

EMERGENCY MEDICAL SERVICES AUTHORITY

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TO: Commission on EMS

FROM: Howard Backer, MD, MPH, FACEP
Director

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SUBJECT: Review Process - EMS Plans and Transportation Request for Proposals

RECOMMENDED ACTION:

No recommended action.

FISCAL IMPACT:

None.

DISCUSSION:

At the EMS Commission meeting on June 18, 2014, the EMS Authority (EMSA) was requested to provide information related to EMS Plans and Transportation Request for Proposals (RFP) to demonstrate the review process. In an effort to outline this process, EMSA has provided information including EMSA staff assignments, authority for the submission of the documents, individual review processes, associated time factors, details of pending EMS plans, and history of EMS Plan determinations.

EMSA Staff

In 2003, the EMS Authority began a process to update EMSA #101, 102, 103: EMS Systems Standards and Guidelines as the original document is from 1993. The document change process has been slow and complicated by various factors. The Revision to EMSA #101, #102 and #103 was stopped by agreement of the work group involved in this revision process due to changes to EMSA #141: Competitive Process for Creating Exclusive Operating Areas that were being considered. The process that was involved in changing EMSA #141 transitioned into the Chapter 13 EMS Systems Regulations process that is still underway today. The EMS Systems Regulations will include a defined process related to the submission of EMS Plans and RFPs.

Currently, two full-time staff are assigned to review EMS Plans and RFPs.

- The EMS Plans Coordinator's responsibilities include the review of EMS Plans, regulations development, legislative review, quarterly monitoring of six multi-county EMS agencies' performance and approval authority for invoice payments, liaison to the California Poison Control System (CPCS), quarterly monitoring of CPCS's performance and approval authority for invoice payments, and providing technical assistance to the LEMSAs.
- The Transportation Coordinator's responsibilities include the review of RFPs, regulations development, legislative review, review of EMS Plans related to transportation, including the determination of exclusive operating areas, inspection of state public safety helicopters (California Highway Patrol, CALFIRE, National Guard), liaison to pre-hospital committees, web content coordinator, emergency safety committee member, and providing technical assistance to the LEMSAs, other state agencies, out-of-state agencies, and the public.

Authority

Existing statute requires the EMSA to review EMS plans to ensure that plans: 1) effectively meet the needs of the persons served; 2) are consistent with coordinating activities in the geographical area served; and 3) are concordant and consistent with applicable guidelines and/or regulations established by the EMSA (H&S Code § 1797.105(a) and (b)).

In addition, current statute requires Local EMS Agencies (LEMSA) to annually submit EMS Plans to EMSA according to EMS System Standards and Guidelines established by EMSA (H&S Code § 1797.254). Full plans are required every five (5) years, and plan updates are due annually, in compliance with EMSA #103: "*EMS System Planning Guidelines*."

EMSA is required to assess the EMS Plans and determine if the following components are addressed (H&S Code § 1797.103):

- (a) System Organization and Management
- (b) Staffing/Training
- (c) Communications
- (d) Response/Transportation
- (e) Facilities/Critical Care
- (f) Data Collection/System Evaluation
- (g) Public Information and Education
- (h) Disaster Medical Response

EMS Plan Review Process

The process outlined below applies generally to all EMS plan reviews done at EMSA. There could be variation based on unique situations with any given plan we receive.

- EMS Plans received by EMSA are logged in by the EMS Plans Coordinator.
- The EMS Plans Coordinator emails the LEMSAs acknowledging receipt of the plan.

- The EMS Plans Coordinator makes copies of the Transportation, Trauma, STEMI/Stroke, and if applicable, Pediatrics sections, and distributes to other EMSA staff.
- The EMS Plans and Transportation Coordinators review the plan documentation to ensure compliance with statute, regulations and EMSA Guidelines, including but not limited to EMSA #101: *“EMS Systems Standards and Guidelines,”* EMSA #103: *“EMS System Planning Guidelines,”* and EMSA #141: *“Competitive Process for Creating Exclusive Operating Areas.”*
- If necessary, the EMS Plans and/or Transportation Coordinators contact the LEMSA by phone or email to obtain missing information or documents (e.g., summaries, organizational charts, forms, tables, or data), or to request clarification of information.
- The EMS Plans and Transportation Coordinators analyze the plan and document findings.
- The EMS Plans Coordinator obtains input from the Transportation Coordinator on the determination of the transportation section.
- The EMS Plans Coordinator verifies with other EMSA staff if a quality improvement (QI) program, trauma data, and EMS data have been submitted by the LEMSA.
- The EMS Plans Coordinator drafts the letter of approval/non-approval to the LEMSA based on the EMS Plan and transportation findings, and the verification of submitted data and QI program.
- The letter is routed to the Systems Division Assistant Chief and Division Chief for initial review, followed by Legal Counsel. Legal Counsel then routes the letter to EMSA’s Chief Deputy Director and Director for final review and signature.
- The letter is sent to the LEMSA providing the plan outcome. The plan comments are documented, and referenced during the next plan submission.
- The plan is posted to EMSA’s website.

EMS Plan Time Factors

The following items are examples of things that may factor into the amount of time involved in the review of EMS Plans or EMS Plan Updates:

- A plan may be misdirected if addressed to someone other than the EMS Plans Coordinator.
- The EMS Plans and/or Transportation Coordinators must contact the LEMSA for missing information or documents, or clarification of information which potentially extends the time for a determination.
- The EMS Plans Coordinator obtains verification of various plan components meeting the applicable guidelines or regulations with subject matter staff within EMSA. Components that maybe reviewed by other EMS Systems staff include but are not limited to items related to the QI program, disaster preparedness, trauma data, and EMS data.
- Submission of a full five-year plan when only an annual plan update is due extends the review substantially.
- EMSA staff are out of the office (e.g., work travel, vacation, illness, etc.).
- High priority assignments issued to staff.
- EMSA staff turnover.

Pending EMS Plans

EMSA currently has 14 EMS Plans pending review.

EMS Plan Details	EMS Plans Pending
Plans fully reviewed – Suspended, pending information from the LEMSAs	5
Plans pending review	9

History of EMS Plan Determinations

EMSA rendered the following EMS Plan decisions for the years referenced.

Year	EMS Plans Submitted	EMS Plan Decisions
2014*	10	9**

Year	EMS Plan Decisions
2013	14
2012	21
2011	17

* Data as of October 21, 2014.

** Includes submissions for the current year and previous years.

Request for Proposal Review Process

RF The process outlined below applies generally to all Request for Proposal (RFPs) reviews done at EMSA. There could be variation based on unique situations with any RFP we receive.

- Ps received by EMSA are logged in by the Transportation Coordinator.
- The RFP is reviewed by the Transportation Coordinator to ensure a fair and competitive process in compliance with EMSA #141: “*Competitive Process for Creating Exclusive Operating Areas.*”
- The RFP is reviewed by Legal Counsel.
- The Transportation Coordinator and Legal Counsel meet to discuss the independent reviews.
- When the Transportation Coordinator identifies minor technical issues (e.g., spelling errors or grammar), the Transportation Coordinator emails the LEMSA requesting amendments to the RFP, along with a request to submit the RFP’s updated pages.
- When the Transportation Coordinator identifies substantial issues (e.g., missing scoring criteria, the RFP is required to be run by the LEMSA and not the city, or the RFP is deemed unfair or non-competitive), the Transportation Coordinator emails the LEMSA identifying the necessary changes and requests a revised RFP be resubmitted. A formal letter will follow detailing the issues.

- Following amendments and/or resubmissions, final reviews are conducted, and the Transportation Coordinator sends a letter to the LEMSA stating the RFP meets or does not meet the requirements in EMSA #141 and any identified legal issues that are inconsistent with State law.

RFP Time Factors

The following items are examples of things that may factor into the amount of time involved in the review of an RFPs:

- An RFP may be misdirected, causing a delay, if addressed to someone other than the Transportation Coordinator.
- The Transportation Coordinator must contact the LEMSA for additional information or clarification of information. Non response or delayed response extends the time for a determination.
- When EMSA staff are out of the office (e.g., work travel, vacation, illness), the review may be suspended.
- Other workload constraints and high priority assignments may impact the review.
- EMSA staff turnover affects the review time due to required training.

The EMS Plan and RFP review and determinations are made in compliance with H&S Code §§ 1797.254, 1797.105(a) and (b), and 1797.103, and are consistent with the EMS System Standards and Guidelines established by EMSA.

The review of EMS Plans and RFPs is a detailed process that involves many EMSA staff. Various coordination efforts impact the time factors for rendering a determination on any given EMS Plan or RFP.