

Richmond Ambulance Authority



2021 ANNUAL REPORT



Overview

- RAA continues to feel the effects of the pandemic
 - *EMS continues to face a nationwide staffing shortage of EMTs and Paramedics*
 - *An American Ambulance Association survey showed turnover among EMTs and Paramedics ranges from 20% - 30% annually*
 - *Decrease in call volume has reduced revenue*
 - *Costs of additional medical supplies and personal protective equipment to combat the pandemic have been rising*





Overview

- RAA initiatives and support from the City and our Board have helped to overcome some of these challenges while continuing to deliver high quality patient care to our citizens
 - *We switched to a tiered response system*
 - *We reduced hours for our field providers moving from a 48 hour workweek to a 42 hour workweek while maintaining their annual pay in order to reduce stress and provide a greater work life balance*
 - *Employee COVID-19 bonuses paid in December (reimbursed by the City) helped improve staff morale and retention*
 - *RAA continues to do in-house EMT training through its EMS Placement Program*





Overview

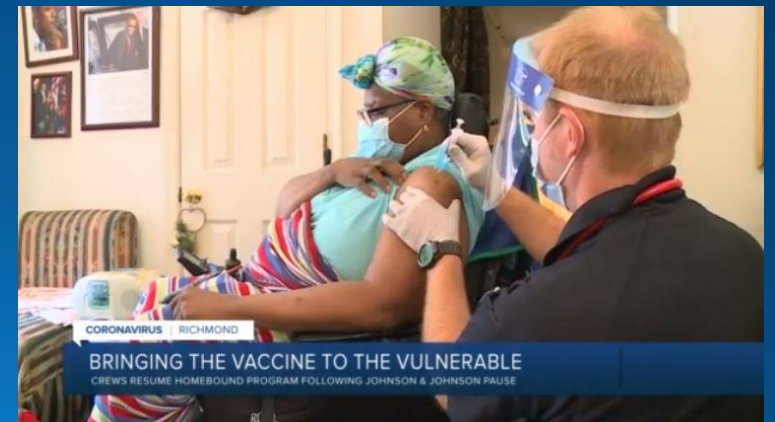
- Safety and wellness remained top priorities at RAA in 2021
 - *We implemented a reduction in the use of lights and sirens in light of national data showing it increases the safety of staff, the public and patients*
 - *We continue to use our innovative safety program patterned after one used by commercial aviation, using a non-punitive, self-reporting process that enables us to identify potential safety hazards and take corrective action*
 - *We partnered with South University-Richmond to add new mental health and injury prevention resources for our staff through monthly visits from the University's Clinical Mental Health and Physical Therapist Assistant departments*





News and Events Highlights

- RAA continued its participation in a federally funded study examining the use of drones to deliver naloxone to bystanders at the scene of an overdose. The study is in partnership with VCU's College of Engineering and a drone pilot training company
- Drone study is being led by our Operational Medical Director Dr. Joseph Ornato who was also recognized by the state and won the Governor's Award for Physician with Outstanding Contribution to EMS
- RAA partnered with the Richmond City Health District to deliver COVID-19 vaccines to homebound residents





News and Events Highlights

- RAA was re-accredited by the Commission on Accreditation of Ambulance Services which is considered the “gold standard” in the industry. Agencies given the recognition often go beyond state and local requirements
- In September RAA celebrated its 30th Anniversary serving the City of Richmond
 - *In 1991 City Council adopted the ordinance to establish RAA for the delivery of high-quality patient care throughout the City in an equitable, efficient, and cost effective manner*
 - *Since its creation RAA has attracted national and international attention for its data driven approach to EMS*





News and Events Highlights

- Our agency and staff continue to be recognized for our work
 - *Old Dominion EMS Alliance recognized our Training Coordinator as Outstanding Prehospital Educator and RAA for Outstanding Contribution to EMS for Children*
 - *The Retail Merchants Association recognized five award winners from RAA at the 31st Annual Valor Awards*





Patient Satisfaction

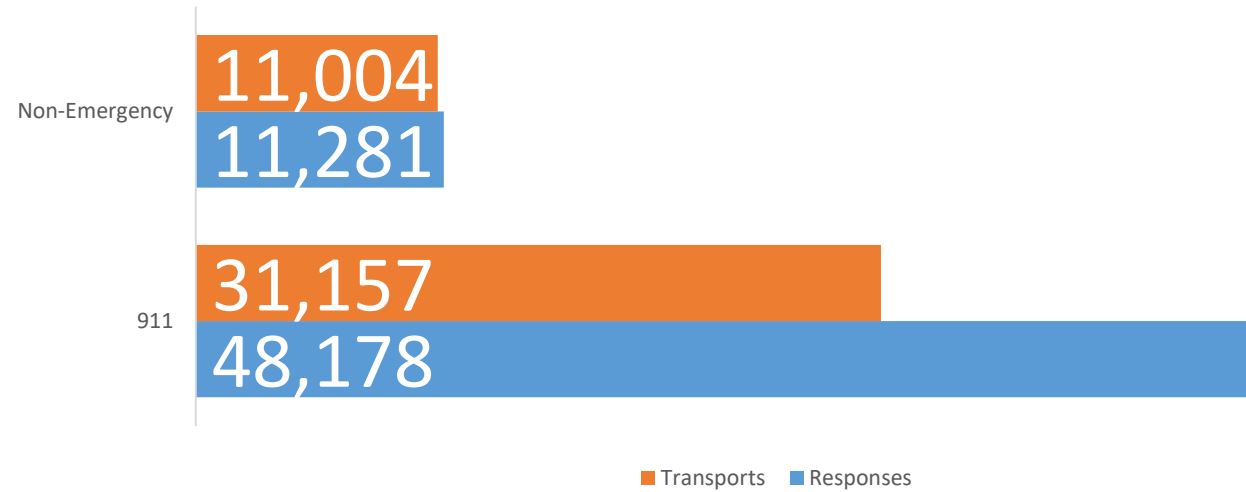
- Since 2017, the Richmond Ambulance Authority has used the Baldrige Group as a 3rd party vendor to conduct patient satisfaction surveys in our emergency responses
- RAA averaged 97.7% patient satisfaction in 2021

Month	Patient Satisfaction %
January	93.32%
February	99.18%
March	97.71%
April	96.92%
May	99.46%
June	97.35%
July	99.46%
August	96.95%
September	99.22%
October	98.43%
November	97.11%
December	97.40%

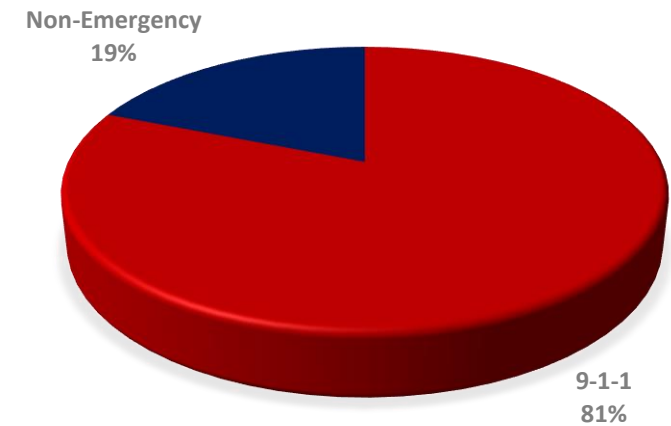


Our Performance

2021 Call Volume



2021 RAA SYSTEM DEMAND

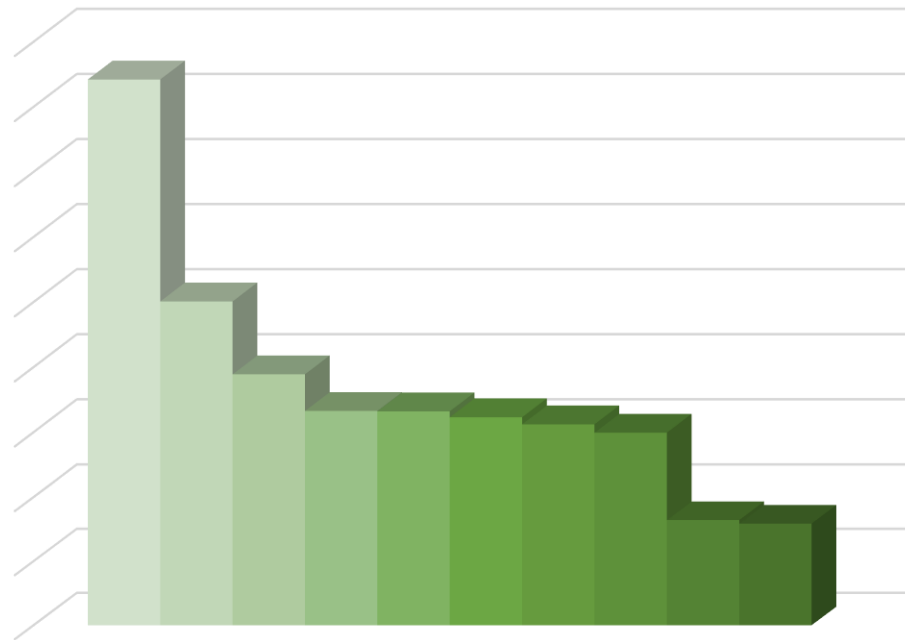




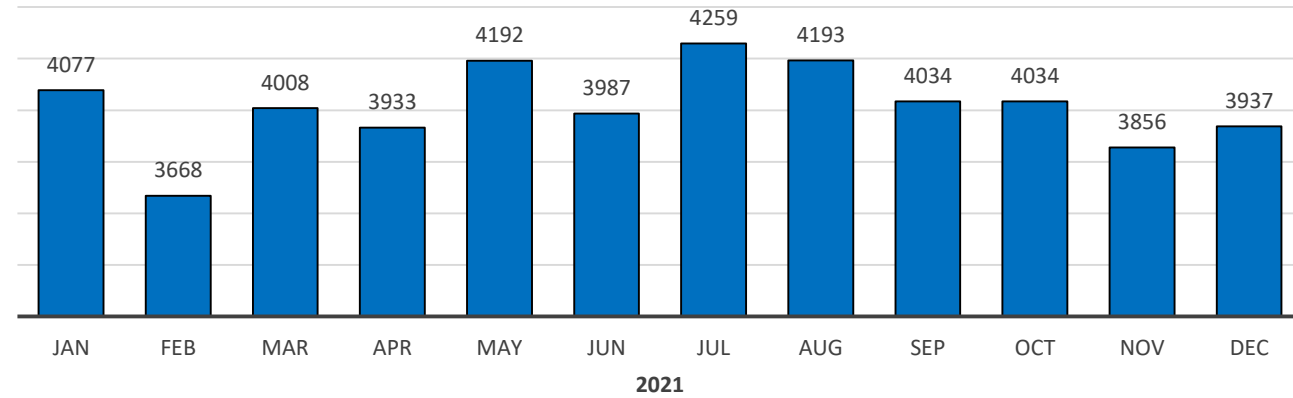
Our Performance

Top 10 Emergency Response Complaints

- Sick Person
- Breathing Problem
- Fall
- Person Down
- Unconscious
- Psychiatric
- Traffic Crash
- Chest Pain
- Seizure
- Bleeding



911 Responses





Financial Statements

- RAA once again received an “unmodified opinion” (clean audit) from its outside financial firm, CliftonLarsonAllen

Statements of Net Position June 30, 2021 and 2020

ASSETS	2021	2020
CURRENT ASSETS		
Cash	\$ 5,857,544	\$ 5,811,490
Short-Term Investments	1,254,371	1,512,863
Total Cash and Short-Term Investments	7,111,915	7,324,353
Receivables:		
Service Accounts Receivables, Net of Allowance for Contractual		
Adjustments and Doubtful Accounts	3,612,290	2,319,984
Reusable Supplies	253,832	238,796
Other Current Assets	764,140	633,502
Total Current Assets	11,742,177	10,516,635
LONG-TERM INVESTMENTS	-	1,000,000
CAPITAL ASSETS, NET:		
Vehicles and Ambulances	7,547,147	6,930,419
Building and Improvements	647,016	647,016
Communications Center	351,391	351,391
Communications Equipment	747,001	722,488
Medical Equipment	2,778,881	2,889,630
Office Furniture and Equipment	1,181,559	980,713
Shop Equipment	70,825	77,380
Less: Accumulated Depreciation	(8,519,262)	(8,725,426)
Total Capital Assets, Net	4,804,558	3,873,611
Total Assets	16,546,735	15,390,246
CURRENT LIABILITIES		
Current Liabilities:		
Accounts Payable and Accrued Expenses	715,126	1,070,203
Accrued Payroll	355,311	538,411
Current Installments of Obligations under Capital Lease	16,336	14,648
Total Current Liabilities	1,086,773	1,623,262
NONCURRENT LIABILITIES		
Obligations under Capital Lease, Excluding Current Installments	39,824	-
Total Liabilities	1,126,597	1,623,262
DEFERRED INFLOWS OF RESOURCES		
Membership Fees Received in Advance	8,216	9,725
NET POSITION		
Net Investment in Capital Assets	4,748,398	3,858,963
Unrestricted	10,663,524	9,898,296
Total Net Position	\$ 15,411,922	\$ 13,757,259

Statements of Revenues, Expenses, and Changes in Net Position Years Ended June 30, 2021 and 2020

	2021	2020
OPERATING REVENUES		
Service Revenues	\$ 28,111,504	\$ 31,735,326
Provision for Contractual Adjustments and Doubtful Accounts	(13,859,142)	(15,865,321)
Net Operating Revenues	14,252,362	15,870,005
OPERATING EXPENSES		
Salaries and Related Benefits	11,780,514	12,951,162
Health Insurance	1,460,949	1,419,800
Worker's Compensation	299,454	351,906
Depreciation and Amortization	1,311,893	1,306,474
Professional Services	667,402	430,799
Collection Expenses	22,952	28,383
Marketing and Advertising	27,298	12,899
Office Expenses	414,854	416,838
Telephone	161,640	158,836
Communications	165,252	141,615
Public Information	16,766	18,000
Postage and Shipping	29,618	48,668
Occupancy	211,760	190,357
Other	202,071	193,413
Insurance	211,687	188,638
Printing and Artwork	4,150	4,667
Travel	13,640	38,658
Medical Supplies and Equipment	583,406	668,946
Recruiting and Background Investigations	73,225	63,392
Vehicle Fuel and Tolls	238,081	437,412
Vehicle repairs and Maintenance	451,306	550,186
Uniforms and Laundry	61,096	117,422
Total Operating Expenses	18,409,014	19,738,471
Operating Loss	(4,156,652)	(3,868,466)
NONOPERATING REVENUES (EXPENSES)		
City of Richmond Subsidy	5,000,000	5,000,000
Interest Income	36,896	53,706
Grant Revenues	637,259	394,895
Miscellaneous Revenues (Expenses), Net	137,160	367,866
Total Nonoperating Revenues, Net	5,811,315	5,816,467
CHANGE IN NET POSITION	1,654,663	1,948,001
Net Position - Beginning of Year	13,757,259	11,809,258
NET POSITION - END OF YEAR	\$ 15,411,922	\$ 13,757,259



Financial Assistance

- RAA continues to offer options for any Richmond resident seeking financial assistance for their emergency transportation
 - *Lifesaver Program – Low annual fee (\$49 individual, \$79 family)*
 - *Payment Plan – We added a form on our website for those interested in a payment plan*
 - *Financial Hardship Review – RAA provides EMS treatment and transport to patients regardless of their ability to pay. Our agency works with every patient to maximize recovery from all possible insurance carriers and realizes some patients may be determined to be financially unable to pay their portions of the bill.*

LIFESAVER
AMBULANCE • MEMBERSHIP • PLAN

Please Select One: 2022 RENEWAL NEW MEMBER

Enrolling in the LifeSaver Membership Plan helps cover the cost of emergency (9-1-1) ambulance service for Richmond City residents from January 1, 2022 through December 31, 2022. Send the completed form and your payment to the address listed on the back. Your LifeSaver membership card will be sent to you in a few weeks.
PLEASE READ THE ATTACHED PLAN INFORMATION AND SIGN THE BACK OF THIS FORM.

HEAD OF HOUSEHOLD			OTHER FAMILY MEMBER		
Name (Last, First)			Name (Last, First)		
Address			Social Security Number		Date of Birth
City, State, Zip			Relation		Medicare Number, if applicable
Phone		RAA LifeSaver Membership Number, if applicable			
Social Security Number		Date of Birth	Medicare Number, if applicable		
PRIMARY INSURANCE					
Name of Insurance Company					
Group Number		ID Number			
Address for Insurance Policy Claim					
OTHER INSURANCE					
Name of Insurance Company					
Group Number		ID Number			
Address for Insurance Policy Claim					

ADDITIONAL DEPENDENTS RESIDING AT YOUR ADDRESS – Attach Separate Sheet if Necessary					
Additional Member #1 Name (Last, First)			Additional Member #2 Name (Last, First)		
Social Security Number		Date of Birth	Social Security Number		Date of Birth
Relation		Relation			
Insurance, if different from Head of Household					
Name of Insurance Company		Group Number	ID Number		
Address for Insurance Policy Claim					

Additional Member #3 Name (Last, First)			Additional Member #4 Name (Last, First)		
Social Security Number		Date of Birth	Social Security Number		Date of Birth
Relation		Relation			
Insurance, if different from Head of Household					
Name of Insurance Company		Group Number	ID Number		
Address for Insurance Policy Claim					

Member Privacy: RAA cares about protecting its patients' privacy. In accordance with the Health Insurance Portability & Accountability Act (HIPAA) of 1996, RAA will provide you with an explanation of your patient rights and how your medical information will be used by the Authority. For a complete list of RAA Privacy Practices, visit www.raaems.org or call the business office at 804-254-1150.



Thank You



Thank You to Mayor Stoney, City Council, Members of City Administration, our Board of Directors and the community for your partnership and continued support.