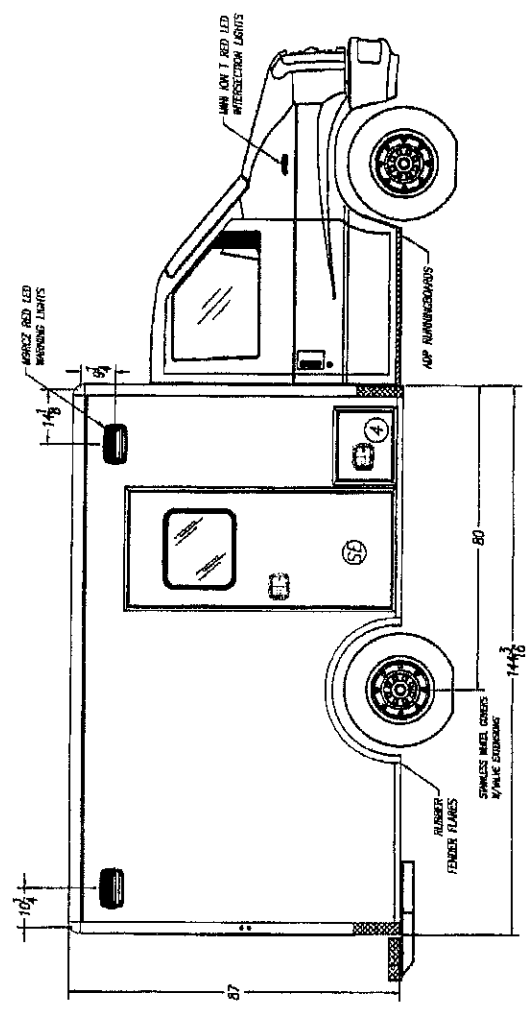


 <p>3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 SPECIALTY VEHICLES, INC. FAX: 574-266-6669 "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM</p>	
<p>CHEVY C/K 3500 - GAS - 162" W.B. 148" RP90 TYPE I AMBULANCE</p>	
DESCRIPTION:	REAR ELEVATION
DRAWN BY:	D. EDWARDS
DATE:	9/25/18
REVISED BY:	D. EDWARDS
DATE:	2/27/2020
SCALE:	1/2" = 1'
REVISIONS:	C

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

Dealer: **SWAS** Approved by: _____ Dealer: _____ Customer: **DEMO** 19-BLW001-033 **A**

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



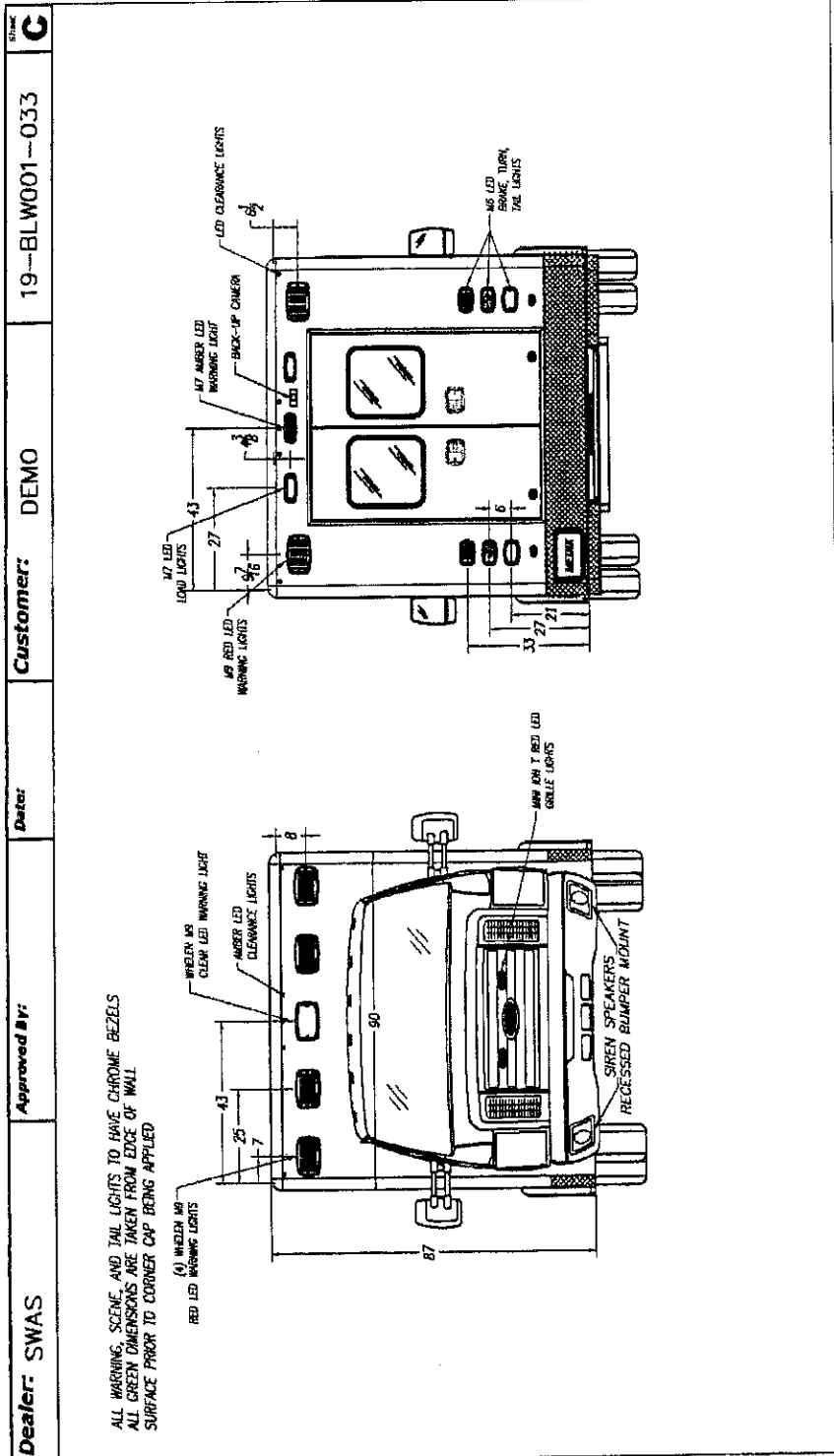
COMPARTMENT SIZES		COMPARTMENT & ENTRY DOORS		COMPARTMENT TUBS	
NO.	COMPARTMENT TYPE	NO.	PART NUMBER	NO.	PART NUMBER
4	ALSTREET COMPARTMENT	4	71-AL9007	4	41-10137
SE	ENTRY DOOR	SE	71-AL9008	SE	41-10138

COMPARTMENT / ENTRY DOOR SIZES		COMPARTMENT & ENTRY DOORS	
NO.	COMPARTMENT / ENTRY DOOR TYPE	NO.	PART NUMBER
4	ALSTREET COMPARTMENT DOOR	4	71-AL9007
SE	ENTRY DOOR	SE	71-AL9008

NOTE: THE DIMENSIONS BELOW ARE OVERALL INTERIOR SIZES FOR EACH SPECIFIED COMPARTMENT TUB	
COMPARTMENT TYPE	DEPTH
ALSTREET COMPARTMENT	17 1/2"
ENTRY DOOR	15 1/2"
ALSTREET COMPARTMENT DOOR	14 1/2"
ENTRY DOOR	28 1/2"

RECEPTOR: FORD E-350 138" W.B. 144" BL90 TYPE III	
DATE ORDERED:	11/25/19
DATE RECEIVED:	5/18/21
SALESMAN:	N. MORRIS

3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 FAX: 574-266-6669 WWW.MEDIXAMBULANCE.COM	
"LET US SHOW YOU THE MEDIX DIFFERENCE"	



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 3008 MOBILE DRIVE
 ELKHART, IN 46514
 PH: 574-266-0911
 FAX: 574-266-6669
 WWW.MEDIXAMBULANCE.COM

"LET US SHOW YOU THE MEDIX DIFFERENCE"

DESCRIPTION: FORD E-350 138" W.B. 144" BL90 TYPE III	
DATE ORDERED: 11/25/19	DATE: 5/16/21
PREPARED BY: N. MORRIS	REVISION:

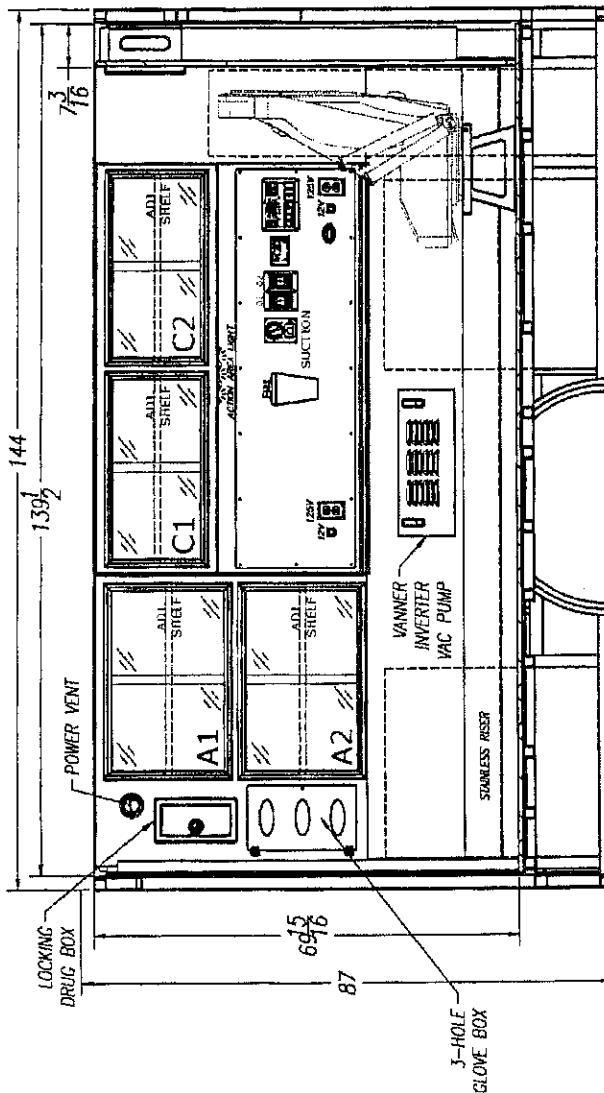
Note: Drawings are for reference only, measurements may vary from actual product.

REAR ENTRY DOOR SIZES		
NO.	WIDTH	HEIGHT
RE	50"	64 1/2"
PART NUMBER: 71-A1202		

Dealer: SWAS	Approved By:	Date:	Customer: DEMO	Sheet: 19-BLW001-033 D
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<p>FORD E-350 136" W.B. 144" BL90 TYPE III</p> <p>DESCRIPTION: PATIENT AREA PLAN-EW</p> <p>PROVINCE: N.MORR</p> <p>DATE DESIGNED: 11/25/19</p> <p>DESIGNED BY:</p> <p><small>Note: Drawings are for reference only. Measurements may vary from actual product.</small></p>	<p>MEDIX</p> <p>3008 MOBILE DRIVE ELKHART, IN 46514 PH: 574-266-0911 SPECIALTY VEHICLES, INC. FAX: 574-266-6669 "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM</p>
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Dealer: SWAS Approved By: Date: Customer: DEMO 19-BLW001-033 **E**



MEDIX
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3008 MOBILE DRIVE
ELKHART, IN 46514
PH: 574-266-0911
FAX: 574-266-6669

FORD E-350 136" W.B.
144" BL90 TYPE III

DESCRIPTION: STREET SIDE INTERIOR-FW

DATE ORDERED: 11/25/19

DATE RECEIVED: 1/2/20

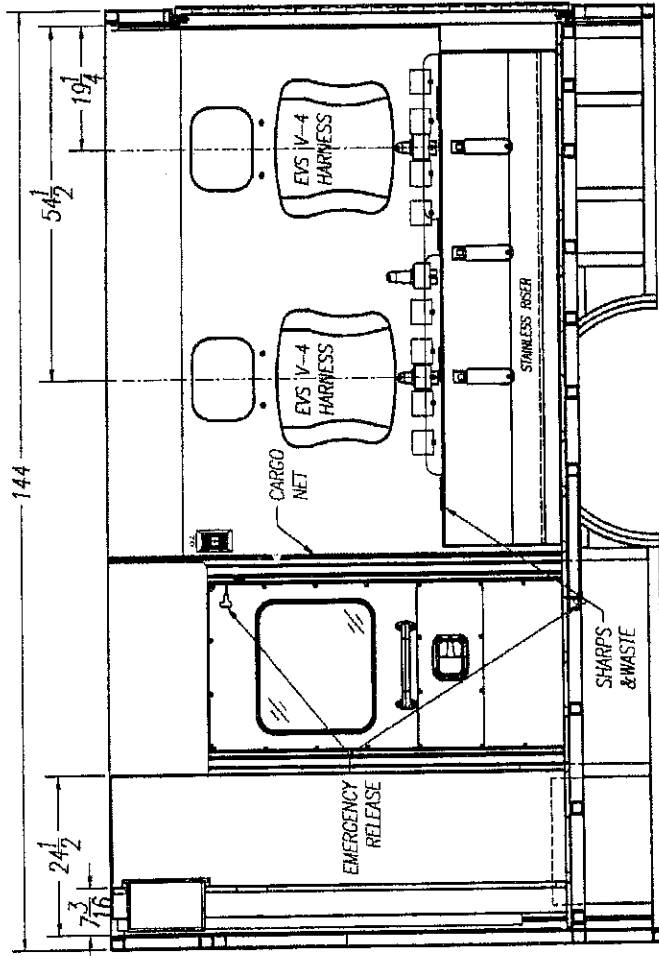
PREPARED BY: N. MORR

REVISIONS:

INTERIOR CABINET STORAGE		SPECIAL NOTE	
ITEM	HEIGHT	WIDTH	DEPTH
A1-1	18"	30"	15"
A1-2	15"	30"	15"

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

Dealer: SWAS Approved By: _____ Date: _____ Customer: DEMO 19-BLW001-033 Sheet **F**

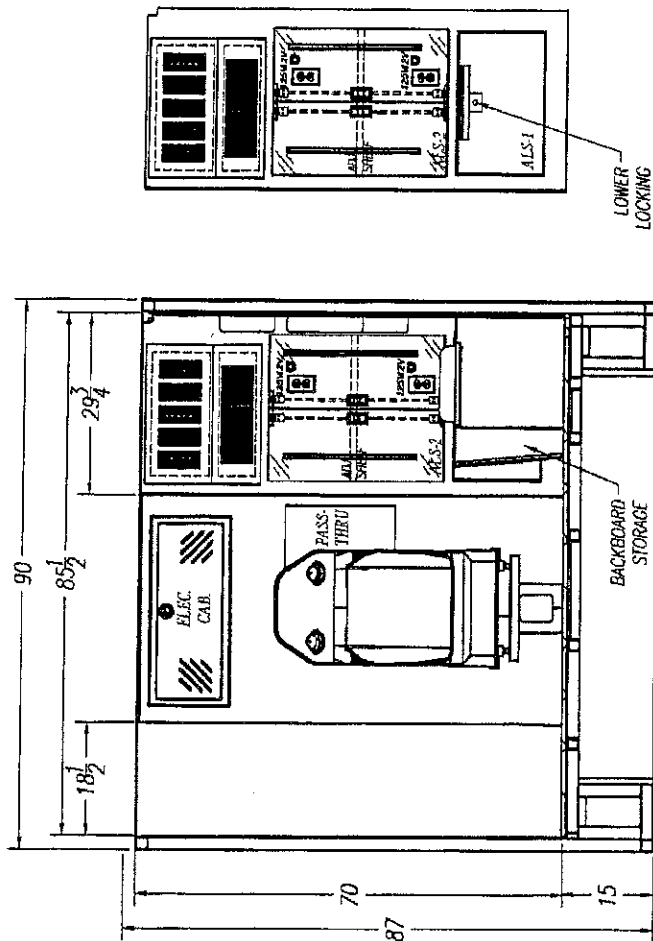


4" SEATBELT PLATE LOCATION		WELD SHOP	30	INCHES	NOTE: THIS DIMENSION IS FROM THE BOTTOM OF THE WALL TO THE BOTTOM OF THE 4" PLATE.
CABINET SHOP		NOTE: THE HOLES FOR THE TOP SEATBELT BOLTS ARE 1 1/4" FROM THE TOP OF THE SQUAD BENCH TO THE CENTER OF THE SEATBELT BOLT.			
NOTE: READ THE DIMENSIONS FROM RIGHT TO LEFT AS VIEWED		NOTE: THE HOLES FOR THE BOTTOM SEATBELT BOLTS ON THE SQUAD BENCH ARE 9" FROM THE TOP OF THE FLOOR TO THE CENTER OF THE BOLT.			
		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"
		THE LOCATION OF THE TOP SEATBELT HOLES ARE FROM THE REAR WALL TO THE CENTER OF THE 1/2" HOLE		TOP	54 1/2"
					19 1/2"
					35 1/4"
					19 1/2"
INTERIOR CABINET STORAGE		FORD E-350 138" W.B.			
ITEM	HEIGHT	WIDTH	DEPTH	SPECIAL NOTE	
A				DESCRIPTION: 144" BL90 TYPE III	
B				DRAWN BY: N. MORRIS	
C				DATE REVISED: 11/25/19	
D				REVISION: 1/2"-1"	
E				DRAWN BY: _____	
F				REVISION: _____	



3008 MOBILE DRIVE
ELKHART, IN 46517
PH: 574-266-0943
FAX: 574-266-6669

Dealer: SWAS Approved By: Date: Customer: DEMO 19-BLWOOD1-033 **G**



MEDIX
SPECIALTY VEHICLES, INC.
3008 MOBILE DRIVE
ELKHART, IN 46514
PH: 574-266-0911
FAX: 574-266-6669
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FORD E-350 138" W.B.
144" BL90 TYPE III
DESCRIPTION: FRONT ELEVATION
DRAWN BY: N. MORRIS
DATE: 11/25/19
REVISION: 1/2"
DATE/REVISION:

Notes: Dimensions are for reference only. Measurements may vary from actual product.

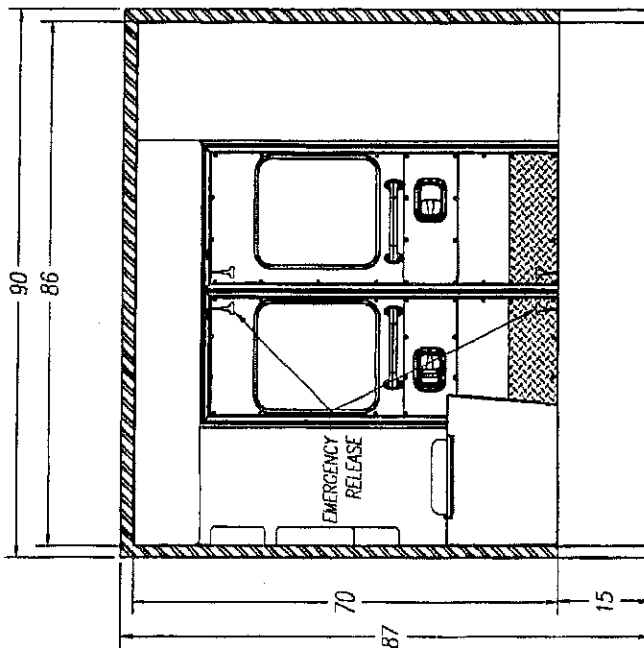
INTERIOR CABINET STORAGE			
ITEM	HEIGHT	WIDTH	DEPTH
ALS-1	14 3/4"	23 1/4"	20 3/4"
ALS-2	24"	23 1/4"	20 3/4"

SPECIAL NOTE

Dealer: SWAS	Approved By:	Date:	Customer: DEMO	19-BLW001-033	<small>Show</small> H
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FORD E-350 138" W.B. 14.4" BL90 TYPE III CEILING LAYOUT-FW	<p>JMEDIX SPECIALTY VEHICLES, INC. "LET US SHOW YOU THE MEDIX DIFFERENCE" WWW.MEDIXAMBULANCE.COM</p>
DESCRIPTION:	3008 MOBILE DRIVE ELKHART, IN 46514
DATE:	PH: 574-266-0911
BY:	FAX: 574-266-6669
REVISIONS:	1/2019
BY:	N.MORR
DATE:	11/25/19
BY:	N.MORR

Dealer: SWAS	Approved By:	Date:	Customer: DEMO	19-BLW001-033	Sheet: 1
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MEDIX
SPECIALTY VEHICLES, INC.
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3008 MOBILE DRIVE
ELMHART, IN 46514
PH: 574-266-0911
FAX: 574-266-6669

FORD E-350 138" W.B.
144" BL90 TYPE III
REAR ELEVATION

DESCRIPTION:	SCALE:
DRAWN BY: N.MORR	1/2"=1'
REVISED BY:	DATE: 11/25/19
	REVISION:

Note: Dimensions are for reference only. Measurements may vary from actual product.



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

APPENDIX B

EQUIPMENT

September 30, 2022



PAFFORD
MEDICAL SERVICES



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



PAFFORD
MEDICAL SERVICES



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

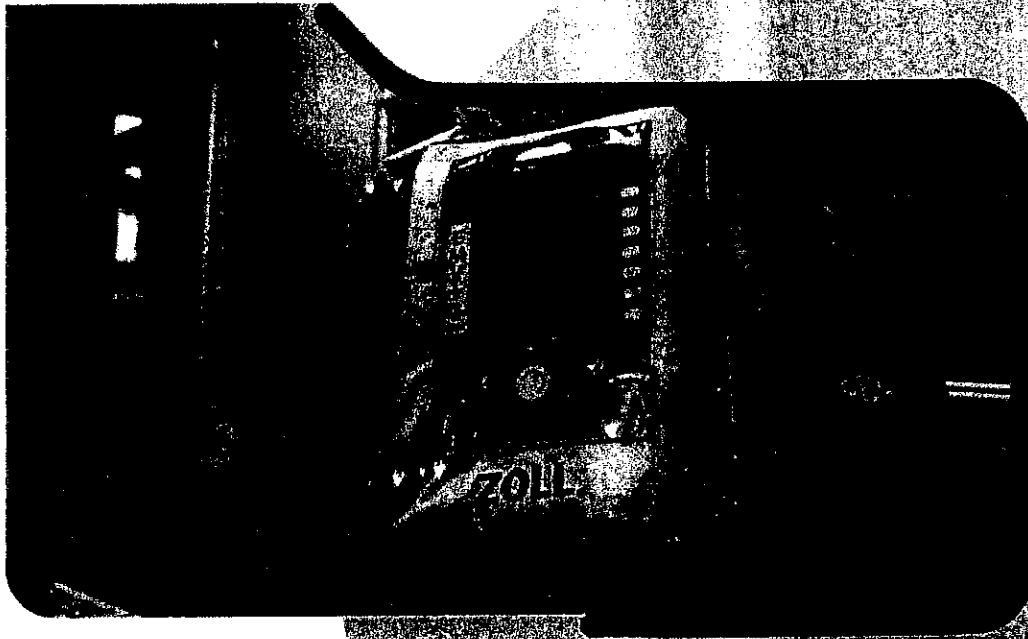
The ZOLL X Series monitor/defibrillator addresses EMS needs now and moving forward. The X Series delivers the capabilities Pafford expects from a full-featured monitor designed for use with all patient types, from neonates through adults.

-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

INSURANCE CERTIFICATES

September 30, 2022

Client#: 1518995

PAFFOMED

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/29/2022

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): 810-837-2048 E-MAIL ADDRESS: nate.johnson@usi.com
	INSURER(S) AFFORDING COVERAGE INSURER A: Coverys Specialty Insurance Company NAIC # 16886 INSURER B: Old Republic Insurance Company 24147 INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	


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.

TYPE	TYPE OF INSURANCE	ADDL SUBR (NSR, NW, D)	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 (Per 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	MWVB31358122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Per occurrence) \$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 DED RETENTION \$ <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE:		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? Y/N N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		MWVC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$1,000,000 EL DISEASE - EA EMPLOYEE \$1,000,000 EL 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 City of Clinton 211 Court St. Clinton, AR 72031	CANCELLATION 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
#S37579875/M36347775

The ACORD name and logo are registered marks of ACORD

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#: 1518995

PAFFOMED

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/29/2022

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 75264 214 443-3100	CONTACT NAME Nate Johnson PHONE (A/C, No, Ext) 214-443-3100 FAX (A/C, No) 610-537-2048 E-MAIL ADDRESS nate.johnson@usi.com
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE INSURER A: Coverys Specialty Insurance Company 16688 INSURER B: Old Republic Insurance Company 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	ADDITIONAL INSUR. W/O	POLICY NUMBER	POLICY BFR (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	006AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per 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	MWTB31368122	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 type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	X OCCUR	006AR000031393	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? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	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		006AR000031393	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 City of Damascus 17319 Highway 66 S Damascus, AR 72039	CANCELLATION 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
#S37579876/M38347775

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): 610-537-2048 E-MAIL ADDRESS: nate.johnson@usi.com
	INSURER(S) AFFORDING COVERAGE INSURER A: Coverts Specialty Insurance Company NAIC # 16888 INSURER B: Old Republic Insurance Company 24147 INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	

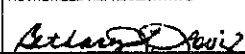
COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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.

CLASS	TYPE OF INSURANCE	ADDITIONAL INSURER	POLICY NUMBER	START DATE (MM/DD/YYYY)	EXPIRY DATE (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. <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) \$50,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	X X	MWTB31358122	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"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		006AR000031393	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? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below		MWVC31358222	06/01/2022	06/01/2023	PER STATUTE <input checked="" type="checkbox"/> OTH-ER EL EACH ACCIDENT \$1,000,000 EL DISEASE - EA EMPLOYEE \$1,000,000 EL DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab		006AR000031393	06/01/2022	06/01/2023	1,000,000 Each Incident 3,000,000 Annual Agg \$26,000 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 City of Fairfield Bay 130 Village Pl. Fairfield Bay, AR 72088	CANCELLATION 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
#S37579077IM36347775

Client#: 1518995 PAFFORMED
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): 810-837-2048 E-MAIL ADDRESS: nate.johnson@usi.com
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE INSURER A: Covarys Specialty Insurance Company NAIC # 16688
	INSURER B: Old Republic Insurance Company 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.

RISK CTR	TYPE OF INSURANCE	ADDITIONAL INSURER WAIVED	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	006AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$50,000 MED EXP (Any one person) \$6,000 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	MWTB31366122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT \$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 checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED. RETENTION \$	X X	006AR000031393	06/01/2022	06/01/2023	EACH OCCURRENCE \$6,000,000 AGGREGATE \$6,000,000 \$
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	MVVC31366222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$1,000,000 EL DISEASE - EA EMPLOYEE \$1,000,000 EL DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab		006AR000031393	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 City of Shirley 489 AR-9 Shirley, AR 72153	CANCELLATION 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.

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 75264 214 443-3100	CONTACT NAME: Nate Johnson PHONE (A/C No, Ext): 214-443-3100 FAX (A/C No): 810-637-2046 E-MAIL ADDRESS: nate.johnson@usi.com
INSURED Pafford Medical Services, Inc. P. O. Box 1120 Hope, AR 71802	INSURER(S) AFFORDING COVERAGE INSURER A: Coverys Specialty Insurance Company NAIC # 16886 INSURER B: Old Republic Insurance Company 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	ADDITIONAL INSUR (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"/> PROJ-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) \$6,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP 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 <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X X	MWTB31356122	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Ea occurrence) \$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	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? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		MWC31356222	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER EL EACH ACCIDENT \$1,000,000 EL DISEASE - EA EMPLOYEE \$1,000,000 EL 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 Van Buren County 273 Main St. Clinton, AR 72031	CANCELLATION 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.

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

APPENDIX D

KEY PERFORMANCE INDICATORS

September 30, 2022

OPERATIONAL KPI	Standard	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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													
Change per Transport													
Collected per Transport													

CLINICAL PERFORMANCE INDICATORS

CLINICAL KPI	Standard	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Q1
Total Trauma-Related Calls														
Average Time on Scene - Minor	20 minutes													
Average Time on Scene - Moderate	20 minutes													
Average Time on Scene - Severe	15 minutes													
Average Time on Scene - Traumatic Arrest	<10 minutes													
Total Chest Pain- Related Calls														
Percentage of Calls on STEMI	100%													
Total STEMI Activations														
< 15 Minute Time on Scene - STEMI	80%													
Percentage of STEMI ECG Transmissions	100%													
Percentage of Indicated STEMI Patients Who Received NTG	100%													
Percentage of Indicated STEMI	100%													
Patients Who Received ASA														
ETL need Acquired < 10 Minutes on Scene	90%													
Total Not Attempted														
Total Successful IVs														
Percentage of Successful IVs	90%													
Total DOs														
Total CPAP Applications With Transition to Intubation														
Total CPAP Applications With Transition to Intubation														
Total Intubations														
Percentage of Successful Intubations	90%													
Percentage of Successful First Attempts/Intubations	80%													
Total Cardiac Arrests														
Total Cardiac Arrests in The Field														
Median Age for All Arrests														
Average Scene Time														
ALSOC														
Inital Rhythm VF/ib/Vtach														
Witnessed Arrest														
Total Double Sequential Delib														
Total Transports														
Total Field Terminations														
Total Patients with VWF Positive Score														
Average Time on Scene - Stroke	<15 minutes													
Arrival to Facility with Recommendation Size of 14 (18 G)														
Arrival to Facility with An 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														

