



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, March 13, 2024
10:30 A.M.

Monterey County Emergency Medical Services Agency
Cinnamon Room
1441 Schilling Place, Salinas, CA 93901

EMCC members must be present on site

Zoom attendance information is attached

I. CALL TO ORDER/INTRODUCTIONS

II. PUBLIC COMMENT

Any member of the public may address the Committee for a period not to exceed three (3) minutes on any issue not on the Committee's agenda. The EMCC will listen to all communications but may not take any action.

III. APPROVAL OF PAST EMCC MEETING MINUTES

A. February 14, 2024 meeting minutes *Action*

IV. REPORTS

- A. EMS Medical Director (CCC)
- B. EMS Director (Ops)
- C. EMS Agency report (Teresa Rios)
- D. MHOAC (Debra Hopgood)

V. EMS SYSTEM PERFORMANCE METRICS

- A. Communications systems testing (Kimberley Hernandez) *Report*
 - 800MHz Radio
 - ReddiNet
- B. Contract Compliance Working Group (Kimberley Hernandez) *Report*
- C. Fire-based ambulance report

VI. OLD BUSINESS

- A. EMCC reappointments (Steve Brooks) *Report*
- B. EMS Ordinance revision (Debra Hopgood) *Report*
- C. Health Data Exchange (Blake Andersen) *Report*
- D. Ambulance RFP (Teresa Rios) *Report*
- E. Behavioral Health Community Crisis Services (Debra Hopgood) *Report*

To promote a green environment, full agenda packets are not provided at the meeting. However, a full packet, including the agenda and supporting documents, is available for review at the EMS Agency during working hours 72-hours before the meeting. Full agenda packets are also available on the EMS Agency's Website at www.MoCoEMS.org



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F. EMCC Annual Report (Steve Brooks) *Report*

G. EMS Annual Report (Debra Hopgood) *Report*

VII. NEW BUSINESS

A. None

VIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER

Any member of the committee may make announcements or comments. The EMCC may not discuss or take any action on any item raised during announcements, except to decide whether to place the matter on a subsequent agenda.

IX. NEXT MEETING

The next regularly scheduled EMCC meeting is scheduled for Wednesday, May 8, 2024 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 2/14/24-draft
3. EMS Agency report-staff report
4. Communications systems testing 800MNz and ReddiNet-staff report
5. Contract Compliance Committee report-ambulance response time compliance-staff report
6. Fire-based ambulance response time report-staff report
7. EMCC reappointments-staff report
8. Health Data Exchange-staff report
9. EMCC Annual Report-2022 report

Notices

PLEASE NOTE: IF ALL BOARD MEMBERS ARE PRESENT IN PERSON, PUBLIC PARTICIPATION BY ZOOM IS FOR CONVENIENCE ONLY AND IS NOT REQUIRED BY LAW. IF THE ZOOM FEED IS LOST FOR ANY REASON, THE MEETING MAY BE PAUSED WHILE A FIX IS ATTEMPTED BUT THE MEETING MAY CONTINUE AT THE DISCRETION OF THE CHAIRPERSON.

Meeting access issues through Zoom: Please contact Kimberley Hernandez at: (831) 755-4738 or hernandezk4@co.monterey.ca.us.

Translation and interpretation services are available by request no later than 5 days before the meeting. To request these services call 831-755-5013 or email emsadmin@co.monterey.ca.us.



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ALTERNATE AGENDA FORMATS: If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 USC Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Individuals with a disability requiring a modification or accommodation, including auxiliary aids or services, to participate in the public meeting may make these requests to the EMS Director at least 3 days prior to the Emergency Medical Care Committee Meeting.

TO ADDRESS THE COMMITTEE ON A MATTER ON THE AGENDA: When the agenda item is called, raise your hand, and wait for recognition by the Committee Chair. In order that all interested parties have an opportunity to speak, please be brief and limit your comments to the specific subject under discussion. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

TO ADDRESS THE COMMITTEE ON A MATTER NOT ON THE AGENDA: When the agenda item for public comment is called, raise your hand and wait for recognition by the Committee Chair. Public comments shall not pertain to matters on the agenda. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

DOCUMENT DISTRIBUTION: Documents related to agenda items that are distributed to the Committee less than 72 hours prior to the meeting shall be available for public inspection at the EMS Agency Office, 1441 Schilling Place, Salinas, California. Documents distributed to the Committee at the meeting by EMS Agency staff will be available at the meeting.

MEETING AUDIO AND VIDEO RECORDED: This meeting is audio and video recorded. A copy of the recording is available following the meeting on the EMS Agency website at www.MoCoEMS.org

Avisos

TENGA EN CUENTA: SI TODOS LOS MIEMBROS DE LA JUNTA ESTÁN PRESENTES EN PERSONA, LA PARTICIPACIÓN PÚBLICA POR ZOOM ES SÓLO PARA CONVENIENCIA Y NO ES EXIGIDA POR LEY. SI LA CONEXIÓN DE ZOOM SE PIERDE POR CUALQUIER MOTIVO, LA REUNIÓN PUEDE PAUSARSE MIENTRAS SE INTENTA UNA CORRECCIÓN, PERO LA REUNIÓN PUEDE CONTINUAR A DISCRECIÓN DEL PRESIDENTE.

Problemas de acceso a reuniones a través de Zoom: comuníquese con Kimberley Hernandez al: (831) 755-4738 o hernandezk4@co.monterey.ca.us.



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Los servicios de traducción e interpretación están disponibles mediante solicitud a más tardar 5 días antes de la reunión. Para solicitar estos servicios llame al 831-755-5013 o envíe un correo electrónico a emsadmin@co.monterey.ca.us.

FORMATOS DE AGENDA ALTERNATIVOS: Si se solicita, la agenda estará disponible en formatos alternativos apropiados para personas con una discapacidad, según lo exige la Sección 202 de la Ley de Estadounidenses con Discapacidades de 1990 (42 USC Sec. 12132) y las normas y reglamentos federales adoptados en ejecución del mismo. Las personas con una discapacidad que requieran una modificación o adaptación, incluidos servicios o ayudas auxiliares, para participar en la reunión pública pueden realizar estas solicitudes al director de EMS al menos 3 días antes de la reunión del Comité de Atención Médica de Emergencia.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO EN LA AGENDA: Cuando se convoque el punto de la agenda, levante la mano y espere el reconocimiento por parte del presidente del Comité. Para que todas las partes interesadas tengan la oportunidad de hablar, sea breve y limite sus comentarios al tema específico en discusión. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO QUE NO ESTÁ EN LA AGENDA: Cuando se convoque el tema de la agenda para comentarios públicos, levante la mano y espere el reconocimiento por parte del presidente del Comité. Los comentarios públicos no se referirán a asuntos de la agenda. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

DISTRIBUCIÓN DE DOCUMENTOS: Los documentos relacionados con los puntos de la agenda que se distribuyan al Comité menos de 72 horas antes de la reunión estarán disponibles para inspección pública en la Oficina de la Agencia EMS, 1441 Schilling Place, Salinas, California. Los documentos distribuidos al Comité en la reunión por el personal de la Agencia EMS estarán disponibles en la reunión.

REUNIÓN GRABADA EN AUDIO Y VIDEO: Esta reunión está grabada en audio y video. Una copia de la grabación está disponible después de la reunión en el sitio web de la Agencia EMS en www.MoCoEMS.org



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



You are invited to a Zoom webinar.

When: Wednesday, February 14, 2024 8:30 AM to 12:30 PM Pacific Time (US and Canada)

Topic: Monterey County EMS - Emergency Medical Care Committee (EMCC) joint meeting with CCC and Ops committees.

Please click the link below to join the webinar:

<https://montereycty.zoom.us/j/92680990619>

Attending the Meeting by Video



Using a computer or laptop:

Simply click the following link to get started:

<https://montereycty.zoom.us/j/92680990619>

You will need to make sure that your computer or laptop is properly connected to working speakers and/or a microphone if you choose to participate with audio. If you plan on using your computer or laptop for video only, you can also join the audio portion of the meeting simultaneously by following the phone call instructions below, using a phone.

Using an Android Phone or Tablet:

Click on the link below to visit the Zoom app page on the Google Play store and select to install the app.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/92680990619>

Please note, you are not required to create or have a Zoom account.

Using an iPhone or iPad:

Click on the link below to visit the Zoom app page on the App Store and select to Get then Install the app.





MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/92680990619>

Please note, you are not required to create or have a Zoom account.

Attending the Meeting by Phone Call

To participate by phone call, you can use any of these numbers below:

- +1 669 219 2599 US (San Jose)
- +1 669 900 6833 US (San Jose)
- +1 213 338 8477 US (Los Angeles)
- +1 929 205 6099 US (New York)
- +1 312 626 6799 US (Chicago)

Enter this Meeting ID number: **926 8099 0619** when prompted. Please note there is no Participant Code, you will just hit # again after the recording prompts you. You will be placed in the meeting as an Attendee.

Public Comments

There will be time allocated in the meeting for Public Comments.

If you attend the Meeting through ZOOM via video and would like to make general public comment, or comment on a specific item on the agenda, you may Raise your Hand. If you are attending the meeting via Phone Call enter *9 on your keypad.

Estás invitado a un seminario web de Zoom.

Cuándo : miércoles 14 de febrero de 2024, de 8:30 a. m. a 12:30 p. m., hora del Pacífico (EE. UU. y Canadá)

Tema : EMS del Condado de Monterey: reunión conjunta del Comité de Atención Médica de Emergencia (EMCC) con los comités de CCC y de Operaciones.

Haga clic en el siguiente enlace para unirse al seminario web:

<https://montereycty.zoom.us/j/92680990619>

Asistir a la reunión por vídeo



Usando una computadora o computadora portátil:

Simplemente haga clic en el siguiente enlace para comenzar:



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



<https://montereycty.zoom.us/j/92680990619>

Deberá asegurarse de que su computadora o computadora portátil esté conectada correctamente a parlantes que funcionen y/o a un micrófono si decide participar con audio. Si planea usar su computadora o computadora portátil solo para video, también puede unirse a la parte de audio de la reunión simultáneamente siguiendo las instrucciones de llamada telefónica a continuación, usando un teléfono.

Usando un teléfono o tableta Android:

Haga clic en el enlace a continuación para visitar la página de la aplicación Zoom en la tienda Google Play y seleccione instalar la aplicación.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

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Usando un iPhone o iPad:

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<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

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Asistir a la reunión por llamada telefónica

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+1 669 900 6833 EE. UU. (San José)

+1 213 338 8477 EE. UU. (Los Ángeles)



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



+1 929 205 6099 EE. UU. (Nueva York)

+1 312 626 6799 EE. UU. (Chicago)

Ingrese este número de ID de reunión: **926 8099 0619** cuando se le solicite. Tenga en cuenta que no hay un código de participante; simplemente presione # nuevamente después de que la grabación se lo indique. Se le colocará en la reunión como asistente.

Comentarios públicos

Habrà tiempo asignado en la reunión para comentarios públicos.

Si asiste a la Reunión a través de ZOOM vía video y desea hacer comentarios del público en general, o comentar sobre un punto específico de la agenda, puede Levantar la Mano. Si asiste a la reunión mediante una llamada telefónica, ingrese *9 en su teclado.



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE

Meeting Minutes
Wednesday, February 14, 2024

Emergency Medical Services Agency
1441 Schilling Place, Salinas, CA 93901
Cayenne Room
Meeting Available via Zoom
10:30-12:00

Item	Discussion				Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	Members	Representing	Present	Absent	<ul style="list-style-type: none"> Meeting was called to order at 8:30 a.m. and roll call was taken. A quorum was present.
	Will Hiller	Ambulance Contractor		X	
		Law Enforcement			
	Sam Klemek	ALS – Fire		X	
	Jim Langborg, Chair	BLS – Fire	X		
	Harry Robins	Citizen Representative		X	
	Jodi Schaffer	Citizen Representative	X		
	Nancy Utterback	Citizen Representative	X		
	Paul Wood	City Managers	X		
	Dr. Nikolas Greenson	Emergency Physicians		X	
	Spencer Harnett	EMT/Paramedic		X	
	Carla Spencer	Hospital Administration	X		
	Jon Anthony	Monterey County Parks Department		X	



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion				Deliverable/Action
	Ex-Officio Members	Representing	Present	Absent	
	Teresa Rios	EMS Agency Director	X		
	Kelsey Scanlon	Dept. of Emergency Mngmt		X	
	LeeAnn Magoski	Emergency Communications	X		
	Alternate Members	Representing	Present	Absent	
	Michael Esslinger	911 EOA Ambulance Provider	X		
	Mike DeLeo	ALS Fire			
	Chief Cheryl Goetz	BLS Fire			
	<i>Vacant</i>	Citizen Rep 1			
	<i>Vacant</i>	Citizen Rep 2			
	<i>Vacant</i>	Citizen Rep 3			
	Ben Harvey	City Managers			N/A
	Dr. Noah Hawthorne	Emergency Physicians			
	<i>Vacant</i>	EMT/Paramedic			
	Jo Coffaro	Hospital Administration			
	Chris Borquin	Law Enforcement	X		
	Bandy Smith	Monterey County Parks Department			
	EMS Agency Staff	Representing	Present	Absent	
	Dr. John Beuerle	EMS Agency Medical Director	X		
	Steve Brooks	EMS Analyst	X		
	Roxann Seepersad	Epidemiologist II		X	
	Debra Hopgood	MA III	X		
	Kimberley Hernandez	EMS Analyst	X		
	Blake Andersen	EMS Analyst	X		
	Guests in Attendance				
	Will Hiller				
	Nik Greenson				



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
	Mike DeLeo Noah Hawthorne Jo Coffaro John Eaglesham Silas Fischer Clay-Active Transport Leslie Oliver JohnRey Hassan Sam Balesteri Scott Houchin Leslie Oliver	
II. PUBLIC COMMENT	A. No comments	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. September 13, 2023 B. November 8, 2023	A. Motion to approve minutes from both September 13, 2023, and November 8, 2023 meeting minutes by J. Schaffer. Second by C. Spencer. Motion carried.	A. Minutes approved
IV. REPORTS		
A. EMS Medical Director	A. (Dr. Beuerle) The CCC (formerly MAC) received a presentation regarding the new Ohana facility that provides behavioral health services for adolescents. The County has established 2 Crisis Support Teams. One is dedicated to the City of Salinas. The other is available for response	A. N/A



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
<p>B. EMS Director</p> <p>C. EMS Agency Report</p> <p>D. MHOAC</p>	<p>throughout the County. The Buprenorphine program is moving forward providing services to those with opiod drug withdrawal.</p> <p>B. No report on activities related to the Operations Committee</p> <p>C. (Teresa Rios) Will report during the agenda item for the ambulance RFP.</p> <p>D. (Debra Hopgood) MHOAC activities have been curtailed. Remaining COVID materials have been distributed. Working to build relationships with the HPP program within the Health Dept. Participated in several tabletop exercises and trainings related to being prepared. Active Attackers exercise on April 18, 2024. Looking for participation from all EMS organizations for this Monterey County specific activity.</p>	<p>B. As noted</p> <p>C. As noted</p> <p>D. As noted</p>
<p>V. EMS SYSTEM PERFORMANCE METRICS</p> <p>A. Communications System Testing</p> <p style="margin-left: 20px;">1. 800MHz Radio</p> <p style="margin-left: 20px;">2. ReddiNet</p> <p>B. Contract Compliance Working Group</p>	<p>A. (Kimberley Hernandez) Information included in the agenda packet. Mee Memorial had an issue with their 800MHz phone which has been corrected.</p> <p>B. All compliance categories showed as compliant for AMR. The Committee is reviewing response data for South County areas.</p>	<p>A. N/A</p> <p>B. As noted</p>
<p>XI. OLD BUSINESS</p> <p>A. EMCC Reappointments</p>	<p>A. (Steve Brooks) Reminder for members that half of EMCC membership expires each year. Staff Report lists the members that are expiring this year. These members need to have the organization they represent submit a request to have the member continue as a representative. Will also need an updated bio if appropriate. Alternates expire at the same time as the</p>	<p>A. EMS Agency will reach out to remind members with expiring terms to provide the</p>



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Item	Discussion	Deliverable/Action
<p>B. EMS Ordinance Revision</p> <p>C. Health Data Exchange</p> <p>D. Ambulance RFP</p>	<p>member. We continue to seek Citizen Representative alternates. Citizen Reps need to not be affiliated with an organization involved in the EMS system. The organizations should have their recommendation submitted by May 1, 2024 so the EMS Agency can move the nomination through the Board approval process and to have the member/alternate complete their Oath of Office.</p> <p>B. (Debra Hopgood) The EMS Agency took a resolution to the Board related to Health and Safety Code 1797.230 which will also be part of the Ordinance related to an Ambulance RFP. Working with County Counsel on draft language.</p> <p>C. (Blake Anderson) Goal is to provide outcome data for field providers. Meeting with ESO on potentially using a program they have available to not need a specific hospital number on the PCR for matching.</p> <p>D. (Teresa Rios) Priorities for the next contract are to select a competent and reliable ambulance service provider. Looking to meet system needs and provide the best value to the patient. Several challenges presented. Have had multiple opportunities for public comments regarding the process and desires for items to include in the RFP. Interfacility transfers was a main point of concern and questions. CCT also was the topic of several comments and questions. Multiple models of system delivery are being considered. Concerns raised related to retention of the current workforce. Consulting with County Counsel regarding language related to workforce retention. Responses to questions and comments received during the public comment period were provided as a discussion organized around general categories of questions and comments. EMS Agency will review comments and questions and further revise the RFP draft. The draft RFP</p>	<p>recommendation from the organization they represent.</p> <p>B. EMS Agency continues to work on the draft.</p> <p>C. EMS Agency staff is working with constituent groups.</p> <p>D. Work to prepare the draft RFP for review by County Counsel and EMSA continues.</p>



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
	will be sent to County Counsel and EMSA for review and recommendations.	
XII. NEW BUSINESS		
A. EMS Recognition	<p>A. The EMS Agency recognized Stephanie Nocita-Apperson for her receipt of recognition by the American Ambulance Association as a Star of Life. The EMS Agency also recognizes Stephanie as a great example of an EMS provider.</p> <p>The EMS Agency recognized Scott Houchin for his many years of service to the people of Monterey County as Scott has retired from Salinas Fire Dept. and active participation in the EMS system. Scott has functioned as an EMT, paramedic, EMS instructor, and faithful representative to multiple committees for over 40 years and has influenced most EMS providers.</p>	A. N/A
B. Behavioral Health Community Crisis Services	<p>B. The person who was to make a presentation was unable to attend the meeting. The presentation will be postponed until the March EMCC meeting.</p>	B. Item continued to the next EMCC meeting.
C. EMCC Annual Report	<p>C. The EMCC is required under the Health and Safety Code to provide a report to the Board of Supervisors and EMS Agency. The EMCC submitted a report for 2022 that was written primarily by EMS Agency staff with endorsement by the EMCC. The EMS Agency staff is encouraging the EMCC to produce the report. EMS Agency staff will support as needed. Consider report development during the EMCC meeting to avoid violation of the Brown Act for having members communicate outside of the public view. Report is due to the Board in July. Comments from the EMCC members and items for inclusion in the report should be sent to the EMCC secretary.</p>	C. EMS Agency will provide a review of EMCC discussion topics and samples of EMCC reports from other LEMSAs.



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
D. EMS Annual Report	D. The EMS Agency will be starting the report and will bring more information back to the EMCC at future meetings.	D. EMS Agency will begin to draft the EMS Agency Annual Report
XIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none">• Question about having a stakeholder committee related to the RFP. The process is highly regulated but as much as possible will be discussed in a public forum such as EMCC.	<ul style="list-style-type: none">• As noted
IX. NEXT MEETING	<ul style="list-style-type: none">• The next regular EMCC meeting will be March 13, 2024 at 10:30 a.m.	<ul style="list-style-type: none">• As noted
X. ADJOURNMENT	<ul style="list-style-type: none">• Meeting adjourned by Jim Langborg.	<ul style="list-style-type: none">• Meeting was adjourned.



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: March 13, 2024
To: Emergency Medical Care Committee (EMCC)
From: Teresa Rios, EMS Director
Regarding: EMS Agency Updates Report

The EMS Agency is pleased to report on the following accomplishments and activities:

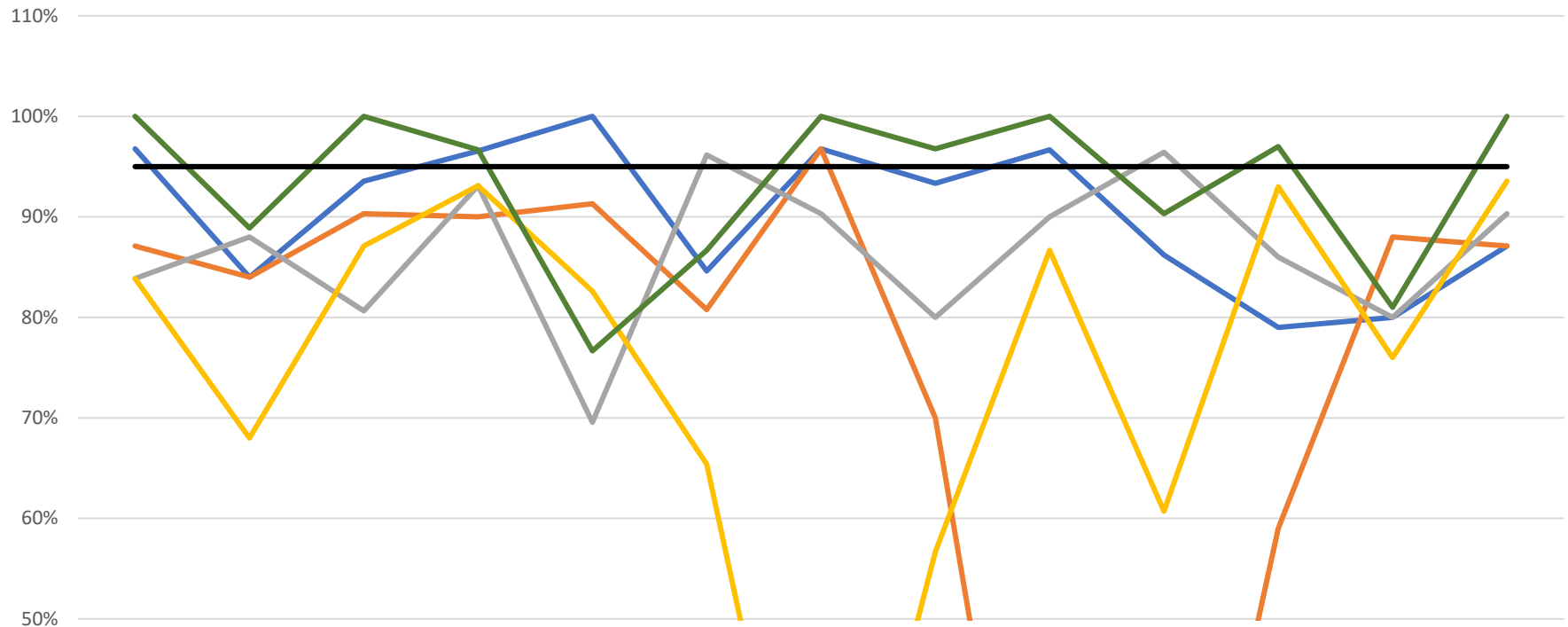
EMS Legislation. The EMS Agency will be bringing relevant legislation updates to EMCC.

1. Health and Safety Code 1371.56. This statute affects ambulance billing. The benefit to consumers/patients is that it limits the out of pocket cost to the patient to the amount the insurance company considers as the patients amount of the “in-network” cost for ambulance service in the area in most situations.
2. Health and Safety Code 1797.120.5 and 1797.120.6 (AB 40) establishes standards and reporting requirements for Ambulance Patient Offload Time (APOT). Requires the EMS Agency to establish a standard for APOT of not greater than 30 minutes 90% of the time.

EMCC Agendas. The EMS Agency is required to post the EMCC agenda and meeting materials in an accessible format due to recent changes in regulations. This is the main cause for needing to postpone the previous EMCC meeting.

800MHz Disaster Medical Radio System Testing

Response Compliance January 2023-January 2024

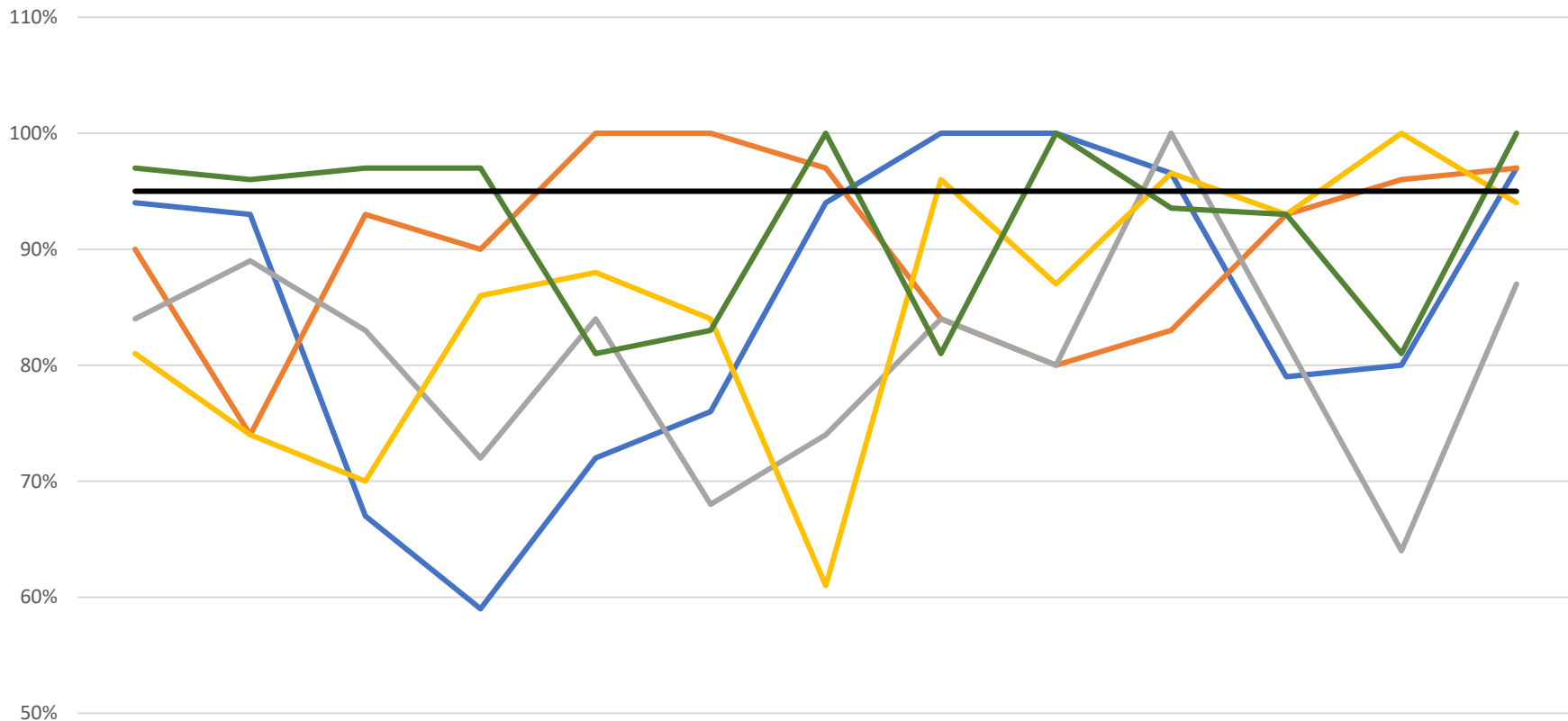


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
CHOMP	97%	84%	94%	97%	100%	85%	97%	93%	97%	86%	79%	80%	87%
MMH	87%	84%	90%	90%	91%	81%	97%	70%	3%	7%	59%	88%	87%
NMC	84%	88%	81%	93%	70%	96%	90%	80%	90%	96%	86%	80%	90%
SVH	84%	68%	87%	93%	83%	65%	13%	57%	87%	61%	93%	76%	94%
AMR	100%	89%	100%	97%	77%	87%	100%	97%	100%	90%	97%	81%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

ReddiNet MCI Drills

Response Compliance January 2023-January 2024



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
CHOMP	94%	93%	67%	59%	72%	76%	94%	100%	100%	97%	79%	80%	97%
MMH	90%	74%	93%	90%	100%	100%	97%	84%	80%	83%	93%	96%	97%
NMC	84%	89%	83%	72%	84%	68%	74%	84%	80%	100%	82%	64%	87%
SVH	81%	74%	70%	86%	88%	84%	61%	96%	87%	97%	93%	100%	94%
AMR	97%	96%	97%	97%	81%	83%	100%	81%	100%	94%	93%	81%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

— CHOMP
 — MMH
 — NMC
 — SVH
 — AMR
 — STANDARD

Monterey County Health Department Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

March 13, 2024

Presented by
Kimberley Hernandez

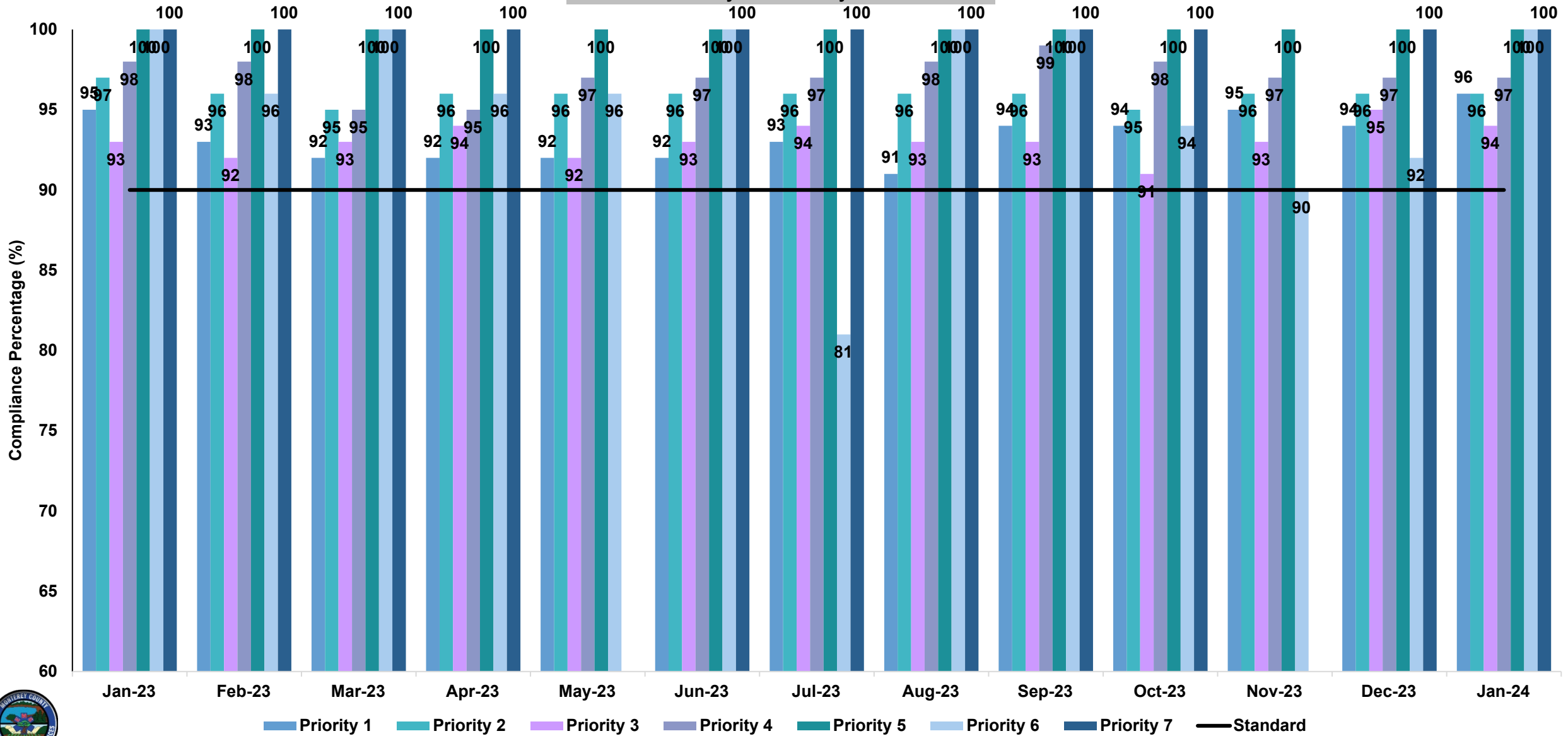


COUNTY OF MONTEREY
HEALTH DEPARTMENT
Nationally Accredited for Providing Quality Health Services



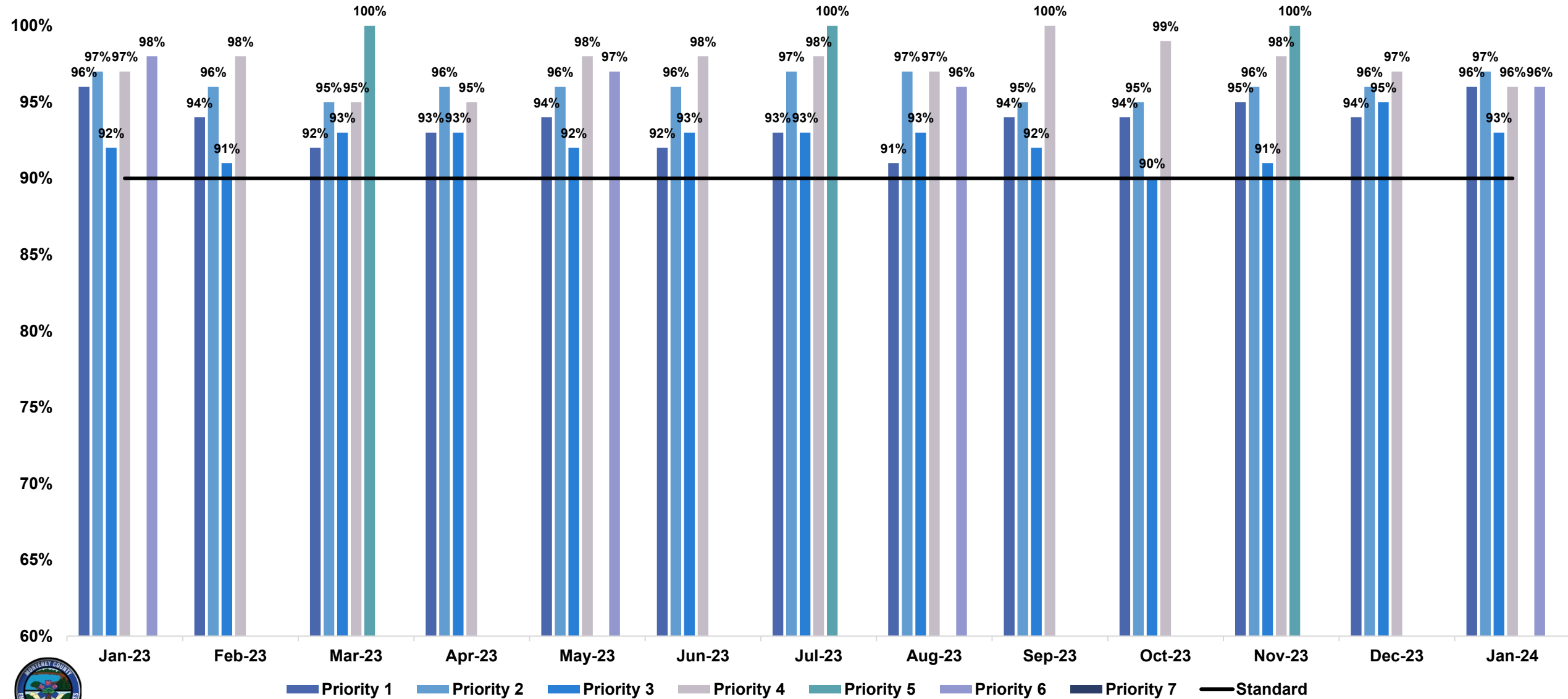
Response Time Compliance by Priority

AMR Overall Response Time Compliance By Priority
January 2023-January 2024



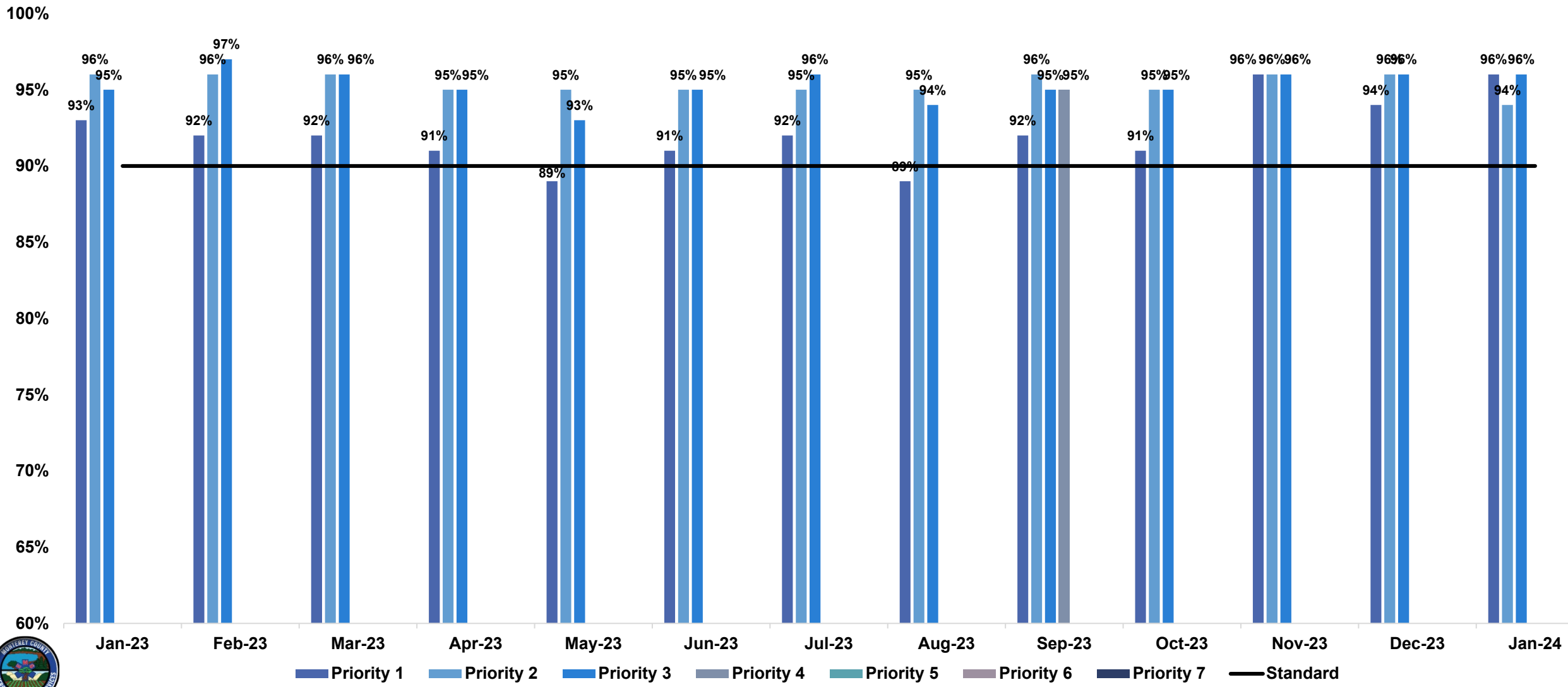
Response Time Compliance: **Green** Response Area

AMR Response Time Compliance By Priority for GREEN ZONE
January 2023-January 2024
Note: Missing priority values denote "100 call" rule not met for the month



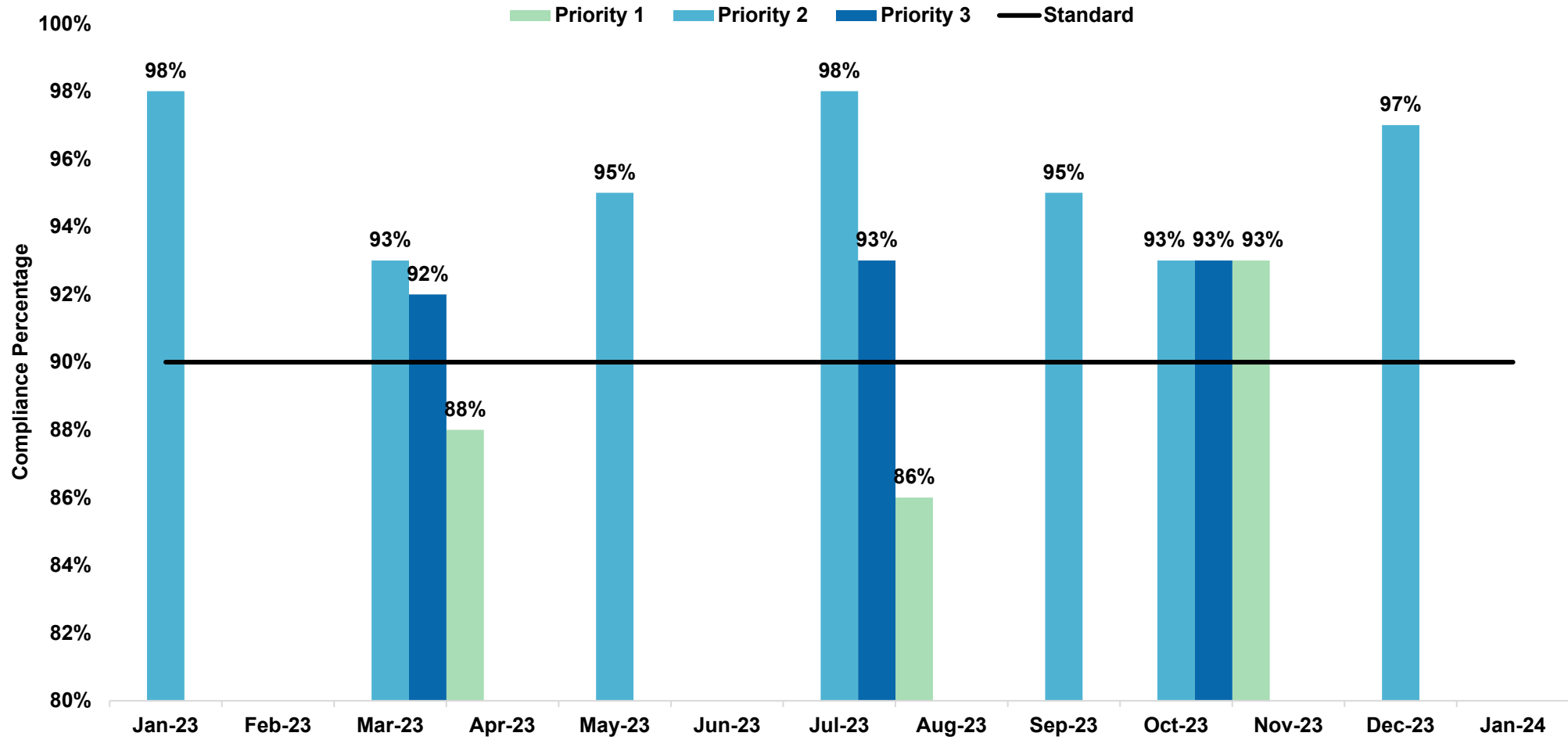
Response Time Compliance: Yellow Response Area

AMR Response Time Compliance By Priority: YELLOW ZONE
January 2023-January 2024
Note: Missing priority values denote "100 call" rule not met for month



Response Time Compliance: Orange Response Area

AMR Response Time Compliance By Priority: ORANGE ZONE
January 2023-January 2024
Note: Missing priority values denote "100 call" rule not met for the month.



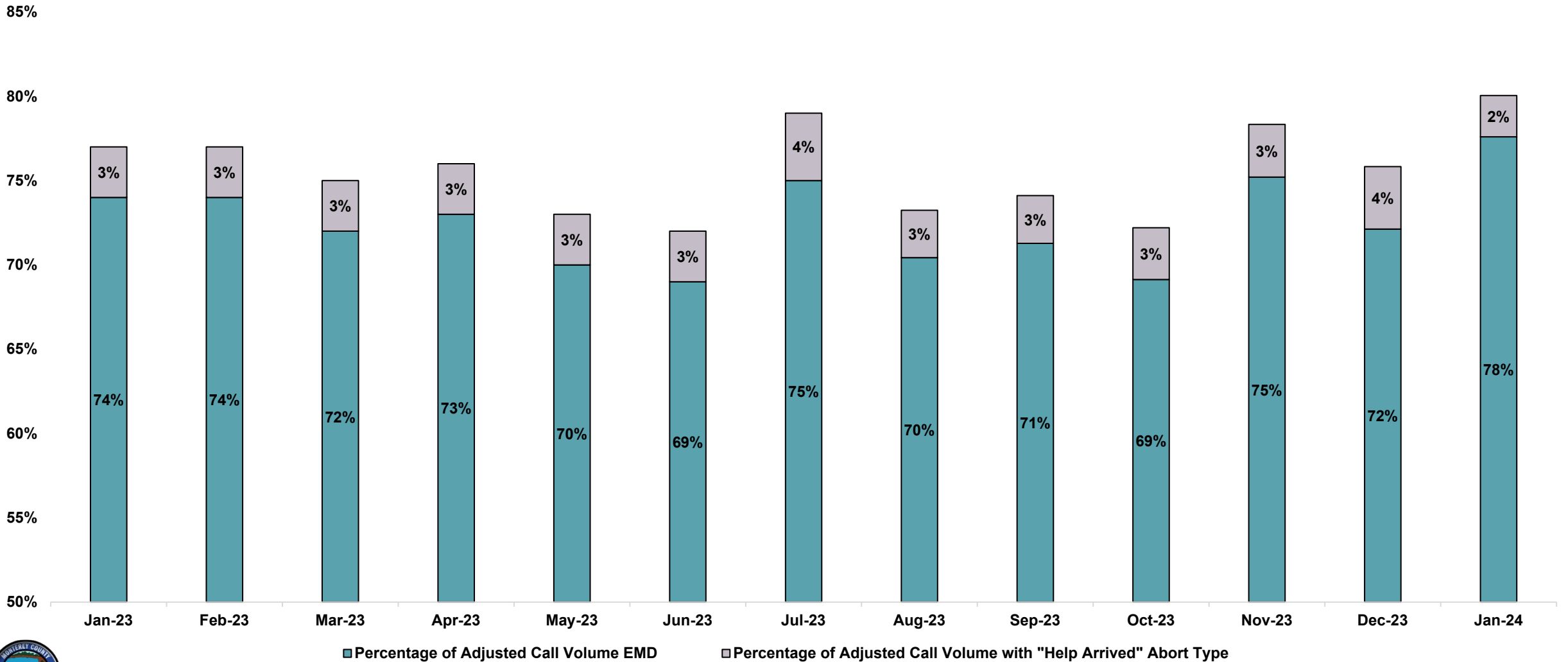
- Priority 4 & 6 (not depicted) has had no calls since 2017.

- Priority 5 had 2 calls since 2017.



Medical Priority Dispatch System Performance

January 2022-January 2023



100-Response Rule ("100 Call Rule") –

ALS Provider Agreement: A-11610 §18.12

- For the purposes of determining compliance with response-time requirements within each Response Area monthly, the following method shall be used. For every month in which 100 or more responses of any Priority originate within the Response Area, 90% compliance is required for the calendar month. However, for any month within which fewer than 100 responses originate, compliance shall be calculated in subsequent month(s) once responses for that Response Area exceed 100 responses.



Ambulance Response Times by Zone

ALS Provider Agreement: A-11610 § 18.3

All times shall be calculated in minutes	Green	Yellow	Orange	Red
Priority - 1	8	12	16	ASAP
Priority - 2	10	16	20	ASAP
Priority - 3	12	20	24	ASAP
Priority - 4	Scheduled Pick-up Time			
Priority - 5	Green Zone: 60 minutes; Yellow Zone: 120 minutes			
Priority - 6	Scheduled Pick-up Time			
Priority - 7	Immediate, Unscheduled Response Request			



Sources:

- AMR Performance Metrics. Submitted to LEMSA January 2023-January 2024.
- AMR Agreement: A-11610. Agreement NO:A-11610. Agreement between the County of Monterey and American Medical Response West. 2010.
- California law. Healthy and Safety Code. Division 2.5:Emergency Medical Services. Chapter 3, Article 1, Section 1797.120(b).



END





COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: March 13, 2024

To: Monterey County EMS Agency Emergency Medical Care Committee (EMCC)

From: Kimberley Hernandez, EMS Analyst

Subject: Alternate Ambulance Service Providers 90th Percentile Response Times Report

The Monterey County Emergency Medical Services (EMS) system comprises multiple agencies and facilities, all working together to provide timely emergency medical response and care to those experiencing a medical emergency. While American Medical Response (AMR) is currently the exclusive operating area ambulance service provider, Fort Hunter Liggett, City of Carmel Fire Ambulance, and Monterey County Regional Fire District are designated alternate ambulance service providers.

This report provides referential information on the 90th Percentile Response Times of medically related incidents by Carmel Fire Ambulance and Monterey County Regional Fire District throughout Monterey County. Fort Hunter Liggett is excluded from this report due to low call volume.

Analytical Methods:

Data Collection:

The EMS Agency used the Emergency Communications Department Computer Aided Dispatch (CAD) system's reporting software Advanced Reporting Module for responses between January 1, 2023 – December 31, 2023.

- Key components of data collection:
 - Monterey County Regional Fire Ambulance Units (A5563, A5564, A5565, and A5566)
 - Carmel Fire Ambulance Units (A7165, A7166)
 - Medically related problems (UIA, VIA, MED, STAB, GSW)
 - Incident Number
 - Dispatch Data & Time
 - Unit On-Scene Date & Time
 - Fire Response Area (MCF, MNT, and other areas within Monterey County)
- Potential outliers were manually reviewed to reduce possible reporting errors.

Data Analysis:

- The Response Time Interval for each call was determined by calculating the difference between the Unit Notified by Dispatch Time and the Unit On-Scene Time for each medical call, measured and recorded in integer minutes and seconds.
- 90th Percentile Response Times were computed using Response Time Intervals by month.

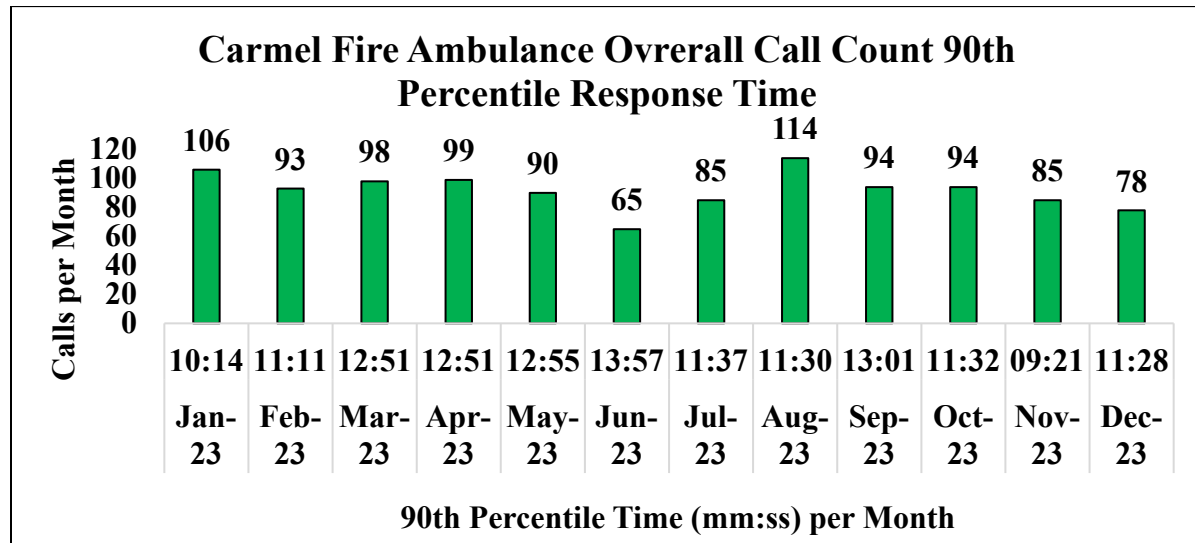
- Includes stratification of overall 90th Percentile Response Time per month by responses into Fire Response Area only, responses outside of Fire Response area but within Monterey County as identified in CAD, and limited to calls with medically related problem codes only.

Results:

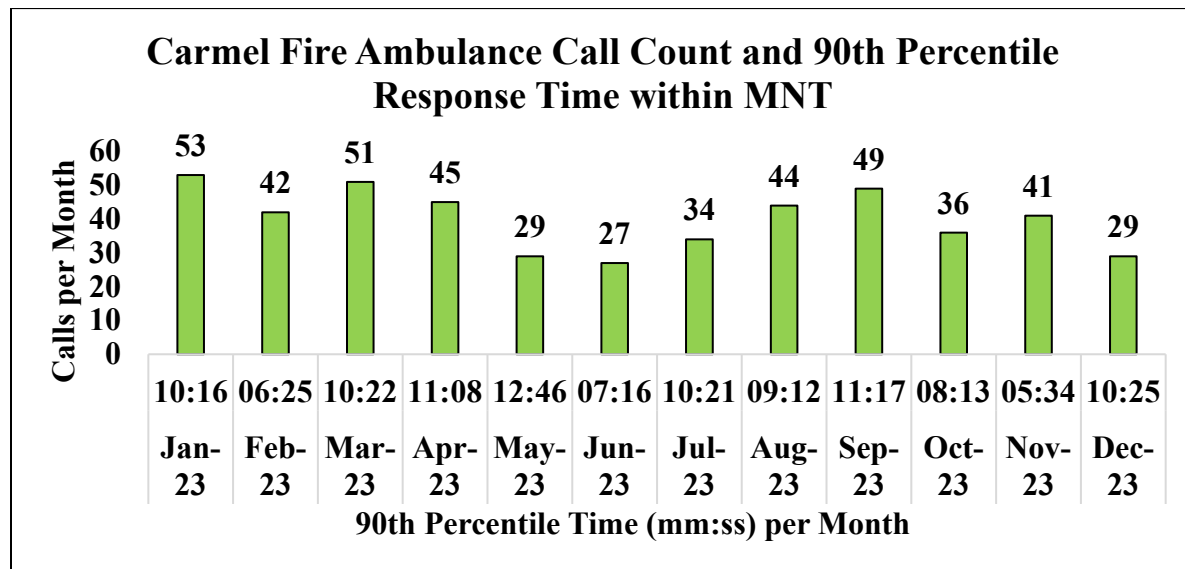
The following data focuses on 2023 (January-December). EMS System participants should interpret the information cautiously, as small numbers contribute to unstable statistical results.

Carmel Fire Ambulance January-December 2023:

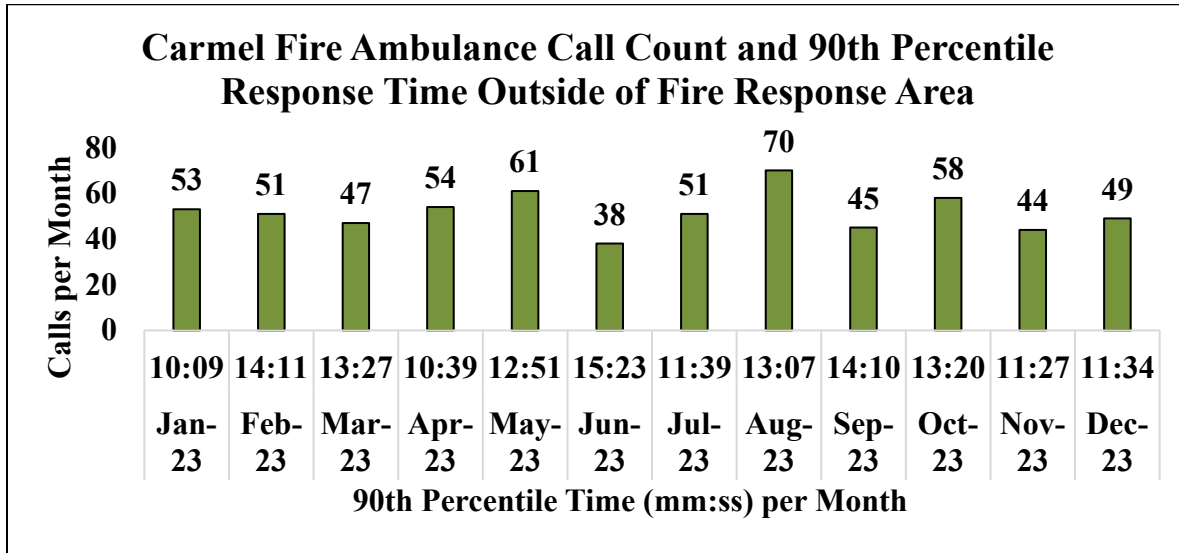
Carmel Fire Ambulance responded to 1101 calls, with an average 90th percentile time of 11 minutes and 52 seconds for approximately 92 calls per month.



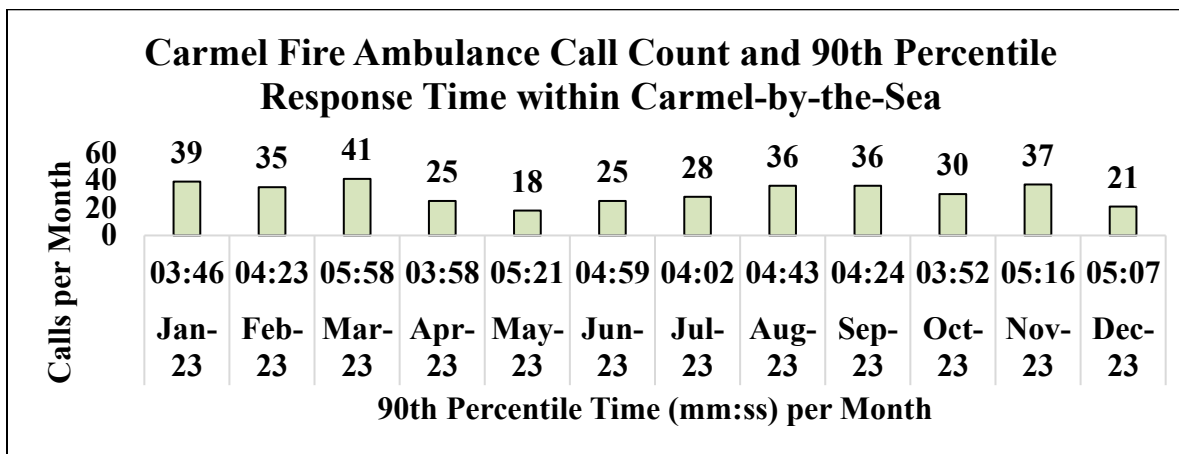
Carmel Fire Ambulance responded to 480 calls within their CAD-designated Response Area (MNT), with an average 90th percentile time of 9 minutes and 26 seconds for approximately 40 calls per month.



Carmel Fire Ambulance responded to 621 mutual aid calls outside of MNT, with an average 90th percentile time of 12 minutes and 40 seconds for approximately 52 calls per month.

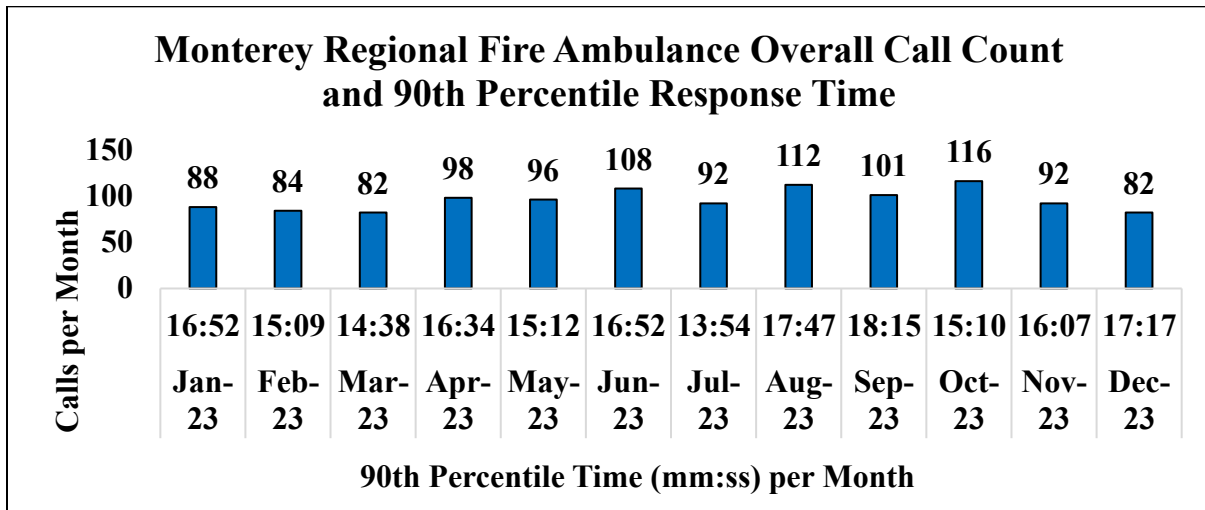


Carmel Fire Ambulance responded to 371 calls within Carmel-by-the-Sea, with an average 90th percentile time of 4 minutes and 39 seconds for approximately 31 calls per month.

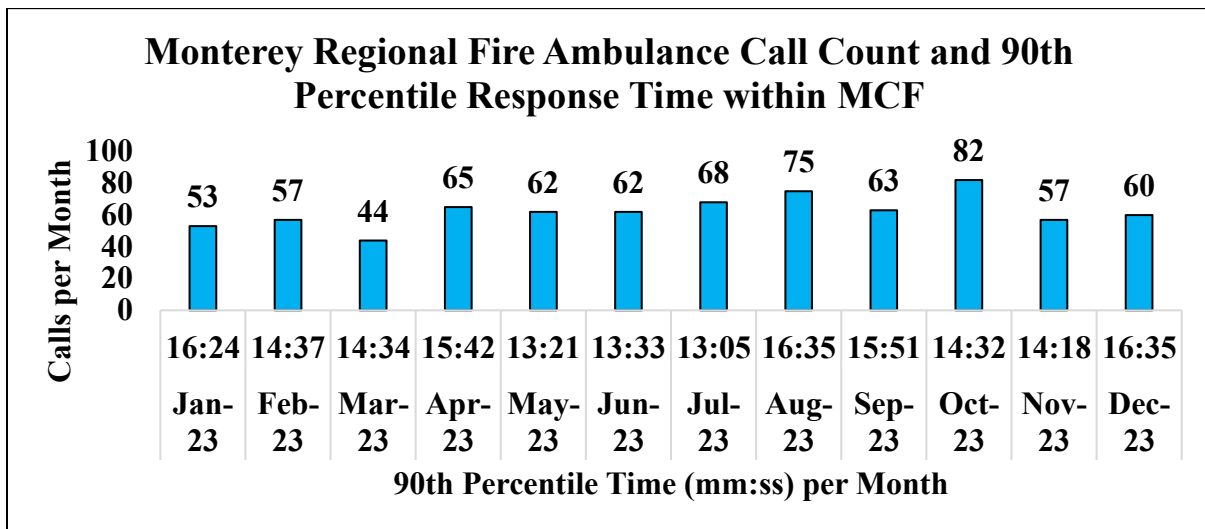


Monterey Regional Fire Ambulance January-December 2023:

Monterey Regional Fire Ambulance responded to 1151 calls, with an average 90th percentile time of 16 minutes and 09 seconds for approximately 96 calls per month.

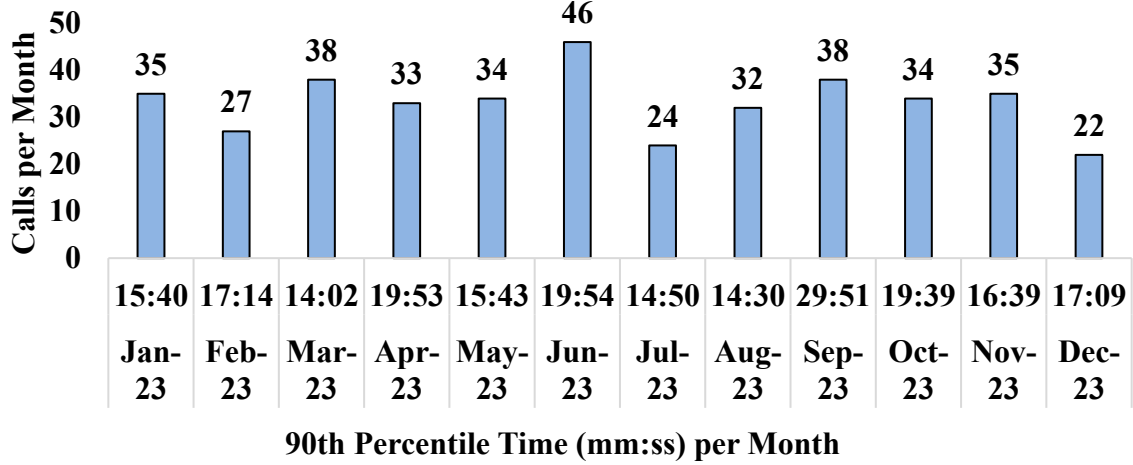


Monterey Regional Fire Ambulance responded to 748 calls within their CAD-designated Response Area (MCF), with an average 90th percentile time of 14 minutes and 56 seconds for approximately 62 calls per month.



Monterey County Regional Fire Ambulance responded to 398 mutual aid calls outside of MCF, with an average 90th percentile time of 17 minutes and 55 seconds for approximately 33 calls per month.

Monterey Regional Fire Ambulance Call Count and 90th Percentile Response Time outside MCF





COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: March 13, 2024
To: Emergency Medical Care Committee (EMCC)
From: Monterey County EMS Agency
Regarding: EMCC Membership-Renewal of Positions with 6/30/24 Expiration

EMS Policy 1020 states that the term of office for each EMCC member is for a period of two (2) years, commencing on the first of July. The term of the following EMCC members and alternates is set to expire on June 30, 2024. The table below also includes the status for Andrew Fife who will be nominated by the EMS Director to fill the paramedic position on EMCC.

EMCC Members/Alternates listed below: Please submit a recommendation from the sponsoring organization, or self-recommendation for the Citizen's Rep, no later than **April 30, 2024** to ensure adequate processing time to submit to the Board of Supervisors and to ensure adequate time to complete member requirements such as the Oath of Office.

Member	Representing	Status
Jim Langborg	BLS Fire	
Carla Spencer	Hospitals	
	ED Physicians	
Paul Wood	City Managers	
Nancy Utterback	Citizen Representative	
Spencer Harnett	Paramedic	
Alternate	Representing	Status
Cheryl Goetz	BLS Fire	
Jo Coffaro	Hospitals	
	ED Physicians	
	City Managers	
<i>Vacant</i>	Citizen representative	EMS Agency is actively recruiting for this position
Andrew Fife	Paramedics	Nomination submitted to the Clerk of the Board



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: March 13th, 2024
To: Monterey County EMS Agency Emergency Medical Care Committee (EMCC)
From: Blake Andersen, EMS Analyst
Regarding: Health Data Exchange (HDE) Implementation Report

The EMS Agency held another HDE Data Working Group meeting on February 20th. Below are highlights of the meeting...

- ESO stated that eMPI might be a solution to ensuring that non-transport agencies can access outcome data. ESO committed to providing the EMS Agency with additional information and a quote for this add-on.
- The educational PowerPoint designed to help field providers identify and record chart numbers they receive from the hospitals was presented and discussed., The presentation was released to the service providers to be used as a training tool with EMS personnel. The EMS Agency will be conducting a follow-up to ensure that the field crews have been educated on the material.
- ***Each hospital and the EMS Agency reported on HDE connection and data point sharing status.***
 - *Natividad* is now sharing all of the required data elements and is fully operational with HDE.
 - *CHOMP* has completed most of the building phase and soon shall be transitioning into the testing phase.
 - *Mee Memorial*, Mee's IT vendor, and ESO have been holding regular meetings. Mee has been working on multiple interface builds and now has access to ESO's Patient Tracker.
 - *SVH* has recently seen changes within its leadership team and has been reviewing material sent from the EMS Agency to understand better the HDE project's current goals and data-sharing regulations. The EMS Agency will continue to partner with them to ensure that all the Essential Elements, which include the physician notes, are shared.
- Lastly, the EMS Agency has developed an Outcome Match Report that will monitor the number of PCRs that are not being connected to the hospital's medical records and

providing Patient Outcome Reports. The EMS Agency will be disseminating these reports daily so as to allow hospitals and EMS personnel to make the necessary corrections in a timely manner.

The EMS Agency's next steps are to:

- Ask ESO to present to the working group to determine whether eMPI is the right solution to that will provide outcome data to non-transport agencies.

The next HDE EMS Data Working Group meeting on March 19th.

**Monterey County EMS Agency
EMERGENCY MEDICAL CARE COMMITTEE (EMCC)**

Annual Report for 2022

Advisory Committee Meeting Time/Location: The second (2nd) Wednesday of each odd month from 10:30 AM to 12:00 PM. All meetings in 2022 were held at 1441 Schilling Place, Salinas with attendance also available via Zoom.

Chair: Tino Arellano (January 2022 to March 2022), Tina Nieto (March 2022 to July 2022), Jim Langborg (July 2022 to December 2022).

Vice Chair: Tina Nieto (January 2022 to March 2022), Vacant (March 2022 to July 2022), Paul Wood (July 2022 to December 2022).

Reporting Period: January 1, 2022 to December 31, 2022.

This report in conjunction with the Monterey County Emergency Medical Services (EMS) Agency's 2022 Annual Report to the Board of Supervisors is intended to fulfill the annual reporting requirements for emergency medical care committees established in California Health and Safety Code Section 1797.276.

I. Purpose:

The Monterey County Board of Supervisors formally established the membership, purpose, structure, and rules of the EMCC through the Bylaws of the EMCC, Board Resolution Number 10-069, on April 6, 2010.

The EMCC advises the Board of Supervisors, and the EMS Director on EMS system issues, ensures that all EMS constituents are actively engaged in the decisions regarding EMS system resources, and provides input on the development and implementation of the County's EMS policies, protocols, and procedures.

II. Membership:

The EMCC is a multidisciplinary committee with membership consisting of representation of specific Emergency Medical Services (EMS) stakeholder groups and organizations including three (3) citizen representatives from throughout Monterey County. There are twelve (12) authorized, voting seats, and two (2) non-voting, ex-officio seats on the advisory committee.

A representative from a fire-protection agency that provides prehospital EMS at the Basic Life Support level, nominated by the Monterey County Fire Chiefs' Association.	Chair Jim Langborg, Chief, Greenfield Fire Department
A representative from a fire-protection agency that provides prehospital EMS at the Advanced Life Support level, nominated by the Monterey County Fire Chiefs' Association.	Samuel Klemek, Chief, Salinas Fire Department
A representative from a law enforcement agency that provides prehospital EMS, nominated by the Monterey County Police Chief's Association.	Tina Nieto, Chief, Marina Police Department

**Monterey County EMS Agency
EMERGENCY MEDICAL CARE COMMITTEE (EMCC)**

Annual Report for 2022

A representative of hospital administration nominated by the local Hospital Council.	Carla Spencer, Director of Emergency Services, Salinas Valley Health
A representative of City Managers nominated by the Monterey County City Managers' Association.	Vice Chair Paul Wood, City Manager, City of Greenfield
A representative nominated by the Monterey County Resource Management Agency that works in Parks Operations.	Jon Anthony, Park Ranger Supervisor, Monterey County Resource Management Agency
Three citizen representatives nominated by the EMS Director with attention to appropriate geographic representation.	Harry Robbins Luz Garcia, PA-C Jodi Schaffer
An emergency physician nominated by the Medical Advisory Subcommittee.	Dr. Nikolas Greenson, Medical Director, Salinas Valley Health
A Monterey County accredited EMT-Paramedic nominated by the EMS Director.	VACANT
A representative from management of the Monterey County EOA ambulance contractor	William Hiller, American Medical Response
Monterey County Office of Emergency Services Manager (ex-officio).	Gerry Malais
EMS Director (ex-officio).	Teresa Rios

III. Member Training and Orientation:

- Form 700 – Statement of Economic Interests.
- Ethics.
- Ralph M. Brown Act (Brown Act) Requirements.
- AB 361 – Amendments to the Brown Act permitting legislative bodies to meet virtually during the COVID-19 public health emergency when certain conditions are met.
- AB 389 – Establishing requirements related to items to consider when contracting for the provision of emergency ambulance services.
- Monterey County EMS System Policy 1020 – EMS Advisory Committees.
- Robert's Rules of Order.

IV. Subcommittees and Working Groups:

A. Medical Advisory Subcommittee (MAC)

The Medical Advisory Subcommittee provides input to the EMS Director, EMS Medical Director, and the EMCC on medical control and other medical issues.

**Monterey County EMS Agency
EMERGENCY MEDICAL CARE COMMITTEE (EMCC)**

Annual Report for 2022

B. Operations Subcommittee (OPS)

The Operations Subcommittee provides input to the EMS Director, EMS Medical Director, and the EMCC on operational issues involving pre-hospital and emergency medical services.

C. Contract Compliance Working Group (CCWG)

A Contract Compliance Working Group (CCWG) comprised of members of EMCC including citizens representatives, a local emergency department physician, AMR leadership, and EMS Agency staff meets every two months to monitor AMR's performance by reviewing a wide range of metrics to maintain a system that delivers vital pre-hospital emergency medical services to the community.

Citizen Representative	Harry Robbins
Citizen Representative	Jodi Schaffer
Citizen Representative	Luz Garcia
Emergency Department Physicians	Dr. Nikolas Greenson, Salinas Valley Health
American Medical Response (AMR)	Michael Esslinger
American Medical Response (AMR)	William Hiller
American Medical Response (AMR)	Sandra Flores
American Medical Response (AMR)	Benjamin Hitchcock
American Medical Response (AMR)	Rachel Kneeland
American Medical Response (AMR)	Angelica Lopez Rios

Some areas of focus for the CCWG in 2022 included:

- Quarterly Priority 1 Drill-down to monitor late responses to monitor Priority 1 calls with extended response times. The data reviewed includes: call disposition, the reason, frequency, and location of extended response as well as how "late" each response was.
- Interfacility Transfer (IFT) Review to monitor types of transfers (Advanced Life Support (ALS), Basic Life Support (BLS), Behavioral Health, Critical Care Transport (CCT), and in County vs. Out of County (OOC)) and where the transfer originated from.
- South County Medical Response Review to delve further into response times in the four South County jurisdictions by reviewing the percentage of late and compliant calls in each jurisdiction.

The CCWG reviewed these areas primarily to see if there were actual EMS system problems that the EMS Agency or AMR needed to address. At EMCC and other committee meetings, committee members sometimes make anecdotal reports of systemic problems. However, after review, we found these concerns to be one-off or unique situation and not indicative of systemic problems.

V. Standing Reports Received:

The EMCC regularly receives reports related to the following items:

- American Medical Response (AMR) response time performance.
- AMR dispatch time performance.
- AMR Medical Priority Dispatch System (MPDS) performance.

**Monterey County EMS Agency
EMERGENCY MEDICAL CARE COMMITTEE (EMCC)**

Annual Report for 2022

- Fire-Based Transport Providers response time performance.
- 800 MHz radio communications testing.
- ReddiNet Mass Casualty Incident (MCI) testing.

VI. Activities:

The EMCC, over five (5) regular meetings in the past year (the July meeting of the EMCC was cancelled in 2022) and one special joint meeting with the MAC, was involved in or kept its membership informed regarding the following items:

- Activities of the MAC, OPS, and CCWG.
- Review members for appointment to the MAC and OPS groups.
- Monterey County EMS System Policies, Procedures, and Treatment Guidelines.
- Review of ambulance response times within the South County.
- Medical Health Operational Area Coordinator (MHOAC) activities.
- EMS System quality improvement (QI) activities.
- Adoption and implementation of the PulsePoint Automated External Defibrillator (AED) registry to record and share AED location information.
- AB 361 remote meeting requirements and determinations.
- The 2021 EMS Agency Annual Report to the Board of Supervisors.
- Implementation of and changes to the Local Optional Scope of Practice (LOSOP) program to permit testing for COVID-19 and administration of the COVID-19 vaccine by EMS personnel.
- The EMS Agency application for and subsequent award of a grant to offset expenses related to implementation of a vaccination program for COVID-19 including the subsequent distribution to service providers throughout Monterey County.
- Negotiation and execution of Amendment 11 to the Advanced Life Support (ALS) Service Agreement between Monterey County and AMR.
- Program design and implementation of the Emergency Triage, Treat, and Transport (ET3) model.
- Additions to the staff of the EMS Agency.
- Program design and implementation of a LOSOP to permit EMS personnel to administer Buprenorphine to patients experiencing symptoms of opioid withdrawal.
- Implementation of an agreement with the American Heart Association (AHA) permitting access to their Get With The Guidelines (GWTG) database containing information from Salinas Valley Health and Community Hospital of the Monterey Peninsula related to the care of patients experiencing Strokes or ST-Elevation Myocardial Infarctions (STEMIs).
- The Fort Hunter Liggett Fire Department's (FHLFD's) change in service levels provided.
- Implementation of a Paramedic Training Program in Monterey County.
- An EMS Agency report regarding unintended impacts on the EMS System from an active shooter exercise held by the Presidio of Monterey and Defense Language Institute Foreign Language Center.
- Disbursement of County Service Area (CSA)-74 Funds.

**Monterey County EMS Agency
EMERGENCY MEDICAL CARE COMMITTEE (EMCC)**

Annual Report for 2022

VII. Accomplishments:

- Endorsement of the following items or programs brought forth by EMS Agency staff:
 - Multiple committee members for the MAC and OPS groups.
 - Adoption and implementation of the PulsePoint AED registry.
 - The 2021 EMS Agency Annual Report to the Board of Supervisors.
 - Implementation of the ET3 Model.
 - Implementation of a program permitting paramedics to administer Buprenorphine.

Annual Report for 2022

Advisory Body Name: Emergency Medical Care Committee (EMCC)

Advisory Body Meeting Time/Location: 4:00 p.m. - 5:30 p.m. on the second Wednesday of March, June, September, and December, unless otherwise noted. All meetings have been held virtually via Zoom.

Chair: James Lambert (December 2021 – Present)

Staff Person: Rachel Morris (January 2017 – Present), Health Services, Emergency Medical Services

Reporting Period: January 1, 2022 – December 31, 2022

I. Activities:

The EMCC, over four (4) regular meetings in the past year, was involved in or kept its membership informed about the following:

- Continued discussion on the update to the county ambulance ordinance. The new ambulance ordinance was adopted by the Board of Supervisors; the LEMSA is working to create internal systems to support the new ordinance deliverables (i.e. fee schedules, special event standby, DOJ background access).
- The Board of Supervisors recognized May 15-21st as National EMS Week, and May 18th as EMS for Children Day.
- Treatment guidelines and policies updated for 2023 are finalized. Implementation is January 1st, 2023.
- Continued discussion on adverse impacts on 9-1-1 ambulance providers and patient care associated with prolonged ambulance patient offload delays (APOT).
- Hiring of Christy Hollis as a new LEMSA Prehospital Care Coordinator, and Shamim Mohamed as a new Secretary-Advanced Level.
- The LEMSA is conducting an EMS System evaluation to inform the next RFP for ambulance services. Fitch & Associates has been selected to conduct the EMS system evaluation for ERAs I, II, and V. That evaluation will inform an RFP process for the next competitively bid Exclusive Operating Area cycle.
- In light of the success of the LEMSA Buprenorphine trial, the EMS Commission and the EMSA Medical Director have transitioned prehospital Buprenorphine administration to Local Optional Scope of Practice (LOSOP) status, paving the way for multiple LEMSAs across the state to apply for participation in this LOSOP. LEMSA submitted the LOSOP application December 2022.

II. Accomplishments

- Approval of EMCC 2021 Annual Report.
- Successful nominations and establishing of new EMCC membership for the 2022-2024 term.
- Successful Buprenorphine trial allowed for transition of prehospital Buprenorphine administration to Local Optional Scope of Practice (LOSOP) status.
- New ambulance ordinance, “Ordinance No. 2022-21”, approved and adopted by the Board of Supervisors on June 21, 2022.

III. Attendance/Representation

The EMCC is a multidisciplinary committee with membership consisting of representation of specific EMS stakeholder groups and organizations plus one (1) consumer member nominated by each Board of Supervisor member. There are twenty-four (24) authorized, voting seats, and two (2) non-voting, ex-officio seats on the advisory body. At the end of the 2020-2022 term, on September 30, 2022, there were nineteen (19) voting member seats and two (2) ex-officio seats filled; five (5) seats were unfilled. So far for the 2022-2024 term, beginning on October 1, 2022, seventeen (17) voting member seats and two (2) ex-officio seats are filled; seven (7) seats are unfilled. A quorum was achieved at four (4) of the four (4) regular EMCC meetings in 2022.

IV. Training/Certification

Each new EMCC representative was given a copy of the Advisory Body Handbook and copies of the “The Brown Act and Better Government Ordinance Training Video” and “Ethics Orientation for County Officials” video (updated to “Ethics for Local Government Officials” video offered by the Fair Political Practices Commission) during their two (2) year term. Responsibilities of County Boards were discussed including the responsibility to view the videos and submit signed certifications. For the 2020-2022 term, certification forms were received from 14 of the 19 representatives. For the 2022-2024 term, certification forms have been received from 7 of the 17 representatives so far. The eight (8) certificates

received this year are attached to this report.

V. Focused Objectives for Next Year

- Continue to refine EMS Emergency Quality Improvement Plan (EQIP) and support stakeholder processes related to Quality Assurance and Quality Improvement:
 - Stakeholder Education
 - Stakeholder support in building relevant, achievable, and sustainable Quality Improvement Plans that align with CA Regulation and State 'core' deliverables.
- Support opportunities for more efficient response and transport model to include:
 - Alternate destination
 - Tiered response
 - Supporting behavioral health models that shunt non-medical calls away from EMS system
 - Shunting non-emergent 911 calls to RN advice line.
- Support emergency ambulance provider and community hospitals efforts to reduce patient transfer of care extended delays that impact the availability of ambulances for the next 9-1-1 call.
- Resolve outstanding 2017 EMS Plan appeal with EMSA; submit subsequent EMS Plans to bring Contra Costa current.

VI. Expected 2023 Reports, updates, and continued support items

- Continue to support stakeholder opportunities and efforts to procure sustainable funding for EMS System emergency communications, dispatch and data infrastructure enhancements to optimize patient care in day-to-day and disaster conditions.
- Support Public Health Medical Health Disaster Coalition preparedness and engagement as it pertains to the EMS System. Continue to monitor and report on EMS System impacts due to changing economics and health care reform.
- Support EMS System program (STEMI, Stroke, Cardiac Arrest, EMSC, Quality/Patient Safety and Trauma) initiatives.
- Support and sustain community education and outreach, e.g. *HeartSafe*, Child Injury Prevention.
- Update Public Safety First Aid program and policy to support Law Enforcement AED and Narcan programs and to support volunteer agency personnel who are integrated into EMS system.
- Support appropriate use of 9-1-1, CPR Anytime, and Automatic External Defibrillator (AED) programs through partnerships with Law Enforcement, CERT, fire first responders, and community coalitions.
- Receive updates on the Contra Costa Med/Health Coalition.
- Receive updates on treatment guidelines and policies for 2023.



LOS ANGELES COUNTY



**EMERGENCY MEDICAL SERVICES COMMISSION
ANNUAL REPORT
TO THE
BOARD OF SUPERVISORS**



JULY 1, 2017 – JUNE 30, 2018

Emergency Medical Services Agency
10100 Pioneer Boulevard, Suite 200
Santa Fe Springs, CA 90670

Telephone No. (562) 378-1500
Fax No. (562) 941-5835
Website: <http://ems.dhs.lacounty.gov>



BOARD OF SUPERVISORS

Hilda L. Solis
First District

Mark Ridley-Thomas
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District



Janice Hahn ~ Kathryn Barger ~ Sheila Kuehl ~ Hilda L. Solis ~ Mark Ridley-Thomas

EMERGENCY MEDICAL SERVICES COMMISSION



Erick H. Cheung, M.D.
Chairman
Southern California Psychiatric
Society



John C. Hisserich, Dr. PH.
Vice-Chairman
Public Member
Third Supervisorial District



Ellen Alkon, M.D.
The Southern California Public
Health Association



Mr. Joseph Salas
Public Member
First Supervisorial District



Lt. Brian S. Bixler
Peace Officers Association of
Los Angeles County



Marc Eckstein, M.D.
Los Angeles County
Medical Association



Fire Chief David White
Los Angeles Area Fire
Chiefs' Association



Lydia Lam, M.D.
American College of Surgeons



James Lott, Psy.D.
Public Member
Second Supervisorial District



Mr. Robert Ower
Los Angeles County
Ambulance Association



Margaret Peterson, Ph.D.
Hospital Association of
Southern California



FF/Paramedic Paul Rodriguez
CA State Fire Fighters'
Association



Nerses Sanossian, M.D., FAHA
American Heart Association
Western States Affiliate



Carole A. Snyder, RN
Emergency Nurses
Association



Mr. Colin Tudor
League of California
Cities/L.A. County Division



Mr. Gary Washburn
Public Member
Fifth Supervisorial District



Mr. Pajmon Zarrineghbal
Public Member
Fourth Supervisorial District



Atilla Uner, MD, MPH
California Chapter American
College of Emergency
Physicians (CAL/ACEP)



Ms. Cathy Chidester
Executive Director
Director, EMS Agency



Ms. Denise Watson
Commission Liaison
Secretary, EMS Agency

(Pending)
Los Angeles County Police
Chiefs' Association

MISSION STATEMENT

To support and guide the Emergency Medical Services (EMS) Agency activities to ensure timely, compassionate and quality emergency and disaster medical services. The Emergency Medical Services Commission's (EMSC) mission complements the County's mission through improving the quality of life for the people and community of Los Angeles County (LA County).

REGULATORY FOUNDATION

State of California, Health and Safety Code Division 2.5, 1797.270 Emergency Medical Care Committee Formation

"An emergency medical care committee may be established in each county in the state"

1797.272, Emergency Medical Care Committee Membership

"The county board of supervisors shall prescribe the membership, and appoint the members, of the emergency medical care committee."

1797.274, Emergency Medical Care Committee Duties

1797.276, Emergency Medical Care Committee Annual Report

Los Angeles County Ordinance No. 12,332 – Chapter 3.20, EMS Commission

ROLES AND RESPONSIBILITIES

The Commission performs the functions defined in the California Health and Safety Code § 1797.274, Division 2.5, and Los Angeles County Ordinance No. 12,332 – Chapter 3.20, EMS Commission Act in an advisory capacity to the Board of Supervisors (Board) and the Director of Health Services (DHS) regarding County policies, programs, and standards for emergency medical care services throughout the County, including paramedic services.

- Establish appropriate criteria for evaluation and conduct continuous evaluations on the basis of these criteria of the impact and quality of emergency medical care services throughout LA County.
- Conduct studies of particular elements of the emergency medical care system as requested by the Board, the Director of DHS or on its own initiative; delineate problems and deficiencies and recommend appropriate solutions.
- Acquire and analyze the information necessary for measuring the impact and the quality of emergency medical care services.
- Report its findings, conclusions and recommendations to the Board at least every twelve months.
- Review and comment on plans and proposals for emergency medical care services prepared by LA County departments.



- Recommend, when the need arises, that LA County engages independent contractors for the performance of specialized, temporary, or occasional services to the EMSC, which cannot be performed by members of the classified service, and for which the LA County otherwise has the authority to contract.
- Advise the Director and the DHS on the policies, procedures, and standards to control the certification of mobile intensive care nurses and paramedics. Proposals of any public or private organization to initiate or modify a program of paramedic services or training.
- To arbitrate differences in the field of paramedic services and training between all sectors of the community, including, but not limited to, county agencies, municipalities, public safety agencies, community colleges, hospitals, private companies, and physicians.



HISTORICAL BACKGROUND

The EMSC was established by the Board in October 1979 and on April 7, 1981, your Board approved and adopted Ordinance No. 12332, of Title 3 – Advisory Commissions and Committees, Los Angeles County Code, Chapter 3.20, Emergency Medical Services Commission, to establish the Commission in accordance with California H&S Code Sections 1797.270, 1797.272, 1797.274, and 1797.276 was approved and adopted.

On January 29, 2008, the Board approved amending the subject ordinance to revise the selection of the licensed paramedic representative previously nominated by the California Rescue and Paramedic Association and Paramedic Association be made by the California State Firefighters Association, Emergency Medical Services Committee, as the previous entity had ceased to operate.

On November 1, 2011, EMSC, in consultation with DHS, amended the ordinance to add two Commission seats for the members nominated by the Los Angeles County Police Chiefs' Association (LACPCA) and Southern California Public Health Association (SCPHA) would be beneficial to the EMSC and the LA County and would allow for insightful law enforcement and public health expert input.

FOCUS IN PAST YEARS

- Community Paramedicine Pilot Project in the County
- Physician Services for Indigent Program (PSIP) – Proposed reimbursement rates
- Pre-hospital care of behavioral emergencies: The EMSC recommended that an Ad Hoc committee be identified to develop a blueprint for addressing behavioral emergencies in the pre-hospital setting
- Monitor legislation of interest to emergency medical services
- Long Beach Fire Department's two-year Rapid Medical Deployment (RMD) pilot project – 1+1 Paramedic staffing
- Implementation of electronic data using electronic Patient Care Record (ePCR) systems by all fire department 911 providers
- Bystander CPR training (Sidewalk CPR)

ACCOMPLISHMENTS AND SIGNIFICANT OUTCOMES 2017/2018

- Approved the 2016/2017 EMS Annual Report at the November 15, 2017 meeting
- Recognized the members of the Hospital Emergency Response Team (HERT) and Alhambra Fire Department who responded to a horrific industrial injury requiring the bilateral leg amputation on scene
- The Chair and Executive Director represented the EMS Commission at the District Attorney's Committee on Mental Health Issues, and presented the ***"Ad Hoc Committee on Prehospital Care of Mental Health and Substance Abuse Emergencies' Final Report"***
- Developed and administered a survey on law enforcement dispatch and field response to mental health emergencies and issued report of findings
- Ambulance Patient Offload Time (APOT) Ad Hoc Workgroup recommended changes to the current Ref. 503.1 Request for Diversion
- Reviewed and recommended thirty-nine (39) policies for adoption by the EMS Agency
- Recommended approval of Ref. 817, Regional Mobile Response Team to allow for the use of the Mobile Stroke Unit



ANNUAL WORK PLAN

UPCOMING GOALS/OBJECTIVES

- Monitor legislation affecting the EMS system
- Educate stakeholders on EMS issues
- Review, provide feedback and support the ***"Ad Hoc Committee on Prehospital Care of Mental Health and Substance Abuse Emergencies' Final Report"*** recommendations
- Finalize the results of the law enforcement dispatch survey and review results with pertinent stakeholders
- Monitor implementation of the amended Ref. 503, Requests for Diversion, and the effect on the EMS System
- Continue to monitor progress of APOT data and recommend the best practice related to the data for optimum results
- Continue engagement with County committees that have similar missions and interests
- Continue engagement with Department of Mental Health on issues related to assessment, treatment and transport of patients in mental health crisis
- Continue to engage with law enforcement to support similar or overlapping response protocols, i.e., Tactical EMS, use of Narcan, transport of injured canine teams
- Ensure timely and complete data submission from all EMS providers by monitoring the progress of Stryker data system and Los Angeles County and City Fire Departments

ONGOING LONG-TERM PROJECTS

- Review and approve EMS Agency Policies
- The implementation of the recommendations found in ***“Ad Hoc Committee on Prehospital Care of Mental Health and Substance Abuse Emergencies’ Final Report”***
- Finalize the dispatch survey results, share with stakeholders and encourage implementation of recommendations
- Ensure that individuals seen and assessed within the 9-1-1 system are transported to the appropriate destination that is best suited to meet their needs, i.e., sobering centers and psychiatric urgent care centers
- Decrease ambulance patient offload times by monitoring Ref. 503 Diversion Requests and APOT data
- Support education efforts for bystander Hands-Only CPR (Sidewalk CPR)



Commission Chair



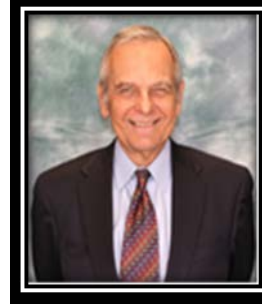
Erick H. Cheung, M.D.
2017/2018

Commission Vice-Chair



Fire Chief David White
2017

Commission Vice-Chair



John Hisserich, Dr.PH.
2018

Executive Director



Cathy Chidester, R.N.
2017/2018

Commission Liaison



Amelia Chavez
2017

Commission Liaison



Denise Watson
2018

MEETING DATES

July 19, 2017
September 20, 2017
November 15, 2017
January 17, 2018
March 21, 2018
May 16, 2018

Special Meeting:

April 11, 2018 - Public Hearing for the pending closure of Community Medical Center Long Beach

