

REMSA Health Community Update

presented by: Barry Duplantis, President and CEO
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REMSA Health: Origin and Reputation

- Interlocal agreement delegated responsibility to DBOH to provide EMS service to the region irrespective of boundaries.
- REMSA was as established as the exclusive provider of EMS service.
- Was started as and remains a private, not-for-profit 501c3 organization that is owned by the community (no shareholders)
- Serves as the region's safety-net provider of pre-hospital care since 1986 (next year will be 40 years).
- Built outstanding trust and reputation of "Always Ready!"
- Governed by a volunteer 7-member Board of Directors, inclusive of 3 local hospital systems.

Serving the Community's EMS Needs

- Provides care to all 9-1-1 callers regardless of their ability to pay.
- Receives approximately 250,000 calls per year in Regional Emergency Communications Center.
- Dispatch is staffed with clinicians trained at EMT level because care starts with the call.
- Ambulances are dispatched to approximately 95,000 calls per year.
- Providers transport approximately 65,000 patients per year to area hospitals.

REMSA Health Board of Directors



Shirley Roberts, Board Chair, Legal committee, appointed by the 3 health systems as their consumer rep



Mike Pagni, Board Vice Chair, Legal Committee, consumer rep appointed by the DBOH



Cora Case, Board Treasurer, Finance Committee, Accountant appointed by the DBOH



Louie Test, Board Secretary, Legal Committee, Attorney appointed by the DBOH



Katie Grimm,
Northern Nevada
Health System



Derrick Glum, Finance
Committee, Saint Mary's
Health System



Chris Nicholas, Finance
Committee, Renown Health

Commitment to the Community

- Over 1/3 of responses (about 32,000 per year) result in providing care on scene, but no transport.
- No transportation = no bill/reimbursement
- Cost of providing care on scene without transport is \$7.1 million annually.
- Cost of providing uncompensated care to transported patients is \$1.4 million annually.
- In FY 2025, \$7.6 million was invested in new equipment.
- As a high-performance system, REMSA Health uses dynamic deployment – a system that uses predictive analytics to strategically post ambulances throughout the community based the likelihood of a call in that area.

Commitment to the Region

- 33,025 Washoe County citizens received care on scene without charge or received transportation to nearby hospitals irrespective of ability to pay.
- Value of uncompensated care provided to citizens is \$8.6 million.
- All 602 REMSA employees (100%) reside in this region.
- 892 car seats and proper installation was provided in the past 12 months.
- CPR and other classes are routinely offered.

Collaboration with County Services

- REMSA provides TMFPD with high quality dispatch services.
- REMSA collaborates and contracts with TMFPD to provide EMS services in far northern and southern portions of Washoe County where TMFPD has a strong presence.
- REMSA's Integrated Health Department works in conjunction with County organizations to best align patients with the most appropriate levels of care.

Sustainability and Community Impact

- Employs 600+ dedicated team members who provide compassionate, clinically excellent out-of-hospital care.
- Supporter of and participant in modernizing regional CAD system.
- Value-added community partner through an annual budget of \$75 million including \$50 million dedicated to labor costs.
 - All at no cost to the taxpaying citizens of Reno
- As a not-for-profit, the business model is designed to cover costs and generate funds that are reinvested into equipment, programs, employees, services and savings that benefit the communities we serve.

Conclusion

- It is our pleasure to serve the citizens of Washoe County.
- Many of our employees have homes throughout Washoe County and take great pride in providing EMS service to their neighbors and fellow citizens.
- Thank you for your time and support of REMSA Health and Care Flight.



www.remsahealth.com

