

# Care Ambulance Response to Edgar County RFP



## Care Ambulance Service

1703 North 13<sup>th</sup> STREET

TERRE HAUTE, INDIANA 47804

(812) 232-7900



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April 21, 2014

The Edgar County Board  
115 West Court Street  
Room J  
Paris, IL 61994

Re: Special Service Area NO. 1 Ambulance District

Honorable Edgar County Board:

I am writing this letter on behalf of the professional Paramedics and Emergency Medical Technicians working for Care Ambulance Service throughout our Indiana and Illinois communities. I am proud to present our proposal for serving the emergency medical needs of the citizens and visitors of Edgar County, Illinois. In concert with our parent organization, Procarent, our family of companies have a successful track record responding to more than 42,000 calls for emergent assistance annually. We also respond to thousands of non-emergent calls, fulfilling our customer service promise on each and every call.

Members of the Care Ambulance Team are confident that we will exceed the expectations of the citizens of Edgar County if we are awarded this opportunity. Our commitment is not only to provide excellent service, but we are equally as committed to being an active partner within your community. Thank you again for the opportunity to present our proposal.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Steven Coston  
President  
Procarent - CARE Ambulance

1703 North 13<sup>th</sup> STREET, TERRE HAUTE, INDIANA 47804 PHONE (812) 232-7900



## **Our Mission**

To be the preferred transportation provider in our communities by providing safe, compassionate, and courteous service while exceeding the needs of our customers and employees, one partnership at a time!

## **Our Core Values**

### **Professionalism**

We conduct ourselves in a manner that displays commitment to our customers, teamwork, and a high level of personal standards.

### **Accountability**

We are answerable for our actions, decisions, and behaviors.

### **Integrity**

We uphold the highest ethical & industry standards.

### **Respect**

We treat people with dignity, embrace their differences, and value all perspectives.





## **Company Introduction**

Care Ambulance is a licensed Advanced Life Support (ALS) and Basic Life Support (BLS) provider for the State of Illinois and the State of Indiana. We are a division of Procarent which is one of three companies held by Interlock Industries, Inc., located in Louisville, Kentucky. The name "Procarent" is representative of the service our family provides to yours - Professional Care in Transportation.

Interlock Industries is privately held by the Mackin family and employs over 2,000 associates with 23 facilities located in 20 different states. Segments of the Interlock Corporation conduct business worldwide. While the companies owned by Interlock represent three different industries, they all share the parent corporation's management philosophy and commitment to superior customer service. Each offers high quality products and services that are delivered by knowledgeable, highly effective employee teams. Procarent, Metal Sales Manufacturing Corporation and Ohio Valley Aluminum Company – together make up the Interlock Industries, Inc. family of companies.

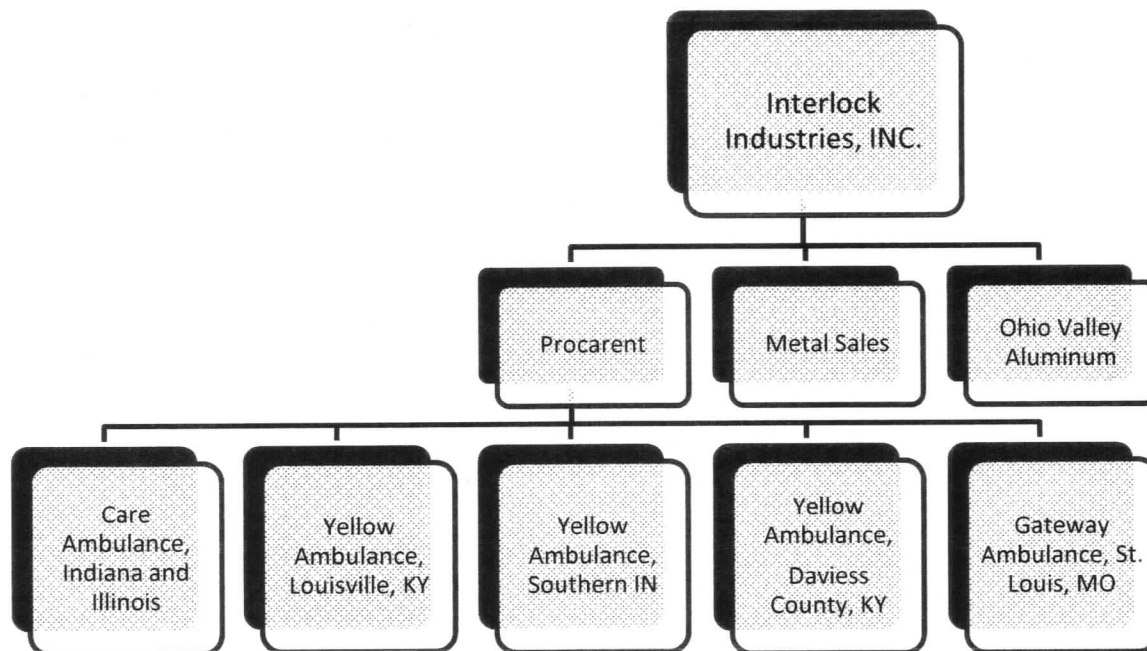
Procarent has been a leader in providing ambulance services since 1928. Today, Procarent is comprised of three ambulance companies – Yellow Ambulance of Kentucky and Southern Indiana, Care Ambulance of Indiana and Illinois, Gateway Ambulance of St. Louis, Missouri – and two Divisions of the Yellow Cab Corporation – Yellow Cab of Louisville, Kentucky and United Transportation of Lexington, Kentucky. Together, we have over 175 ambulance units and answer over 12,000 runs a month serving Jefferson, Daviess, and Bullitt counties in Kentucky; Clark, Floyd, Marion, Greene, Hancock, Hendricks, Johnson, Hamilton and Vigo counties in Indiana; and St. Louis County in Missouri with Basic and Advanced Life Support services. Procarent is the contracted 911 provider of choice for the following locations: Floyd County, the City of Jeffersonville, and Clark County in Indiana. Care Ambulance serves as the back-up 911 provider in Vigo County and Terre Haute City. While in Kentucky, Procarent provides 911 responses to the City of Jeffersontown and Daviess County as well as, backup 911 services to the City of Louisville's Metro EMS Division.

Care Ambulance was acquired in December 2005 by Interlock Industries and has been experiencing positive growth ever since. Care established its location in Terre Haute, Indiana in 2008. Care Ambulance is positioned for continued growth in the central and western portions of the Indiana market and Illinois. Gateway Ambulance was acquired in November 2007 and is well positioned for continued success in the St. Louis market. With over 700 full and part-time certified EMT's and Paramedics, Yellow, CARE, and



Gateway Ambulance Services are truly dedicated to providing quality medical service, with caring qualified professionals. In addition to our full ambulance services, we provide standby ambulance service for schools, sporting events, and community events as well as private events.

### Interlock Industries Organization Chart



Care Ambulance has the strong financial backing from Interlock Industries, enabling our team to have the best trucks, state of the art communications, and the highest levels of customer service and patient care.

# PROCARENT

PROFESSIONAL CARE IN TRANSPORTATION



Yellow  
Cab



## **Qualifications**

### ***Service Area:***

Care Ambulance will provide ambulance services to respond to emergency medical situations occurring in the Edgar County Special Services Area NO. 1 Ambulance District. We recognize the service area to be the incorporated and unincorporated areas of all municipalities within the following townships: Buck, Paris, Hunter, Stratton, Grandview, Symmes and Elbridge. Care Ambulance agrees to respond to all mutual aid requests when requested by other ambulance services providing emergency response in Edgar County (Northern Edgar County Ambulance) and / or Kansas Ambulance. All services shall be provided regardless of the patient's ability to pay.

### ***Staffing:***

We agree to staff at a minimum, two (2) Paramedic Ambulances 24 hours a day / 7 days a week and one (1) Paramedic equivalent level ambulance from 7:00 am to 8:00 pm (13 hours) Monday through Saturday. Care Ambulance will have a Paramedic Level Operations Supervisor available 24 hours a day / 7 days a week throughout the term of the agreement. Additionally, we will have a local salaried level Operations Manager oversee the operation and be available 24 hours per day / 7 days a week. All personnel will be licensed by the Illinois Department of Public Health.

We anticipate employing twelve (12) Full Time Paramedics and 10 Full Time Emergency Medical Technician – Basics (EMT-Bs) supplemented by approximately eight (8) Part Time providers. All fifty-five (55) of our Terre Haute Pre-hospital Professionals are currently dual certified in the states of Indiana and Illinois and can assist the Edgar County Team at a moment's notice.



***Equipment:***

We agree to maintain a local fleet of at least four (4) Paramedic ambulances and one (1) Paramedic Quick Response Vehicle (QRV). These vehicles can be easily supplemented by our current fleet of thirteen (13) fully equipped ambulances located in our Terre Haute, IN base. All of these vehicles are currently dual certified in the states of Indiana and Illinois. We have thirty-two (32) additional ambulances located at our Indianapolis, IN headquarters.

All equipment will be maintained in accordance with the Food and Drug Administration (FDA) and other regulating bodies such as the Illinois Department of Public Health. Copies of all licenses shall be provided to the Edgar County Board upon request. All vehicles shall be maintained in accordance with the manufactures recommendations and all Paramedic ambulances will have and maintain the ability to transmit 12 Lead EKGs to the appropriate receiving facility.

***Clinical Quality:***

Provision of appropriate emergency ambulance service shall be consistent with the nature of the medical emergency in accordance with the Emergency Medical Dispatch Standards. All services shall be rendered in accordance with existing standards in the industry and in compliance with local protocols. Our current Medical Director for our Terre Haute operation, Dr. Jim Turner with Union Hospital, is anticipated to oversee the Care Ambulance operation in Illinois as well. Dr. Turner is currently licensed as an EMS Medical Director with active practices in both states.

***Communications Center (Dispatch):***

Care Ambulance acknowledges Edgar County will provide 24 hour per day / 7 days a week dispatch through its own Emergency 911 Center at no cost to us. We agree to ensure all units owned by us that will be involved in this agreement will have direct radio communications capabilities with the Edgar County E-911 Center.

Care Ambulance maintains a Communication Center staffed with qualified Emergency Medical Dispatchers (EMD) on a 24 hour per day / 7 days a week basis. This Center is available to assist with any element of this agreement throughout the term of the agreement. Please see the additional information section in regards to the operations and details of the Care Ambulance Communications Center.



### ***Revenue Recovery:***

Care Ambulance will maintain a billing department sufficient to handle billing and collection of charges incurred pursuant to this agreement. Upon the request of the County, duplicates of billing information for individual runs shall be provided within 30 days of request subject to protection of patient confidentiality. All billing will be done in accordance with Medicare, Medicaid, and insurance regulations.



### **Financial Stability**

Care Ambulance and Procarent have the financial backing of its parent company, Interlock Industries. Care Ambulance agrees to open an approved line of credit of \$150,000.00 with a local financial institution once the agreement is awarded.

### **Contract Period**

Care Ambulance agrees to enter into a five year agreement with the Special Service Area NO. 1 Ambulance District in Edgar County, IL starting June 1<sup>st</sup> 2014 at 12:00 am and ending on May 31, 2019 at 11:59 pm.

### **Direct Cost to Edgar County for Services**

Care Ambulance proposes the following payment structure over the next five years to operate the Ambulance Service. The structure begins with a payment of \$295,000.00 and escalates by 2% per year to cover anticipated increases in operating expenses.

Year #1	June 1, 2014 – May 31, 2015	<u>\$295,000.00</u>
Year #2	June 1, 2015 – May 31, 2016	<u>\$300,900.00</u>
Year #3	June 1, 2016 – May 31, 2017	<u>\$306,918.00</u>
Year #4	June 1, 2017 – May 31, 2018	<u>\$313,057.00</u>
Year #5	June 1, 2018 – May 31, 2019	<u>\$319,318.00</u>



## **Headquarters for Care Ambulance Service**



Care Ambulance is currently headquartered in Indianapolis, Indiana at:

1202 West 16<sup>th</sup> Street  
Indianapolis, Indiana  
Dispatch: 317-484-2273

Our Terre Haute operation is currently located in Terre Haute, IN at:

1703 North 13th Street, Suite B  
Terre Haute, IN 47804  
Dispatch: 812-232-7900

Care Ambulance agrees to establish an additional base within 2.5 miles of the Edgar County Courthouse in Paris, Illinois upon being awarded the agreement.

## **Community Involvement:**


Care Ambulance continues to embody community partnership by supporting community service initiatives and activities. We will provide standby services at sporting and other community events throughout the term of this agreement.







Certification from the Illinois Emergency Medical Services Commission

		EMS162792
<b>Illinois Department of PUBLIC HEALTH</b>		
<b>LICENSE, PERMIT, CERTIFICATION, REGISTRATION</b>		
The person, firm or corporation whose name appears on this certificate has complied with the provisions of the Illinois statutes and/or rules and regulations and is hereby authorized to engage in the activity as indicated below.		
<b>LaMar Hasbrouck, MD, MPH</b> Director		Issued under the authority of the Illinois Department of Public Health
EXPIRATION DATE	CATEGORY	I.D. NUMBER
09/30/2014	G	06 6900
Ambulance Provider License Highest Level of Care: ALS		
CARE AMBULANCE 1202 WEST 16TH STREET INDIANAPOLIS, IN 46202		
The face of this license has a colored background. Printed by Authority of the State of Illinois • 9/05		



**Certification from the Indiana Emergency Medical Services Commission**

STATE OF INDIANA

*Emergency Medical Services Commission*

HEREBY CERTIFIES THAT **CARE AMBULANCE SERVICE, LLC**

HAS FULFILLED THE REQUIREMENTS TO BECOME A

**CERTIFIED**  
Paramedic Organization  
Ambulance Service Provider  
EMT Intermediate Organization

PURSUANT TO 16-31 AND TITLE 836 IAC

 **1121** **07/01/2014**

DIRECTOR  
THIS CERTIFICATE IS NOT VALID UNLESS  
IMRESSED WITH THE COMMISSION SEAL

CERTIFICATION NUMBER

EXPIRATION DATE

THIS CERTIFICATE IS VALID FOR THE PERIOD SPECIFIED UNLESS EARLIER  
SUSPENDED, REVOKED OR TERMINATED BY THE COMMISSION. AND  
SHALL BE PROMPTLY RETURNED TO THE DIRECTOR IF SUSPENDED,  
REVOKED OR TERMINATED. THIS CERTIFICATE IS NOT ASSIGNABLE OR  
TRANSFERABLE AND NO OFFICIAL ENTRY UPON IT MAY BE DEFACED,  
REMOVED OR OBLITERATED.

State Form 285 (R2 / 1-01)  
2009 - 16





## Insurance



### CERTIFICATE OF LIABILITY INSURANCE

8/31/2014

DATE (MM/DD/YYYY)

9/5/2013

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 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 rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Companies, LLC - Memphis  
1715 Aaron Brenner Drive  
Ste 512  
Memphis TN 38120

CONTACT NAME:  
PHONE (A/C No. Ext):  
FAX (A/C No.):  
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Paratransit Ins Co a Mutual Risk Retention Group

44130

INSURED 1362404 Yellow Enterprise System, Inc., Proconrent, Inc,  
Yellow Ambulance of Kentucky and Southern Indiana,  
Care Ambulance Service, LLC and  
Gateway Ambulance, LLC & Interlock Industries, Inc  
1601 Preston Street  
Louisville KY 40217

INSURER B:

INSURER C:

INSURER D:

INSURER E:

INSURER F:

COVERAGES YELEN

CERTIFICATE NUMBER: 12545169

REVISION NUMBER:

XXXXXXXX

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 INSR	SUBR WVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX DAMAGE TO RENTED PREMISES (Ea occurrence) \$ XXXXXXXX MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ XXXXXXXX GENERAL AGGREGATE \$ XXXXXXXX PRODUCTS - COMPOP AGG \$ XXXXXXXX \$
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/>						
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/>						
A	AUTOMOBILE LIABILITY	N	N	PG113113	8/31/2013	8/31/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,400,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/>						
	SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/>						
	UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/>			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
	DED <input type="checkbox"/> RETENTION \$						
	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	NOT APPLICABLE			W/C STATUTORY LIMITS <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ XXXXXXXX E.L. DISEASE - EA EMPLOYEE \$ XXXXXXXX E.L. DISEASE - POLICY LIMIT \$ XXXXXXXX

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
\*\$1,400,000 Combined Single Limit in excess of a \$100,000 Retained Limit per accident.

#### CERTIFICATE HOLDER

12545169  
YELLOW ENTERPRISE SYSTEM, INC.  
1601 PRESTON STREET  
LOUISVILLE KY 40217

#### 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



## CERTIFICATE OF LIABILITY INSURANCE

PROCA-1      OP ID: DT

DATE (MM/DD/YYYY)  
10/08/2013

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 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 rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Robert H. Clarkson Agency, LLC P.O. Box 70129 Louisville, KY 40270 Brad Cook	<b>Phone:</b> 502-585-3600 <b>Fax:</b> 502-585-8819	<b>CONTACT NAME:</b> PHONE (A/C, No. Ext.): E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE INSURER A: <b>Lloyds of London</b> INSURER B: <b>Midwest Employers Casualty</b> INSURER C: INSURER D: INSURER E: INSURER F:
		<b>FAX (A/C, No.):</b> <b>NAIC #</b> 86126
<b>INSURED</b> <b>PROCARENT f/n/a/</b> Louisville Transportation 545 S. 3rd Street, Suite 310 Louisville, KY 40202		

### 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, WVD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		W15LTV130501	10/01/2013	10/01/2014	EACH OCCURRENCE \$ <b>2,000,000</b>
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>100,000</b>
	<input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR					MED EXP (Any one person) \$ <b>5,000</b>
	<input checked="" type="checkbox"/> DED. \$50,000					PERSONAL & ADV INJURY \$ <b>INCLUDED</b>
	<input checked="" type="checkbox"/> PROF. LIAB 2M/5M					GENERAL AGGREGATE \$ <b>5,000,000</b>
	GEN'L AGGREGATE LIMIT APPLIES PER:					PRODUCTS - COMP/OP AGG \$ <b>INCLUDED</b>
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					EMP. BEN \$ <b>1M/1M</b>
	AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident) \$
	<input type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB	<input type="checkbox"/> OCCUR				EACH OCCURRENCE \$
	EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$
	DED <input type="checkbox"/> RETENTION \$					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		EWC008361	10/01/2013	10/01/2014	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N				E.L. EACH ACCIDENT \$ <b>1,000,000</b>
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ <b>1,000,000</b>
						E.L. DISEASE - POLICY LIMIT \$ <b>1,000,000</b>

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

<b>CERTIFICATE HOLDER</b>  <div style="border: 1px solid black; padding: 5px; text-align: center;">           PROOF OF INSURANCE            "OFFICE RECORDS ONLY"         </div>	<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 (2010/05)

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## **Additional Information**

### ***Fleet:***

Care Ambulance consists of a fleet of 45 ambulances which are among the newest in the industry and include the most state-of-the-art equipment available, including:

- LifePak 12 Lead and EKG Monitoring
- EKG Transmission for STEMI
- Portable Ventilators
- Stryker Stretchers
- State-of-the-art GPS

Care Ambulance - Terre Haute is proud to have 15 certified ALS and 40 certified BLS providers dedicated for their operations. This fleet can be augmented at a moment's notice with additional units from the Indianapolis location.

### ***Bariatric Transportation:***

Care Ambulance is able to transport bariatric patients with the use of our specially designed bariatric cot. The bariatric cot weighs approximately 100 lbs, has side rails that were crafted to prevent the cot from rolling, and is designed to support up to 2,000 lbs. We have a lift for the ambulance that was specially developed to hold up to 3,000 lbs enabling our staff members to care for these members of our community safely and with dignity. We also have XPS wings on all of our power cots that allows for additional widths on a standard size cot.

### ***Long Distance Transportation:***

Care Ambulance is able to provide long distance transportation.

### ***Education:***

EMTs and Paramedics working for Care Ambulance are required to have NIMS 100, 200, and 700 within the first six months of employment. Operations Supervisors and Administrative Team members are required to have NIMS 100, 200, 300, 400, and 700.

Our Paramedics are trained in ventilator operations and capnography.



## Dispatch / Communication Center



The Care Ambulance communications center underwent a complete hardware upgrade in May of 2011 and a software upgrade in August of 2012. The radio and pager systems were also upgraded at the same time improving constant communication between dispatch team members and the road crew team members. Care Ambulance Communications uses digital Mitel telephony systems and state of the art Motorola MOTOTRBO digitally truncated UHF radios with repeaters on radio towers in Terre Haute and Indianapolis. All 17 supervisors, dispatchers and call takers are NAEMD Emergency Medical Dispatch certified (which is required for employment). The Communications Center is staffed 24 hours a day, seven days a week, year round with as many as 8 Communications Specialists on duty at a time, with no less than two at any given moment. We employ GPS tracking on all vehicles which is monitored in real time on a flat panel monitor in the Communications Center. The Center utilizes the Zoll RescueNet Computer Aided Dispatch (CAD) system to ensure accuracy and appropriate staff utilization. With our new office in Terre Haute, a redundant system has been installed to extend all of these capabilities to Terre Haute. The System Status Management (SSM) plan is updated quarterly to make sure the right vehicles are in the right places at all times. Care Ambulance is also proud to add that we employ two people who are fluent in Spanish in our Communication Center.



hermesTRX





### **Monthly Managerial Reporting available**

Currently, all run information is entered into Care Ambulance ZOLL Computer Aided Dispatch System in the dispatch center to run numerous types of reports thru RescueNet reporting. This allows run volume break down for thorough analysis. Run volume can be broken down by day, facility, along with customer report potential for specific needs.

### **Quality Assurance / Performance Improvement Procedure**

This quality assurance/ quality improvement plan is designed to ensure Care Ambulance provides the highest level of care and service to every patient we encounter. By thoroughly evaluating an adequate sample of our completed runs we can measure our performance at the present, validate our efforts for improvement and identify areas to be strengthened in the future. This evaluation will take a comprehensive look at clinical assessment and treatment as well as proper documentation for billing purposes to allow a continued high level of service.

The process will be split into two tracts clinical and billing. The clinical tract will review all aspects of patient assessment and care from the point the call was received until the unit returned to service. To effectively measure the performance of our service the QA department will randomly select 20% of our runs by category (location, ALS, BLS, refusal) for evaluation. These runs will be reviewed by the QA staff for overall appropriateness of the assessment, compliance with local protocol, confirmation that the standard of care is met and acceptability of transport decisions. The QA staff will also review 100% of flagged runs (complaints, low frequency high risk cases, reported equipment malfunction) for the above characteristics with emphasis on the specific concern. Once the review is complete the staff will issue QA documentation with their findings including any further action needed (remediation or discipline) to the employee and command staff. The billing tract will review all aspects of documentation for compliance with requirements for Medicare, Medicaid and private insurance regulations.



## **HIPAA Compliance**

HIPAA is very critical to the EMS industry, and CARE Ambulance is very stringent on the training of ALL employees on HIPAA Requirements and Compliance. All employees are trained on HIPAA as part of their orientation process, before actually starting any job duties within the company. Our HIPAA training consists of a Nationally Accredited HIPAA program created by the law firm of Page, Wolfberg & Wirth who specialize in EMS legal and compliance. All employees are tested on HIPAA policies and procedures with respect to protected health information, as well as security awareness once training is completed. As updates to HIPAA are applied, we require additional training in these circumstances by all employees, along with including HIPAA as part of our required CEU training.



## **Key Members of Management Team**

### **Steve Coston, President - Procarent**



In January 2012, Mr. Coston joined the organization as President of Yellow Enterprise, Procarent Corporate, and the Yellow Cab division. Mr. Coston relocated to Louisville from Los Angeles, CA where he was President of ONE Natural Experience Coconut Water, a startup Beverage Company. He has held management positions in Miller Brewing Company where he managed the Miller portfolio across distributor networks throughout California, Nevada and Hawaii. For Miller Brewing he served as the managing distributor and led key account management teams, increasing profitability through major pricing initiatives and increasing efficiencies in multiple cost centers.

He was also Vice President at PepsiAmericas, Inc. where he directed six regions' facilities throughout Indiana and Illinois. There, Coston was accountable for operating income, direct major account sales, marketing, distribution, and merchandising for a full line beverage portfolio in the retail and on-premise channels, managing over 1,000 employees. Additionally, Mr. Coston was employed at Proctor and Gamble where he was the total quality manager for the JIF Peanut Butter Plant, receiving a four week intensive graduate level training course in continuous improvement philosophy, methodology, and statistical process control. He is a graduate of the University of Kentucky where he earned a Bachelor of Science in Mechanical Engineering.

### **Dru Milby, Controller - Procarent**



For the past several years, Ms. Milby, a licensed CPA and CMA, served as the Chief Administrative Officer at Mountjoy, Chilton and Medley CPAs in Louisville, KY. In March of this year, Ms. Milby became the Controller of Yellow Enterprise Systems and its parent company Procarent (ambulance and taxicab divisions).

Ms. Milby has extensive experience in financial management. Her prior positions include ten years as the Chief Financial Officer of Papa John's Pizza and ten years in various financial positions with the Kentucky Fried Chicken Corporation. Ms. Milby is a graduate of the University of Louisville where she earned a Bachelor of Science in Accounting. She is also a graduate of Bellarmine University, where she obtained her Master's in Business Administration.





### **Charles A. Coffelt, Director of Operations – Care Ambulance**



Mr. Coffelt earned his EMT-Basic as a junior in High School. He has enjoyed a very successful career in the Emergency Medical Services (EMS) field ever since. In College, he served as the Captain of the Virginia Tech Rescue Squad in Blacksburg, Virginia while earning his Bachelor's Degree in Business Management and a Certificate in Para-medicine. Mr. Coffelt came to Care Ambulance after fifteen years with Carilion Clinic Patient Transportation (CCPT) located in Roanoke, Virginia. While with Carilion, he served as a Lieutenant, Captain, Operations Manager and Director. He was able to gain valuable experience as a Field Training Officer, Communications Supervisor and Flight Paramedic as well. As Director, he was responsible for nine different bases including four EMS contracts ranging from small cities to rural counties.

Mr. Coffelt has operational oversight of the entire Care Ambulance operation. He supervises the Administrative Team members ensuring optimal performance of the organization. He is a Certified Medical Transport Executive (CMTE) and holds a number of other certifications related to the National Incident Management System (NIMS), Hazardous Materials and Education. He is active with his church, the Boy Scouts of America and the National Association of Emergency Medical Technicians.

### **James Youhas, Operations Manager - Care Ambulance Terre Haute**



Mr. Youhas began his EMS career in the state of Illinois as an EMT-Basic / Firefighter with the Lynch Area Fire Protection District in December, 2009. While at Lynch, James gained experience as a Crew Chief, supervising those members assigned to his shift. He also worked as a Patient Care Technician at the Charlotte Ann Russel Medical Center. He became part of the Care Ambulance family in January of 2012 and has served our Terre Haute Division as an Operations Supervisor and Continuing Education Coordinator. James earned his Paramedic Certification from the IU Methodist Paramedic Program where he graduated as the valedictorian of his class. He has attended Danville Community College and is dual certified as a Paramedic in Indiana as well as Illinois. Outside of his professional endeavors, James has been a very active member of the Jaycee organization, notably serving as their Haunted House Chairman for a number of years.





### **Brian J. Bomar, Operations Manager – Care Ambulance Indianapolis / Shelbyville**



Mr. Bomar is responsible for the oversight of the Indianapolis and Shelbyville operation for Care Ambulance. He supervises the Indianapolis and Shelbyville employees, ensuring they provide care in a professional manner. He is responsible for holding each one accountable for their actions and behaviors. Brian Bomar has a number of other certifications related to the National Incident Management System (NIMS), Hazardous Materials and Firefighting.

Mr. Bomar began his EMS career in Terre Haute as an EMT-Basic with Med-Life Ambulance in June, 2006. He became part of the Care Ambulance family when Medlife was acquired by Care in March of 2008. Since then, he has earned his Paramedic Certification and served our team as the Scheduling Coordinator and Operations Supervisor, Operations Manager for our Terre Haute Division before becoming the Operations Manager for our Indianapolis and Shelbyville Division. Prior to 2006, Mr. Bomar worked in the cellular technology and banking industries – all in Terre Haute, IN. He has a Bachelor's Degree in Business Administration from Dakota Wesleyan University in Mitchell, SD. He is active with the National Association of Emergency Medical Technicians and the Big Brothers / Big Sisters organization.

### **Chris Taylor, Communications Manager – Care Ambulance**



Mr. Taylor is the Communications Center Manager for Care Ambulance. His responsibilities include managing all dispatch operations, information technology and radio hardware. Mr. Taylor's team of communication specialists ensures timely dispatch and effective two-way communications for Care Ambulance 24 hours a day, 7 days per week.

Prior to his tenure at Care Ambulance, Mr. Taylor spent over Fourteen years in the retail industry with Best Buy, The Home Depot, and Dicks Sporting Goods where he served in various management capacities at Store, District and Regional levels.

Mr. Taylor began his public safety career with the Wayne Township Fire Department in 1989 where he served as a Firefighter / EMT / 9-1-1 Dispatcher. Throughout his career in public safety he has served in a variety of roles including Supervisor, Field Training Officer, Fire Instructor, and Emergency Vehicle Operations Instructor. Mr. Taylor graduated from the St. Francis Hospital Paramedic Training program in 1994, and has



been a Certified Emergency Medical Technician in Indiana, Virginia, and South Carolina. Mr. Taylor is a CPR and First Aid Instructor for the American Heart Association. He is also a very active volunteer in his community as an on-call Fire Fighter with the Danville Indiana Fire Department. Additionally, Mr. Taylor holds Emergency Telecommunicator Certifications with APCO, NAEMD, and PowerPhone.

### **Don Smith, CQI, Performance Improvement and Safety Supervisor**



Mr. Smith has spent the past twenty years in the EMS industry, the majority of that time as a Paramedic. His current role with Care Ambulance is as the CQI supervisor. Mr. Smith's responsibilities include Auditing of 100% of the ALS Charts and 10% of the BLS charts, development and implementation of the Hepatitis B vaccination program, implementation of the TB testing program, and the upgrading of the Fit Testing. Mr. Smith also holds the role of the worker's compensation claims local facilitator. Don Smith has begun the development of the continuing education training program and has oversight of the Field Training Officer program. His responsibilities also include those of safety enforcement – OSHA regulations and site safety. Don Smith is current in his ACLS, CPR, NIMS 100, 200, 700, and 800. He is an instructor for the National Safety Council in the DDC four hour programs

### **Michelle Nees, Business Development Manager – Care Ambulance**



Mrs. Nees is the Business Development Manager for Care Ambulance. Mrs. Nees has worked in Independent and Assisted Living, Long-Term Care and Rehabilitation communities. With a proven successful rate with community involvement and Networking she is result driven. Mrs. Nees is a marketing and sales executive with leadership in building corporate equity and continuity. She has achieved her Bachelor of Science degree in Marketing at University of Indianapolis. Michelle has a passion for helping others and ensuring Care Ambulance clients obtain the Excellent Service they deserve. Her goal is to see her clients be able to expand and grow in the quality and size with Care Ambulance being a small part of helping their clients exceed their goals



915 S. Petercheff St.  
Terre Haute, In 47803

## Vigo County Emergency Management Agency

**To:** Brian Bomar  
**From:** Dorene G. Hojnicky, DO  
Vigo County EMA Director  
**Date:** 5/1/2014  
**Re:** Community Service

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Vigo County Emergency Management Agency would like to recognize Care Ambulance (CARE) as a valued Response Partner. CARE Ambulance has participated in many community events. We want to thank you for your support. Some of the events that come to mind include:

Operation Mission Moore - The ambulance crews and staff came after long days on duty to lend support. Crews arrived at 0500 to set up pop-up tents and drive lines for Operation Mission Moore, a drive to collect non-perishable food and other items for the victims of the Moore, Oklahoma tornadoes. The crews stayed until well after 2000.

National Night Out which had approximately 10,000 attendees in a 5 hour time period. CARE assisted in EMS calls for service at the event and was also a sponsor.

CARE Personnel have assisted the Vigo County K9 Search & Rescue team.

CARE Ambulance also donated several hours of service over many days to Toys for Tots. Teams helped collect, sort and set up displays of toys so parents of less fortunate children could provide some Christmas presents for their families.

CARE Ambulance is the representative for EMS on the Vigo County Emergency Management Advisory Council (EMAC). The EMAC is required by state statute to guide the Agency in meeting the goals of the local community and the Indiana Department of Homeland Security requirements. CARE also staffs the ESF- 16 (Emergency Service Function - EMS) in the Vigo County Emergency Operations Center during times of Emergency and during exercises / drills.

Emergency Response systems are only successful when the individual agencies and organizations collaborate and perform in concert with their partners. CARE has always been active and a team player, understanding the Incident Management System. We look forward to our continued relationship during response and training in the New Year. Many Thanks.

*Dorene Hojnicky, DO*



To whom it may Concern:

During the past year, and in previous years, CARE Ambulance has been called on to support many Civic Events within Marion County. Those events are ones that require many ambulances to serve the needs of our citizens. When Indianapolis EMS has called CARE, Don Smith and his group have always responded in earnest. CARE has worked with us during the Mini Marathon, the Indy 500 Parade, and the Wishard to Eskenazi Patient Transfer.

I can't say enough good things about CARE. I hope you received some media attention during the Wishard to Eskenazi Move. I also have given you much praise during our post event meetings at the Hospital. CARE greatly assisted with the Move. One of the praises we have received about the Move was how efficient and how little time it took to move all those patients. I attribute that to the over whelming support of CARE and other agencies that provided ambulances. We were thinking it would take close to 11 hours. The Move was completed in 7 hours and 1 minute. Eskenazi Health is very grateful for our efficiency.

In addition, IEMS does about 30-40 special events a month. As we receive requests for Special Event EMS coverage and we cannot cover the event, I will give the caller CARE's phone number. If we can't cover it, CARE gets a chance to cover the event.

Thank you again for all the support. We look forward working with you in the future.

Andrew Bowes, B.A., B.S., EMT-P

EMS Chief of Planning

Indianapolis EMS

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