

**Ochsner LSU Health Shreveport  
Balentine Ambulance Complaint with City of Shreveport**

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**Timeline**

- 01-25-2021 Candice Tackett met with Marie Maddox, Jacquelyn Bowers and Nancy Nicholson to discuss Balentine transportation. **(001)**
- 01-28-2021 Candice Tackett met with Carl McBeath at Balentine to discuss the opportunity of dedicating two trucks, one ALS and one BLS, to Ochsner LSU Health AMC. **He said he would rather keep trucks doing runs and then try to get here faster and said we needed stretchers in the clinic (done), traffic for pickup and their wait times (done), to schedule runs in the AM when they are more available, and work on getting a different entrance for direct admits (we will implement new process).** **(002-005)** This was a follow up after assessing all modes and vendors responsible for transporting Ochsner LSU patients. Ochsner then met with all vendors to discuss opportunities to better care for our patients.
- 02-02-2021 Candice Tackett emailed Carl McBeath thanking him for the meeting and asking for a quote. **(006)**
- 02-05-2021 Candice Tackett met Carl McBeath in person again to discuss any barrier or needs for him to give a quote. He said, "I don't want to be the big guy in town, I would really just rather do what we have been doing."
- 02-08-2021 Candice Tackett reached out to see if Carl McBeath had follow up questions. He said he didn't see how that would benefit anyone because the station is already so close to the hospital. Also, that we would have to pay for the trucks 24/7 when they could be doing more runs for other organizations because he would miss this revenue. He said he wasn't sure this would be best for him. **Ms. Tackett offered to have him discuss the plan she implemented in Kentucky with the company there so he could understand more how it would work and why it is necessary for patient flow.**
- 03-19-2021 Candice Tackett asked Carl McBeath again for a quote. **He asked for Kentucky contact information but did not respond to request.** **(007)**
- 03-19-2021 Candice Tackett had emails with Carl McBeath regarding stretchers and concerns that patients are waiting 4 hours for an ambulance to return. **(008-014)**
- 03-26-2021 Candice Tackett reached out again for follow up on a contract or quote for the services needed. **Mr. McBeath called the company in Kentucky.**
- 04-05-2021 Sheree Stephens inquired if Ochsner had had been able to improve Balentine times, which included list of patients that had to wait. **(015-017)**
- 04-06-2021 Krystal Player sent an email regarding discharge delays. **(018-034)**
- 04-07-2021 Candice Tackett asked Mr. McBeath via text if he had a quote. **No response.** **(035)**
- 04-14-2021 Krystal Player sent an email regarding Balentine delays. **(036-042)**
- 04-15-2021 Donna McCasland send an email regarding delays. **(043-053)**
- 04-19-2021 Candice Tackett reached out to the company in Kentucky to see if they were interested in providing a service as a third party for Ochsner LSU Health AMC. **The company was willing and ready. They sent a quote the same day.**

04-29-2021 Candice Tackett met with CAO and SFEMS regarding a need for licensure. **Decided to move forward in applying for state and city licensure. (054)**

05-06-2021 Candice Tackett calendar: Mr. Daigle Transportation reminder. **(055)**

05-17-2021 Candice Tackett met with Acadian to discuss management agreement opportunities. **Acadian was very interested as they are already integrated into Ochsner system in South Louisiana. (056)**

06-02-2021 Candice Tackett had a meeting to discuss Balentine issues. **(057)**

06-07-2021 Candice Tackett sent an email to Carl McBeath requesting a quote by the end of the week (June 11) so proposals could be evaluated. This was to give Balentine another opportunity after no communication or proposal had been received. **(058)**

06-09-2021 Candice Tackett calendar: transportation. **(059)**

06-10-2021 Candice Tackett calendar: transportation. **(060)**

06-14-2021 Candice Tackett met with Sal with Secure Patient Delivery regarding inefficiencies with patient pick up and delivery. They would cancel or just not come get the patient if no improvement, we would consider cancelling the contract. **Ochsner gave one month to re-evaluate. Secure Patient Delivery did show improvement and we continue to use their services. (061)**

06-14-2021 Carl McBeath sent an email with a proposal, which was three days after the deadline to submit. **(065-066)**

06-28-2021 Candice Tackett had a meeting with EMS. **(062)**

06-29-2021 Candice Tackett had a visit with Acadian to discuss Acadian services agreement. **(063)**

07-01-2021 Candice Tackett calendar: Acadian management agreement. **(064)**

07-14-2021 Candice Tackett met with Yellow Checker Cab service to discuss future business and professionalism. **Yellow Checker had staff sign new contracts and did one-on-one training with each staff.**

07-26-2021 An email was sent with the branding attached for the Balentine trucks. **(067)**

08-17-2021 Candice Tackett called Carl McBeath as a courtesy to let him know they had decided to use another company for their management agreement to run our service and to assure him that we would still utilize Balentine. Ms. Tackett did not disclose the vendor at that time as no communication was disseminated to Acadian or Ochsner team. **Carl stated someone showed him a picture and he knew who we were using. Ms. Tackett stated nothing was finalized so she could not discuss at that time.**

08-23-2021 Candice Tackett exchanged emails with City of Shreveport and Louisiana Department of Health regarding state license number and application to operate. **(068-071)**

08-23-2021 Photograph of License for Emergency Medical Services Transportation. **(072)**

09-01-2021 Email from City requesting meeting to discuss current need for ambulance service within the City of Shreveport. **(073)**