

EMERGENCY MEDICAL SERVICES AUTHORITY

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July 9, 2015

Mr. Dan Burch, EMS Administrator
San Joaquin County EMS Agency
P.O. Box 220
French Camp, CA 95231

Dear Mr. Burch:

This letter is in response to San Joaquin County's 2014 EMS Plan submission to the EMS Authority.

I. Introduction and Summary:

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

II. History and Background:

Historically, we have received EMS Plan documentation from San Joaquin County for its 1995, 2002, 2003, 2006, 2007, 2009, 2010, 2011 and 2012 plan submissions, and most current, its 2014 plan submission.

San Joaquin County received its last Five-Year Plan approval in 1996, for its 1995 plan submission, and its last annual Plan Update approval in 2014, for its 1999 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 San Joaquin County's 2014 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 § 1797.103 are indicated below:

A. System Organization and Management

1. Table

- Table 2 (Position Chart): Please provide 'Top Salary' data in hourly format as in previous submissions.
- Table 2 (Organizational Chart): Please include requested organizational chart of LEMSA in next submission.

2. System Assessment Forms

- Standard 1.26. No supportive evidence is provided under 'Current Status'. Records indicate that the San Joaquin Trauma Plan was approved 12/14.
- Standard 1.27. Indicated as not met since 1995. Please indicate any progress in next update.

B. Staffing/Training

C. Communications

D. Response/Transportation

1. Tables

- Table 5 (System Standard Response Times). Response data provided only for transporting ambulance. Standard 4.05 indicates the LEMSA shall develop time standards for medical responses.
- Table 8 (Priority One Medical Transport). No data provided for responses or transports.

2. System Assessment Forms

- Standard 4.05. Minimum Standards language indicates medical responses in general, not emergency/transporting ambulance specifically.

3. EOA Exclusivity

- Based on the documentation you provided, please see the attachment on the EMS Authority's determination of the exclusivity of San Joaquin County's EMS Agency's ambulance zones.

E. Facilities/Critical Care.

1. System Assessment Forms

- Standard 5.10. No supportive evidence is provided under 'Current Status'. Standard 1.27 suggests pediatric plan not in place. Please clarify in next update.
- Standard 5.11. No supportive evidence is provided under 'Current Status'. Please clarify in next update.
- Standard 5.13. Needs/objectives indicate evaluation of Stroke System establishment. Please indicate progress in next update.

- F. Data Collection/System Evaluation
G. Public Information and Education
H. Disaster Medical Response

1. System Assessment Forms

- Standard 8.17. 'Current Status' language is confusing. Please consider revising in future submissions.

IV. Conclusion:

Based on the information identified, San Joaquin County may implement areas of the 2014 EMS Plan 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:

San Joaquin County's annual EMS Plan Update will be due on July 9, 2016.

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

Sincerely,

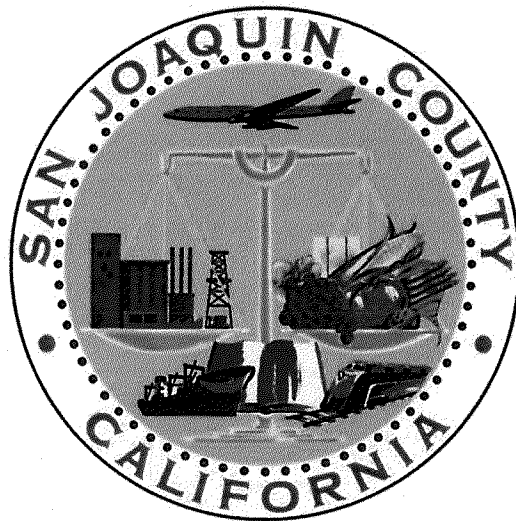


Howard Backer, MD, MPH, FACEP
Director

Attachment

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 CCT Ambulance Services	BLS Non-Emergency and IFT	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance
Zone A		X	Competitive Process	X				X	X	X					
Zone B		X	Competitive Process	X				X	X	X					
Zone C		X	Competitive Process	X				X	X	X					
Zone D		X	Non-Competitive	X				X	X	X					
Zone E		X	Non-Competitive	X				X	X	X					
Zone F		X	Non-Competitive	X				X	X	X					

Emergency Medical Services Plan
2014



San Joaquin County Emergency Medical Services Agency
PO Box 220, French Camp, CA 95231 (209) 468-6818

Dan Burch, EMS Administrator
Richard N. Buys, M.D., EMS Medical Director

Submitted February 25, 2015

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EXECUTIVE SUMMARY

The San Joaquin County Emergency Medical Services (EMS) Agency was created by the Board of Supervisors as a department within Health Care Services Agency in 1982, in order to fulfill the responsibilities of a local EMS agency as contained in Health and Safety Code, Division 2.5 et seq. By statute, the primary responsibility of the San Joaquin County EMS Agency is to plan, implement and evaluate an emergency medical services system, in accordance with the provisions of Division 2.5 of the Health and Safety Code, consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures. Section 1797.254 of the Health and Safety Code requires local EMS agencies to annually submit a plan for their EMS area to the State EMS Authority. These plans must be consistent with the EMS System Standards and Guidelines established by the EMS Authority.

The plan provides information relevant to the time period of July 1, 2013 through June 30, 2014. As demonstrated in the San Joaquin County 2013 EMS Plan Update, the San Joaquin EMS System generally meets or exceeds the State EMS Authority's minimum standards and recommended guidelines. This document adheres to the EMSA requirements for an EMS Plan at the five-year interval.

MAJOR NEEDS AND PROGRAM SOLUTIONS

Need: Develop and implement strategies to reduce off-load delays of patients transported by EMS system ambulances at hospital emergency departments in San Joaquin County
Program Solution: Provide routine feedback via reports that show average and 90th percentile "wall time" to hospitals in San Joaquin County.

Need: Address weaknesses in the QI program of the South County Fire Authority's (SCFA) ALS program to ensure compliance with EMS agency policies.
Program Solution: Place SCFA's ALS program on a six-month process improvement plan based upon language in a temporary ALS Agreement with specific timelines and objectives to require that the SCFA demonstrate prospective, concurrent, and retrospective approaches that integrate tracking and trending to document performance and training in response to identified opportunities for improvement.

Need: Address weaknesses in the QI program of REACH Air Medical to ensure compliance with EMS agency policies.
Program Solution: Place REACH Air Medical's Air Ambulance Agreement with the San Joaquin County EMS Agency on a probationary status pending a demonstration that REACH's program based in San Joaquin County successfully demonstrates a commitment to compliance with SJCEMS Agency policies and restructures their approach to managing the local base consistent with this goal.

Need: The San Joaquin General Hospital trauma registry must accurately compile data to ensure compliance and support QI efforts.
Program Solution: The SJCEMS Agency required that SJGH properly staff and utilize the trauma registry to meet Level III Trauma Center requirements.

Need: Assess the appropriateness of using EMS aircraft in the prehospital setting.

Program Solution: Developed the Air Ambulance Quality Review Committee (a subcommittee of the CQI Council) to collect and analyze all pertinent data related to the use of air ambulance services in San Joaquin County.

Need: The EMS agency needs to develop a single platform from which to receive patient care report data from providers that use a variety of platforms.

Program Solution: Modify current data report generator to accept data in a generic format and require all provider to submit data in the generic format when adopting NEMSIS 3.x criteria.

SUMMARY OF CHANGES

Transportation Plan: The SJCEMS Agency updated the Transportation Plan to determine the optimal system design for ambulance services and completed a first draft of a Request for Proposal document to acquire an exclusive emergency ambulance services provider for Zones A, B, and C with a start date of May 1, 2016.

Trauma System: Completed process to designate a trauma center and trauma system in San Joaquin County. San Joaquin General Hospital officially began providing Level III Trauma Center services on August 1, 2013.