

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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June 23, 2016

Ms. Cathy Chidester, EMS Director  
Los Angeles County EMS Agency  
10100 Pioneer Boulevard, Suite 200  
Santa Fe Springs, CA 90670

Dear Ms. Chidester:

This letter is in response to your EMS plan submission to the EMS Authority.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Los Angeles County's 2014 EMS Plan and is approving the plan as submitted.

**II. History and Background:**

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 Health and Safety Code (H&SC) § 1797.105(b).

Los Angeles County received its last full Plan approval for its 2013 plan submission, and its last annual Plan Update approval for its 2012 plan submission.

Historically, we have received EMS Plan documentation from Los Angeles County for its 1995, 1997, 2004, 2006, 2007, 2009, 2010, 2012, and 2013 plan submissions, and most current, its 2014 plan submission.

The H&SC § 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”.*

### III. Analysis of EMS System Components:

Following are comments related to Los Angeles County's 2014 EMS Plan. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations and H&SC § 1797.254 and the EMS system components identified in H&SC § 1797.103 are indicated below:

- |    | Approved                            | Not<br>Approved          |   |
|----|-------------------------------------|--------------------------|---|
| A. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>System Organization and Management</u>   |
| B. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Staffing/Training</u><br><br>1. Standard <ul style="list-style-type: none"><li>Standard 2.04 does not meet the minimum standard. In the next plan submission, please provide an update on the progress of implementing system-wide pre-arrival instructions, as well as the progress in revising policies related to 9-1-1 dispatch centers.</li></ul>   |
| C. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Communications</u>   |
| D. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Response/Transportation</u><br><br>1. Ambulance Zones <ul style="list-style-type: none"><li>Based on the documentation you provided, please see the attachment on the EMS Authority's determination of the exclusivity of Los Angeles County's EMS Agency's ambulance zones.</li></ul>   |
| E. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Facilities/Critical Care</u>   |
| F. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Data Collection/System Evaluation</u><br><br>1. CEMSIS EMS Data <ul style="list-style-type: none"><li>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&amp;SC § 1797.102) as it relates to data collection and evaluation (H&amp;SC § 1797.103). To enable the</li></ul> |

EMS Authority to make this determination, information shall be made available by data submission using the current versions of NEMESIS and CEMESIS standards (H&SC § 1797.227).

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

**IV. Conclusion:**

Based on the information identified, Los Angeles County may implement areas of the 2014 EMS Plan that have been approved. Pursuant to H&SC § 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:**

Los Angeles County’s annual EMS Plan Update will be due on or before June 30, 2017.

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

Sincerely,



Howard Backer, MD, MPH, FACEP  
Director

Attachment

	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Services 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
<b>Los Angeles County</b>															
EOA 1		X	Competitive Process	X				X							
EOA 2		X	Competitive Process	X				X							
EOA 3		X	Competitive Process	X				X							
EOA 4		X	Competitive Process	X				X							
EOA 5		X	Competitive Process	X				X							
EOA 6		X	Competitive Process	X				X							
EOA 7		X	Competitive Process	X				X							
City of Alhambra		X	Non-Competitive	X				X							
City of Arcadia		X	Non-Competitive	X				X							
City of Avalon		X	Non-Competitive	X				X							
City of Beverly Hills		X	Non-Competitive	X				X							
City of Burbank		X	Non-Competitive	X				X							
City of Compton	X	X	Non-Competitive	X				X							
City of Culver City		X	Non-Competitive	X				X							
City of Downey		X	Non-Competitive	X				X							
City of El Segundo		X	Non-Competitive	X				X							
City of Glendale		X	Non-Competitive	X				X							
City of Hermosa Beach		X	Non-Competitive	X				X							







Los Angeles County – Department of Health Services  
**EMERGENCY MEDICAL SERVICES**  
**ANNUAL UPDATE 2014**  
**(Fiscal Year 2013-2014)**



**EXECUTIVE SUMMARY**

Health and Safety Code, Division 2.5, Section 1797.254, requires the Emergency Medical Services (EMS) Agency to submit an EMS Plan to the State EMS Authority and follow it with annual updates thereafter. Attached is the Los Angeles County 2013 Annual Update which provides the required information on the status of our system and the EMS Agency's progress toward meeting long-range goals.

**SYSTEM STATUS:**

**OLD BUSINESS**

**Communications:**

Efforts to evaluate and address the capabilities of a 30-year old communications system and determine future needs continue. The EMS Agency is an active participant and voting member of the governing body of the Los Angeles Regional Interoperable Communications System (LA-RICS) Board of Directors. LA-RICS' mission is to provide the finest mission-critical communication system with unwavering focus on the needs of the public safety professional, designed and built to serve law enforcement, fire service, and health service professionals (first responders) throughout Los Angeles County.

With over 80 public safety agencies and approximately 34,000 first-responders, and encompassing a sprawling terrain of over 4,060 square miles that approximately 10 million people call home, the Los Angeles region seeks a modern interoperable public safety broadband network that allows multiple agencies to respond to the widest possible variety of emergencies. The LA-RICS Authority (JPA) is proposing to deploy a 700 MHz public safety mobile broadband network across all of Los Angeles County, featuring almost 300 wireless 700 MHz public safety broadband sites using new and existing infrastructure, fixed microwave backhaul rings, and 100-miles of high-capacity fiber backbone. The network would enable computer-aided dispatch, rapid law-enforcement queries, real-time video streaming, medical telemetry and patient tracking, geographic information systems services for first responders, and many other broadband-specific applications.

The contract to design, install and implement the Los Angeles Regional Interoperable Communication System (LA-RICS) was awarded to Motorola. LA-RICS is currently updating the system design and has completed LTE, and this phase may last upwards of a year. The design will utilize a UHF/700 MHz hybrid system.

LA-RICS will support rapid, safe, effective public safety response during daily operations, and support faster, better-coordinated, large-scale responses to emergencies such as wildfires, earthquakes, or other disasters. The Los Angeles Region is designated as a high-threat area by the Department of Homeland Security. The new system will mitigate this threat by providing more efficient and effective emergency response.

ANNUAL UPDATE 2014  
(Fiscal Year 2013-2014)

Currently pre hospital on-line medical control is provided by 21 acute care hospitals. Two (2) of these hospitals are operated by the Department of Health Services (DHS). Staff providing on-line medical control is employed by the hospitals under the direction of the Pre-hospital Care Coordinator (nurse) and a Medical Director (physician). In calendar year 2012, the base hospitals handled 256,188 contacts. In addition to field medical control, the hospital staff is also responsible for continuing medical education and quality assurance.

The communication equipment used for medical control is purchased, installed and maintained by the participating hospitals. Except for a few exceptions all hospitals are assigned a primary communication channel and a back-up. In addition, hospitals provide a minimum of two telephone lines to be used for paramedic access. Due to the Los Angeles topography some hospitals must maintain remote radio sites to provide communication to some outlying field units. These remote sites are connected to the base hospital using leased lines, leased by the base hospitals.

Los Angeles County maintains a network of high remote radio sites that are available to extend local hospital communication when necessary. The county's back haul circuits (i.e. fiber, microwave) interfaces with the hospital lease lines at local county buildings. The county remote radio sites along with the circuits are maintained by the Los Angeles County Internal Services Department (ISD).

**Data:**

In order to provide for expansion, facilitate information sharing, and enable implementation of system wide performance improvement, a Homeland Security grant was obtained that has allowed for expansion and refinement the Trauma and Emergency Medical Information System (TEMIS). As the result, our goal of joining all EMS databases has been partially met – the provider, base hospital, and trauma center databases have been joined with full reporting capabilities, and efforts to add the SRC and ASC databases continue. In addition, work with Lancet has begun on a web-based solution that will streamline access and maintenance.

Challenges include reconciling duplicate and blank records, and accurately linking records throughout the databases. While the sequence number functions as the primary unique identifier, probabilistic matching and manual review of records – which is very time-consuming – will also need to be utilized.

In addition, the EMS Agency continues working with individual providers to implement electronic data collection. The following departments have implemented electronic patient care records with electronic data submission to the EMS Agency; Arcadia Fire Department, Downey Fire Department, La Verne Fire Department, Los Angeles County Sheriff's Department, San Gabriel Fire Department, and Vernon Fire Department.



**Sidewalk CPR:**

On June 5, 2014, thanks to a unique collaboration between the EMS Agency, the Los Angeles County Fire Department, and the American Heart Association, over 7,200 residents of Los Angeles County learned the basics of “hands only” cardiopulmonary resuscitation (CPR). BLS-certified personnel were provided by fire stations, ambulance companies, and hospitals to train residents in the simple “hands only” CPR technique that is vital to saving the life of someone in sudden cardiac arrest. During this year’s event, thousands of residents were trained in the basics.

**Exclusive Operating Area (EOA) Committee for 2016:**

In anticipation of the 2016 competitive bidding process for EOAs, the EMS Agency continued work on the upcoming request for proposals. The Emergency Ambulance Transportation Services Agreements will be expiring May 31, 2016.

**EMS System Data Report:**

Our second annual *EMS System Data Report* was presented in November, 2014. The goals of the systemwide data report include:

- Provide EMS data to our system participants and in doing so encourage them to recognize the importance of their data in managing our system.
- Highlight data gaps and their impact on our ability to make data driven decisions and to properly evaluate the quality of patient care provided.
- Demonstrate how the EMS system design parallels the healthcare needs of the community in addressing the leading causes of death and disability (heart attack, stroke, and trauma) as reported by Public Health.

Without a robust and real time data, management of our system is always playing “catch” up with system wide events. A copy of the *EMS System Data Report* is included in the documents submitted with this annual update.

**Pediatric Surge Plan:**

After two years of planning, the Los Angeles (LA) County Pediatric Surge Plan is complete. The plan, developed in collaboration with Children’s Hospital Los Angeles (CHLA), has the potential to double the number of available pediatric acute care (PAC) beds and increase the number of pediatric intensive care unit (PICU) beds by 140% during an emergency.

The initial step in developing the surge plan was identifying the existing gaps. To do this, LA County conducted a countywide assessment of the current status of pediatric services and found the following:

- Limited pediatric bed capacity on a daily basis.
- Geographic variability of pediatric bed capacity.
- Limited pediatric specialty physician resources in hospitals.
- Varying availability of staff with pediatric training.
- Availability of pediatric critical care supplies.



ANNUAL UPDATE 2014  
(Fiscal Year 2013-2014)

As part of the plan development, each hospital participating in the Hospital Preparedness Program (HPP) was assigned to a tier based upon the type of pediatric service they currently provide. Then each hospital tier was assigned a surge target in order to increase the county's available pediatric beds during a disaster.

The EMS Agency, in collaboration with CHLA, provided pediatric surge training classes to hospital and prehospital personnel from December 2012 through March 2013. These training classes provided an overview of the pediatric surge plan but mainly focused on updating the pediatric management skills of clinical staff to enable them to manage pediatric patients. Training for prehospital personnel (paramedics and mobile intensive care nurses) was provided through EMS Update 2013.

To further enhance pediatric surge capability, LA County is developing a pediatric surge triage simulator training and will conduct a countywide pediatric surge exercise.

**Annual EMS Update:**

During this fiscal year from March to June 2014 LAC EMS Agency educated 3874 licensed paramedics and 810 certified Mobile Intensive Care Nurses (MICNs) in the following topics.

- Glasgow Coma Scale
- Patient Ventilation
- Sepsis
- Spinal Motion Restrictions (SMR)
- Hemorrhage Control Tourniquets

Every active paramedic and MICN in LAC is required to attend the EMS Update on an annual basis. This education is developed by the LAC EMS Agency with input from the Base Hospitals and Provider Agencies in LAC; and then the education is conducted by the Base Hospitals and Provider Agencies for their personnel.

**FACILITY / PROVIDER CHANGES:**

Approved Stroke Centers (Total of 30 facilities, additions are noted in **BOLD**. An ASC map is included with the documents submitted.):

- Antelope Valley Hospital (February '12)
- Cedars-Sinai Medical Center (November '09)
- Garfield Medical Center (April '11)
- Glendale Adventist Medical Center (November '09)
- Henry Mayo Newhall Memorial Hospital (April '10)
- Huntington Memorial Hospital (December '09)
- Kaiser Los Angeles Medical Center (November '10)
- Kaiser Foundation Hospital – Panorama City (June '13)
- Kaiser Foundation Hospital – West Los Angeles (June 14)
- Kaiser Foundation Hospital – Woodland Hills (June '11)
- Long Beach Memorial Medical Center (November '09)
- Los Alamitos Medical Center (*Orange County*) (November '09)

ANNUAL UPDATE 2014  
(Fiscal Year 2013-2014)

- Los Robles Hospital & Medical Center (*Ventura County*) (October '10)
- Methodist Hospital of Southern California (August '10)
- Northridge Hospital Medical Center (November '09)
- Pomona Valley Hospital Medical Center (January '11)
- Presbyterian Intercommunity Hospital (November '09)
- Providence Little Company of Mary – San Pedro (November '09)
- Providence Little Company of Mary Medical Center - Torrance (June '10)
- Providence Holy Cross Medical Center (June '10)
- Providence St. Joseph Medical Center (November '09)
- Providence Tarzana Medical Center (June '10)
- Ronald Reagan UCLA Medical Center (November '09)
- San Gabriel Valley Hospital (January 2014)
- St. Jude Medical Center (*Orange County*) (December '09)
- St. Mary Medical Center (May '11)
- Torrance Memorial Medical Center (November '09)
- Valley Presbyterian Hospital (June '11)
- Verdugo Hills Hospital (January '12)
- West Hills Hospital & Medical Center (August '11)
- White Memorial Medical Center (December '09)

Licensed Ambulance Operators (Total of 31 licensed companies, additions are indicated on **BOLD**. Reference No. 401.1, Licensed Ambulance Operators, is included with the documents submitted.):

- Adult Medical Transportation, Inc.
- Aegis Ambulance Service, Inc.
- AmbuServe Inc.
- American Medical Response of Southern California
- AmeriCare Ambulance
- AmeriPride Ambulance
- Antelope Ambulance Service
- Bowers Companies, Inc.
- Care Ambulance Service
- Elite Ambulance, Inc.
- Emergency Ambulance Service, Inc.
- Gentle Care Transport
- Geber Ambulance Service
- Guardian Ambulance Service
- Impulse Ambulance, Inc.
- Liberty Ambulance Service
- Mauran Ambulance Service
- MedCoast Ambulance Service
- Med-Life Ambulance Service, Inc.
- MedReach Ambulance
- MedResponse, Inc.
- Mercy Air

ANNUAL UPDATE 2014  
(Fiscal Year 2013-2014)

- Mercy Ambulance Service
- Priority One Medical Transport, Inc.
- PRN Ambulance, Inc.
- Rescue Services International, Ltd.
- Royalty Ambulance Service
- Schaefer Ambulance Service
- Symons Ambulance
- Trinity Ambulance and Medical Transportation, LLC
- West Coast Ambulance, Inc.
- Westmed/McCormick Ambulance Company

[Executive Summary 2013 updated for 2014.doc](#)