



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, September 11, 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. July 10, 2024 meeting minutes *Action*

IV. REPORTS

- A. EMS Director (Teresa Rios)
- B. Clinical Care Committee (Dr. John Beuerle)
- C. Operations Working Group (Ops) (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 (Kimberley Hernandez) *Report*

VI. OLD BUSINESS

- A. EMCC reappointments (Steve Brooks) *Report*
- B. Ambulance RFP (Teresa Rios) *Report*
- C. EMS Ordinance revision (Debra Hopgood) On Hold
- D. Health Data Exchange (Blake Andersen) *Report*
- E. EMS Policy #3030, Section 3, D, 4-Provision of EMD Determinant Code to Fire Agencies at Dispatch (Steve Brooks) *Discussion*



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VII. NEW BUSINESS

- A. Meeting locations-2025 calendar year. (Steve Brooks) *Report*
- B. South County Response Data (Kimberley Hernandez) *Report*
- C. Prison Impact (Kimberley Hernandez) *Discussion*
- D. EMS Agency Data Monitoring (Teresa Rios) *Report*

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, November 13, 2024 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 7/10/24-draft
3. Communications systems testing 800MNz and ReddiNet-staff report
4. Contract Compliance Committee report-ambulance response time compliance-staff report
5. Fire-based ambulance provider report-staff report
6. Health Data Exchange-staff report
7. EMS Policy #3030 EMS Call Routing and Call Processing

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](mailto:Kimberley.Hernandez@co.monterey.ca.us) at: (831) 755-4738 or hernandezk4@co.monterey.ca.us.

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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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.

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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Para promover un medio ambiente sano, no se proporcionan paquetes completos de la agenda en la reunión. Sin embargo, el paquete completo, incluyendo la agenda y los documentos de apoyo, estará disponible en la Agencia EMS durante el horario laboral, 72

horas antes de la reunión. También pueden encontrar la agenda completa en la Página web de la Agencia EMS en www.MoCoEMS.org.

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, September 11, 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>

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Using a computer or laptop:

Simply click the following link to get started:

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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.

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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>

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

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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 11 de septiembre 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



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Usando una computadora o computadora portátil:

Simplemente haga clic en el siguiente enlace para comenzar:

<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.

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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, July 10, 2024**

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

ATTENDANCE

Members	Representing	Present	Absent
Will Hiller (Vice-Chair)	Ambulance Contractor	X	
	Law Enforcement		
Sam Klemek	ALS – Fire	X	
Jim Langborg	BLS – Fire	X	
Harry Robins	Citizen Representative	X	
Jodi Schaffer	Citizen Representative		X
	Citizen Representative		
Paul Wood	City Managers		X
Marie Lutz	Emergency Physicians	X	
Spencer Harnett	EMT/Paramedic		X
Carla Spencer	Hospital Administration	X	
Jon Anthony (Chair)	Monterey County Parks Department		X

Ex-Officio Members	Representing	Present	Absent
Teresa Rios	EMS Agency Director	X	
Kelsey Scanlon	Dept. of Emergency Management (DEM)		X
LeeAnn Magoski	Emergency Communications		X



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Alternate Members	Representing	Present	Absent
Michael Esslinger	911 EOA Ambulance Provider	X	
Mike DeLeo	ALS Fire	X	
Chief Cheryl Goetz	BLS Fire		
<i>Vacant</i>	Citizen Rep 1		
<i>Vacant</i>	Citizen Rep 2		
<i>Vacant</i>	Citizen Rep 3		
	City Managers		
Dr. Noah Hawthorne	Emergency Physicians		
<i>Vacant</i>	EMT/Paramedic		
Jo Coffaro	Hospital Administration	X	
Chris Borquin	Law Enforcement		
Bandy Smith	Monterey County Parks Department		

EMS Agency Staff	Representing	Present	Absent
Dr. John Beuerle	EMS Agency Medical Director	X	
Steve Brooks (Secretary)	EMS Analyst	X	
Roxann Seepersad	Epidemiologist II	X	
Debra Hopgood	MA III	X	
Kimberley Hernandez	EMS Analyst	X	
Blake Andersen	EMS Analyst	X	
Korina Moreno	Admin Services Asst.	X	
Jaylan Neal	EMS Agency Intern	X	

Guests in Attendance	
Michelle Kalinski	Steven Cristi
David Sargenti	Shane Vanderveen
Jessica Garcia	Leslie Oliver



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Jeff Horner	Christy Soboleski
Devon Haggie	Nick Becker

Item	Discussion	Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	A. Meeting called to order by Chief Langborg. Roll call was taken. A quorum was present.	<ul style="list-style-type: none"> • N/A
II. PUBLIC COMMENT	A. None	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. May 8, 2024	A. Motion to approve minutes from the May 8, 2024 meeting minutes by H. Robins. Second by C. Spencer. Motion carried.	A. Minutes approved
IV. REPORTS		
A. EMS Medical Director	A. (Dr. Beuerle) CCC met this morning. Some discrepancies between County and State data. EMS Agency has met with the EMS Authority to work on ensuring data is correct. The 2024 Policy Update cycle has completed. CPR data was shared. One data point showed that bystander CPR rate was lower. Possible correlation to decreased survival from out of hospital	A. N/A



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Item	Discussion	Deliverable/Action
B. EMS Director	cardiac arrest. EMS Agency has reached out to providers that have not submitted their annual QI Plan update.	B. N/A
C. EMS Agency Report	B. Ops committee didn't meet. C. EMS Agency working with County IT to develop an electronic database for managing Unusual Occurrence reports. Should make for a more user friendly process for the submission of U/Os. Continuing work to develop an electronic method of EMT certification application submission. Delay due to need to develop and coordinate payment for the submission. Recruitment for the Health Program Coordinator and EMS Analyst positions are ongoing. The EMS Agency is holding regular meetings with ESO but some issues seem to be prolonged. Some issues with the data and in creating reports. EMS Agency is escalating the issues to work towards a prompt response. Blake Andersen discusses the Pediatric Readiness Survey. This is a national survey to evaluate pediatric emergency readiness. Are working with EMSA to ensure accuracy. Our completion rate is approximately 2 times the state average. Survey is for fire and EMS response to 911 calls.	C. As noted
D. MHOAC	D. (Debra Hopgood) Have been busy. Participated in a surge exercise in June. All 4 county hospitals participated. Updating the HPP program. Other trainings and exercises were completed. Worked on planning for needs related to electrical supply disruption.	D. As noted
V. EMS SYSTEM PERFORMANCE METRICS		
A. Communications System Testing 1. 800MHz Radio	A. (Kimberley Hernandez) Information included in the agenda packet. Looking at April and May. 800MHz test results were low at Natividad due to not realizing that the 800MHz phone was unplugged. AMR was	A. N/A



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
2. ReddiNet	able to perform the testing at 100% and CHOMP was at 100% compliance in testing for April.	
B. Contract Compliance Working Group	B. Overall compliance for Priority 6 in April was 77% due to low volume. All reportable Priorities were above 90%. Contract Compliance Working Group has been reviewing response time compliance in South and North County areas.	B. N/A
C. Fire-based Ambulance Response Time Report	C. Next report at the September 2024 meeting.	C. N/A
XI. OLD BUSINESS		
A. EMCC Reappointments	A. (Steve Brooks) Reminder that we still need recommendations from some of the represented organizations so we can take them to the Board for appointment. Dr. Lutz was appointed by the Board yesterday and is now officially on EMCC.	A. EMS Agency will reach out to remind members with expiring terms to provide the recommendation from the organization they represent.
B. Ambulance RFP	B. (Teresa Rios) The ambulance RFP has been submitted to EMSA. The RFP was updated based on feedback from the public comment period. EMSA will be asking questions and the EMS Agency will respond. EMSA approval of the RFP and the process is needed to obtain anti-trust immunity for an EOA. After the RFP is approved by EMSA, we will release the RFP quickly. EMSA approval speed affected by other RFPs submitted for approval by EMSA.	B. EMS Agency will respond to EMSA questions and concerns.



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
C. EMS Ordinance Revision	C. (Teresa Rios) Item tabled.	C. N/A
D. Health Data Exchange	D. (Blake Andersen) Report on HDE program included in the meeting packet. Board of Supervisors approved an amended agreement with ESO to coordinate field PCRs with hospital outcome data on May 21. Natividad now on board with HDE. Leadership changes at SVH should help move this forward and CHOMP is nearing the finish line.	D. EMS Agency continues to work on HDE to ensure outcome data is available to EMS.
E. EMS Agency Annual Report	E. (Steve Brooks) The EMS Agency has submitted the Report to the Board during EMS Week. The Report was well-received and some of the Board members recounted their own personal experiences interacting with EMS. The Monterey Herald wrote a nice article about the EMS Agency Report. A copy is in the agenda packet.	E. N/A
F. EMCC Annual Report	F. (Steve Brooks) The EMCC Annual Report went to the Board and was received and accepted yesterday at their meeting.	F. N/A
XII. NEW BUSINESS		
A. EMS Policy #3030	A. Discussion of this policy was requested to be on the agenda. Chief Klemek addressed the issue. SFD has been engaged with MCECD to receive call priority information at the field level. Looking specifically at Omega and Alpha calls where response may not be necessary. Will help overall availability and reduce need for mutual aid. EMS Policy #3030 says that the EMD determinant codes will be provided to the first responders. Does not say how it will be done. Looking to effectively get the information to the field provider. Recognizes that there are challenges in moving the information to the field provider. The information exists in CAD. Salinas FD is working with MCECD to have call determinants available at the mobile platform. The call determinant information would be used by the SFD officers early for decisions rather than a couple of minutes into the	A. Continue on agenda for next meeting.



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Item	Discussion	Deliverable/Action
B. Nomination and Election of Chair and Vice-Chair	<p>response. Potentially looking to change response priority. AMR concerned about potential impact to their dispatchers who have multiple responsibilities and should not have additional responsibilities. Currently the EMD determinates only exist on the EMS side of CAD. MCECD says that moving the EMD determinates into the fire/law side of CAD would add information to both fire and law creating a potential information overload. Request to consider a working group to work through this issue. Request to come together to discuss the issue and keep this as an agenda item.</p> <p>B. Moved out of order to first item. Motion by Harry Robins for Jon Anthony to be the Chair and Will Hiller to be the Vice-Chair. Jon Anthony not present. Jon Anthony is currently Vice-Chair. Harry Robins states that the Vice-Chair is usually nominated to be the Chair. EMS Agency to clarify his interest to be the Chair. Motion modified to have Will Hiller be the Chair if Jon Anthony declines. Will elect a Vice-Chair at the next meeting if Jon Anthony declines the nomination. Second by Carla Spencer. All in favor with Will Hiller abstain. Will Hiller assumes responsibility to Chair the meeting.</p>	B. Contact Jon Anthony to confirm acceptance of Chair.
XIII. ANNOUCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none"> • Request to look at response data, specifically how response to the prisons impact the EMS system and specifically the South County. Request to have on the agenda for September. • Dr. Beuerle recognizes the excellent work by all who responded to the March 3, 2024 shooting in King City that resulted in an MCI. The EMS Agency reviewed the response to the MCI and found that the response, care, transport, and hospital care was well done. Natividad was exceptional in how it utilized its resources and accepted all of the patients from this incident. Mee also handled the patients well who showed up there. The EMS Agency will be issuing a letter commending the providers 	<ul style="list-style-type: none"> • EMS Agency working on this data. • EMS Agency to issue commendation letters.



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE

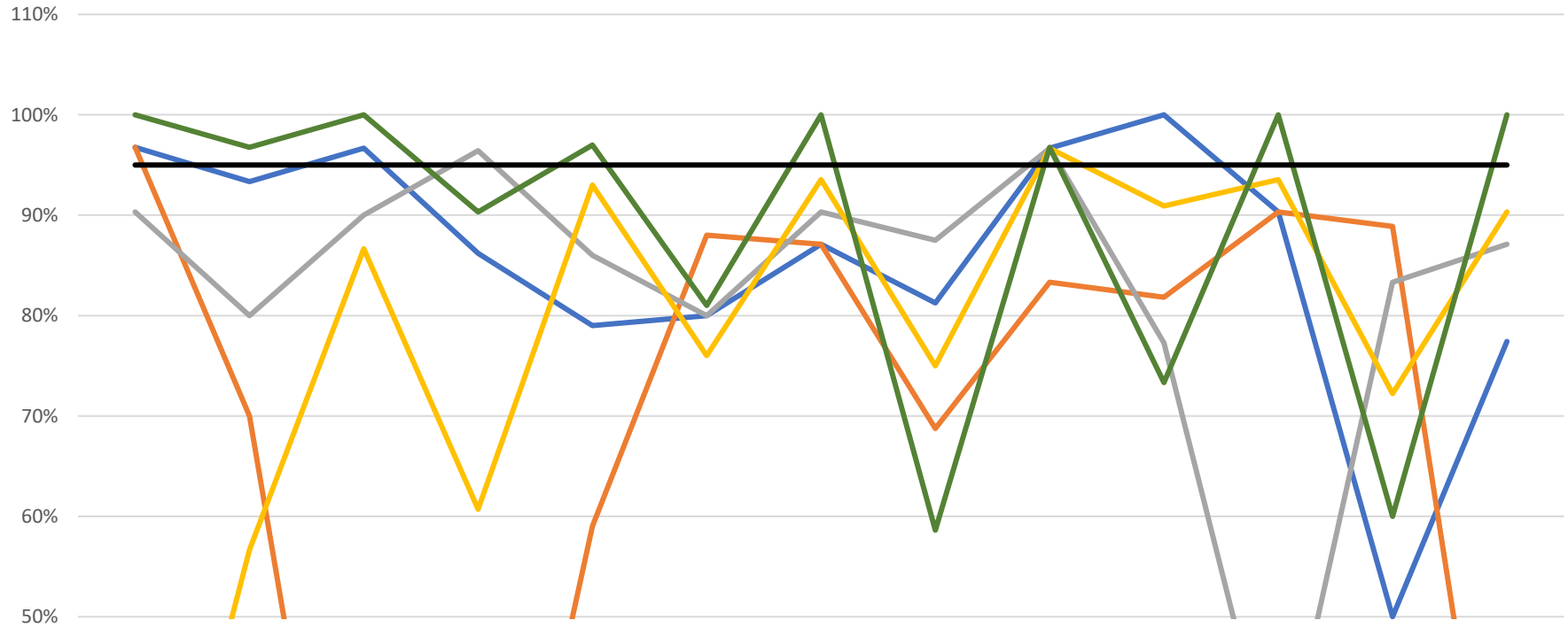


Item	Discussion	Deliverable/Action
	<p>to the EMCC and to the provider organizations who were part of the response.</p> <ul style="list-style-type: none">• Salinas FD is undergoing personnel changes due to retirements. Shane Vanderveen is stepping up to be the interim Deputy Chief and Steven Christi will be the acting EMS Division Chief.• Thank you to Chief Langborg for his time as Chair of EMCC.	
IX. NEXT MEETING	<ul style="list-style-type: none">• The next regular EMCC meeting will be September 11, 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 Will Hiller.	<ul style="list-style-type: none">• Meeting adjourned.

DRAFT

800MHz Disaster Medical Radio System Testing

Response Compliance July 2023-July 2024

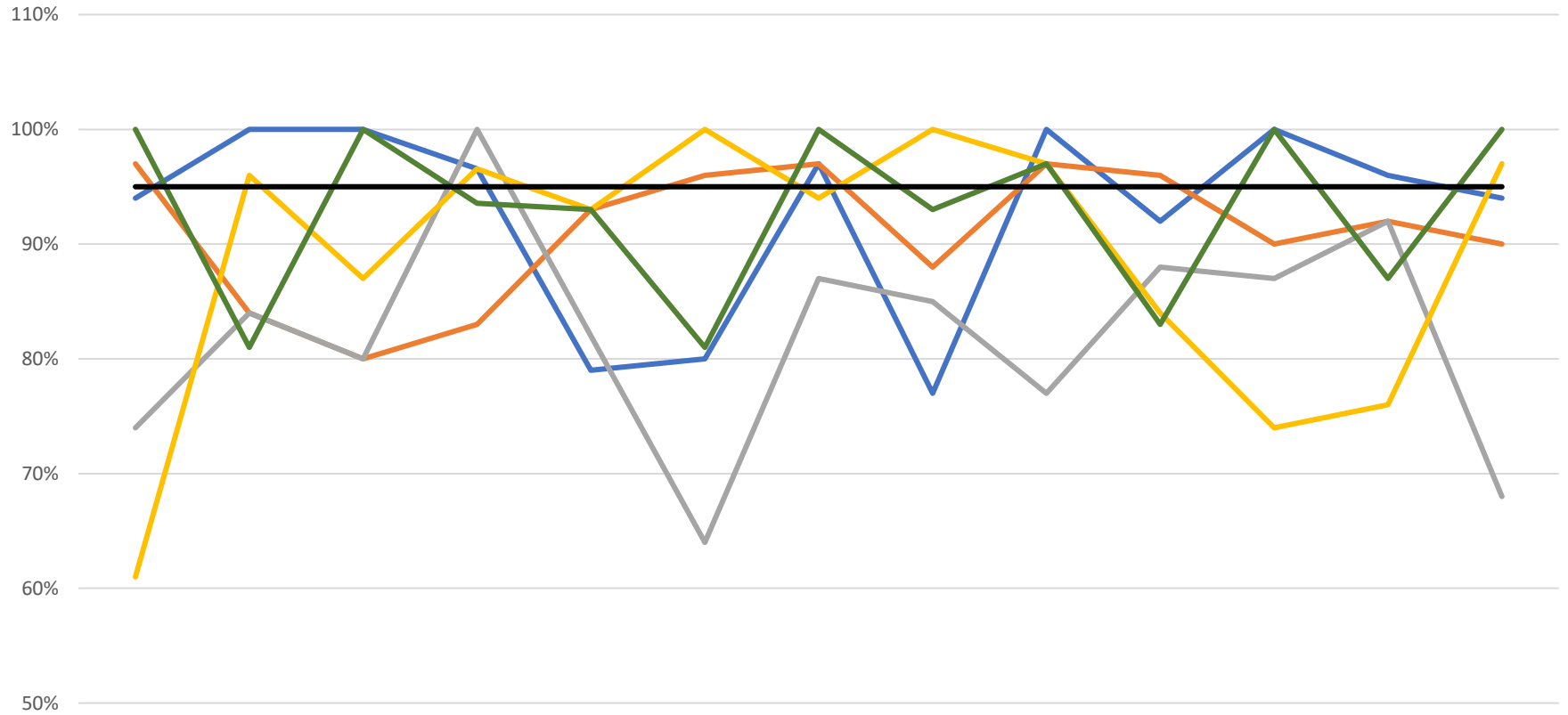


	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
CHOMP	97%	93%	97%	86%	79%	80%	87%	81%	97%	100%	90%	50%	77%
MMH	97%	70%	3%	7%	59%	88%	87%	69%	83%	82%	90%	89%	16%
NMC	90%	80%	90%	96%	86%	80%	90%	88%	97%	77%	32%	83%	87%
SVH	13%	57%	87%	61%	93%	76%	94%	75%	97%	91%	94%	72%	90%
AMR	100%	97%	100%	90%	97%	81%	100%	59%	97%	73%	100%	60%	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 July 2023-July 2024



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
CHOMP	94%	100%	100%	97%	79%	80%	97%	77%	100%	92%	100%	96%	94%
MMH	97%	84%	80%	83%	93%	96%	97%	88%	97%	96%	90%	92%	90%
NMC	74%	84%	80%	100%	82%	64%	87%	85%	77%	88%	87%	92%	68%
SVH	61%	96%	87%	97%	93%	100%	94%	100%	97%	84%	74%	76%	97%
AMR	100%	81%	100%	94%	93%	81%	100%	93%	97%	83%	100%	87%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

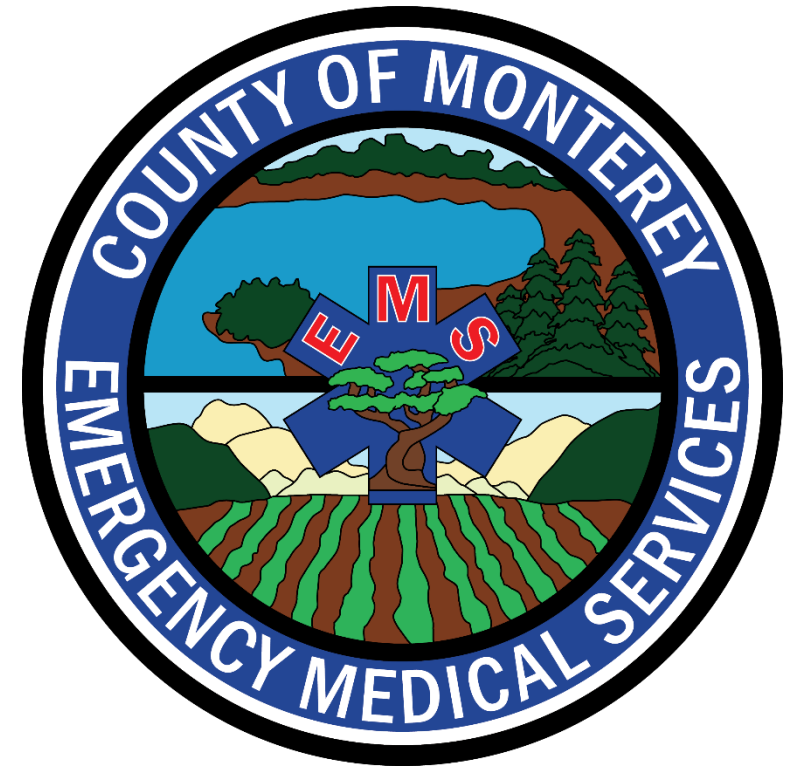
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

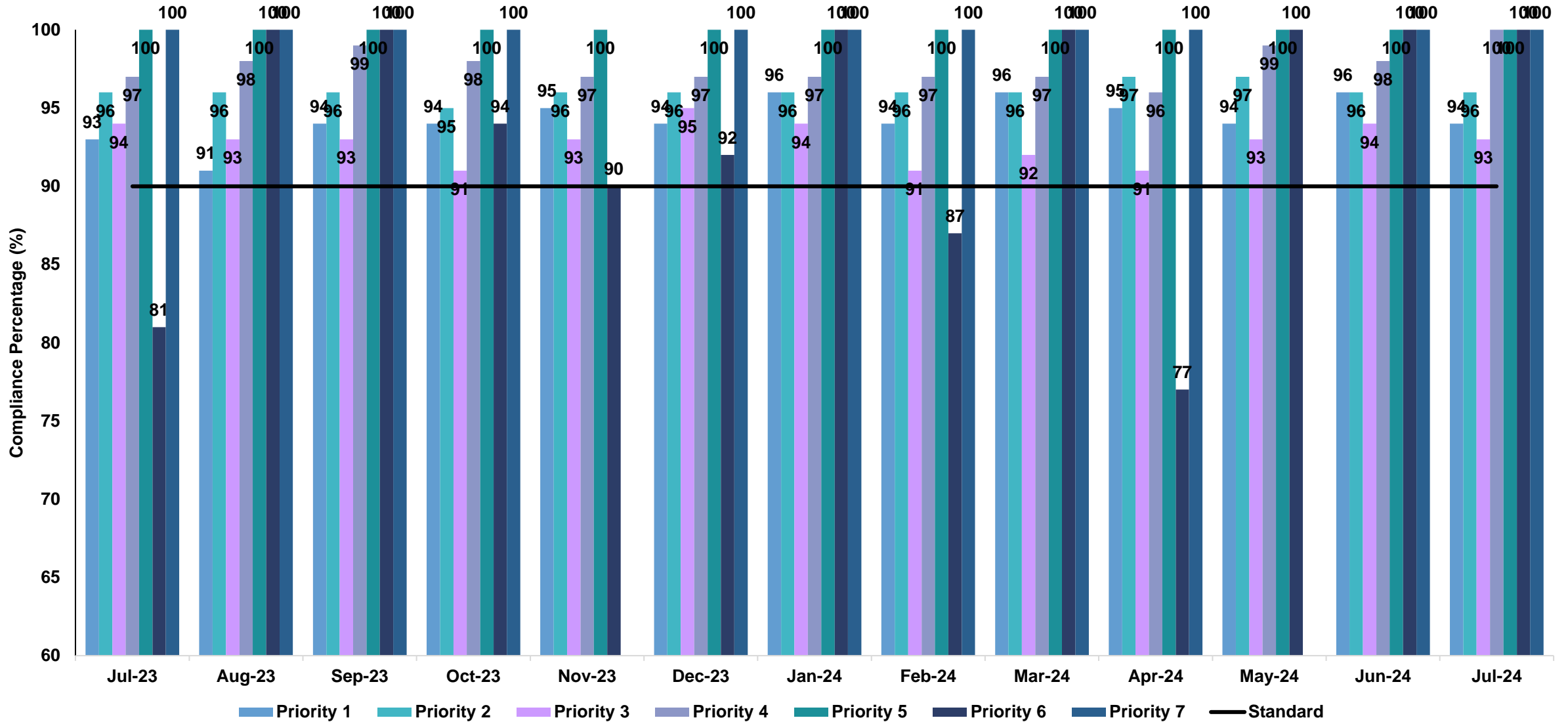
September 11, 2024

Presented by
Kimberley Hernandez



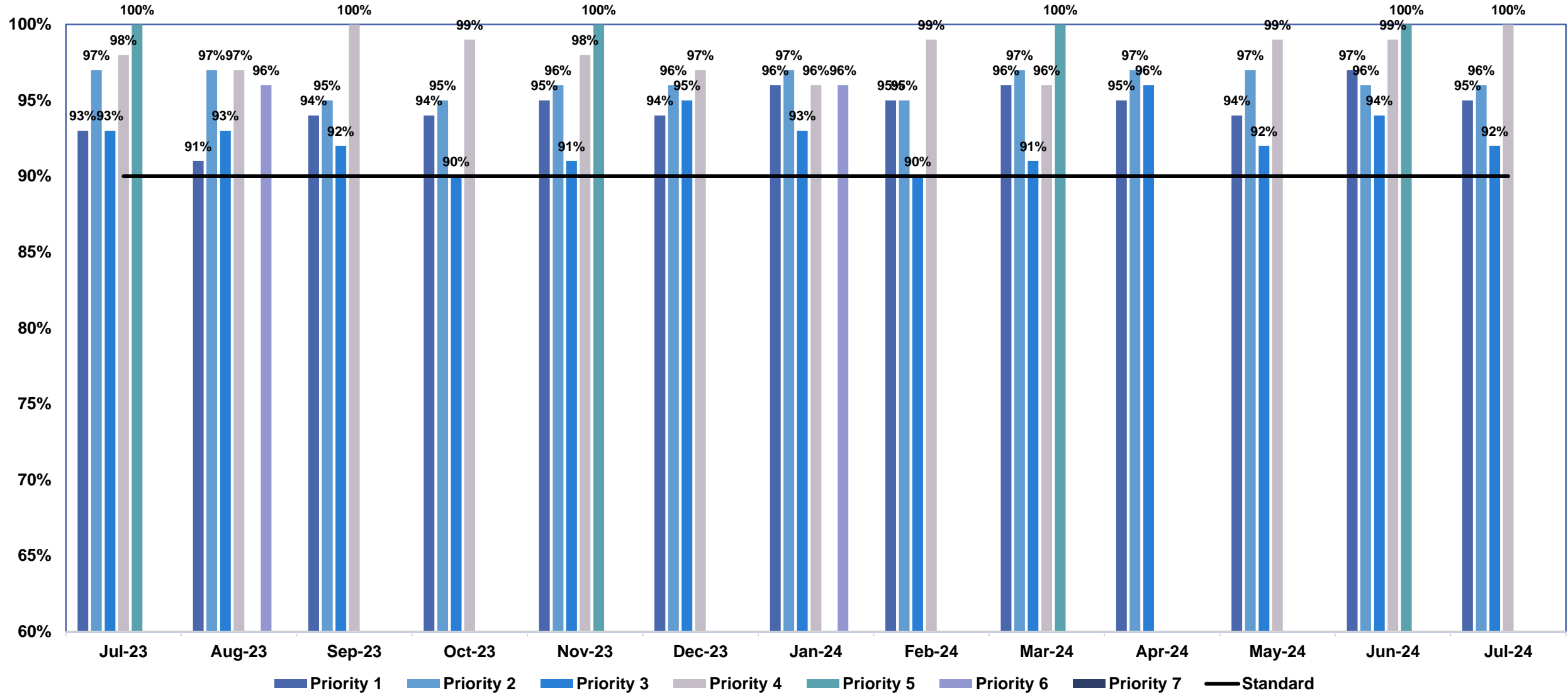
Response Time Compliance by Priority

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



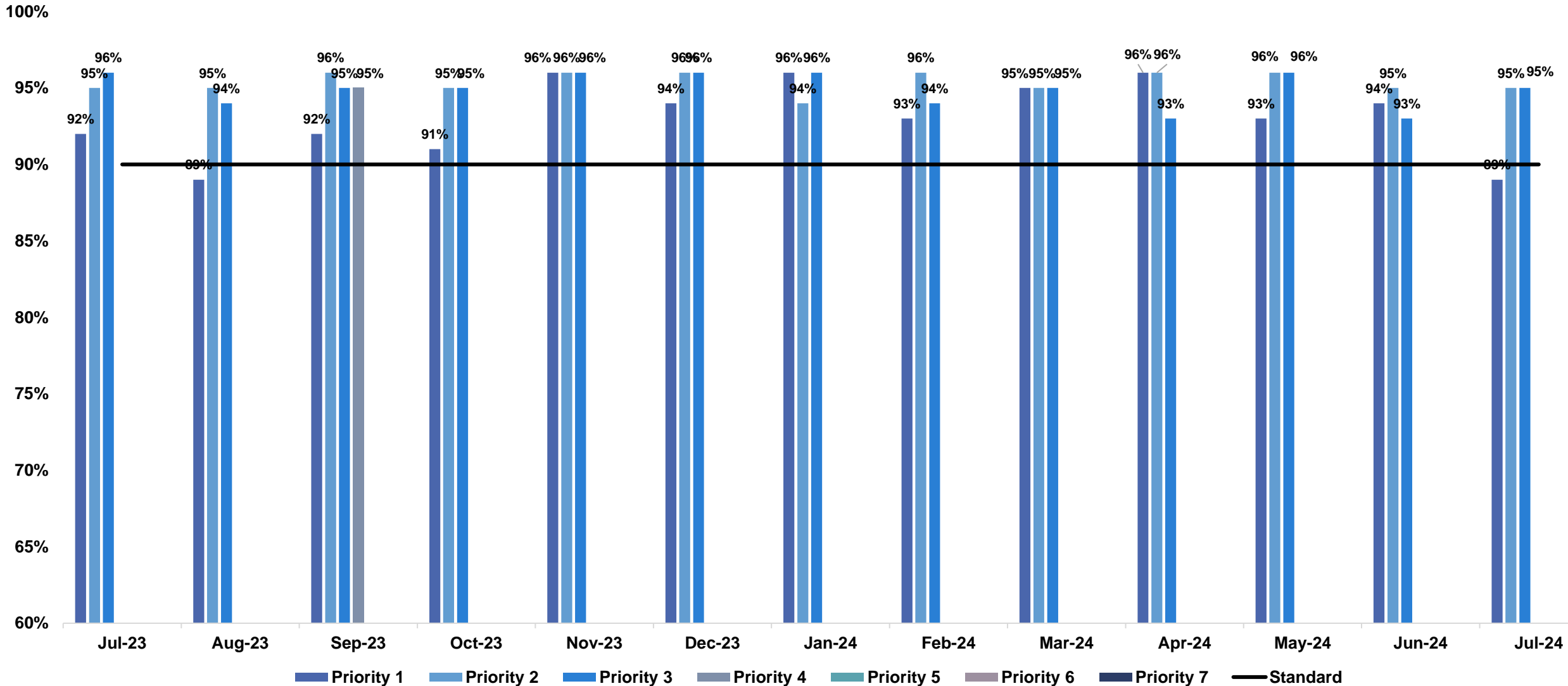
Response Time Compliance: Green Response Area

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



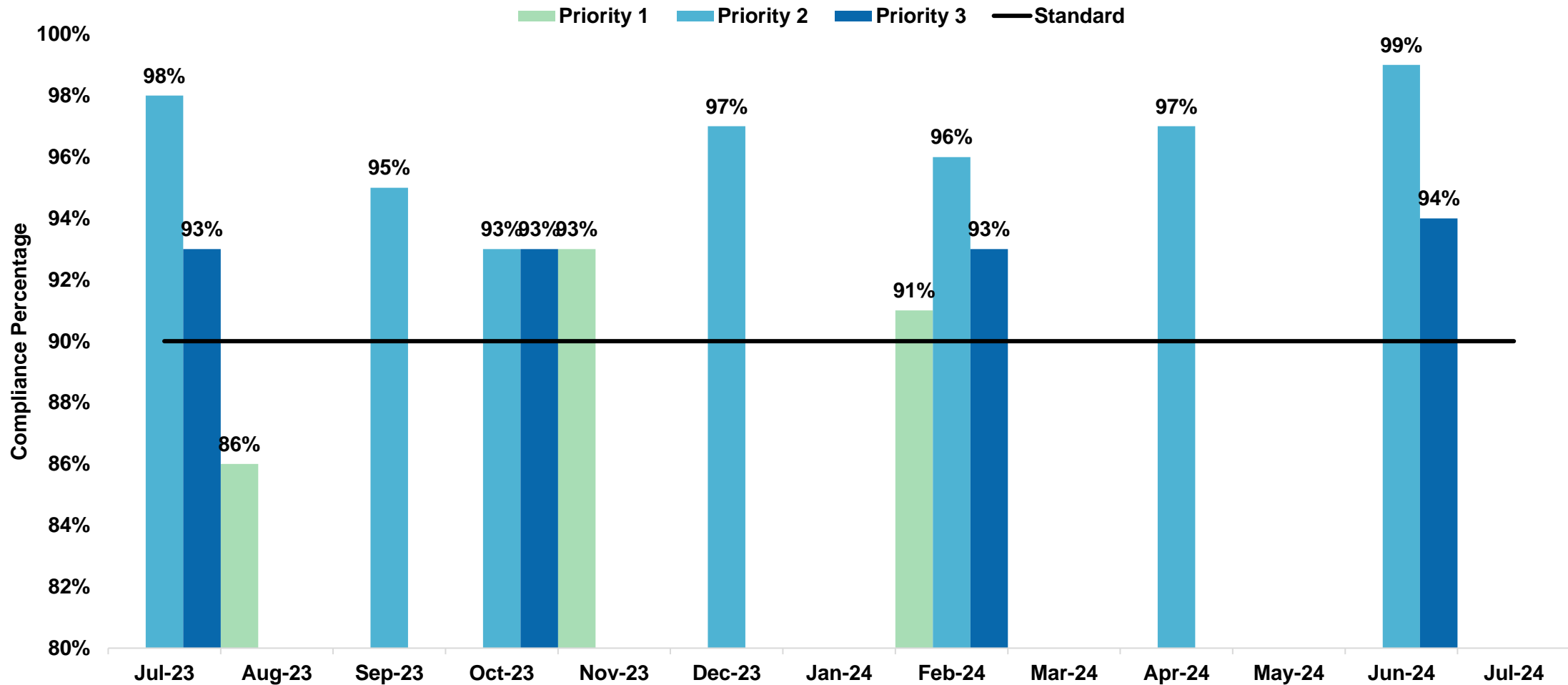
Response Time Compliance: Yellow Response Area

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

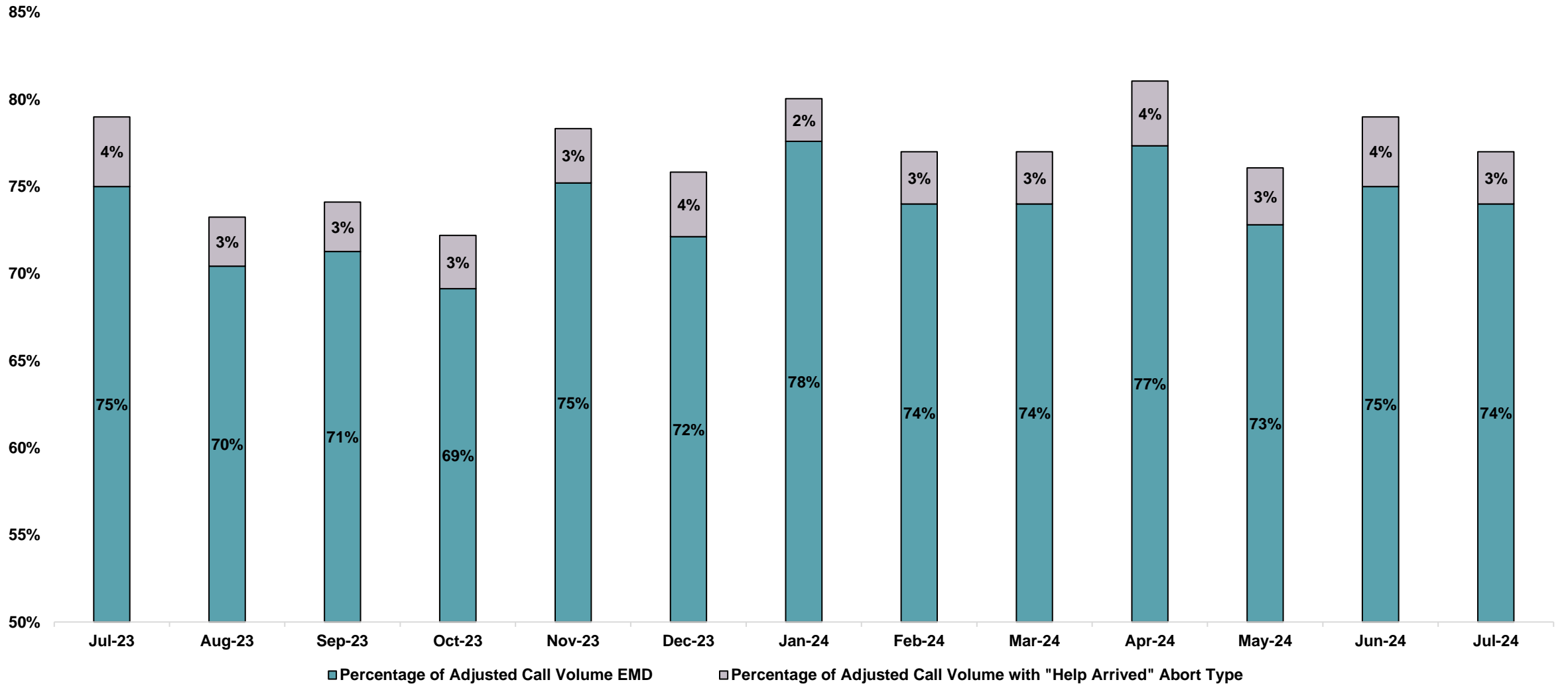


- Priority 4 & 6 (not depicted) has had no calls since 2017.

- Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

July 2023-July 2024



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

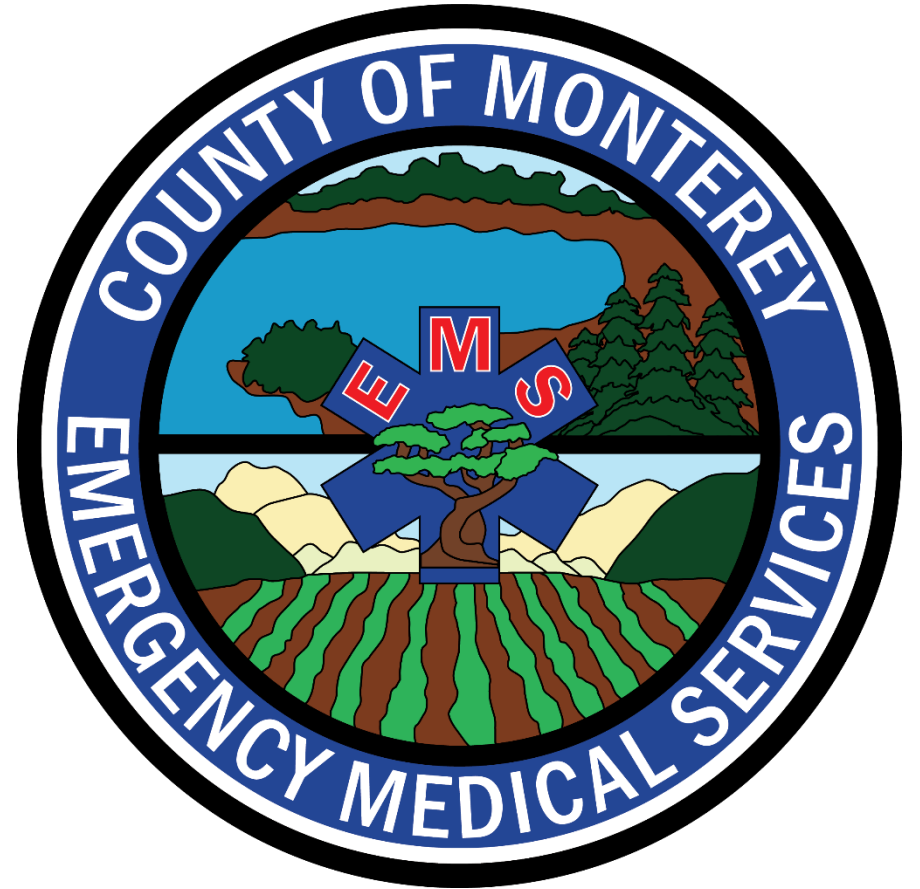
ALS Provider Agreement: A-11610 § 18.3

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 July 2023-July 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: September 11, 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, 2024 – June 30, 2024.

- 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.

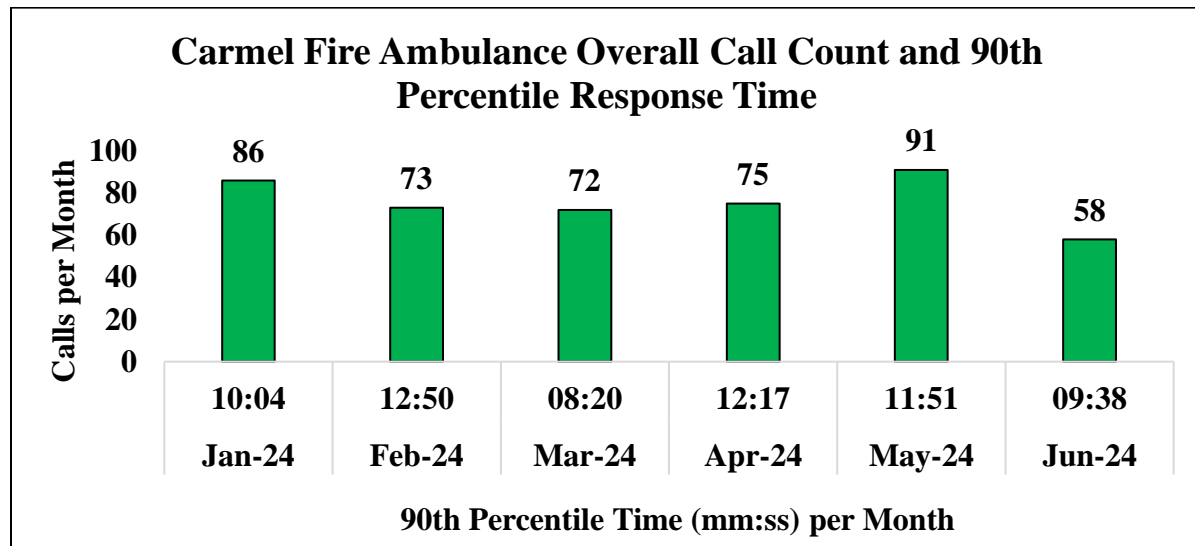
- 90th Percentile Response Times were computed using Response Time Intervals by month.
- Includes stratification of overall 90th Percentile Response Time per month by responses into Fire Response Area only, responses outside of Fire Response area but within Monterey County as identified in CAD, and limited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

Results:

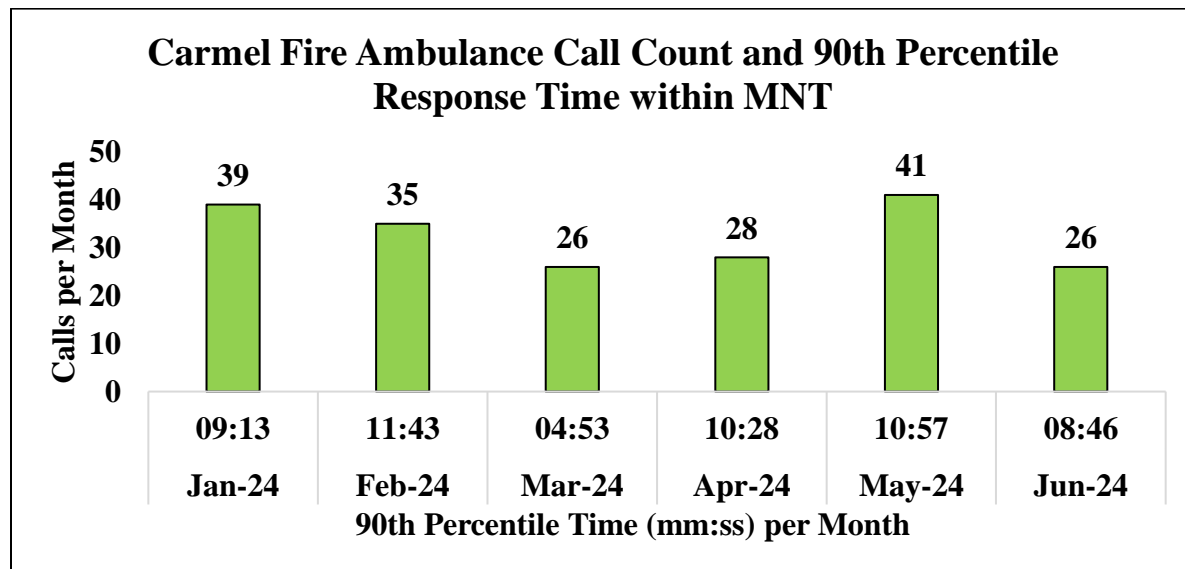
The following data focuses on 2024 (January-June). EMS System participants should interpret the information cautiously, as small numbers contribute to unstable statistical results.

Carmel Fire Ambulance January-June 2024:

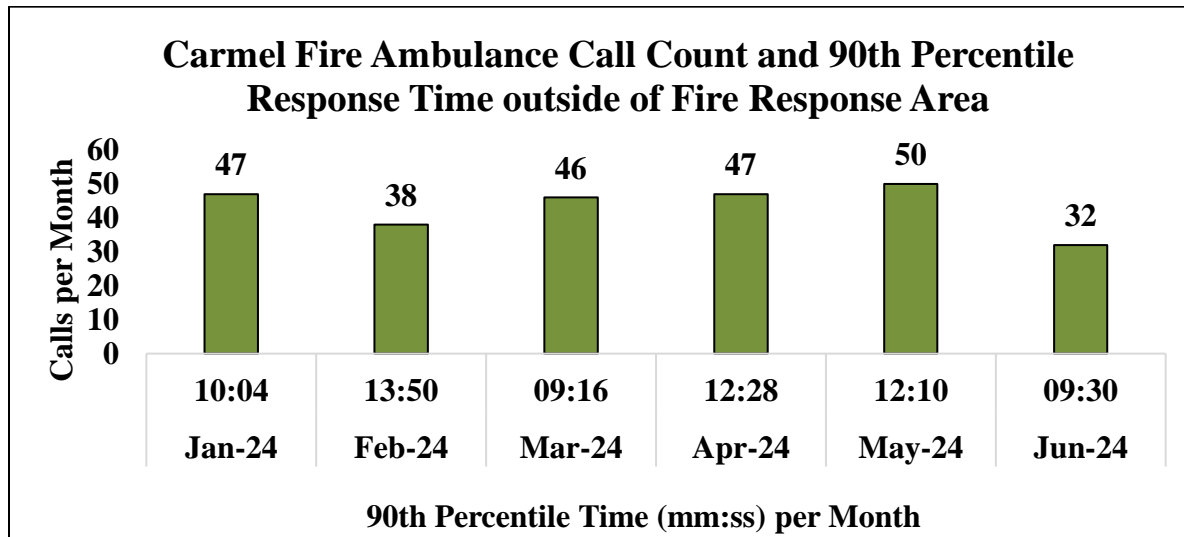
Carmel Fire Ambulance responded to 455 calls, with an average 90th percentile time of 10 minutes and 50 seconds for approximately 76 calls per month.



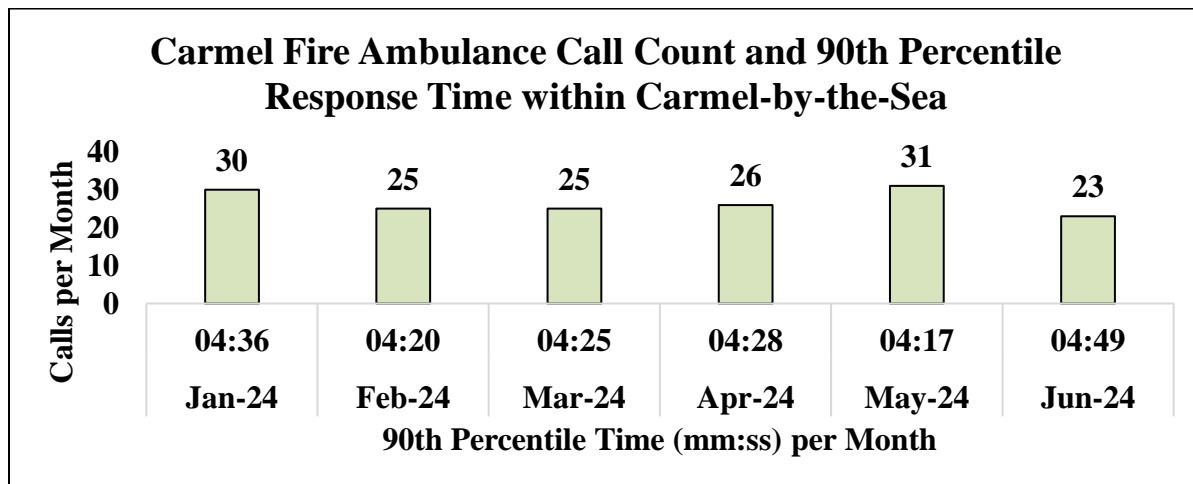
Carmel Fire Ambulance responded to 195 calls within their CAD-designated Response Area (MNT), with an average 90th percentile time of 9 minutes and 20 seconds for approximately 33 calls per month.



Carmel Fire Ambulance responded to 260 mutual aid calls outside of MNT, with an average 90th percentile time of 11 minutes and 13 seconds for approximately 43 calls per month.

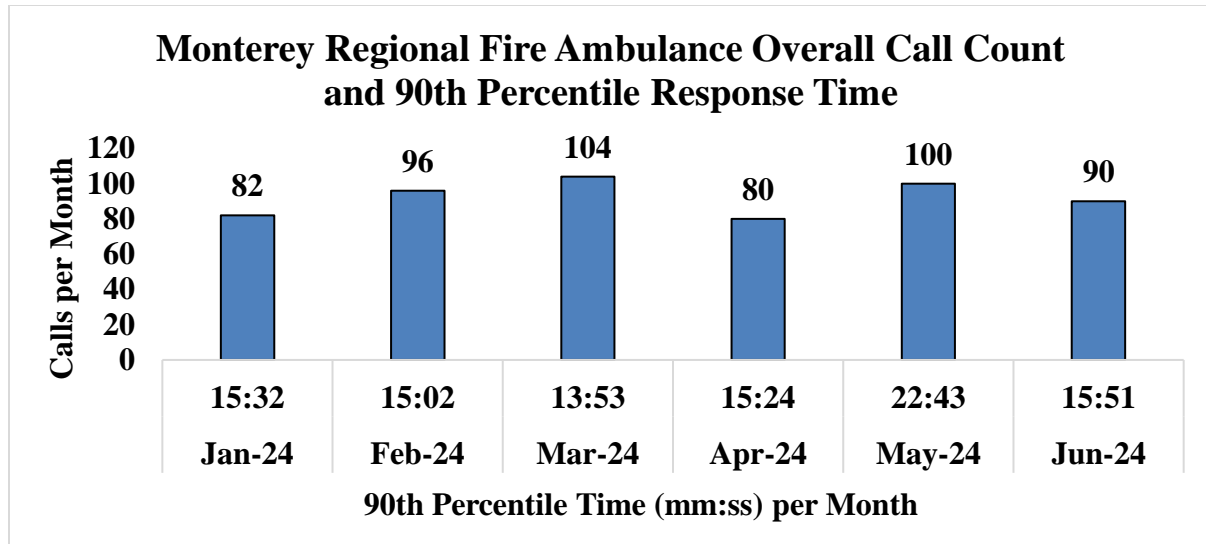


Carmel Fire Ambulance responded to 160 calls within Carmel-by-the-Sea, with an average 90th percentile time of 4 minutes and 29 seconds for approximately 27 calls per month.

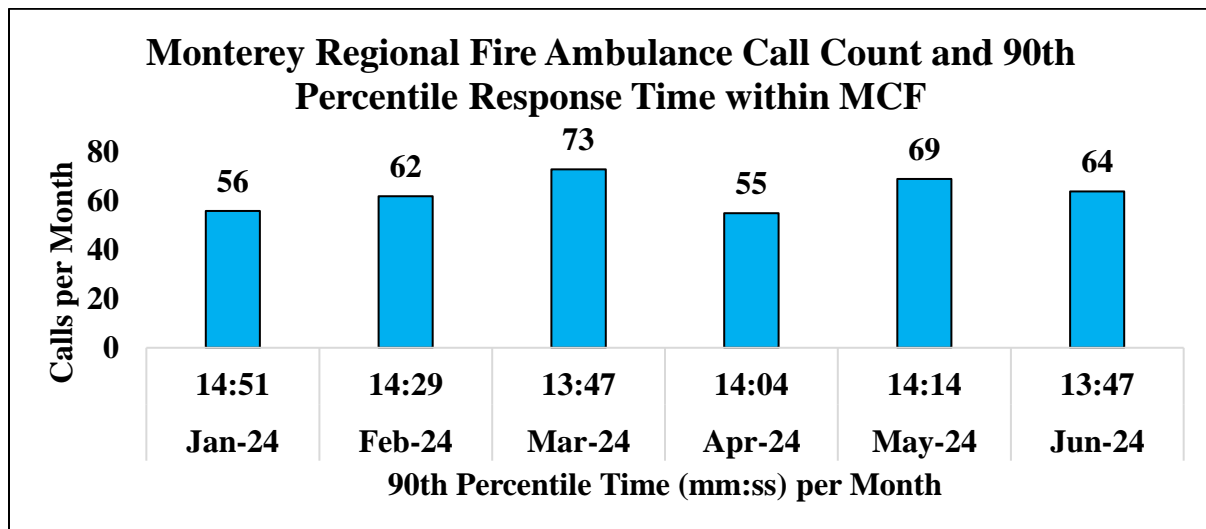


Monterey Regional Fire Ambulance January-June 2024:

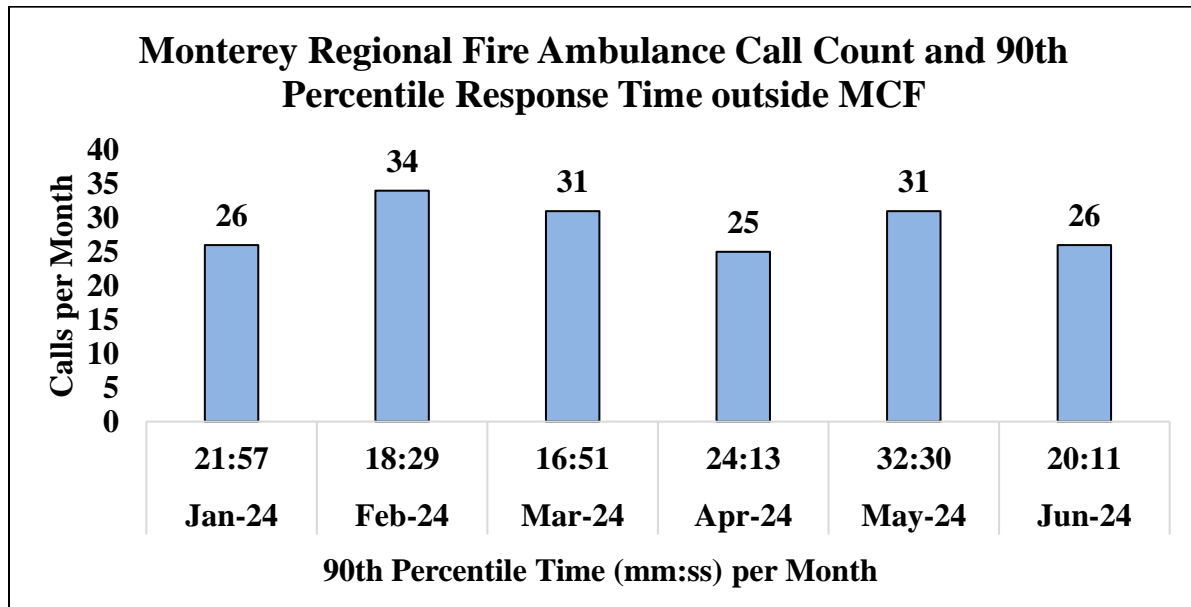
Monterey Regional Fire Ambulance responded to 552 calls, with an average 90th percentile time of 16 minutes and 24 seconds for approximately 92 calls per month.



Monterey Regional Fire Ambulance responded to 379 calls within their CAD-designated Response Area (MCF), with an average 90th percentile time of 14 minutes and 12 seconds for approximately 63 calls per month.



Monterey County Regional Fire Ambulance responded to 173 mutual aid calls outside of MCF, with an average 90th percentile time of 22 minutes and 22 seconds for approximately 29 calls per month.





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: August 28th, 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 one HDE EMS Data Working Group meeting on August 20th. Below are the highlights of the meeting:

- The EMS Agency began releasing daily reports to local transport providers, breaking down the percentage of ePCRs being matched with hospital outcome reports. These reports allow provider agencies to address ePCRs that are missing outcomes and make the needed changes to obtain the missing report. The EMS Agency will receive weekly updates from these provider agencies, highlighting the changes and improvements made from these reports.
- As of August 30th, both Natividad Medical Center and Salinas Valley Health have enabled the eMPI system to aid in increasing the percentage of ePCRs to hospital outcome reports. The EMS Agency approved the utilization of the eMPI system as a means to connect the ePCRs of non-transporting agencies to hospital records, while the transporting providers utilize the chart numbers to make this connection.
- ***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 been working on the project's testing phase and recently begun preparing for the final phase of the testing portion. Once this has been completed, CHOMP will go live with bidirectional HDE and eMPI .
 - *Mee Memorial* has worked with ESO to prepare the project's scope of work. In the meantime, Mee has requested Cerner to provide staffing resources to help begin the technical build process.
 - *SVH* leadership finished their review of the Inpatient Provider Notes and will be incorporating this data into their scope. ESO and SVH have already begun testing the information exchange and are currently addressing some minor troubleshooting errors.

The EMS Agency's next steps are to:

- Work with ESO and our local hospitals to ensure that the patient registration is done appropriately and can allow for ePCRs to connect with hospital records.
- Follow up with EMS provider agencies to address their weekly reports and what further steps need to be done to increase the number of matches between the ePCRs and the hospital records.

The next HDE EMS Data Working Group meeting is on September 17th.

Monterey County EMS System Policy



Policy Number: 3030
Effective Date: 7/1/2023
Review Date: 6/30/2026

EMS CALL ROUTING AND PROCESSING

I. PURPOSE

To define the requirements and procedures for Public Safety Answering Points (PSAPs) and Public Safety Agencies to identify and route all appropriate Medical Calls to a designated EMS Communications Center in Monterey County, so that certified Emergency Medical Dispatchers can provide Medical Priority Dispatch System (MPDS) services. These procedures include both concurrence or non-concurrence of Public Safety Agencies with jurisdiction to continue delegation of EMS call processing or to maintain EMS call processing within a Public Safety jurisdiction.

II. POLICY

- A. Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall be immediately routed to a designated Monterey County EMS Communications Center for proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions. This includes all first, second, and appropriate third-party callers.
- B. Non-Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall immediately receive proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions by Public Safety communications personnel in compliance with EMS System Policies.

III. PROCEDURE

- A. Concurrence Public Safety/PSAP Medical Call Routing:
 - 1. All Medical Call phone transfers shall ensure ANI/ALI information, if available, is sent with the caller to the designated EMS Communications Center.
 - 2. The designated EMS Communications Center shall work with local PSAPs to develop and implement policies that address special call handling procedures, including but not limited to: multiple callers for a single incident, language barrier calls, and rescue events.
 - 3. All Monterey County PSAPs shall ensure that call intake procedures only obtain essential information on Medical Calls prior to transfer of the caller to the designated EMS Communications Center and shall not conduct any medical screening or other redundant questioning contained within a MPDS interrogation.
 - a. An exception to the routing of the caller in this policy is when a PSAP determines it is not safe to transfer the caller to the designated EMS Communications Center. In those cases, such as Law Enforcement calls, scene safety concerns, and some specialized rescue, the PSAP shall ensure the address, chief compliant, and safety instructions are immediately

Monterey County EMS System Policy 3030

included in the comments of the call notes and shall not delay EMS call creation or response to the address of the emergency. For the Exclusive Operating Area (EOA) contracted ambulance provider, all such calls that cannot be immediately processed through MPDS shall be assigned a Priority 2 response unless otherwise requested by first responders on scene, law enforcement, or subsequent MPDS determinant.

4. Once a PSAP has completed their interrogation, if appropriate, they should transfer the caller to a designated EMS Communications Center for MPDS processing.
 5. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- B. Non-Concurrence Public Safety/PSAP Medical Call Routing:
1. Public Safety/PSAPs shall develop and implement policies that ensure all Medical Calls are properly identified and processed through MPDS procedures consistent with EMS System polices.
 2. Public Safety/PSAPs shall ensure all appropriate responders (Police, Fire, EMS) receive the call simultaneously for proper assignment by their respective dispatchers.
 3. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- C. Concurrence and Non-Concurrence Public Safety/PSAPs and/or designated EMS Communications Center Medical Call entry and MPDS:
1. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that all Medical Calls include a problem nature protocol description selected in CAD that corresponds exactly with the MPDS protocol numbers 1-33 descriptions.
 2. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that MPDS is used on all Medical Calls, including requests from medical facilities to transport a patient to the emergency department (ED) (Card 33).
 3. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure all available comments; including scene safety, and patient condition, are documented in the call by the call taker or Emergency Medical Dispatcher and are available, real time, for responders to view.
 4. The Emergency Medical Dispatcher shall remain on the phone on all ECHO level, and appropriate DELTA level calls, to provide post-dispatch instructions, pre-arrival instructions, or to maintain and monitor, until first responders are with the patient.
- D. Concurrence Public Safety/PSAP and/or designated EMS Communications Center Medical Call Dispatch Process:

Monterey County EMS System Policy 3030


1. Once Public Safety/PSAPs and/or designated EMS Communications Center identifies a call as a Medical Call, and an accurate location is identified, Public Safety/PSAPs and/or designated EMS Communications Center shall ensure the call is created/generated in the CAD assignment queue simultaneously for Fire first response and ambulance response.
2. All Medical Calls shall initially be created as a Priority 2 response for the EOA contracted ambulance provider.
3. Once the Emergency Medical Dispatcher has assigned a MPDS determinant, the EOA contracted ambulance provider response priority shall be modified by the appropriate dispatcher, if necessary, based on the criteria in EMS System Policy and Procedure 3050: MPDS Response Priorities and Assignments to EMS Calls.
4. Once an Emergency Medical Dispatcher has assigned a MPDS determinant, the Emergency Medical Dispatcher shall immediately provide the updated determinant to the first responder.
5. Any reduction or increase of an ambulance response priority to a Medical Call, for any reason, shall be recorded so that upon request it is available to the EMS Agency for accurate data analysis and response time calculations.

IV REFERENCES

California Code of Regulations, Title 22, Division 9

California Health and Safety Code § 1797.220

END OF POLICY



John Beuerle, M.D.
EMS Medical Director



Teresa Rios
EMS Bureau Chief