

EMERGENCY MEDICAL SERVICES AUTHORITY

10901 GOLD CENTER DRIVE, SUITE 400

SAN ANTONIO, CA 95670

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

**COPY**

March 20, 2015

Mr. Dan Spiess, Chief Executive Officer
Northern California EMS Agency
1890 Park Marina Drive, Suite 200
Redding, CA 96001

Dear Mr. Spiess:

This letter is in response to your 2013 Northern California EMS Agency's EMS Plan submission to the EMS Authority.

I. Introduction and Summary:

The EMS Authority has concluded its review of Northern California EMS Agency's 2013 EMS Plan and is approving the plan as submitted.

II. History and Background:

Historically, we have received EMS Plan documentation from Northern California EMS Agency for its 2006, 2010, 2011, and 2012 plan submissions, and most current, its 2013 plan submission.

Northern California EMS Agency received its last Five-Year Plan approval for its 2006 plan submission, and its last annual Plan Update approval for its 2012 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 Northern California EMS Agency's 2013 EMS Plan. 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:

- | | | | |
|----|-------------------------------------|--------------------------|---|
| | Not | | |
| | Approved | Approved | |
| A. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>System Organization and Management</u> |
| | | | 1. System Assessment Form |
| | | | <ul style="list-style-type: none">Standard 1.09. The current status states inventories are updated. In the next plan submission, please expand on the type of resources listed on the inventory. |
| | | | 2. Table 1 (Minimum Standards/Recommended Guidelines) |
| | | | <ul style="list-style-type: none">The standards referenced with an asterisk require coordination with other EMS agencies. In the next plan submission, please describe the efforts to coordinate resources and/or services. |
| B. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Staffing/Training</u> |
| C. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Communications</u> |
| | | | 1. System Assessment Forms |
| | | | <ul style="list-style-type: none">Standard 3.02. The current status states that all prehospital providers are granted permission to utilize the medical communications system. In the next plan submission, please specify if all emergency medical transport vehicles and non-transport ALS responders have two-way radio communications equipment and if it complies with the local EMS communications plan.Standard 3.05. The current status states that physical limitations prevent two-way radio contact between hospitals. In the next plan submission, please indicate which hospitals maintain two-way radio contact. |

- Standard 3.06. The current status states that advisory groups provide opportunity to review communications issues. In the next plan submission, please clarify who makes up the advisory groups and explain why Northern California EMS Agency is not conducting the communications linkages review.

Additionally, the current status states that disaster exercise and real events provide review of these linkages. In the next plan submission, please clarify if radio use is routinely part of these exercises, and if communications activities are reviewed by Northern California EMS Agency, or another entity, upon the occurrence of real events.

- Standard 3.08. The current status states that the agency's participation in 9-1-1 public education is minimal, but supportive. In the next plan submission, please expand on Northern California EMS Agency's participation and involvement in 9-1-1 public education activities.

3. Table 4 (Communications)

- Lassen and Sierra Counties. Question 8.c. asks about medical response units being able to communicate on the same disaster communications system. The response provided was "yes," followed by "County, Fire, MedNet, and CALCORD." In the next plan submission, please clarify if only the County and Fire use MedNet and/or CALCORD as their point of disaster communication. Please also specify what type(s) of communication are used by other response units, and identify those groups.
- Plumas County. Question 8.a. asks about the radio primary frequency used, and "various" was the response provided. In the next plan submission, please expand on this response.

D. Response/Transportation

1. System Assessment Forms

- Standard 4.03. The current status states that the agency maintains aircraft dispatch standards. In the next plan submission, please indicate if the agency maintains ground dispatch standards.
- Standard 4.09. The current status states that the region is served by one air provider. In the next plan submission, please indicate if there is a designated dispatch center, and identify who it is.

2. Ambulance Zones

- Please see the attachment on the EMS Authority's determination of the exclusivity of Northern California EMS Agency's ambulance zones.

E. Facilities/Critical Care

1. System Assessment Forms

- Standard 5.03. The current status states that policies identify patients meeting trauma criteria. In the next plan submission, please indicate whether these policies also address specialty care patients in need of higher level of care.
- Standard 5.10. The current status states that pediatric emergency medical and critical care systems have not been developed. In the next plan submission, please include the agency's needs and objective, and associate the objective with a short-/long-term goal and provide the progress on meeting the objective.
- Standard 5.13. The current status states that specialty care plans for specific clinical conditions have not been developed. In the next plan submission, please identify a short-/long-term goal for

meeting the objective and provide the progress on meeting the objective.

F. Data Collection/System Evaluation

1. System Assessment Forms

- Standard 6.09. The current status states that the process used in evaluating advanced life support treatment does not include base hospital evaluation. In the next plan submission, please identify a short-/long- range goal for meeting the objective and provide the progress on meeting the objective.
- Standard 6.10. The current status states that trauma centers participate in an electronic trauma data system and that trauma data is reported as required. In the next plan submission, please describe what the trauma system evaluation process entails.

G. Public Information and Education

1. System Assessment Form.

- Standard 7.01. The current status states that information is provided on first aid and CPR training, as well as injury and illness prevention efforts. In the next plan submission, please address public promotion of other materials including the understanding of EMS system design and operation, proper access to the system, patient and consumer rights relating to the EMS system, and appropriate utilization of emergency departments.

H. Disaster Medical Response

1. System Assessment Forms.

- Standard 8.01. The current status does not address Northern California EMS Agency's participation in the development of medical response plans. In the next plan submission, please identify the agency's current

role in this area, and provide an update on the progress for meeting the identified objective.

- Standard 8.02. There is no description of Northern California EMS Agency's current status; however, the need identified is to improve and update plans and procedures to assist the response capabilities of medical agencies/personnel to catastrophic disasters. In the next plan submission, please include a description of the Agency's current status as it relates to the minimum standard, and provide progress on meeting the established objective.
- Standard 8.03. There is no description of Northern California EMS Agency's current status; however, the need identified is to emphasize the requirement that EMS providers are properly trained for response to hazardous materials incidents. In the next plan submission, include a description of the Agency's current status as it relates to the minimum standard, and provide progress on meeting the established objective.
- Standard 8.06. The current status does not address the establishment of written procedures, and a means for communicating emergency requests to the state. In the next plan submission, please indicate if written procedures are in place to assess local needs, and expand on the means for communicating requests.
- Standard 8.07. The current status states that interagency communication is available through the UHF Med Channel System. In the next plan submission, please specify any additional communications resources used.
- Standard 8.09. The current status states there are no DMAT teams in the region and there is a lack of resources to develop a team. In the next plan submission, please include the agency's needs and objective, and associate the objective with a short-/long-term goal and provide the progress on meeting the objective.

- Standard 8.10. There is no description of Northern California EMS Agency's current status; however, the need identified is to document the existence of current medical mutual aid agreements with its constituent counties. In the next plan submission, please include a description of the Agency's current status as it relates to the minimum standard, and provide progress on meeting the established objective.
- Standard 8.12. There is no description of Northern California EMS Agency's current status; however, the need identified is to develop policy and protocol to include casualty collection points and communication. In the next plan submission, please include a description of the Agency's current status as it relates to the minimum standard, and provide progress on meeting the established objective.
- Standard 8.13. The current status does not address the review of disaster medical training of EMS responders. In the next plan submission, please identify Northern California EMS Agency's current role in this area, and provide an update on the progress for meeting the identified objective.
- Standard 8.15. The current status addresses inter-hospital communications, but no reference to operational procedures. In the next plan submission, please identify these procedures.
- Standard 8.17. The current status does not address whether policies and procedures allow mutual aid responders from other EMS systems to respond and function during significant medical incidents. In the next plan submission, please indicate if the policies and procedures allow for this.

IV. Conclusion:

Based on the information identified, Northern California EMS Agency may implement areas of the 2013 EMS Plan that have been approved. Pursuant to H&S Code § 1797.105(b):

Mr. Dan Spiess, Chief Executive Officer
March 20, 2015
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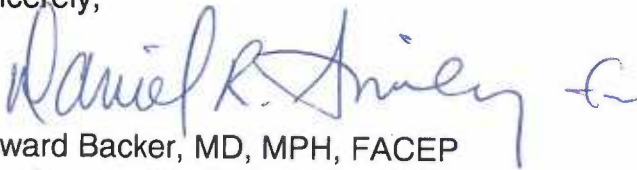
"After the applicable guidelines or regulations are established by the Authority, a local EMS agency may implement a local plan...unless the Authority determines that the plan does not effectively meet the needs of the persons served and is not consistent with the coordinating activities in the geographical 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:

Northern California EMS Agency's annual EMS Plan Update will be due on March 20, 2016.

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 blue ink that reads "Howard Backer" with a stylized flourish at the end.

Howard Backer, MD, MPH, FACEP
Director

Attachment

Northern California EMS Agency
 Determination of Exclusivity

ZONE	EXCLUSIVITY			TYPE			LEVEL										
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All ALS Ambulance Services (includes emergency and IFT)	All CCT/ALS Ambulance Services	BLS IFT	BLS Non-Emergency	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance
Glenn County																	
Zone 1		X	Non-Competitive	X					X					X			
Zone 2	X																
Lassen County																	
Zone 1		X	Competitive	X					X	X			X				
Zone 2	X																
Modoc County																	
Zone 1	X																
Zone 2	X																
Zone 3	X																
Zone 4	X																
Plumas County																	
Zone 1	X																
Zone 2	X																
Zone 3	X																
Zone 4		X	Non-Competitive	X													
Zone 5	X																
Sierra County																	
Zone 1	X																
Zone 2	X																
Zone 3	X																
Trinity County																	
Zone 1	X																
Zone 2	X																

Northern California EMS Agency
 Determination of Exclusivity

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 ALS Ambulance Services (includes emergency and IFT)	All CCT/ALS Ambulance Services	BLS IFT	BLS Non-Emergency	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance	
Zone 3	X																	
Zone 4	X																	
Zone 5	X																	



NORTHERN CALIFORNIA EMS, INC.

1890 Park Marina Dr., Suite 200, Redding, CA 96001
Phone: (530) 229-3979 Fax: (530) 229-3984

September 25, 2014

Lisa Galindo
EMS Systems Plan Coordinator
California Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670

Dear Lisa;

I am pleased to submit the Annual EMS Plan in the format of the Five-Year Plan. Thank you for extending the timeline for us, it is very much appreciated. Enclosed with this correspondence is the following:

- Executive Summary for the Nor-Cal EMS Five-Year EMS Plan
- System Assessment Forms
- Tables 1-11 and
- Ambulance Zone Summary Form
- 2014 EMS CQI Program
- 2014 Trauma System Status Report

I look forward to answering any questions or submitting any supplemental information that may be needed.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Spiess", written over a horizontal line.

Dan Spiess
Chief Executive Officer



NORTHERN CALIFORNIA EMS, INC.

1890 Park Marina Dr., Suite 200, Redding, CA 96001
Phone: (530) 229-3979 Fax: (530) 229-3984

November 19, 2014

Lisa Galindo
California Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670

Dear Lisa:

At the Nor-Cal EMS Board of Directors meeting on November 13, 2014, it was moved, seconded and carried (David Allen/Bob Pyle) to approve the Nor-Cal EMS Plan as submitted to the state Emergency Medical Services Authority on September 25, 2014.

Sincerely,

Denny Bungarz
Board Chair

DB:kvd