

EMERGENCY MEDICAL SERVICES AUTHORITY

10901 GOLD CENTER DRIVE, SUITE 400
RANCHO CORDOVA, CA 95670
(916) 322-4336 FAX (916) 324-2875



July 13, 2016

Mr. Brian Henricksen, EMS Administrator
Napa EMS Agency
2344 Old Sonoma Road, Bldg. G
Napa, CA 94559

Dear Mr. Henricksen:

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

I. Introduction and Summary:

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

II. History and Background:

The EMS Authority is responsible for the review of EMS Plans and for making a determination on the approval or disapproval of the plan, based on compliance with statute and the standards and guidelines established by the EMS Authority consistent with Health and Safety Code (H&SC) § 1797.105(b).

Napa County received its last full Plan approval for its 2014 plan submission. Historically, we have received EMS Plan documentation from Napa County for its 1995, 2011, and 2014 plan submissions, and most current, its 2015 plan submission.

The H&SC § 1797.254 states:

*"Local EMS agencies shall **annually** (emphasis added) submit an emergency medical services plan for the EMS area to the authority, according to EMS Systems, Standards, and Guidelines established by the authority".*

III. Analysis of EMS System Components:

Following are comments related to Napa County's 2015 EMS Plan. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations and

H&SC § 1797.254 and the EMS system components identified in H&SC § 1797.103 are indicated below:

- | | Approved | Not 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 you provided, please see the attachment on the EMS Authority's determination of the exclusivity of Napa County's EMS Agency's ambulance zones.

- | | | | |
|----|-------------------------------------|--------------------------|--|
| E. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Facilities/Critical Care</u> |
| F. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Data Collection/System Evaluation</u> |
| G. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Public Information and Education</u> |
| H. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Disaster Medical Response</u> |

IV. Conclusion:

Based on the information identified, Napa County may implement areas of the 2015 EMS Plan that have been approved. Pursuant to H&SC § 1797.105(b):

“After the applicable guidelines or regulations are established by the Authority, a local EMS agency may implement a local plan...unless the Authority determines that the plan does not effectively meet the needs of the persons served and is not consistent with the coordinating activities in the geographical area served, or that the plan is not concordant and consistent with applicable guidelines or regulations, or both the guidelines and regulations established by the Authority.”

Mr. Brian Henricksen, EMS Administrator
July 13, 2016
Page 3 of 3

V. Next Steps:

Napa County's annual EMS Plan Update will be due on or before July 31, 2017.

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

Sincerely,

A handwritten signature in blue ink that reads "Daniel R. Drinley" followed by a stylized flourish.

Howard Backer, MD, MPH, FACEP
Director

Attachment

Napa County Emergency Medical Services Agency



EMERGENCY MEDICAL SERVICES SYSTEM PLAN

2015 Annual Update

This Page Intentionally Blank

TABLE OF CONTENTS

EXECUTIVE SUMMARY -----	4
SYSTEM ASSESSMENT FORMS-----	6
PROGRESS / OBJECTIVES-----	16
TABLES -----	20
1: SYSTEM ORGANIZATION & MANAGEMENT-----	20
2: SYSTEM ORGANIZATION & MANAGEMENT-----	29
3: STAFFING / TRAINING-----	34
4: COMMUNICATIONS-----	35
5: RESPONSE / TRANSPORTATION-----	36
6: FACILITIES / CRITICAL CARE-----	37
7: DISASTER MEDICAL-----	38
8: RESPONSE/TRANSPORTATION/PROVIDERS-----	40
9: FACILITIES-----	55
10: APPROVED TRAINING PROGRAMS-----	56
11: DISPATCH AGENCY-----	60
MAPS 61	
NAPA COUNTY AMBULANCE SERVICE ZONES-----	61

EXECUTIVE SUMMARY

The Napa County Emergency Medical Services Agency (NCEMSA) serves Napa County. This plan represents the first annual update of the Napa County Emergency Medical Services (EMS) plan since receiving approval of our EMS Plan in July 2015.

The agency's primary responsibility is to plan, implement and evaluate an emergency medical services (EMS) system that meets or exceeds the minimum standards developed by the California EMS Authority (EMSA).

State law requires EMS agencies to develop plans for the delivery of emergency medical services (paramedic treatment, ambulance transport, trauma services, etc.) to the victims of sudden illness or injury within the geographic area served by the EMS agency. These plans must be consistent with state standards and address the following components:

- System organization and management.
- Staffing and training.
- Communications.
- Response and transportation.
- Facilities and critical care.
- Data collection and evaluation.
- Public information and education (PIE).
- Disaster medical response.

It is an exciting time for the Napa EMS system and its partners. The Agency has built a strong and progressive response and patient care system since becoming an independent LEMSA in 2011. The full implementation is now complete of the county-wide, quality centric, high performance ambulance franchise, which is operating at record levels of on time performance. This is combined with the continued state of the art patient treatment, and tertiary care being delivered in the two hospitals in the County, resulting in patients being seen in the appropriate time, getting the high level of care they need, and being discharged quickly which is reducing mortality and morbidity. This local care includes access to Level III Trauma care, delivered in Napa County at Queen of the Valley Medical Center (QVMC).

Napa County completed a contract extension with our Exclusive Operating Area ambulance provider, American Medical Response, in March 2016. This contract extension will allow for the high performance ambulance transport system to continue providing services in Napa County until January 1, 2022. The Napa County EMS Agency also completed a transition in staff and administration during 2015. The Agency is now fully staffed after successful recruitments of an EMS Administrator, EMS Medical Director, EMS Specialist and other EMS Agency staff and contractors.

The Napa County EMS System has continued to work towards meeting the minimum standards and recommended guidelines as provided in the EMS System Assessment Forms. Improvements as requested have been made in the following specific areas:

- Standard 1.16 (Funding Mechanism)
- Standard 4.09 (Air Ambulance Dispatch Center)
- Standard 4.13 (Inter-County Response)
- Standard 5.11 (Emergency Departments)
- Standard 5.04 (Specialty Care Facilities)
- Standard 5.13 (Specialty Care Design System)
- Standard 6.03 (Pre-hospital Care Audits)
- Standard 8.05 (Distribution of Casualties)
- Standard 8.12 (Establishment of CCP)
- Standard 8.13 (Disaster Medical Training)

In all, there are 121 Minimum Standards and Recommended Guidelines which Local EMS Agencies must address in their EMS Plans. Minimum Standards are those which should be met by each Local EMS Agency. Recommended Guidelines are those which each EMS system should strive to meet whenever possible. The Napa County EMS Agency meets all of the Minimum Standards and most of the Recommended Guidelines. However, even though the local EMS system may meet a particular Minimum Standard or Recommended Guideline, there may be room for continued improvement and objectives may therefore be identified.

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	LEMSA Structure		X	N/A		
1.02	LEMSA Mission		X	N/A		
1.03	Public Input		X	X		
1.04	Medical Director		X	X		
Planning Activities:						
1.05	System Plan		X	N/A		
1.06	Annual Plan Update		X	N/A		
1.07	Trauma Planning*		X	X		
1.08	ALS Planning*		X	N/A		
1.09	Inventory of Resources		X	N/A		
1.10	Special Populations		X	X		
1.11	System Participants		X	X		
Regulatory Activities:						
1.12	Review & Monitoring		X	N/A		
1.13	Coordination		X	N/A		
1.14	Policy & Procedures Manual		X	N/A		
1.15	Compliance w/Policies		X	N/A		
System Finances:						
1.16	Funding Mechanism		X	N/A		
Medical Direction:						
1.17	Medical Direction*		X	N/A		
1.18	QA/QI		X	X		
1.19	Policies, Procedures, Protocols		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	X		

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		
Hospitals:					
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	X	
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		