

BEFORE THE DELAWARE STATE FIRE PREVENTION COMMISSION

In re: Marydel Fire Company)
Scratch Rate)

ORDER


Pursuant to the Delaware Emergency Medical Services Improvement Act of 1999 (“the Act”), implementing many of the EMS Improvement Committee’s recommendations for improving the landscape of EMS services statewide, including the elimination of scratches, the State Fire Prevention Commission (“SFPC”) monitors the response times of each ambulance service provider and is empowered to take action to rectify any ambulance service provider that has excessive scratches. The Act defines a “scratch” as “an instance when a BLS ambulance is alerted but does not respond to a call for assistance.” The Act further defines “excessive scratches” as “a number of scratches exceeding a pre-established number or percentage for each BLS provider, determined and communicated annually in advance to the provider by the SFPC.” 16 *Del. C.* § 6717. On July 15, 2008, the SFPC ruled that the term “excessive scratches” is defined as over 9% for each BLS provider.

By letter dated July 18, 2018, Marydel Fire Company was notified of the Commission’s finding of excessive scratches in its coverage area. There has been a demonstrated pattern of excessive scratches. In this letter, representatives of Marydel Fire Company were asked to appear at the Commission’s August 21, 2018 meeting and provide a corrective plan of action for addressing its excessive scratches. Gary Maddon, Chief of the Marydel Fire Company presented at the meeting to discuss the scratch rate. Mr. Maddon stated that this is the third time that Marydel Fire Company has been before the Commission for scratch rate violations. There have been some management changes at Marydel. The scratch rate was declining, but after the Ambulance Captain took over

management and scheduling, the scratch rate began to increase. Management decisions were taken away from the Ambulance Captain and resumed by the Chief and President of the company. Since July 9, 2018, there hasn't been a single scratch. Marydel is currently down to a 10.1% scratch rate.

Because Marydel indicated that it is making a concerted effort to improve its scratch rate, the Commission has determined that decertification is not appropriate at this time. The Commission will continue to monitor Marydel's scratch rate and it was stressed to Marydel that the last two quarters of 2018 must demonstrate an improvement in the scratch rate, or Marydel risks decertification.

IT IS SO ORDERED THIS 18th day of September, 2018 BY THE COMMISSION:



Alan Robinson, Chairman



Ron Marvel, Vice Chairman



Lynn Truitt

Absent

Marvin Sharp



Tom DiCristofaro



David J. Roberts

Absent

Ted Walius