



RALPH M. TERRAZAS
FIRE CHIEF

July 9, 2018

BOARD OF FIRE COMMISSIONERS
FILE NO. 18-069

TO: Board of Fire Commissioners

FROM: *RMT* Ralph M. Terrazas, Fire Chief

SUBJECT: ELECTRONIC PATIENT CARE (ePCR) PROJECT STATUS REPORT

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

SUMMARY

The Los Angeles Fire Department (LAFD) completes more than 413,000 Electronic Patient Care Reports (ePCR) per year. The ePCR system is used daily by LAFD members responding to incidents to document medical care. The system is in use 24hrs. per day, seven days per week and is considered one of the LAFD's 'Top 5' most critical information systems. The availability, performance and ease-of-use of the system is critical to the day-to-day operations of the Department and any disruption has the potential to impact not only the Department's ability to maintain accurate medical records, but to also significantly impact resource availability and member morale and reimbursement for ambulance transport when reports cannot be completed in a timely manner.

In March 2017 the LAFD began an effort with the incumbent vendor, Physio-Control, Inc. (Physio-Control), to upgrade both the tablet-style mobile computers to a new manufacturer, GETAC, and the latest version of the company's MobileTouch software. In May 2017, shortly after the citywide deployment began, the LAFD started to experience a variety of persistent, pervasive and random, system issues that were particularly difficult to anticipate and troubleshoot, such as random error messages that would render a device inoperable and require either a lengthy reset or replacement of the device.

Over the course of the next several months, the LAFD and Physio-Control worked closely together to troubleshoot issues and field test various software and hardware firmware updates. During this time, Physio-Control provided additional support resources, set-up dedicated helplines for members in the field and the LAFD EMS Bureau Captains and ITB staff provided day-to-day support and troubleshooting, which included in-field device resets and replacements.

On December 14, 2017 the LAFD notified Physio-Control that the LAFD would be withholding payment beginning with the invoice period of June 23, 2017 for unsatisfactory performance, pursuant to the Agreement, until four specific issues were addressed:

- System error messages. The recurrence of error messages that render the device inoperable and require a reset or replacement of the device;
- Device freezing. The recurrence of devices that 'freeze' during use rendering the device inoperable and require a reset or replacement of the device;
- Mileage calculation. An increasing number of address validation errors that require a manual review and correction;
- Functional parity with previous versions. An increasing number of open items where the LAFD perceives a loss or downgrade of functionality from previous software versions.

In early December 2017, after many interim deliveries, Physio-Control provided the LAFD with a software update that was ready for field testing. The LAFD and Physio-Control completed a 30-day field test in two battalions after which it was jointly determined that the most critical software issues were resolved and the system was stable. A full citywide software deployment took place from January 29 to March 30, 2018. Since April 1, 2018 the software has been operational with acceptable performance and without report of recurrence of these critical issues.

An initial response to LAFD's notice was received from Physio-Control on February 2, 2018 and subsequent discussions between the vendor, the LAFD and the City Attorney's Office took place in February and March. As a result of these discussions, the LAFD and Physio-Control have reached an agreement as to the resolution of all remaining issues, including Physio-Control to forego and forgive 10 months payments for the invoice periods from June 23, 2017 through March 23, 2018, amounting to \$1,132,357, when the LAFD experienced significant software performance issues. Payments were resumed with the invoice period beginning April 23, 2018. The resolution is memorialized in the Third Amendment to the Agreement with Physio-Control, which will be submitted to the Board for consideration and approval under separate cover.

RECOMMENDATION

That the Board receive and file.

FISCAL IMPACT

Physio-Control has agreed to forego and forgive 10 months of payments by the Fire Department covering the period the vendor was addressing and resolving the ePCR software performance issues. The amount forgiven is approximately \$1.13M.

Board report prepared by Scott B. Porter, Chief Information Officer, Information Technology Bureau.