

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at [MileHighOrdinance@DenverGov.org](mailto: MileHighOrdinance@DenverGov.org) by **9 a.m. Friday**. Contact the Mayor's Legislative team with questions

Date of Request: 11/9/2023

Please mark one: Bill Request or Resolution Request

1. Type of Request:

- Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment
 Dedication/Vacation Appropriation/Supplemental DRMC Change
 Other:

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends parent intergovernmental expenditure agreement SAFTY-202265899 with Denver Health and Hospital Authority (DHHA) to modify the scope of work, extend the agreement one year and increase the maximum amount by \$193,317.96. Modifications include additional calls taken by DHHA and stipulate the incorporation of this pilot service in the main operating agreement.

3. Requesting Agency:

911 Communications

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Andrew Dameron Emily Lauck	Name: Andrew Dameron Emily Lauck
Email: Andrew.Dameron@denvergov.org Emily.Lauck@denvergov.org	Email: Andrew.Dameraon@denvergov.org Emily.Lauck@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

Denver 9-1-1 and the Denver Health NurseLine have been engaged in a pilot program in which callers to 9-1-1 with low acuity medical complaints are connected to the NurseLine as opposed to receiving an ambulance. Denver 9-1-1 wishes to continue its collaboration with the Denver Health NurseLine to provide alternative resources and focused medical care to 9-1-1 callers within the City and County of Denver. By utilizing the NurseLine, Denver 9-1-1 connects callers with medical resources better suited for their healthcare needs leading to reduced costs for callers and freeing up ambulances to respond to high acuity medical calls.

6. City Attorney assigned to this request (if applicable):

Troy Bratton

7. City Council District:

City-Wide

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

IGA Expenditure > \$500K

Vendor/Contractor Name:

Denver Health and Hospital Authority

Contract control number:

SAFTY-202265899

Location:

City-Wide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?** 01

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

SAFTY-202265899-00; 03/01/2023 - 12/31/2023;
SAFTY-202370854-01; This Amendment

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
(A)	(B)	(A+B)
\$483,294.20	\$193,317.96	\$676,612.16

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
03/01/2023 - 12/31/2023	1 year	12/31/2024

Scope of work:

Services

- Denver 9-1-1 Communications Center will triage, when appropriate, inbound E9-1-1 and non-emergency calls utilizing the International Academy of Emergency Dispatch's Emergency Medical Dispatch (EMD) protocols. After EMD triage, if either an Alpha or Omega determinant level under protocol 26 Sick Person is reached, the caller will be warm transferred to the Denver Health NurseLine for evaluation.
 - The Denver Health NurseLine will evaluate the caller using their procedures to arrive at a final service recommendation: dispatch of an ambulance, emergency department visit, urgent care visit, outpatient appointment, or home care.
 - If at any time the caller requests an ambulance, the caller will be warm transferred back to Denver 9-1-1.
 - Registered Nurses may authorize prescriptions for minor acute episodic conditions through physician authorized and reviewed drug protocols.
 - Calls triaged by the Denver Health NurseLine resulting in a recommendation of non-emergency medical care within 24 hours, may be provided second level triage by an experienced medical provider. With caller consent, a medical provider will treat minor issues over telehealth. Medical supervision of the NurseLine is provided by an Emergency Physician.

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- If the NurseLine recommends an emergency department or urgent care visit, the caller will be advised to obtain their own transportation. If the caller notifies the NurseLine they cannot provide their own transportation, a Ride Share service will be offered to the patient without charge to the caller.
- The Denver Health NurseLine will maintain an average speed of answer of 60 seconds or less.
- Language translation will be provided by a medical language interpretation service, as needed without charge to the caller.

Monthly Reporting. The following reports shall be developed and delivered to the City:

- Monthly Performance Summary to include, but not limited to:
 - Number of calls received from Denver 9-1-1
 - Average Speed of Answer (ASA)
 - Call Abandonment Rate
 - Triage outcomes
 - Ambulance avoidance rate
 - Population served; detail provided through caller zip code tracking
- Quality Assurance Auditing
 - Per its established quality assurance guidelines, the Denver Health Nurseline shall monitor and review at least ten (10) percent of calls received.
 - Audit results will be shared on the Monthly Performance Summary
- Quality Survey
 - Denver Health will attempt to contact 100% of clients to conduct a post survey to measure satisfaction and will report on the number of clients that completed satisfaction survey and the corresponding survey results.
 - Overall survey scores will be included in the Monthly Performance Summary

Was this contractor selected by competitive process? No.

If not, why not? Intergovernmental Agreement

Has this contractor provided these services to the City before? Yes No

Source of funds:

911 Emergency Communications Trust Fund 56540.

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts):

N/A

Who are the subcontractors to this contract?

N/A

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