

EMERGENCY MEDICAL SERVICES AUTHORITY

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February 13, 2017

Mr. Richard Murdock, EMS Administrator
Mountain Valley EMS Agency
1101 Standiford Avenue, #D1
Modesto, CA 95350

Dear Mr. Murdock:

This letter is in response to Mountain Valley EMS Agency's 2015 EMS Plan Update submission to the EMS Authority on January 2, 2017.

I. Introduction and Summary:

The EMS Authority has concluded its review of Mountain Valley EMS Agency's 2015 EMS Plan Update and is approving the plan as submitted.

II. History and Background:

Mountain Valley EMS Agency received its last annual plan update for its 2011 plan submission.

Historically, we have received EMS Plan submissions from Mountain Valley EMS Agency for the following years:

- 1996
- 1999-2002
- 2004-2005
- 2007-2011

Health and Safety Code (HSC) § 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 HSC § 1797.105(b).

III. Analysis of EMS System Components:

Following are comments related to Mountain Valley EMS Agency's 2015 EMS Plan Update. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations, HSC § 1797.254, and the EMS system components identified in HSC § 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 Mountain Valley EMS Agency, please find enclosed the EMS Authority's determination of the exclusivity of Mountain Valley 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, Mountain Valley EMS Agency's 2015 EMS Plan Update is approved.

Pursuant to HSC § 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:

Mountain Valley EMS Agency's next annual EMS Plan Update will be due on or before February 28, 2018. 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 "Daniel R. Amley" followed by a stylized flourish.

Howard Backer, MD, MPH, FACEP
Director

Enclosure



Mountain-Valley EMS Agency 2015 EMS Plan

Annual EMS System Report



Executive Summary

The Mountain-Valley EMS Agency (MVEMSA) is a regional multi-county Joint Powers Authority (JPA) that serves as the Local EMS Agency (LEMSA) for the counties of Alpine, Amador, Calaveras, Mariposa and Stanislaus. The member counties have delegated all California Health and Safety Code, Division 2.5 and California Code of Regulations responsibilities for a LEMSA to the MVEMSA.

The Governing Board of Directors for the JPA consists of a County Supervisor from each of the member counties. The EMS system in these counties have been developed through a partnership between the EMS Agency, 9-1-1 Public Services Answering Points (PSAPS), EMS dispatch centers, Basic Life Support (BLS) Fire Department First Responders, Advanced Life Support (ALS) Fire Department First Responders, ambulance providers, base hospitals and specialty centers.

The five counties encompass an area of some 5,300 square miles with a resident population of approximately 632,161 people. The region ranges from remote rural areas to large urban areas. Extremes of weather are characteristic of the area, which encompasses the Sierra Nevada Mountains and the heat of the San Joaquin Valley region. Highway 99, runs through Stanislaus County from Merced County border to San Joaquin County Boarder and Interstate 5 touches the Western portion of Stanislaus County. Interstate 5 and Highway 99 are highly traveled freeways that run north and south through the counties. Some of the areas are densely populated and others are fairly remote with less population. Highway 49 runs through Alpine, Amador, Calaveras and Mariposa Counties. Highway 88 also traverses through Amador and Alpine Counties through farmlands to wilderness areas.

The mission of the Mountain-Valley EMS Agency is to ensure the appropriate provision of quality pre-hospital care services to the public in a cost effective manner as an integrated part of the overall health care

system and to provide the framework for quality emergency medical services to the citizens of Alpine, Amador, Calaveras, Mariposa, and Stanislaus Counties.

MVEMSA, to date, has designated two (2) Level II trauma centers, which are located in Stanislaus County, three (3) STEMI Receiving Centers and three (3) Stroke Receiving Centers, which are scheduled to be designated February 1, 2017. MVEMSA conducts quarterly Trauma Advisory Committees (TAC) and quarterly STEMI/Stroke (Stroke starting in 2017) QI meetings for all system participants. An objective for the Agency, as presented in the System Assessment Form, is to designate a Level III Trauma Center in one of our Mountain Counties.

Approval of CE Programs and EMT Training Programs continue throughout the region along with renewals of the programs every four years. MVEMSA is conducting audits of the approved CE Provider Programs throughout the region. Our agency is currently submitting provider's ePCR data to ImageTrend as it complies with the EMSA statewide data system.

The agency has worked closely with the EMS providers to implement the electronic patient care reporting (ePCR) systems. The prehospital transport agencies utilize proprietary ePCR systems are compliant to the required CEMSIS/NEMSIS versions, which has permitted a more complete submittal of Core Measures data.

The Agency is working with member counties to complete the inventory of resources and hospital evacuation requirements listed in the System Assessment.

Specifics of the Mountain-Valley EMS Agency EMS Plan are contained within the annual EMS Plan update.



Mountain-Valley EMS Agency 2015 EMS Plan

Table 1

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES
A. SYSTEM ORGANIZATION AND MANAGEMENT

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Agency Administration:					
1.01		X	N/A		
1.02		X	N/A		
1.03		X	N/A		
1.04		X	X		
Planning Activities:					
1.05		X	N/A		
1.06		X	N/A		
1.07		X			X
1.08		X	N/A		
1.09	X		N/A		X
1.10		X	X		
1.11		X	X		
Regulatory Activities:					
1.12		X	N/A		
1.13		X	N/A		
1.14		X	N/A		
1.15		X	N/A		
System Finances:					
1.16		X	N/A		
Medical Direction:					
1.17		X	N/A		
1.18		X	X		
1.19		X	X		

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

A. SYSTEM ORGANIZATION AND MANAGEMENT (continued)

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

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

B. STAFFING/TRAINING

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

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

C. COMMUNICATIONS

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

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

D. RESPONSE/TRANSPORTATION

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

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

E. FACILITIES/CRITICAL CARE

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

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

F. DATA COLLECTION/SYSTEM EVALUATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
6.01	QA/QI Program		X	X		
6.02	Prehospital Records		X			
6.03	Prehospital Care Audits		X	X		
6.04	Medical Dispatch		X	N/A		
6.05	Data Management System*		X	X		
6.06	System Design Evaluation		X	N/A		
6.07	Provider Participation		X	N/A		
6.08	Reporting		X	N/A		
Enhanced Level: Advanced Life Support:						
6.09	ALS Audit		X	X		
Enhanced Level: Trauma Care System:						
6.10	Trauma System Evaluation		X	N/A		
6.11	Trauma Center Data		X	X		

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

G. PUBLIC INFORMATION AND EDUCATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
7.01	Public Information Materials		X	X		
7.02	Injury Control		X	X		
7.03	Disaster Preparedness		X	X		
7.04	First Aid & CPR Training		X	X		

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

H. DISASTER MEDICAL RESPONSE

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
8.01	Disaster Medical Planning*		X	N/A		
8.02	Response Plans		X	X		
8.03	HazMat Training		X	N/A		
8.04	Incident Command System		X	X		
8.05	Distribution of Casualties*		X	X		
8.06	Needs Assessment		X	X		
8.07	Disaster Communications*		X	N/A		
8.08	Inventory of Resources		X	X		
8.09	DMAT Teams		X	X		
8.10	Mutual Aid Agreements*		X	N/A		
8.11	CCP Designation*		X	N/A		
8.12	Establishment of CCPs		X	N/A		
8.13	Disaster Medical Training		X	X		
8.14	Hospital Plans		X	X		
8.15	Interhospital Communications		X	N/A		
8.16	Prehospital Agency Plans		X	X		
Enhanced Level: Advanced Life Support:						
8.17	ALS Policies		X	N/A		
Enhanced Level: Specialty Care Systems:						
8.18	Specialty Center Roles		X	N/A		
Enhanced Level: Exclusive Operating Areas/Ambulance Regulations:						
8.19	Waiving Exclusivity		X	N/A		



Mountain-Valley EMS Agency 2015 EMS Plan

EMS System Assessments

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.01 LEMSA STRUCTURE

MINIMUM STANDARDS:

Each local EMS agency shall have a formal organization structure which includes both agency staff and non-agency resources and which includes appropriate technical and clinical expertise.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency is a regional five (5) county Joint Powers Authority (JPA) serving the counties of Alpine, Amador, Calaveras, Mariposa and Stanislaus. The Agency has a five (5) member JPA Governing Board of Directors consisting of a member of the Board of Supervisors from each participating county. The organization chart is included in this EMS Plan. There are seven (7) FTE staff that includes:

- Regional Executive Director (1 FTE)
- Deputy Director (1 FTE)
- Quality Improvement/Trauma Care Coordinator (1 FTE)
- Facilities/Disaster Coordinator (1 FTE)
- Administrative Assistant/Financial Services (1 FTE)
- Data/IT/Emergency Preparedness Coordinator (1 FTE)
- Administrative Assistant/Support Services (1 FTE)
- Response and Transport Coordinator (.60 FTE)
- Medical Director (.60 Contracted)

The Agency has the following committees that provide technical, clinical and community input and recommendations regarding the development of plans, policies and procedures:

- Regional STEMI Committee
- Regional Trauma Advisory Committee (TAC)
- Quality Improvement Committee(s)
- ED Managers Committee
- Heart Outcome Committee
- Emergency Medical Care Committee(s)

The committees include physicians, medical directors, nurses, base hospital coordinators, ED managers, paramedics, ambulance service management, fire and law enforcement officials, PSAP representatives, helicopter services, city managers, county administration, elected officials and others.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue current actions

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.02 LEMSA MISSION

MINIMUM STANDARDS:

Each local EMS agency shall plan, implement, and evaluate the EMS system. The agency shall use its quality assurance/quality improvement (QA/QI) and evaluation processes to identify system changes.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency utilizes a continuing quality improvement program, in addition to other mechanisms, to plan, implement, and evaluate the member county's EMS Systems.

The quality improvement committees representing each of our member counties meet quarterly to provide feedback to the Agency or prehospital medical care. The committee is responsible for the following duties:

- Promote region wide standardization of prehospital quality improvement including medical audit review, corrective action, remedial education, and follow-up.
- Monitor, evaluate and report on quality of prehospital care and transportation including compliance with law, regulations, policy and procedure, and recommend revisions and/or corrective action as necessary
- Recommend standards, policies, protocols, and procedures as necessary to improve prehospital care, training, and quality improvement.
- Make recommendations specific to hospital and Mountain-Valley EMS Agency data collection and dissemination.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue current actions

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.03 PUBLIC INPUT

MINIMUM STANDARDS:

Each local EMS agency shall have a mechanism (including EMCCs and other sources) to seek and obtain appropriate consumer and health care provider input regarding the development of plans, policies and procedures, as described in the State EMS Authority's EMS Systems Standards and Guidelines.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency is active in obtaining input in the development of plans, policies and procedures. There are regularly scheduled Emergency Medical Care Committee (EMCC) meetings in Amador, Calaveras, Mariposa and Stanislaus Counties. Alpine County does not have an EMCC, however, the input is relayed through the disaster committee or Agency bi-monthly JPA BOD meeting. Mountain-Valley EMS Agency also receives input from the numerous other committees/task forces as identified under Standard 1.01.

Agency is working with Stanislaus County stakeholders in developing an EMS System strategic plan for 2018.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue current actions

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.04 MEDICAL DIRECTOR

MINIMUM STANDARDS:

Each local EMS agency shall appoint a medical director who is a licensed physician who has substantial experience in the practice of emergency medicine.

RECOMMENDED GUIDELINES:

The local EMS agency medical director should have administrative experience in emergency medical services systems.

Each local EMS agency medical director should establish clinical specialty advisory groups composed of physicians with appropriate specialties and non-physician providers (including nurses and pre-hospital providers), and/or should appoint medical consultants with expertise in trauma care, pediatrics, and other areas, as needed.

CURRENT STATUS:

Mountain-Valley EMS Agency is honored to have Kevin Mackey, M.D. as its EMS Medical Director. Dr. Mackey is a board certified EMS physician and has served as the medical director for the Agency for the past 7 years. He is the Principle Investigator for a Community Paramedicine project focusing on paramedic assessment and clearance of behavioral health patients in the field. He has been instrumental in developing both the STEMI quality program for all 5 counties and he also led the organization in a system-wide approach to cardiac arrest care that has more than doubled the survival in several communities. He is a full time emergency physician and also serves in the role of medical director for the Sacramento County fire agencies. He is the past president of the Emergency Medical Directors Association of California and currently serves on the board of directors for the National Registry of EMTs.

NEED(S):

Meets minimum standard and recommended guidelines

OBJECTIVE:

Continue current actions

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.05 SYSTEM PLAN

MINIMUM STANDARDS:

Each local EMS agency shall develop an EMS System Plan, based on community need and utilization of appropriate resources, and shall submit it to the EMS Authority.

The plan shall:

- assess how the current system meets these guidelines,
- identify system needs for patients within each of the targeted clinical categories (as identified in Section II), and
- provide a methodology and time-line for meeting these needs.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has developed an EMS Plan in accordance with the State EMSA guidelines as evidenced by this document. The Agency received input and collaboration from system participants within the five county region.

NEED(S):

Meets minimum standard

OBJECTIVE

Continue to provide annual updates to the EMS plan

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.06 ANNUAL PLAN UPDATE

MINIMUM STANDARDS:

Each local EMS agency shall develop an annual update to its EMS System Plan and shall submit it to the EMS Authority. The update shall identify progress made in plan implementation and changes to the planned system design.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has provided annual updates to the EMS Plan as required

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to provide annual updates to the EMS Plan

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.07 TRAUMA PLANNING

MINIMUM STANDARDS:

The local EMS agency shall plan for trauma care and shall determine the optimal system design for trauma care in its jurisdiction.

RECOMMENDED GUIDELINES:

The local EMS agency should designate appropriate facilities or execute agreements with trauma facilities in other jurisdictions.

CURRENT STATUS:

The Mountain-Valley EMS Agency has designated the following in Stanislaus County only:

- Eight (8) base hospitals
- Two (2) Level II Trauma Centers
- Three (3) STEMI Receiving Hospitals
- In the process of designating Three (3) Primary Stroke Centers (PSCs)

Trauma system design is ongoing and changes are made based upon feedback from Trauma Advisory Committee and Evidence Based Studies that focus on enhancing or improving outcomes.

Agency participates in RTCC

Trauma Center agreements term February 2017

COORDINATION WITH OTHER EMS AGENCIES:

Ongoing coordination with SJ County EMS, Tuolumne County EMS and Merced County EMS. Agency worked with Merced County EMS in assisting with development of a trauma advisory committee.

NEED(S):

To continue monitoring and evaluating Mountain-Valley EMS Agency's Trauma System and make changes based upon evidence based data.

OBJECTIVE:

To establish and designate a Level III or IV trauma center in one of our rural member counties.

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.08 ALS PLANNING

MINIMUM STANDARDS:

Each local EMS agency shall plan for eventual provision of advanced life support services throughout its jurisdiction.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The following member counties are provided with Advanced Life Support (ALS) response a part of the initial dispatch to all 9-1-1 medical emergency calls:

- Amador
- Calaveras
- Mariposa
- Stanislaus

The services are provided by Paid Fire Agency First Responders (ALS and BLS), Private Ambulance Providers, Air Ambulances and Fire Volunteer Agencies.

Alpine County provides BLS First Responder services. ALS is provided as mutual aid from neighboring areas which follow Agency policy and procedures for those wilderness areas.

COORDINATION WITH OTHER EMS AGENCIES:

Coordination with Ebbetts Pass Fire Department, Lake Valley Fire Department and El Dorado County EMS Agency regarding Alpine County

Coordination continues with San Joaquin County EMS, Santa Clara County EMS, Merced County EMS and Tuolumne County EMS for mutual aid and unusual occurrence reporting

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and evaluate ALS delivery in all member counties

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.09 INVENTORY OF RESOURCES

MINIMUM STANDARDS:

Each local EMS agency shall develop a detailed inventory of EMS resources (e.g., personnel, vehicles, and facilities) within its area and, at least annually, shall update this inventory.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Does not meet minimum standards for Alpine, Amador, Calaveras, Mariposa and Stanislaus Counties

NEED(S):

Agency working to have inventory of resources for all five (5) member counties. :

OBJECTIVE:

Complete an Inventory of Resources Mountain-Valley EMS Agency member counties by 12/31/2019

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.10 SPECIAL POPULATIONS

MINIMUM STANDARDS:

Each local EMS agency shall identify population groups served by the EMS system which require specialized services (e.g., elderly, handicapped, children, non-English speakers).

RECOMMENDED GUIDELINES:

Each local EMS agency should develop services, as appropriate, for special population groups served by the EMS system which require specialized services (e.g., elderly, handicapped, children, non-English speakers).

CURRENT STATUS:

The Mountain-Valley EMS Agency data system can identify users of the EMS System by population groups and services provided. This information is used for planning, policy and services development. This information may also be utilized for public education purposes.

Most dispatch centers access interpreter services through enhanced 9-1-1 services or through the telephone company to assist with non-English speaking consumers. Receiving hospitals are able to access interpreter services or utilize employees when needed.

Throughout initial and continuing education programs for EMTs, Paramedics and MICNs special areas of needs for elderly, pediatric and handicapped are emphasized. The Agency has developed pediatric protocols and services for pediatric medical and trauma care. STEMI designation and policies have been developed and public education has occurred addressing Myocardial Infarction. Currently working towards Stroke Systems of Care designation, which will follow public education pathway similar to STEMI.

NEED(S):

Meets minimum standard and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.11 SYSTEM PARTICIPANTS

MINIMUM STANDARDS:

Each local EMS agency shall identify the optimal roles and responsibilities of system participants.

RECOMMENDED GUIDELINES:

Each local EMS agency should ensure that system participants conform with their assigned EMS system roles and responsibilities, through mechanisms such as written agreements, facility designations, and exclusive operating areas.

CURRENT STATUS:

The Mountain-Valley EMS Agency has identified the optimal roles and responsibilities of system participants. The Agency utilizes Base Hospital agreements, Trauma designation/agreements and STEMI designation/agreements. The Agency enforces ambulance provider agreement compliance and county ambulance ordinances.

NEED(S):

Meets minimum standard and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.12 REVIEW AND MONITORING

MINIMUM STANDARDS:

Each local EMS agency shall provide for review and monitoring of EMS system operations.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency provides review and monitoring of the EMS operations through various processes that include FirstWatch, Clinical Data Management (CDM), various committees, County EMCCs, TAC, EMS provider agencies and hospitals.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.13 COORDINATION

MINIMUM STANDARDS:

Each local EMS agency shall coordinate EMS system operations.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency is active in EMS System Coordination as demonstrated by committee involvement, policy and procedure development, and coordination with EMS providers, dispatch centers and hospitals.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.14 POLICY & PROCEDURES MANUAL

MINIMUM STANDARDS:

Each local EMS agency shall develop a policy and procedures manual that includes all EMS agency policies and procedures. The agency shall ensure that the manual is available to all EMS system providers (including public safety agencies, ambulance services, and hospitals) within the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

A Prehospital Care Policy and Procedure Manual is provided for all accredited paramedics, EMTs and MICNs. The manual is divided into the following categories:

- ALS General Guidelines
- Adult Treatment Guidelines
- Pediatric Treatment Guidelines
- Selected MVEMSA Policies
 - 232.20 AEMT Scope of Practice
 - 236.00 EMT Scope of Practice
 - 256.00 Paramedic Scope of Practice
 - 409.00 LALS and ALS First Responder Unit
 - 412.20 ALS Transfer of Patient Care
 - 439.00 Controlled Substances
 - 445.00 EMS Aircraft Request/Cancellation
 - 530.00 STEMI Triage and Destination
 - 552.62 Intravenous Infusions of Heparin & Nitroglycerine
 - 553.25 Trauma/Burn Triage and Destination
 - 560.10 Reporting of Suspected Abuse
 - 570.20 Determination of Death in the Prehospital Setting
 - 570.21 DNR Orders
 - 570.30 Physician on Scene
 - 570.35 Refusal of EMS Service
- Community Paramedic Program

The manuals are available at the Mountain-Valley EMS Agency office for purchase and are also available online at MVEMSA.org or available free through MVEMSA app for smart phones.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.15 COMPLIANCE WITH POLICIES

MINIMUM STANDARDS:

Each local EMS agency shall have a mechanism to review, monitor, and enforce compliance with system policies.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency utilizes review through the data system and quality improvement process to monitor compliance with system policies. Compliance of EMS personnel with system policies is primarily monitored by daily supervision of personnel by the provider agencies, base hospitals, and input from the receiving hospitals.

Agency is working towards implementation of FirstPass, which is a clinical quality measurement and protocol monitoring tool designed to alert users to deviations in expected treatments to medical protocols. FirstPass monitors ePCR and other data to quickly identify and provide real-time alerts related to protocol deviations, missing data elements or urgent patient safety issues.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed with FirstPass implementation by Fall 2017

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.16 FUNDING MECHANISM

MINIMUM STANDARDS:

Each local EMS agency shall have a funding mechanism, which is sufficient to ensure its continued operation and shall maximize use of its Emergency Medical Services Fund.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency utilizes funds from the county members, specialty center monitoring fees, ambulance provider monitoring fees and the State General Fund. Additional funds are obtained from fees implemented for certification and accreditation functions, application to provide service fees,

OBJECTIVE:

Continue to explore means of maximizing funding, fees for services, and ensure cost effectiveness of programs

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.17 MEDICAL DIRECTION

MINIMUM STANDARDS:

Each local EMS agency shall plan for medical direction within the EMS system. The plan shall identify the optimal number and role of base hospitals and alternative base stations and the roles, responsibilities, and relationships of pre-hospital and hospital providers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency currently provides medical direction for the regional EMS system as defined in the Mountain-Valley EMS Agency Policies and Procedures. All medical policies are reviewed and evaluated by the Medical Director. The roles and responsibilities of base hospitals have been defined in the Base Hospital Agreement. All eight (8) hospitals are designated as base hospitals and have signed agreements on file in Agency office.

COORDINATION WITH OTHER EMS AGENCIES:

Agency Executive Director and Medical Director communicate, formally and informally, with other local EMS agencies through committees and participation with the Emergency Medical Directors Association of California (EMDAC) and Emergency Medical Services Administrators Association of California (EMSAAC).

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.18 QA/QI

MINIMUM STANDARDS:

Each local EMS agency shall establish a quality assurance/quality improvement (QA/QI) program. This may include use of provider-based programs which are approved by the local EMS agency and which are coordinated with other system participants.

RECOMMENDED GUIDELINES:

Pre-hospital care providers should be encouraged to establish in-house procedures, which identify methods of improving the quality of care provided.

CURRENT STATUS:

The Mountain-Valley EMS Agency has an active QI committee with member counties. Each base hospital and provider has a QI program and submits electronic PCRs data as outlined and required in Agency policy 620.30 (Provider Agency Data Submission Requirements).

NEED(S):

Meets minimum standard and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.19 POLICIES, PROCEDURES, PROTOCOLS

MINIMUM STANDARDS:

Each local EMS agency shall develop written policies, procedures, and/or protocols including, but not limited to:

- triage,
- treatment,
- medical dispatch protocols,
- transport,
- on-scene treatment times,
- transfer of emergency patients,
- standing orders,
- base hospital contact,
- on-scene physicians and other medical personnel, and
- local scope of practice for pre-hospital personnel.

RECOMMENDED GUIDELINES:

Each local EMS agency should develop (or encourage the development of) pre-arrival/post dispatch instructions.

CURRENT STATUS:

The Mountain-Valley EMS Agency has a Prehospital Care Policy Manual which addresses the above areas and additional concerns. The agency's website (www.MVEMSA.org) has the policy manual and downloadable apps for cell phones.

NEED(S):

Meets minimal standard and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.20 DNR POLICY

MINIMUM STANDARDS:

Each local EMS agency shall have a policy regarding "Do Not Resuscitate (DNR)" situations in the pre-hospital setting, in accordance with the EMS Authority's DNR guidelines.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency meets the compliance with the EMS Authority's DNR guidelines with Agency policy 570.21 (DNR Orders)

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.21 DETERMINATION OF DEATH

MINIMUM STANDARDS:

Each local EMS agency, in conjunction with the county coroner(s) shall develop a policy regarding determination of death, including deaths at the scene of apparent crimes.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency policy 570.20 (Determination of Death) addresses standard

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.22 REPORTING OF ABUSE

MINIMUM STANDARDS:

Each local EMS agency shall ensure that providers have a mechanism for reporting child abuse, elder abuse, and suspected SIDS deaths.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency adheres to the CCR, Title 22 and the California Penal Code, Article 2.5 in regards to reporting abuse. Providers and training programs provide information concerning elder and child abuse, and suspected SIDS deaths. Agency policy 560.10 (Reporting of suspected abuse).

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.23 INTERFACILITY TRANSFER

MINIMUM STANDARDS:

The local EMS medical director shall establish policies and protocols for scope of practice of pre-hospital medical personnel during interfacility transfers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established policy 580.11 (Ambulance Transfers) addressing medical personnel during interfacility transfers (IFT).

Agency is currently working towards an IFT comprehensive system that monitors, tracks, and enhances with a projected completion date of Fall 2017

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.24 ALS SYSTEMS

MINIMUM STANDARDS:

Advanced life support services shall be provided only as an approved part of a local EMS system and all ALS providers shall have written agreements with the local EMS agency.

RECOMMENDED GUIDELINES:

Each local EMS agency, based on state approval, should, when appropriate, develop exclusive operating areas for ALS providers.

CURRENT STATUS:

The Mountain-Valley EMS Agency has approved all the advanced life support (ALS) providers. The agency has submitted a plan designating exclusive operating areas in the EMS plan update.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.25 ON-LINE MEDICAL DIRECTION

MINIMUM STANDARDS:

Each EMS system shall have on-line medical direction, provided by a base hospital (or alternative base station) physician or authorized registered nurse/mobile intensive care nurse.

RECOMMENDED GUIDELINES:

Each EMS system should develop a medical control plan that determines:

- the base hospital configuration for the system,
- the process for selecting base hospitals, including a process for designation which allows all eligible facilities to apply, and
- the process for determining the need for in-house medical direction for provider agencies.

CURRENT STATUS:

The Mountain-Valley EMS Agency's designated base hospitals utilize authorized Mobile Intensive Care Nurses (MICNs) and base hospital Emergency Department Physicians.

NEED(S):

Meets minimum standard and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.26 TRAUMA SYSTEM PLAN

MINIMUM STANDARDS:

The local EMS agency shall develop a trauma care system plan, based on community needs and utilization of appropriate resources, which determines:

- the optimal system design for trauma care in the EMS area, and
- the process for assigning roles to system participants, including a process which allows all eligible facilities to apply.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has developed a Regional Trauma Plan and the plan has been approved by EMSA. The Trauma Plan is updated regularly based upon the needs of the Trauma System.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.27 PEDIATRIC SYSTEM PLAN

MINIMUM STANDARDS:

The local EMS agency shall develop a pediatric emergency medical and critical care system plan, based on community needs and utilization of appropriate resources, which determines:

- the optimal system design for pediatric emergency medical and critical care in the EMS area, and
- the process for assigning roles to system participants, including a process which allows all eligible facilities to apply.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established policies and an emergency medical and critical system plan for pediatric care.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

SYSTEM ORGANIZATION AND MANAGEMENT

1.28 EOA PLAN

MINIMUM STANDARDS:

The local EMS agency shall develop and submit for State approval, a plan, based on community needs and utilization of appropriate resources, for granting of exclusive operating areas, that determines: a) the optimal system design for ambulance service and advanced life support services in the EMS area, and b) the process for assigning roles to system participants, including a competitive process for implementation of exclusive operating areas.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established exclusive operating areas by grandfathering the providers that are eligible under Health & Safety Code 1797.224. The grandfathered EOAs exist in Stanislaus County and Amador County. Calaveras County's EOA is granted by an RFP.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.01 ASSESSMENT OF NEEDS

MINIMUM STANDARDS:

The local EMS agency shall routinely assess personnel and training needs.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency currently has ten (10) approved EMT training programs in the region. No approved Paramedic programs exist in the region. Paramedic accreditation/orientation classes are conducted at the Agency on a monthly basis.

Agency staff attends all member county EMCC meetings, County Fire Chief Association meetings, Fire Training Coordinator meetings and Local Quality Improvement Committees. Through the member county committee structure and the Mountain-Valley EMS Agency regional committee structure, input is received regarding educational needs on an on-going basis.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.02 APPROVAL OF TRAINING

MINIMUM STANDARDS:

The EMS Authority and/or local EMS agencies shall have a mechanism to approve EMS education programs that require approval (according to regulations) and shall monitor them to ensure that they comply with state regulations.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has an application and approval process established to approve EMS education programs. All base hospitals and ALS providers are approved Continuing Education (CE) providers. Agency staff encourages BLS providers to become CE providers. Agency policies 283.00 (First Responder Training Program Approval), 285.10 (EMT Training Program Approval), 286.00 (AEMT Training Program Approval), 287.00 (Paramedic Training Program Approval) and 291.00 (Prehospital Care Continuing Education Provider).

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.03 PERSONNEL

MINIMUM STANDARDS:

The local EMS agency shall have mechanisms to accredit, authorize, and certify pre-hospital medical personnel and conduct certification reviews, in accordance with state regulations. This shall include a process for pre-hospital providers to identify and notify the local EMS agency of unusual occurrences that could impact EMS personnel certification.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established policies to accredit, authorize and certify prehospital personnel and to conduct certification reviews, in accordance with State regulations. Refer to Agency policies; 211.00 (Emergency Medical Responder Certification), 231.00 (EMT Certification), 237.00 (Continuing Education), 254.00 (Paramedic Accreditation), 254.20 (Critical Care Paramedic Accreditation) and 954.10 (Stanislaus County Community Paramedic)

The Agency has also established a process (policy) for service providers and base hospitals to notify Mountain-Valley EMS Agency of an unusual occurrence report (UOR) that could impact EMS personnel certification. The UOR is located on the Mountain-Valley EMS Agency web site - <http://www.mvemsa.org/resources3/documents/pcrs-and-forms/114-unusual-occurrences-report>

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.04 DISPATCH TRAINING

MINIMUM STANDARDS:

Public safety answering point (PSAP) operators with medical responsibility shall have emergency medical orientation and all medical dispatch personnel (both public and private) shall receive emergency medical dispatch training in accordance with the EMS Authority's Emergency Medical Dispatch Guidelines.

RECOMMENDED GUIDELINES:

Public safety answering point (PSAP) operators with medical dispatch responsibilities and all medical dispatch personnel (both public and private) should be trained and tested in accordance with the EMS Authority's Emergency Medical Dispatch Guidelines.

CURRENT STATUS:

The Mountain-Valley EMS Agency has PSAPs with medical dispatch responsibilities in the following counties:

- Amador
- Calaveras
- Alpine

The following counties have a secondary PSAP with medical dispatch responsibilities:

- Stanislaus
- Mariposa

Agency policy 311.00 (EMS Dispatch Center Standards) addresses the responsibilities and training

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.05 FIRST RESPONDER TRAINING

MINIMUM STANDARDS:

At least one person on each non-transporting EMS first response unit shall have been trained to administer first aid and CPR within the previous three years.

RECOMMENDED GUIDELINES:

At least one person on each non-transporting EMS first response unit should be currently certified to provide defibrillation and have available equipment commensurate with such scope of practice, when such a program is justified by the response times for other ALS providers.

At least one person on each non-transporting EMS first response unit should be currently certified at the EMT level and have available equipment commensurate with such scope of practice.

CURRENT STATUS:

The EMS First Responders within the Mountain-Valley EMS Agency Region have been trained to administer first aid and CPR. Throughout the Region many of the First Responder Agencies have defibrillator programs and also function with EMT trained personnel. Due to the nature and need of some of the rural/wilderness areas of the region, many volunteer and seasonal firefighters are utilized. It is difficult to train volunteer and seasonal firefighters to the level of EMT due to the financial costs and time demands. Currently many fire provider agencies are at the Emergency Medical Responder level.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.06 RESPONSE

MINIMUM STANDARDS:

Public safety agencies and industrial first aid teams shall be encouraged to respond to medical emergencies and shall be utilized in accordance with local EMS agency policies.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Public Safety agencies respond to medical emergencies as first responders.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.07 MEDICAL CONTROL

MINIMUM STANDARDS:

Non-transporting EMS first responders shall operate under medical direction policies, as specified by the local EMS agency medical director.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Non-transporting EMS First Responders currently operate under medical direction policies as specified by the Medical Director of Mountain-Valley EMS Agency. BLS interventions are included in the treatment policies for ALS. The following fire agencies provide ALS First Response:

- Modesto FD
- Ebbetts Pass Fire Protection District
- Copperopolis Fire Protection District
- Patterson City FD

The following policies relate to LALS or ALS First Responders:

- Policy 409.00 (LALS and ALS First Responder Unit Equipment and Supply Inventory)
- Policy 412.00 (LALS and ALS Emergency Medical Responder Authorization)
- Policy 412.20 (ALS Transfer of Care)
- All Policies related to AEMTs or Paramedics

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.08 EMT-I TRAINING

MINIMUM STANDARDS:

All emergency medical transport vehicle personnel shall be currently certified at least at the EMT-I level.

RECOMMENDED GUIDELINES:

If advanced life support personnel are not available, at least one person on each emergency medical transport vehicle should be trained to provide defibrillation.

CURRENT STATUS:

All emergency 9-1-1 transport vehicles are ALS. The ALS ambulances are staffed, at a minimum, with an EMT and Paramedic.

The agency is **considering** to utilize BLS staffed vehicles for response and transport to lower acuity calls within Stanislaus County in 2017.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.09 CPR TRAINING

MINIMUM STANDARDS:

All allied health personnel who provide direct emergency patient care shall be trained in CPR.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

All hospitals with basic and comprehensive emergency medical services permits are approved as 9-1-1 receiving hospitals. Monitoring of the permit status/compliance is the responsibility of DHS Licensing & Certification Division. All regional hospitals require all allied health personnel who provide direct patient care to be trained with CPR. All EMS personnel and Law Enforcement are CPR trained.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.10 ADVANCED LIFE SUPPORT

MINIMUM STANDARDS:

All emergency department physicians and registered nurses that provide direct emergency patient care shall be trained in advanced life support.

RECOMMENDED GUIDELINES:

All emergency department physicians should be certified by the American Board of Emergency Medicine.

CURRENT STATUS:

All regional hospitals require ACLS for emergency department physicians and registered nurses. All emergency department physicians are certified by the American Board of Emergency Medicines.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.11 ACCREDITATION PROCESS

MINIMUM STANDARDS:

The local EMS agency shall establish a procedure for accreditation of advanced life support personnel that includes orientation to system policies and procedures, orientation to the roles and responsibilities of providers within the local EMS system, testing in any optional scope of practice, and enrollment into the local EMS agency's quality assurance/quality improvement process.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has an established policy/procedure for accreditation of ALS personnel. Orientation classes are conducted monthly for Paramedics. Agency policy 254.00 (Paramedic Accreditation) address the minimum standards.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.12 EARLY DEFIBRILLATION

MINIMUM STANDARDS:

The local EMS agency shall establish policies for local accreditation of public safety and other basic life support personnel in early defibrillation.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Agency policy 418.00 (AED Service Providers) addresses the minimum standards

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

STAFFING/TRAINING

2.13 BASE HOSPITAL PERSONNEL

MINIMUM STANDARDS:

All base hospital/alternative base station personnel who provide medical direction to pre-hospital personnel shall be knowledgeable about local EMS agency policies and procedures and have training in radio communications techniques.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Agency policy 261.00 (MICN authorization and re-authorization) addresses minimum standards. In addition, MICN authorization requires completion of an orientation and successful completion of 10 supervised ALS radio calls.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.01 COMMUNICATIONS PLAN

MINIMUM STANDARDS:

The local EMS agency shall plan for EMS communications. The plan shall specify the medical communications capabilities of emergency medical transport vehicles, non-transporting advanced life support responders, and acute care facilities and shall coordinate the use of frequencies with other users.

RECOMMENDED GUIDELINES:

The local EMS agency's communications plan should consider the availability and use of satellites and cellular telephones.

CURRENT STATUS:

Responders utilize two way radios and cellular phones as defined in the Agency policies 380.20 (Tactical Radio Assignment), 407.00 (Transporting Ambulance Equipment and Supply) and 409.00 (LALS and ALS Non-Transport Equipment and Supply). Radio frequencies on the Med Net Channels have been assigned for the Base Hospital and Disaster Control Facility (DCF) communication. Agency holds licenses on all radio frequencies.

COORDINATION WITH OTHER EMS AGENCIES:

The Mountain-Valley EMS Agency coordinates with other EMS Agencies as needed

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.02 RADIOS

MINIMUM STANDARDS:

Emergency medical transport vehicles and non-transporting advanced life support responders shall have two-way radio communications equipment which complies with the local EMS communications plan and which provides for dispatch and ambulance-to-hospital communication.

RECOMMENDED GUIDELINES:

Emergency medical transport vehicles should have two-way radio communications equipment that complies with the local EMS communications plan and that provides for vehicle-to-vehicle (including both ambulances and non-transporting first responder units) communication.

CURRENT STATUS:

All emergency medical transport vehicles and non-transporting ALS responders are equipped with two-way radios to assist with dispatching and to communicate from ambulance to ambulance and with hospitals.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.03 INTERFACILITY TRANSFER

MINIMUM STANDARDS:

Emergency medical transport vehicles used for interfacility transfers shall have the ability to communicate with both the sending and receiving facilities. This could be accomplished by cellular telephone.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Emergency and Non-Emergency transport vehicles are used for interfacility transfers and have Med Net radios and cellular phones. Provision for the ability to communicate is addressed through policies.

COORDINATION WITH OTHER EMS AGENCIES:

The Mountain-Valley EMS Agency coordinates with other EMS Agencies as needed

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.04 DISPATCH CENTER

MINIMUM STANDARDS:

All emergency medical transport vehicles where physically possible, (based on geography and technology), shall have the ability to communicate with a single dispatch center or disaster communications command post.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

All emergency medical transport vehicles have Med Net radios. All vehicles are able to communicate with the dispatchers in their geographic area. Frequencies have been designated for disasters and multi-casualty incidents. Cell phones are utilized where communication via radio may be difficult.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.05 HOSPITALS

MINIMUM STANDARDS:

All hospitals within the local EMS system shall (where physically possible) have the ability to communicate with each other by two-way radio.

RECOMMENDED GUIDELINES:

All hospitals should have direct communications access to relevant services in other hospitals within the system (e.g., poison information, pediatric and trauma consultation).

CURRENT STATUS:

The hospitals in the Mountain-Valley EMS Agency Region utilize EMResource, which is a real time emergency resource management. EMResource provides real-time communication and resource management for everyone involved in emergency medical response. Authorized users log on to a secure web site and view regional emergency department status and available hospital resources to support patient transport and transfer decision making. During Mass Casualty Incidents, hospital capacity is queried by triage category and inpatient bed capacity. Additional incident specific resources are easily tracked such as decontamination capability, ventilators, and BR specific pharmaceuticals. Secure, redundant servers are reliably accessed 24/7 providing an excellent communication infrastructure for emergency management personnel, acute healthcare providers and public health officials.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.06 MCI/DISASTERS

MINIMUM STANDARDS:

The local EMS agency shall review communications linkages among providers (pre-hospital and hospital) in its jurisdiction for their capability to provide service in the event of multi-casualty incidents and disasters.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The hospitals in the Mountain-Valley EMS Agency Region utilize EMResource, which is a real time emergency resource management. EMResource provides real-time communication and resource management for everyone involved in emergency medical response. Authorized users log on to a secure web site and view regional emergency department status and available hospital resources to support patient transport and transfer decision making. During Mass Casualty Incidents, hospital capacity is queried by triage category and inpatient bed capacity. Additional incident specific resources are easily tracked such as decontamination capability, ventilators, and BR specific pharmaceuticals. Secure, redundant servers are reliably accessed 24/7 providing an excellent communication infrastructure for emergency management personnel, acute healthcare providers and public health officials.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.07 9-1-1 PLANNING/COORDINATION

MINIMUM STANDARDS:

The local EMS agency shall participate in ongoing planning and coordination of the 9-1-1 telephone service.

RECOMMENDED GUIDELINES:

The local EMS agency should promote the development of enhanced 9-1-1 systems.

CURRENT STATUS:

The Mountain-Valley EMS Agency participates in ongoing planning and coordination of the 9-1-1 telephone service

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.08 9-1-1 PUBLIC EDUCATION

MINIMUM STANDARDS:

The local EMS agency shall be involved in public education regarding the 9-1-1 telephone service as it impacts system access.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has and continues to be involved with stakeholders to teach public education and awareness programs. The Agency continues to teach "hands only CPR" region wide thus providing education to the local communities concerning emergencies and 9-1-1 services.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.09 DISPATCH TRIAGE

MINIMUM STANDARDS:

The local EMS agency shall establish guidelines for proper dispatch triage that identifies appropriate medical response.

RECOMMENDED GUIDELINES:

The local EMS agency should establish a emergency medical dispatch priority reference system, including systemized caller interrogation, dispatch triage policies, and pre-arrival instructions.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established EMD priority reference systems, including systemized caller interrogation, dispatch triage policies, and pre-arrival instructions with all member counties.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

COMMUNICATIONS

3.10 INTEGRATED DISPATCH

MINIMUM STANDARDS:

The local EMS system shall have a functionally integrated dispatch with system-wide emergency services coordination, using standardized communications frequencies.

RECOMMENDED GUIDELINES:

The local EMS agency should develop a mechanism to ensure appropriate system-wide ambulance coverage during periods of peak demand.

CURRENT STATUS:

Each member county has functionally integrated dispatch with system-wide emergency services coordination, using the standard communication frequencies. The Agency also uses FirstWatch, real-time CAD data, to ensure appropriate system-wide ambulance coverage during periods of peak demand.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.01 SERVICE AREA BOUNDARIES

MINIMUM STANDARDS:

The local EMS agency shall determine the boundaries of emergency medical transportation service areas.

RECOMMENDED GUIDELINES:

The local EMS agency should secure a county ordinance or similar mechanism for establishing emergency medical transport service areas (e.g., ambulance response zones).

CURRENT STATUS:

The boundaries for the emergency medical transportation service areas have been established for providers throughout the Mountain-Valley EMS Agency region. Mountain-Valley EMS Agency has been given authority from Amador, Calaveras, Mariposa and Stanislaus Counties to enforce the ambulance ordinances for each of those counties.

COORDINATION WITH OTHER EMS AGENCIES:

All of the providers, public and private, have mutual aid agreements. At times, mutual aid may cross county lines

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.02 MONITORING

MINIMUM STANDARDS:

The local EMS agency shall monitor emergency medical transportation services to ensure compliance with appropriate statutes, regulations, policies, and procedures.

RECOMMENDED GUIDELINES:

The local EMS agency should secure a county ordinance or similar mechanism for licensure of emergency medical transport services. These should be intended to promote compliance with overall system management and should, wherever possible, replace any other local ambulance regulatory programs within the EMS area.

CURRENT STATUS:

The Mountain-Valley EMS Agency monitors emergency medical transportation services to ensure compliance with appropriate statutes, regulations, policies, and procedures. In addition, agreements are in place between Mountain-Valley EMS Agency and all EMS providers. The agency monitors contractual compliance using real-time CAD data provided through FirstWatch.

Each county providing EMS has a county ambulance ordinance, which is enforced by Mountain-Valley EMS Agency

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.03 CLASSIFYING MEDICAL REQUESTS

MINIMUM STANDARDS:

The local EMS agency shall determine criteria for classifying medical requests (e.g., emergent, urgent, and non-emergent) and shall determine the appropriate level of medical response to each.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency determines criteria for classifying medical requests and determines the appropriate level of medical response for each incident.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.04 PRESCHEDULED RESPONSES

MINIMUM STANDARDS:

Service by emergency medical transport vehicles that can be prescheduled without negative medical impact shall be provided only at levels that permit compliance with local EMS agency policy.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

In the Mountain-Valley EMS Agency Region there is compliance with levels of emergency medical transport vehicles. The agency has implemented an IFT division that prohibits 9-1-1 emergency ambulances from being taken out of the 9-1-1 system to run IFT calls. Only the ambulances dedicated to the IFT division can run IFT calls and, depending on the system status, may be used to run 9-1-1 EMS calls.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.05 RESPONSE TIME STANDARDS

MINIMUM STANDARDS:

Each local EMS agency shall develop response time standards for medical responses. These standards shall take into account the total time from receipt of call at the primary public safety answering point (PSAP) to arrival of the responding unit at the scene, including all dispatch time intervals and driving time.

RECOMMENDED GUIDELINES:

Emergency medical service areas (response zones) shall be designated so that, for ninety percent of emergency responses, response times shall not exceed:

	Metropolitan/Urban Area	Suburban/Rural Area	Wilderness Area
BLS and CPR Capable First Responder	5 minutes	15 minutes	As quickly as possible
Early Defibrillation – Capable Responder	5 minutes	As quickly as possible	As quickly as possible
ALS Capable Responder (not functioning as first responder)	8 minutes	20 minutes	As quickly as possible
EMS Transportation Unit (not functioning as first responder)	8 minutes	20 minutes	As quickly as possible

CURRENT STATUS:

The Mountain-Valley EMS Agency has developed and implemented response time standards for medical responses in member counties. The ambulance providers are required to respond and arrive on scene of an emergency meeting the response time standards set forth within each respective county's response zones. The ambulance providers are held contractually to the ninety percentile of emergency responses, which do not exceed the response time standards listed above.

COORDINATION WITH OTHER EMS AGENCIES:

There hasn't been a need for coordination with other EMS agencies

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.06 STAFFING

MINIMUM STANDARDS:

All emergency medical transport vehicles shall be staffed and equipped according to current state and local EMS agency regulations and appropriately equipped for the level of service provided.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Reference Mountain-Valley EMS Agency policies 407.00 (Transporting Ambulance Equipment and Supply Inventory) and 409.00 (LALS and ALS First Responder Unit Equipment and Supply Inventory)

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.07 FIRST RESPONDER AGENCIES

MINIMUM STANDARDS:

The local EMS agency shall integrate qualified EMS first responder agencies (including public safety agencies and industrial first aid teams) into the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has incorporated qualified first responders into the EMS system. The first responder levels vary from volunteer to paid agencies with levels from EMR to Paramedic.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.08 MEDICAL & RESCUE AIRCRAFT

MINIMUM STANDARDS:

The local EMS agency shall have a process for categorizing medical and rescue aircraft and shall develop policies and procedures regarding:

- authorization of aircraft to be utilized in pre-hospital patient care,
- requesting of EMS aircraft,
- dispatching of EMS aircraft,
- determination of EMS aircraft patient destination,
- orientation of pilots and medical flight crews to the local EMS system, and
- addressing and resolving formal complaints regarding EMS aircraft.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Refer to the following Mountain-Valley EMS Agency Policies, which address the above standards:

- 441.00 (EMS Aircraft Policy Definitions)
- 442.00 (EMS Aircraft Authorization Policy)
- 444.00 (EMS Aircraft On-Line Medical Control)
- 445.00 (EMS Aircraft Request and Cancellation)
- 446.00 (EMS Aircraft Provider Dispatch)
- 447.00 (EMS Aircraft Landing Site)
- 448.00 (EMS Aircraft Patient Destination)

COORDINATION WITH OTHER EMS AGENCIES:

EMS Aircraft cover many counties and EMS agencies. The aircraft flying into one of Mountain-Valley EMS Agency's member counties for 911 scene calls must have a valid agreement with Mountain-Valley EMS Agency and they must follow all applicable policies/procedures.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.09 AIR DISPATCH CENTER

MINIMUM STANDARDS:

The local EMS agency shall designate a dispatch center to coordinate the use of air ambulances or rescue aircraft.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has designated a County Air Resource Center (CARC) in each member county. The CARC is the primary coordination point for all EMS Aircraft requests for prehospital 911 scene emergencies. Refer to Mountain-Valley EMS Agency policy 445.00 (EMS Aircraft Request/Cancellation) for further information.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.10 AIRCRAFT AVAILABILITY

MINIMUM STANDARDS:

The local EMS agency shall identify the availability and staffing of medical and rescue aircraft for emergency patient transportation and shall maintain written agreements with aeromedical services operating within the EMS area.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Please refer to Mountain-Valley EMS Agency policy 445.00 (EMS Aircraft Request/Cancellation) for further information regarding the minimum standard.

COORDINATION WITH OTHER EMS AGENCIES:

No coordination needed at this time

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.11 SPECIALTY VEHICLES

MINIMUM STANDARDS:

Where applicable, the local EMS agency shall identify the availability and staffing of all-terrain vehicles, snow mobiles, and water rescue and transportation vehicles.

RECOMMENDED GUIDELINES:

The local EMS agency should plan for response by and use of all-terrain vehicles, snow mobiles, and water rescue vehicles areas where applicable. This plan should consider existing EMS resources, population density, environmental factors, dispatch procedures and catchment area.

CURRENT STATUS:

Public safety agencies in the region utilize special all-terrain vehicles or snow mobiles. The Agency approves specialty vehicles based upon topography, population density, environmental factors and available resources.

COORDINATION WITH OTHER EMS AGENCIES:

Resources from surrounding counties may be utilized under mutual aid agreements

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.12 DISASTER RESPONSE

MINIMUM STANDARDS:

The local EMS agency, in cooperation with the local office of emergency services (OES), shall plan for mobilizing response and transport vehicles for disaster.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Provider agencies in all member counties are prepared for mobilizing and transport vehicles in a disaster and have mutual aid plans in place. The five (5) member counties of Mountain-Valley EMS Agency have retained disaster planning and coordination. The agency collaborates with all member counties regarding disaster planning and will assist as needed. Agency shares the MHOAC role with member counties.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.13 INTERCOUNTY RESPONSE

MINIMUM STANDARDS:

The local EMS agency shall develop agreements permitting inter-county response of emergency medical transport vehicles and EMS personnel.

RECOMMENDED GUIDELINES:

The local EMS agency should encourage and coordinate development of mutual aid agreements that identify financial responsibility for mutual aid responses.

CURRENT STATUS:

Mutual agreements have been developed with counties bordering the Mountain-Valley EMS Agency region.

COORDINATION WITH OTHER EMS AGENCIES:

Agreements in place

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.14 INCIDENT COMMAND SYSTEM

MINIMUM STANDARDS:

The local EMS agency shall develop multi-casualty response plans and procedures that include provision for on-scene medical management using the Incident Command System.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency follows Region IV MCI Plan and provides regular training for on-scene medical management using the ICS system. The training is available on MVEMSA.org for all EMS providers. In addition, the agency has developed "triggers" for each member county for when an MCI is activated. Refer to the following policies:

- 918.10 (Alpine County MCI Activation)
- 928.40 (Amador Calaveras MCI Activation)
- 948.40 (Mariposa MCI Activation)
- 958.40 (Stanislaus County MCI Activation)

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.15 MCI PLANS

MINIMUM STANDARDS:

Multi-casualty response plans and procedures shall utilize state standards and guidelines.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

All Mountain-Valley EMS Agency EMS provider agencies utilize the Region IV MCI Plan

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS RESPONSE AND TRANSPORTATION

4.16 ALS STAFFING

MINIMUM STANDARDS:

All ALS ambulances shall be staffed with at least one person certified at the advanced life support level and one person staffed at the EMT-I level.

RECOMMENDED GUIDELINES:

The local EMS agency should determine whether advanced life support units should be staffed with two ALS crew members or with one ALS and one BLS crew member.

On an emergency ALS unit which is not staffed with two ALS crew members, the second crew member should be trained to provide defibrillation, using available defibrillators.

CURRENT STATUS:

All Mountain-Valley EMS Agency regional EMS provider agencies staff ALS units with a minimum of one Paramedic and one EMT. The agency is looking at options for staffing a few emergency ambulances with dual EMTs in 2017. Alpine County does not have an ALS system and provisions have been made for BLS units. Please refer to 910.10 (Alpine County Specific Emergency BLS Ambulance Policy).

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.17 ALS EQUIPMENT

MINIMUM STANDARDS:

All emergency ALS ambulances shall be appropriately equipped for the scope of practice of its level of staffing.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Reference Mountain-Valley EMS Agency policies 407.00 (Transporting Ambulance Equipment and Supply Inventory) and 409.00 (LALS and ALS First Responder Unit Equipment and Supply Inventory)

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.18 TRANSPORT COMPLIANCE

MINIMUM STANDARDS:

The local EMS agency shall have a mechanism (e.g., an ordinance and/or written provider agreements) to ensure that EMS transportation agencies comply with applicable policies and procedures regarding system operations and clinical care.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has developed agreements for all emergency and non-emergency ground ambulance transport providers as well as ALS Fire First Responder non-transport. The agreements and policies ensure ambulance providers comply with applicable policies/procedures regarding system operations and clinical care.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.19 TRANSPORTATION PLAN

MINIMUM STANDARDS:

Any local EMS agency that desires to implement exclusive operating areas, pursuant to Section 1797.224, H&S Code, shall develop an EMS transportation plan which addresses: a) minimum standards for transportation services; b) optimal transportation system efficiency and effectiveness; and c) use of a competitive bid process to ensure system optimization.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established exclusive operating areas within the region and has contracted either through grandfathering or RFP.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.20 "GRANDFATHERING"

MINIMUM STANDARDS:

Any local EMS agency which desires to grant an exclusive operating permit without use of a competitive process shall document in its EMS transportation plan that its existing provider meets all of the requirements for non-competitive selection ("grandfathering") under Section 1797.224, H&SC.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established "grandfathering" under Section 1797.224, H&SC in Amador and Stanislaus Counties.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS RESPONSE AND TRANSPORTATION

4.21 EOA COMPLIANCE

MINIMUM STANDARDS:

The local EMS agency shall have a mechanism to ensure that EMS transportation and/or advanced life support agencies to whom exclusive operating permits have been granted, pursuant to Section 1797.224, H&SC, comply with applicable policies and procedures regarding system operations and patient care.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established "grandfathered" exclusive operating areas with Amador and Stanislaus Counties and has contracted with each provider that has been granted exclusivity through grandfathering. In addition, Mountain-Valley EMS Agency contracts with providers in Calaveras County that have been granted exclusivity through RFP. Response time standards and compliance are outlined within each agreement. See MVEMSA.org for reference to the agreements.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

RESPONSE AND TRANSPORTATION

4.22 EOA EVALUATION

MINIMUM STANDARDS:

The local EMS agency shall periodically evaluate the design of exclusive operating areas.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has current agreements with all ALS emergency ground, first response, and air ambulance providers. The contracts are monitored by the Agency Executive Director

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.01 ASSESSMENT OF CAPABILITIES

MINIMUM STANDARDS:

The local EMS agency shall assess and periodically reassess the EMS related capabilities of acute care facilities in its service area.

RECOMMENDED GUIDELINES:

The local EMS agency should have written agreements with acute care facilities in its service area.

CURRENT STATUS:

The Mountain-Valley EMS Agency has assessed the capabilities of the acute care facilities within the region during the planning and development of the Trauma System Plan and Trauma System Plan Update. Assessment of resources occurs on a continued basis through quarterly TAC meetings, quarterly Regional STEMI Committee meetings and Stroke designation meetings.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.02 TRIAGE & TRANSFER PROTOCOLS

MINIMUM STANDARDS:

The local EMS agency shall establish pre-hospital triage protocols and shall assist hospitals with the establishment of transfer protocols and agreements.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established prehospital triage and destination policies for Trauma and STEMI patients. Please refer to the following policies: 553.25 (Trauma triage and destination) and 530.00 (STEMI Triage and Destination).

Per Mountain-Valley EMS Agency Trauma Plan, trauma centers are required to establish and maintain transfer care agreements with another trauma center of higher designation. The higher designated trauma centers will be required to work with and establish transfer guidelines with regional facilities that provide lower level of trauma care. Please refer to the following policies:

- 580.31 (Trauma Patient Transfer and Transportation)
- 585.00 (Interfacility Pediatric Trauma Critical Care Consultation and Transfer Guidelines)
- 547.00 (Integration of Pediatric Hospitals).

COORDINATION WITH OTHER EMS AGENCIES:

Agency coordinates with San Joaquin EMS, Merced County EMS and Tuolumne County EMS regarding triage and destination policies

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.03 TRANSFER GUIDELINES

MINIMUM STANDARDS:

The local EMS agency, with participation of acute care hospital administrators, physicians, and nurses, shall establish guidelines to identify patients who should be considered for transfer to facilities of higher capability and shall work with acute care hospitals to establish transfer agreements with such facilities.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Per Mountain-Valley EMS Agency Trauma Plan, trauma centers are required to establish and maintain transfer care agreements with another trauma center of higher designation. The higher designated trauma centers will be required to work with and establish transfer guidelines with regional facilities that provide lower level of trauma care. Please refer to the following policies:

- 580.31 (Trauma Patient Transfer and Transportation)
- 585.00 (Interfacility Pediatric Trauma Critical Care Consultation and Transfer Guidelines)
- 547.00 (Integration of Pediatric Hospitals).

COORDINATION WITH OTHER EMS AGENCIES:

Agency coordinates with San Joaquin EMS, Merced County EMS and Tuolumne County EMS regarding triage and destination policies

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.04 SPECIALTY CARE FACILITIES

MINIMUM STANDARDS:

The local EMS agency shall designate and monitor receiving hospitals and, when appropriate, specialty care facilities for specified groups of emergency patients.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has designated three (3) STEMI specialty centers and two (2) Level II trauma centers. The following policies address the designation process for specialty centers:

- 535.10 (Trauma Center Standards)
- 546.00 (Trauma Center Designation Process)
- 520.00 (EMS STEMI Receiving Center Designation Process)

COORDINATION WITH OTHER EMS AGENCIES:

Agency coordinates with San Joaquin EMS, Merced County EMS and Tuolumne County EMS regarding specialty center designations.

NEED(S):

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.05 MASS CASUALTY MANAGEMENT

MINIMUM STANDARDS:

The local EMS agency shall encourage hospitals to prepare for mass casualty management.

RECOMMENDED GUIDELINES:

The local EMS agency should assist hospitals with preparation for mass casualty management, including procedures for coordinating hospital communications and patient flow.

CURRENT STATUS:

The Mountain-Valley EMS Agency assists in disaster planning, drills and training with all member county hospitals as needed. Agency staff attends all member county's Emergency Prepared Councils and is active in the Hospital Preparedness Program Grant.

NEED(S):

Meets minimum standard

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.06 HOSPITAL EVACUATION

MINIMUM STANDARDS:

The local EMS agency shall have a plan for hospital evacuation, including its impact on other EMS system providers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency participates in disaster planning and preparedness activities. Agency assists hospitals and member counties with disaster planning and drills as needed.

The Agency does not have a plan for hospital evacuation.

COORDINATION WITH OTHER EMS AGENCIES:

Will coordinate with other EMS agencies when necessary

NEED(S):

Does not Meet Minimum Standard

OBJECTIVE:

Work with Regional Hospitals to create a plan for EMS during a hospital evacuation

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS FACILITIES AND CRITICAL CARE

5.07 BASE HOSPITAL DESIGNATION

MINIMUM STANDARDS:

The local EMS agency shall, using a process which allows all eligible facilities to apply, designate base hospitals or alternative base stations as it determines necessary to provide medical direction of pre-hospital personnel.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

All hospitals within Mountain-Valley EMS Agency Region are designated as base hospitals and have signed agreements in place.

COORDINATION WITH OTHER EMS AGENCIES:

As needed

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.08 TRAUMA SYSTEM DESIGN

MINIMUM STANDARDS:

Local EMS agencies that develop trauma care systems shall determine the optimal system (based on community need and available resources) including, but not limited to:

- the number and level of trauma centers (including the use of trauma centers in other counties),
- the design of catchment areas (including areas in other counties, as appropriate), with consideration of workload and patient mix,
- identification of patients who should be triaged or transferred to a designated center, including consideration of patients who should be triaged to other specialty care centers,
- the role of non-trauma center hospitals, including those that are outside of the primary triage area of the trauma center, and
- a plan for monitoring and evaluation of the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has an approved Trauma System Plan with EMSA. Stanislaus County has two (2) Level II Trauma Centers.

Catchment area policies are in place – refer to policy 545.00 (Establishment of Service Areas for Trauma Centers)

Trauma Triage Criteria policy identifies patients that are to be transferred to a Trauma Center – refer to policy 553.25 (Trauma Triage and Destination)

Not all patients within the Mountain-Valley EMS Agency Region are Trauma Centers. The hospitals not designated as trauma centers are base hospitals and will treat trauma patients they receive with the capabilities of a licensed acute care facility. Patients needing a higher level of care will be transferred immediately to the higher level of care needed.

Mountain-Valley EMS Agency subscribes to Clinical Data Management (CDM) for the collection of trauma data. Each trauma center participates in the trauma registry and TQI committee meets regularly.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS FACILITIES AND CRITICAL CARE

5.09 PUBLIC INPUT

MINIMUM STANDARDS:

In planning its trauma care system, the local EMS agency shall ensure input from both pre-hospital and hospital providers and consumers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The "draft" plan and associated policies was out for public review for 30 days. After the review and recommended changes/corrections, the draft plan was placed on the JPA BOD agenda for approval. The JPA BOD is a public meeting and opportunity presented for public input. No public input was given and the Trauma System Plan was approved by the JPA BOD and subsequently the EMS Authority.

The EMSA approved Trauma System Plan is based on an all inclusive system rather than an exclusive system. Mountain-Valley EMS Agency has been and will continue to assist all facilities in meeting the designation requirements.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.10 PEDIATRIC SYSTEM DESIGN

MINIMUM STANDARDS:

Local EMS agencies that develop pediatric emergency medical and critical care systems shall determine the optimal system, including:

- the number and role of system participants, particularly of emergency departments,
- the design of catchment areas (including areas in other counties, as appropriate), with consideration of workload and patient mix,
- identification of patients who should be primarily triaged or secondarily transferred to a designated center, including consideration of patients who should be triaged to other specialty care centers,
- identification of providers who are qualified to transport such patients to a designated facility,
- identification of tertiary care centers for pediatric critical care and pediatric trauma,
- the role of non-pediatric specialty care hospitals including those which are outside of the primary triage area, and
- a plan for monitoring and evaluation of the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

There are no facilities in the Mountain-Valley EMS Agency Region designated as Pediatric Critical Care Centers (PCCCs). Agency policy 553.25 (Trauma/Burn Triage and Patient Destination) provides destinations for trauma activated pediatric patients from the prehospital scene.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.11 EMERGENCY DEPARTMENTS

MINIMUM STANDARDS:

Local EMS agencies shall identify minimum standards for pediatric capability of emergency departments including:

- staffing,
- training,
- equipment,
- identification of patients for whom consultation with a pediatric critical care center is appropriate,
- quality assurance/quality improvement, and
- data reporting to the local EMS agency.

RECOMMENDED GUIDELINES:

Local EMS agencies should develop methods of identifying emergency departments which meet standards for pediatric care and for pediatric critical care centers and pediatric trauma centers.

CURRENT STATUS:

The Mountain-Valley EMS Agency has a data management system in place which collects prehospital, trauma, STEMI, and base hospital data.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.12 PUBLIC INPUT

MINIMUM STANDARDS:

In planning its pediatric emergency medical and critical care system, the local EMS agency shall ensure input from both pre-hospital and hospital providers and consumers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency receives input through medical control, local quality improvement committees, trauma advisory committees, and EMS provider meetings.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.13 SPECIALTY SYSTEM DESIGN

MINIMUM STANDARDS:

Local EMS agencies developing specialty care plans for EMS-targeted clinical conditions shall determine the optimal system for the specific condition involved, including:

- the number and role of system participants,
- the design of catchment areas (including inter-county transport, as appropriate) with consideration of workload and patient mix,
- identification of patients who should be triaged or transferred to a designated center,
- the role of non-designated hospitals including those which are outside of the primary triage area, and
- a plan for monitoring and evaluation of the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has established policies/protocols for determining patient destination to a designated specialty center. Patients meeting trauma triage criteria are transported to the appropriate designated trauma center. Pediatric trauma patients meeting trauma triage criteria are transported, via ground or air from the prehospital environment, to a Level I trauma center or Pediatric specialty center. Refer to policy 553.25 (Trauma/Burn Triage and Patient Destination).

Patients meeting STEMI criteria are transported to a designated STEMI center. There are three (3) designated STEMI Receiving Centers in Stanislaus County. Refer to policy 530.00 (STEMI Triage and Destination).

Agency is working towards designation of Stroke Receiving Centers within Stanislaus County for three (3) hospitals (Kaiser of Modesto, Doctors Medical Center of Modesto and Memorial Medical Center of Modesto).

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

FACILITIES AND CRITICAL CARE

5.14 PUBLIC INPUT

MINIMUM STANDARDS:

In planning other specialty care systems, the local EMS agency shall ensure input from both pre-hospital and hospital providers and consumers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency ensures ongoing input in planning for specialty centers from prehospital, hospitals, and public in various meetings.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.01 QA/QI PROGRAM

MINIMUM STANDARDS:

The local EMS agency shall establish an EMS quality assurance/quality improvement (QA/QI) program to evaluate the response to emergency medical incidents and the care provided to specific patients. The programs shall address the total EMS system, including all pre-hospital provider agencies, base hospitals, and receiving hospitals. It shall address compliance with policies, procedures, and protocols, and identification of preventable morbidity and mortality, and shall utilize state standards and guidelines. The program shall use provider based QA/QI programs and shall coordinate them with other providers.

RECOMMENDED GUIDELINES:

The local EMS agency should have the resources to evaluate response to, and the care provided to, specific patients.

CURRENT STATUS:

The Mountain-Valley EMS Agency currently exceeds minimum standards and recommended guidelines. The agency maintains a comprehensive data collection system and has the ability to immediately review any policy, procedure or incident. The capabilities are used in conjunction with a QA/QI program that links to area providers, hospitals, specialty centers, and physicians.

In addition, Agency is pursuing FirstPass implementation in 2017. FirstPass is owned by FirstWatch and is a clinical quality measurement and protocol monitoring tool designed to alert users to deviations in expected treatments to medical protocols. FirstPass can review the entire encounter from the time 911 is called to delivery at the hospital.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.02 PREHOSPITAL RECORDS

MINIMUM STANDARDS:

Pre-hospital records for all patient responses shall be completed and forwarded to appropriate agencies as defined by the local EMS agency.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Mountain-Valley EMS Agency policy requires that an electronic prehospital care report (ePCR) be completed for each patient encounter. Refer to Agency policies 560.11 (Documentation of Patient Contact) and 560.12 (PCR Instruction booklet).

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.03 PREHOSPITAL CARE AUDITS

MINIMUM STANDARDS:

Audits of pre-hospital care, including both system response and clinical aspects, shall be conducted.

RECOMMENDED GUIDELINES:

The local EMS agency should have a mechanism to link pre-hospital records with dispatch, emergency department, in-patient and discharge records.

CURRENT STATUS:

The Mountain-Valley EMS Agency performs regular audits as outlined in the ambulance provider agreements. The Agency recently performed (Spring/Summer 2016) audits on the efficacy of the QI programs/plan for all EMS providers within the Mountain-Valley EMS Agency Region.

NEEDS:

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.04 MEDICAL DISPATCH

MINIMUM STANDARDS:

The local EMS agency shall have a mechanism to review medical dispatching to ensure that the appropriate level of medical response is sent to each emergency and to monitor the appropriateness of pre-arrival/post dispatch directions.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency has oversight of Valley Regional Emergency Communication Center (VRECC) in Stanislaus County. VRECC is accredited by the National Academy of Emergency Medical Dispatch (NAEMD) and is an Accredited Center of Excellence (ACE) in EMD for demonstrating compliance to the highest level of standards as set forth by the NAEMD.

The Agency participates in the QA/QI process at VRECC to ensure the appropriate level of medical response is sent to each emergency and to monitor the appropriateness of pre-arrival/post dispatch directions.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.05 DATA MANAGEMENT SYSTEM

MINIMUM STANDARDS:

The local EMS agency shall establish a data management system that supports its system-wide planning and evaluation (including identification of high risk patient groups) and the QA/QI audit of the care provided to specific patients. It shall be based on state standards.

RECOMMENDED GUIDELINES:

The local EMS agency should establish an integrated data management system which includes system response and clinical (both pre-hospital and hospital) data.

The local EMS agency should use patient registries, tracer studies, and other monitoring systems to evaluate patient care at all stages of the system.

CURRENT STATUS:

The Mountain-Valley EMS Agency monitors emergency medical transportation services to ensure compliance with appropriate statutes, regulations, policies, and procedures. In addition, agreements are in place between Mountain-Valley EMS Agency and all EMS providers. The agency monitors contractual compliance using real-time CAD data provided through FirstWatch for Stanislaus County providers. The Agency is working with Amador, Calaveras and Mariposa PSAPs to integrate FirstWatch with the PSAPs CAD. The project is slated for completion in 2017.

The agency maintains a comprehensive data collection system and has the ability to immediately review any policy, procedure or incident. The capabilities are used in conjunction with a QA/QI program that links to area providers, hospitals, specialty centers, and physicians.

In addition, Agency is pursuing FirstPass implementation in 2017. FirstPass is owned by FirstWatch and is a clinical quality measurement and protocol monitoring tool designed to alert users to deviations in expected treatments to medical protocols. FirstPass can review the entire encounter from the time 911 is called to delivery at the hospital

COORDINATION WITH OTHER EMS AGENCIES:

Coordination occurs with neighboring EMS Agencies, EMS providers and neighboring hospitals

NEEDS:

Meets minimum standards and recommended guidelines

OBJECTIVE:

Mountain-Valley EMS Agency has collaborated closely with the ambulance providers regarding the switch from the previous CEMIS Data Dictionary V2.2.1 to the national NEMSIS Data Dictionary. The transition to NEMSIS V2.2.1 began in early 2015. The roadmap to NEMSIS V3.X was covered consistently in Ambulance Provider System Status Meetings. The providers were also advised that if their individual ePCR software vendors were able to transition to NEMSIS V3.3.4 instead of V2.2.2 it would be preferable. All providers were aware of the expectation to be compliant with NEMSIS V3.3.4 beginning 1/1/16. As of 1/1/16 all providers were utilizing software that was V3.3.4 compliant or had just switched to compliant ePCR platforms. The requirement to be on NEMSIS V3.4 compliant software by 12/31/17 was communicated to all providers. As of 1/1/17 two providers are already able to submit V3.4 data with all others committed to completion by 12/31/17. MVEMSA will continue to monitor their progress.

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.06 SYSTEM DESIGN EVALUATION

MINIMUM STANDARDS:

The local EMS agency shall establish an evaluation program to evaluate EMS system design and operations, including system effectiveness at meeting community needs, appropriateness of guidelines and standards, prevention strategies that are tailored to community needs, and assessment of resources needed to adequately support the system. This shall include structure, process, and outcome evaluations, utilizing state standards and guidelines.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The agency currently contracts with FirstWatch for data collection from Stanislaus County providers and Inspironix for data collection from Mountain County providers.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.07 PROVIDER PARTICIPATION

MINIMUM STANDARDS:

The local EMS agency shall have the resources and authority to require provider participation in the system-wide evaluation program.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

All providers in Stanislaus County are required to participate in the monthly system status meetings. The Agency Executive Director leads the meetings and reviews system issues or concerns.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.08 REPORTING

MINIMUM STANDARDS:

The local EMS agency shall, at least annually, report on the results of its evaluation of EMS system design and operations to the Board(s) of Supervisors, provider agencies, and Emergency Medical Care Committee(s).

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency reports on the evaluation of each EMS System annually to the local EMCC's and Board of Supervisors.

NEEDS:

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.09 ALS AUDIT

MINIMUM STANDARDS:

The process used to audit treatment provided by advanced life support providers shall evaluate both base hospital (or alternative base station) and pre-hospital activities.

RECOMMENDED GUIDELINES:

The local EMS agency's integrated data management system should include pre-hospital, base hospital, and receiving hospital data.

CURRENT STATUS:

The Mountain-Valley EMS Agency currently contracts with FirstWatch for data collection from Stanislaus County providers and Inspironix for data collection from Mountain County providers. ePCR data is reviewed by Agency QI/Trauma Coordinator as well as data from specialty centers. Fall out issues are taking to the appropriate committees for review and discussion. The Agency Medical Director participates in the review of audits performed by the Agency.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Mountain-Valley EMS Agency has collaborated closely with the ambulance providers regarding the switch from the previous CEMSiS Data Dictionary V2.2.1 to the national NEMSiS Data Dictionary. The transition to NEMSiS V2.2.1 began in early 2015. The roadmap to NEMSiS V3.X was covered consistently in Ambulance Provider System Status Meetings. The providers were also advised that if their individual ePCR software vendors were able to transition to NEMSiS V3.3.4 instead of V2.2.2 it would be preferable. All providers were aware of the expectation to be compliant with NEMSiS V3.3.4 beginning 1/1/16. As of 1/1/16 all providers were utilizing software that was V3.3.4 compliant or had just switched to compliant ePCR platforms. The requirement to be on NEMSiS V3.4 compliant software by 12/31/17 was communicated to all providers. As of 1/1/17 two providers are already able to submit V3.4 data with all others committed to completion by 12/31/17. MVEMSA will continue to monitor their progress.

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.10 TRAUMA SYSTEM EVALUATION

MINIMUM STANDARDS:

The local EMS agency, with participation of acute care providers, shall develop a trauma system evaluation and data collection program, including: a trauma registry, a mechanism to identify patients whose care fell outside of established criteria, and a process for identifying potential improvements to the system design and operation.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The Mountain-Valley EMS Agency complies with the standard above. A trauma registry has been established, a trauma audit committee has been developed, and system changes (e.g. trauma catchment areas) have been determined. Mountain-Valley EMS Agency uses Clinical Data Management for its trauma registry.

NEED(S):

Meets minimum standards

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

DATA COLLECTION AND SYSTEM EVALUATION

6.11 TRAUMA CENTER DATA

MINIMUM STANDARDS:

The local EMS Agency shall ensure that designated trauma centers provide required data to the EMS agency, including patient specific information that is required for quality assurance/quality improvement and system evaluation.

RECOMMENDED GUIDELINES:

The local EMS agency should seek data on trauma patients who are treated at non-trauma center hospitals and shall include this information in their QA/QI and system evaluation program.

CURRENT STATUS:

The Mountain-Valley EMS Agency has met the above standard and recommended guideline. All trauma centers are required to participate in the registry, per contractual agreements and Agency policy. 100% audit occurs on all incidents where a patient meeting trauma criteria for transport to a trauma center is transported to a non-trauma hospital.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

PUBLIC INFORMATION AND EDUCATION

7.01 PUBLIC INFORMATION MATERIALS

MINIMUM STANDARDS:

The local EMS agency shall promote the development and dissemination of information materials for the public that addresses:

- understanding of EMS system design and operation,
- proper access to the system,
- self-help (e.g., CPR, first aid, etc.),
- patient and consumer rights as they relate to the EMS system,
- health and safety habits as they relate to the prevention and reduction of health risks in target areas, and
- appropriate utilization of emergency departments.

RECOMMENDED GUIDELINES:

The local EMS agency should promote targeted community education programs on the use of emergency medical services in its service area.

CURRENT STATUS:

The Mountain-Valley EMS Agency collaborates with various stakeholders from member counties to promote the development and dissemination of the above information to the public.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

PUBLIC INFORMATION AND EDUCATION

7.02 INJURY CONTROL

MINIMUM STANDARDS:

The local EMS agency, in conjunction with other local health education programs, shall work to promote injury control and preventive medicine.

RECOMMENDED GUIDELINES:

The local EMS agency should promote the development of special EMS educational programs for targeted groups at high risk of injury or illness.

CURRENT STATUS:

The Mountain-Valley EMS Agency collaborates with various stakeholders (Heart Consortium Committees, Trauma Centers, STEMI Centers, Fire Departments, Ambulance Providers, Law Enforcement, Behavioral Health, Public Health, etc.) from member counties to promote the above information to the public.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

PUBLIC INFORMATION AND EDUCATION

7.03 DISASTER PREPAREDNESS

MINIMUM STANDARDS:

The local EMS agency, in conjunction with the local office of emergency services, shall promote citizen disaster preparedness activities.

RECOMMENDED GUIDELINES:

The local EMS agency, in conjunction with the local office of emergency services (OES), should produce and disseminate information on disaster medical preparedness.

CURRENT STATUS:

The Mountain-Valley EMS Agency collaborates with OES and Emergency Preparedness Coordinators from the Hospitals and Public Health within each member counties to promote the above information to the public.

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS

PUBLIC INFORMATION AND EDUCATION

7.04 FIRST AID & CPR TRAINING

MINIMUM STANDARDS:

The local EMS agency shall promote the availability of first aid and CPR training for the general public.

RECOMMENDED GUIDELINES:

The local EMS agency should adopt a goal for training of an appropriate percentage of the general public in first aid and CPR. A higher percentage should be achieved in high risk groups.

CURRENT STATUS:

The Mountain-Valley EMS Agency has partnered with local fire agencies, ambulance providers and hospitals to form "heart outcome committees" within each member county. Volunteers from committee members agencies provide "hands only" CPR instruction to the general public. Several teaching events have occurred where there is a large gathering of the general public (County Fair, Churches, Public Schools, Public Shopping Centers, etc.).

NEED(S):

Meets minimum standards and recommended guidelines

OBJECTIVE:

Continue to monitor and enhance as needed

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)