

Ambulance Management and Support Agreement

The City of Berlin and ThedaCare have again successfully partnered on the continuation of an ambulance support agreement for Berlin Emergency Medical Services (EMS) in 2019. The support agreement is similar to those in the past by providing up to \$120,000 of financial support for operational shortfalls. However, it now has an additional management support component where ThedaCare will provide approximately forty (40) hours of management services per month to focus on efficiency, quality and cost-effectiveness of ambulance services in an effort to reduce any financial shortfall in the operations of the ambulance service. This does not mean ThedaCare will manage the Berlin EMS, only that it will provide supplemental management expertise to analyze and offer recommendations to improve the service. The term of the agreement is calendar year 2019.

In 2018 the Green Lake County Board motioned to direct a countywide ambulance feasibility study be done in 2019. It is anticipated that the county will soon form a committee and begin determining the project scope and solicit RFPs for the countywide EMS study. As we wait for the feasibility study to take form and be completed, Berlin EMS will continue to serve area residents and work to continually search for improvement opportunities to better serve the ambulance needs of its communities.

It is no secret that more and more volunteer ambulance services across the nation are entering into a crisis situation as they face significant challenges both from a financial and volunteer staffing perspective. EMS has evolved considerably over the years with far more expectations and responsibility being placed on its dedicated volunteers and employees. We will continue to evolve and face these challenges head on in order to keep ambulance service available in our communities. Please remember to appreciate and thank the volunteers and staff of any Emergency Medical Service for the important part they play in our communities. Just think if they weren't here.....

Jodie Olson