

EMERGENCY MEDICAL SERVICES AUTHORITY

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(916) 322-4336 FAX (916) 324-2875



November 3, 2014

Mr. Michael Petrie, EMS Director
Santa Clara County EMS Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126

Dear Mr. Petrie:

This letter is in response to your 2012 Santa Clara County EMS Plan Update submission to the EMS Authority on June 4, 2014.

I. Introduction and Summary:

The EMS Authority has concluded its review of Santa Clara County's 2012 EMS Plan Update and is approving the plan as submitted.

II. History and Background:

Historically, we have received EMS Plan documentation from Santa Clara County for its 1994, 1996, 1999, 2001, 2004-2005, and 2007-2011 plan submissions, and most current, its 2012 plan submission.

Santa Clara County received its last Five-Year Plan approval for its 2011 plan submission, and its last annual plan update approval for its 2010 plan submission. The California Health and Safety (H&S) Code § 1797.254 states:

*"Local EMS agencies shall **annually** (emphasis added) submit an emergency medical services plan for the EMS area to the authority, according to EMS Systems, Standards, and Guidelines established by the authority".*

The EMS Authority is responsible for the review of EMS Plans and for making a determination on the approval or disapproval of the plan, based on compliance with statute and the standards and guidelines established by the EMS Authority consistent with H&S Code § 1797.105(b).

III. Analysis of EMS System Components:

Following are comments related to Santa Clara County's 2012 EMS Plan Update. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations and H&S Code § 1797.254 and the EMS system components identified in H&S Code § 1797.103 are indicated below:

A. System Organization and Management

1. System Assessment Forms

The following standards do not meet the established minimum standards. In the next plan submission, please show that the standards have been met or that progress has been made in meeting these standards.

- Standard 1.26. The objective is to identify the optimal design of the trauma system based on regional needs.
- Standard 1.27. The needs and objectives are to continue to evaluate, develop, and implement a comprehensive pediatric emergency medical and critical care system plan and implement the formal designation of pediatric trauma centers. A timeframe for meeting the objective needs to be established.

2. Table 1 (Minimum Standards/Recommended Guidelines)

The following standards do not meet the established minimum standards and may not identify short-/long-range plan timeframes. If the standards are not met by the next plan submission, please update Table 1 accordingly.

- Standard 1.26
- Standard 1.27
- Standard 6.05
- Standard 8.10

B. Staffing/Training

C. Communications

D. Response/Transportation

1. Ambulance Zones

- Please see the attachment on the EMS Authority's determination of the exclusivity of Santa Clara County's ambulance zones.

E. Facilities/Critical Care

1. Table 6 (Facilities/Critical Care)

- The number of patients meeting triage criteria is identified as "unable to determine." Please make every effort to track and identify these statistics and include in the next plan submission.
- The statistics provided for basic emergency services is inconsistent with the information presented for the facilities in Table 9. In the next plan submission, please ensure the information contained in both tables is consistent.

2. Table 9 (Facilities)

- The table used is outdated and does not contain all the relevant questions. A current table can be located on the EMS Authority's EMS Planning webpage at [http://www.emsa.ca.gov/EMS Planning](http://www.emsa.ca.gov/EMS_Planning).

F. Data Collection/System Evaluation

1. System Assessment Forms

- Standard 6.05 does not meet the established minimum standard. The objective is to develop a data system. In the next plan submission, please show that the standard has been met or that progress has been made in meeting the standard and identify a timeframe for meeting the objective.

2. CEMSIS EMS Data

- Using information submitted by the Local EMS Agency, the EMS Authority shall assess each EMS area or the system's service area to determine the effectiveness of emergency medical services (H&SC § 1797.102) as it relates to data collection and evaluation (H&SC § 1797.103). To enable the EMS Authority to make this determination, information must be made available by submission of NEMSIS Version 2.2.1 data to CEMSIS and NEMSIS Version 3 data to CEMSIS in 2015.

- G. Public Information and Education
- H. Disaster Medical Response

1. System Assessment Forms

- Standard 8.10 does not meet the established minimum standard. The objective is to coordinate mutual aid agreements. In the next plan submission, please show that the standard has been met or that progress has been made in meeting the standard and identify a timeframe for meeting the objective.

IV. Conclusion:

Based on the information identified, Santa Clara County may implement areas of the 2012 EMS Plan Update that have been approved. Pursuant to H&S Code § 1797.105(b):

"After the applicable guidelines or regulations are established by the Authority, a local EMS agency may implement a local plan...unless the Authority determines that the plan does not effectively meet the needs of the persons served and is not consistent with the coordinating activities in the geographical area served, or that the plan is not concordant and consistent with applicable guidelines or regulations, or both the guidelines and regulations established by the Authority."

V. Next Steps:

Santa Clara County's annual EMS Plan Update will be due on November 3, 2015. Please note, during the submission of an annual Plan Update, individual System Assessment Forms

Mr. Michael Petrie, EMS Director
November 3, 2014
Page 5 of 5

are only required to be submitted when changes are made to the system that are different from the last approved five-year EMS Plan.

If you have any questions regarding the plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,

A handwritten signature in black ink, appearing to read "Howard Backer". The signature is fluid and cursive, with a large initial "H" and "B".

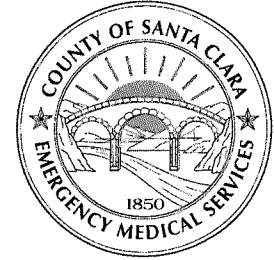
Howard Backer, MD, MPH, FACEP
Director

Attachment

2012 Santa Clara EMS Transportation Plan

ZONE	EXCLUSIVITY		TYPE			LEVEL									
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Ambulance Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All CCT Ambulance Services	BLS Non-Emergency and IFT	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance
Santa Clara County															
City of Palo Alto		X	Non-Competitive	X				X							
Remainder of County		X	Competitive Process	X				X							

**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

May 21, 2014

Howard Backer, MD, MPH, FACEP
Director
California Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670-6073

Subject: 2012 EMS Plan Annual Update

Dear Dr. Backer:

Enclosed, please find the Santa Clara County EMS Agency's 2012 EMS Plan Annual Update, including the 2012 Trauma Plan Update, as well as documentation of the Santa Clara County Board of Supervisors' adoption of the Plan.

Please contact me with any questions.

Sincerely,

Michael Petrie, EMT-P, MBA, MA
EMS Director

Enclosure(s) 2

- 2012 Santa Clara County EMS Plan Update
- 2012 Santa Clara County EMS Plan Update Transmittal

County of Santa Clara
Santa Clara Valley Health & Hospital System
Public Health Department



71518

DATE: May 20, 2014
TO: Board of Supervisors
FROM: Daniel Peddycord, Public Health Director
SUBJECT: Emergency Medical Services (EMS) Plan Annual Update

RECOMMENDED ACTION

Adopt the 2012 Update of the Santa Clara County Emergency Medical Services Plan and authorize submission to the California Emergency Medical Services Authority.

FISCAL IMPLICATIONS

The County does not provide any direct funding to support the services provided by the 911 emergency medical services system. The cost of the EMS System is paid by system providers, such as hospitals and ambulance companies, individuals who use these services, and their medical insurers.

REASONS FOR RECOMMENDATION

The Santa Clara County Emergency Medical Services (EMS) Plan is updated annually to comply with California Health and Safety Code, Section 1797.254, which stipulates that each local EMS Agency must develop and submit an annual update of its approved EMS Plan to the California EMS Authority. The purpose of the EMS Plan is to report changes that have occurred in the Santa Clara EMS System during the prior year to the California EMS Authority. Thus, the 2012 EMS Plan would normally be submitted to the EMS Authority in late 2012. However, the Santa Clara County EMS Agency has been working with the California EMS Authority to clarify changes in their interpretation of Exclusive Operating Areas. The EMS Plan, in addition to being a tool to report changes to the EMS Authority, provides a basis for regulation and system oversight, as major system changes must be consistent with the EMS Plan. As in past years, the 2012 EMS Plan also includes the submission of the Santa Clara County Trauma Plan, which is a specified component of the EMS Plan. The EMS Plan is being submitted in the standard/required format.

EMS Agency intends to bring the 2013 EMS Plan to the Board for approval later this year.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

BACKGROUND

The Santa Clara County EMS Agency and the Santa Clara County EMS System make incremental progress in complying with the desired EMS system standards, as defined in the California's EMS Authority's EMS Plan Guidance. The Santa Clara County EMS System complies with almost all of the EMS system best-practices, defined in those guidelines.

As noted in the Data Collection/System Evaluation section of the plan, the County does not currently meet the recommended guideline for an integrated data management system (Section 6.05) that supports system wide EMS planning, and operational and clinical evaluation and quality improvement. The EMS Agency is has made good progress on this objective, but has not completed development of the system.

By March 1, 2013, every fire department first responder organization with the Santa Clara County Exclusive Operating Area and Rural/Metro were using a common electronic patient care record and submitting their patient care data into a common data system. According to the EMS Agency timeline, by December 31, 2014, the Palo Alto Fire Department, the ten non-emergency ambulance providers, and the two air ambulance providers will also submit their data to this system. Fine tuning of the system is expected to continue for at least one year after implementation.

The final phase of this project includes integrating hospital outcome data into the Comprehensive EMS Data System. This phase is critical to achieve compliance with state law, and to make clinical and operational decisions, based on patient outcome data. While this phase is also slated to be complete by December 31, 2014, the EMS Agency believes additional time may be required to determine whether hospital outcome data should be linked directly to the Comprehensive EMS Data System or through a regional Health Information Exchange.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve the recommended action will delay submission of the 2012 EMS Plan to the California Emergency Medical Services Authority.

STEPS FOLLOWING APPROVAL

ATTACHMENTS:

- 2012 Santa Clara County EMS Plan with Trauma Plan (submitted to Board and EMSA) (PDF)