

**CALIFORNIA EMERGENCY MEDICAL SERVICES AUTHORITY**

10901 GOLD CENTER DR., SUITE 400  
RANCHO CORDOVA, CA 95670  
(916) 322-4336 FAX (916) 322-1441



September 2, 2016

Ms. Patricia Frost, EMS Director  
Contra Costa County EMS Agency  
1340 Arnold Drive, Suite 126  
Martinez, CA 94553

Dear Ms. Frost:

This letter is in response to Contra Costa County's 2015 EMS Plan Update submission to the EMS Authority dated July 30, 2016.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Contra Costa County's 2015 EMS Plan Update and is approving the plan as submitted.

**II. History and Background:**

Contra Costa County received its last full plan approval for its 2011 plan submission, and its last annual plan update for its 2014 plan submission.

Historically, we have received EMS Plan submissions from Contra Costa County for the following years:

- 1994
- 1999
- 2003-2006
- 2008-12
- 2014

California Health and Safety Code (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".*

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&SC § 1797.105(b).

### III. Analysis of EMS System Components:

Following are comments related to Contra Costa County's 2015 EMS Plan Update. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations, H&SC § 1797.254, and the EMS system components identified in H&SC § 1797.103, are indicated below:

- |    | Approved                            | Not 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>                  |
| C. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Communications</u>                     |
| D. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Response/Transportation</u>            |

#### 1. Ambulance Zones

- Based on the documentation provided by Contra Costa County, please find enclosed the EMS Authority's determination of the exclusivity of Contra Costa County's EMS Agency's ambulance zones.

- |    |                                     |                          |  |
|----|-------------------------------------|--------------------------|--|
| 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> |
| G. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Public Information and Education</u>  |
| H. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Disaster Medical Response</u>         |

### IV. Conclusion:

Based on the information identified, Contra Costa County's 2015 EMS Plan Update is 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*

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*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:**

Contra Costa County's next annual EMS Plan Update will be due on or before September 30, 2017. 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 long horizontal stroke at the end.

Howard Backer, MD, MPH, FACEP  
Director

Enclosure

2015 Contra Costa EMS Transportation Plan  
Approved

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
Contra Costa County															
ERA I		X	Competitive Process	X				X		X					
ERA II		X	Competitive Process	X				X		X					
ERA III		X	Non-Competitive	X				X		X					
ERA IV		X	Competitive Process	X				X		X					
ERA V		X	Competitive Process	X				X		X					



# Contra Costa Emergency Medical Services Agency

## EMS System Plan Update 2015

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[WWW.CCCEMS.ORG](http://WWW.CCCEMS.ORG)

July 30, 2016

**EXECUTIVE SUMMARY:**

**The following is a summary of the significant changes in the Contra Costa EMS System Plan since the last reporting period:**

In 2015 Contra Costa conducted a successful request for proposal and awarded the emergency ambulance contract to the Alliance a unique new model for emergency ambulance service delivery. The Alliance is a contractor/subcontractor entity with Contra Costa Fire Protection District the contracted entity for ambulance service who is subcontracting with legacy partner American Medical Response to provide the ambulance services. The new contract goes into effect as of January 1, 2016 along with Emergency response zone modifications.

On April 21, 2015 Doctor's Medical Center officially closed after exhaustive efforts failed to keep it open. The preparation prior to the closure was successful in mitigating the impact to the community and was managed as a regional incident engaging the EMS Agencies of Alameda County, Solano County and Marin County in partnership with the Hospital Council of the Bay Area. Contra Costa County continues to work closely with affected regional stakeholders to monitor the long term consequences of changes in emergency services on West Contra Costa County.

The County EMS Agency continues to work the process improvement associated with a transfer of care (TOC) safety initiative in partnership with all community hospitals in our operational area. The EMS Agency has instituted a comprehensive program of data sharing to create opportunities to support improvement that has been held out as a best practice to others statewide. The initiative, data and improvement processes are described in the public report available at <http://cchealth.org/ems/pdf/Hospital-Transfer-of-Care-Performance.pdf>

Contra Costa EMS continues to be active in the promotion of local, regional, state and national neonatal and pediatric disaster preparedness. In November 2015, Contra Costa presented at the first National Pediatric Disaster Coalition Conference in Arizona with over 250 other subject matter experts in the area of neonatal, pediatric and perinatal disaster preparedness. The EMS Agency is home to the California Neonatal, Pediatric and Perinatal Disaster Coalition.

Under the new LEMSA Medical Director leadership of Dr. David Goldstein, CCEMS continues to support a high performance EMS System committed to patient safety and process improvement.

Respectfully,



Patricia Frost RN, MS, PNP  
EMS Director  
Contra Costa Health Services

## A. SYSTEM ORGANIZATION AND MANAGEMENT

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Agency Administration:</b>						
1.01	LEMSA Structure		X			
1.02	LEMSA Mission		X			
1.03	Public Input		X			
1.04	Medical Director		X	X		
<b>Planning Activities:</b>						
1.05	System Plan		X			
1.06	Annual Plan Update		X			
1.07	Trauma Planning		X	X		
1.08	ALS Planning		X			
1.09	Inventory of Resources		X			
1.10	Special Populations		X	X		
1.11	System Participants		X	X		
<b>Regulatory Activities:</b>						
1.12	Review & Monitoring		X			
1.13	Coordination		X			
1.14	Policy & Procedures Manual		X			
1.15	Compliance w/Policies		X			
<b>System Finances:</b>						
1.16	Funding Mechanism		X			
<b>Medical Direction:</b>						
1.17	Medical Direction		X			
1.18	QA/QI		X	X		
1.19	Policies, Procedures, Protocols		X	X		

**SYSTEM ORGANIZATION AND MANAGEMENT (continued)**

		<b>Does not currently meet standard</b>	<b>Meets minimum standard</b>	<b>Meets recommended guidelines</b>	<b>Short-range plan</b>	<b>Long-range plan</b>
1.20	DNR Policy		X			
1.21	Determination of Death		X			
1.22	Reporting of Abuse		X			
1.23	Interfacility Transfer		X			
<b>Enhanced Level: Advanced Life Support</b>						
1.24	ALS Systems		X	X		
1.25	On-Line Medical Direction		X	X		
<b>Enhanced Level: Trauma Care System:</b>						
1.26	Trauma System Plan		X			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
1.27	Pediatric System Plan		X			
<b>Enhanced Level: Exclusive Operating Areas:</b>						
1.28	EOA Plan		X			



**B. STAFFING/TRAINING**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Local EMS Agency:</b>						
2.01	Assessment of Needs		X			
2.02	Approval of Training		X			
2.03	Personnel		X			
<b>Dispatchers:</b>						
2.04	Dispatch Training		X	X		
<b>First Responders (non-transporting):</b>						
2.05	First Responder Training		X	X		
2.06	Response		X			
2.07	Medical Control		X			
<b>Transporting Personnel:</b>						
2.08	EMT-I Training		X	X		
<b>Hospital:</b>						
2.09	CPR Training		X			
2.10	Advanced Life Support		X	X		
<b>Enhanced Level: Advanced Life Support:</b>						
2.11	Accreditation Process		X			
2.12	Early Defibrillation		X			
2.13	Base Hospital Personnel		X			

**C. COMMUNICATIONS**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Communications Equipment:</b>						
3.01	Communication Plan		X	X		
3.02	Radios		X	X		
3.03	Interfacility Transfer		X			
3.04	Dispatch Center		X			
3.05	Hospitals		X	X		
3.06	MCI/Disasters		X			
<b>Public Access:</b>						
3.07	9-1-1 Planning/Coordination		X	X		
3.08	9-1-1 Public Education		X			
<b>Resource Management:</b>						
3.09	Dispatch Triage		X	X		
3.10	Integrated Dispatch		X	X		

## D. RESPONSE/TRANSPORTATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>					
4.01	Service Area Boundaries	X	X		
4.02	Monitoring	X	X		
4.03	Classifying Medical Requests	X			
4.04	Prescheduled Responses	X			
4.05	Response Time	X	X		
4.06	Staffing	X			
4.07	First Responder Agencies	X			
4.08	Medical & Rescue Aircraft	X			
4.09	Air Dispatch Center	X			
4.10	Aircraft Availability	X			
4.11	Specialty Vehicles	X	X		
4.12	Disaster Response	X			
4.13	Intercounty Response	X	X		
4.14	Incident Command System	X			
4.15	MCI Plans	X			
<b>Enhanced Level: Advanced Life Support:</b>					
4.16	ALS Staffing	X	X		
4.17	ALS Equipment	X			
<b>Enhanced Level: Ambulance Regulation:</b>					
4.18	Compliance	X			
<b>Enhanced Level: Exclusive Operating Permits:</b>					
4.19	Transportation Plan	X			
4.20	"Grandfathering"	X			
4.21	Compliance	X			
4.22	Evaluation	X			

**E. FACILITIES/CRITICAL CARE**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>						
5.01	Assessment of Capabilities		X	X		
5.02	Triage & Transfer Protocols		X			
5.03	Transfer Guidelines		X			
5.04	Specialty Care Facilities		X			
5.05	Mass Casualty Management		X	X		
5.06	Hospital Evacuation		X			
<b>Enhanced Level: Advanced Life Support:</b>						
5.07	Base Hospital Designation		X			
<b>Enhanced Level: Trauma Care System:</b>						
5.08	Trauma System Design		X			
5.09	Public Input		X			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
5.10	Pediatric System Design		X			
5.11	Emergency Departments		X	X		
5.12	Public Input		X			
<b>Enhanced Level: Other Specialty Care Systems:</b>						
5.13	Specialty System Design		X			
5.14	Public Input		X			