



*according to EMS Systems, Standards, and Guidelines established by the authority”.*

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

### **III. Analysis of EMS System Components:**

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

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

D. <input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Response/Transportation</u>
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#### 1. Ambulance Zones

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

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

Based on the information identified, San Benito County's 2015 EMS Plan is approved.

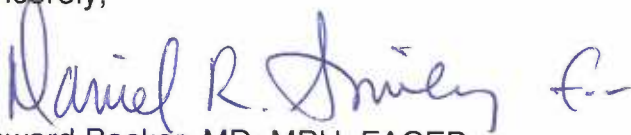
Pursuant to H&SC § 1797.105(b):

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

**V. Next Steps:**

San Benito County's next annual EMS Plan Update will be due on or before September 30, 2017. If you have any questions regarding the plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,

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

Howard Backer, MD, MPH, FACEP  
Director

Enclosure

2015 San Benito EMS Transportation Plan  
Approved

ZONE	EXCLUSIVITY			TYPE		LEVEL										
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All CCT Ambulance Services	BLS Non-Emergency and IFT	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance	
San Benito County										X						
San Benito County	X		Non-Competitive	X				X			X					

San Benito County  
EMERGENCY MEDICAL SERVICES  
471 Fourth Street  
Hollister, CA 95023



# 2015 EMS Plan

July 2016

Kris Mangano, EMS Coordinator  
T: (831) 636-4168 E: [kmangano@cosb.us](mailto:kmangano@cosb.us)



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**EMERGENCY MEDICAL SERVICES DIVISION**

Dave Ghilarducci, MD, FACEP  
Medical Director

July 26, 2016

Howard Backer, MD, MPH, FACEP  
Director  
Emergency Medical Services Authority  
10901 Gold Center Drive, Suite 400  
Rancho Cordova, CA 95670

Subject: 2015 EMS Plan

Dear Dr. Backer,

The 2015 San Benito County EMS Plan is enclosed. The plan provides information relevant to the time period of January 1, 2015 - December 31, 2015. The EMS Plan generally meets or exceeds the State EMS Authority's minimum standards and recommended guidelines.

I appreciate the assistance of your staff during this process. Please do not hesitate to contact me with any questions or concerns.

Sincerely,

Kris Mangano  
EMS Coordinator

Enclosure

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## EMERGENCY MEDICAL SERVICES DIVISION

Dave Ghilarducci, MD, FACEP  
Medical Director

### EXECUTIVE SUMMARY

San Benito County Emergency Services experienced leadership changes in 2015, when the EMS Manager retired. In December 2015, the Office of Emergency Services (OES) and Emergency Medical Services (EMS) were combined into one organization. Kris Mangano was hired as the new EMS Coordinator in February 2016. In the months since, a lot of work has been done to reconcile the budget, assure financial responsibility, and analyze the needs of the EMS Division of OES.

The San Benito County Emergency Medical Services Division of the Office of Emergency Services serves as the lead agency for the countywide Emergency Medical Services program. EMS is responsible for coordinating all system participants within the county and is also responsible for planning, implementing, monitoring, and evaluating the local EMS system. We provide efficient and timely pre-hospital emergency medical services to our residents and visitors through universal 911 access.

Hazel Hawkins Memorial Hospital, our only local hospital, recently implemented a “Stroke Ready” program, providing patients suffering from stroke or other neurologic emergencies immediate access via telemedicine. Utilizing “InTouch TeleStroke” equipment, board certified, fellowship trained neurologist are available 24/7. Hazel Hawkins Memorial Hospital has plans to become a certified Stroke Center in the future.

Another notable accomplishment was the implementation of 12 Lead ECGs to identify STEMI. Confirmed or suspected STEMI patients are transported directly to the appropriate facility either by ground or air.

Our future plans include the designation of a Level IV Trauma Center at Hazel Hawkins Memorial Hospital, our community hospital, in early 2017. Hazel Hawkins Memorial Hospital is actively pursuing this designation.

We continue to closely monitor our system as we saw a call volume increase of 24% over 2014. EMS predicts this trend will continue and the potential for additional resources will be needed in the near future.

### SYSTEM ASSESSMENT

This section provides a summary of how the San Benito County EMS system complies with the State of California’s EMS Systems Standards and Guidelines.

A complete narrative is included for each standard not currently meeting standards or that include a short or long range plan. The objectives listed will be used to guide the LEMSA in monitoring and improving the EMS system over the next year.

SECTION 1  
ASSESSMENT OF SYSTEM

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

**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		✓			
1.21 Determination of Death		✓			
1.22 Reporting of Abuse		✓			
1.23 Interfacility Transfer		✓			
<b>Enhanced Level: Advanced Life Support</b>					
1.24 ALS Systems		✓			
1.25 On-Line Medical Direction		✓	✓		
<b>Enhanced Level: Trauma Care System:</b>					
1.26 Trauma System Plan		✓			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>					
1.27 Pediatric System Plan		✓			
<b>Enhanced Level: Exclusive Operating Areas:</b>					
1.28 EOA Plan		✓			

**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
<b>Local EMS Agency:</b>						
2.01	Assessment of Needs		✓			
2.02	Approval of Training		✓			
2.03	Personnel		✓			
<b>Dispatchers:</b>						
2.04	Dispatch Training		✓	✓		
<b>First Responders (non-transporting):</b>						
2.05	First Responder Training		✓	✓		
2.06	Response		✓			
2.07	Medical Control		✓			
<b>Transporting Personnel:</b>						
8	EMT-I Training		✓	✓		
<b>Hospital:</b>						
2.09	CPR Training		✓			
2.10	Advanced Life Support		✓	✓		
<b>Enhanced Level: Advanced Life Support:</b>						
2.11	Accreditation Process		✓			
2.12	Early Defibrillation		✓			
2.13	Base Hospital Personnel		✓			

**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
<b>Communications Equipment:</b>						
3.01	Communication Plan*		✓	✓		
3.02	Radios		✓	✓		
3.03	Interfacility Transfer*		✓			
3.04	Dispatch Center		✓			
3.05	Hospitals		✓	✓		
3.06	MCI/Disasters		✓			
<b>Public Access:</b>						
3.07	9-1-1 Planning/Coordination		✓	✓		
3.08	9-1-1 Public Education		✓			
<b>Resource Management:</b>						
3.09	Dispatch Triage		✓	✓		
3.10	Integrated Dispatch		✓	✓		

**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
<b>Universal Level:</b>						
4.01	Service Area Boundaries*		✓	✓		
4.02	Monitoring		✓	✓		
4.03	Classifying Medical Requests		✓			
4.04	Prescheduled Responses		✓			
4.05	Response Time*		✓	✓		
4.06	Staffing		✓			
4.07	First Responder Agencies		✓			
4.08	Medical & Rescue Aircraft*		✓			
4.09	Air Dispatch Center		✓			
4.10	Aircraft Availability*		✓			
4.11	Specialty Vehicles*		✓			
4.12	Disaster Response		✓			
4.13	Intercounty Response*		✓			
4.14	Incident Command System		✓			
4.15	MCI Plans		✓			
<b>Enhanced Level: Advanced Life Support:</b>						
4.16	ALS Staffing		✓	✓		
4.17	ALS Equipment		✓			
<b>Enhanced Level: Ambulance Regulation:</b>						
4.18	Compliance		✓			
<b>Enhanced Level: Exclusive Operating Permits:</b>						
4.19	Transportation Plan		✓			
4.20	"Grandfathering"		✓			
4.21	Compliance		✓			
4.22	Evaluation		✓			