

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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September 9, 2016

Mr. Bryan Cleaver, Regional EMS Manager  
Coastal Valleys EMS Agency  
195 Concourse Boulevard  
Santa Rosa, CA 95403

Dear Mr. Cleaver:

This letter is in response to Coastal Valleys EMS Agency's 2016 EMS Plan submission to the EMS Authority on July 6, 2015.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Coastal Valleys EMS Agency's 2016 EMS Plan and is approving the plan as submitted.

**II. History and Background:**

Coastal Valleys EMS Agency received its last full plan approval for its 2011 plan submission, and its last annual plan update for its 2006 plan submission.

Historically, we have received EMS Plan submissions from Coastal Valleys EMS Agency for the following years:

- 1999
- 2001
- 2004
- 2006
- 2008
- 2011
- 2012

California Health and Safety Code (H&SC) § 1797.254 states:

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

The EMS Authority is responsible for the review of EMS Plans and for making a determination on the approval or disapproval of the plan, based on compliance with

statute and the standards and guidelines established by the EMS Authority consistent with H&SC § 1797.105(b). Due to the pattern of inconsistent EMS Plan submissions, an ongoing assessment of the EMS system in Coastal Valleys EMS Agency has been difficult and, therefore, has delayed this review.

### III. Analysis of EMS System Components:

Following are comments related to Coastal Valleys EMS Agency's 2016 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:

Approved      Not  
Approved

A.        System Organization and Management

#### 1. System Assessment Form

- Standard 1.24 does not meet the minimum standard. In the next plan submission, please provide an update on the progress for meeting the standard.

B.        Staffing/Training

C.        Communications

D.        Response/Transportation

#### 1. Ambulance Zones

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

E.        Facilities/Critical Care

F.        Data Collection/System Evaluation

#### 1. CEMSIS EMS Data

- Using information submitted by the Local EMS Agency, the EMS Authority shall assess each EMS area or the system's service area to determine the effectiveness of emergency medical services (H&SC § 1797.102) as it relates to data

collection and evaluation (H&SC § 1797.103). To enable the EMS Authority to make this determination, information shall be made available by data submission using the current versions of NEMSIS and CEMSIS standards (H&SC § 1797.227).

G.   Public Information and Education

H.   Disaster Medical Response

1. System Assessment Form

- Standard 8.10 does not meet the minimum standard. In the next plan submission, please provide an update on the progress for meeting the standard.

**IV. Conclusion:**

Based on the information identified, Coastal Valleys EMS Agency's 2016 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:**

Coastal Valleys EMS Agency'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,



Howard Backer, MD, MPH, FACEP  
Director

Enclosure



# Coastal Valleys Emergency Medical Services Agency

*Serving the counties of Mendocino & Sonoma*



## EMERGENCY MEDICAL SERVICES SYSTEM PLAN

2016



## TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	3
ASSESSMENT OF SYSTEM.....	4
SUMMARY OF SYSTEM STATUS .....	4
SYSTEM ORGANIZATION AND MANAGEMENT .....	4
STAFFING AND TRAINING .....	6
COMMUNICATIONS .....	7
RESPONSE AND TRANSPORTATION .....	8
FACILITIES AND CRITICAL CARE.....	Error! Bookmark not defined.
DATA COLLECTION AND SYSTEM EVALUATION .....	Error! Bookmark not defined.
PUBLIC INFORMATION AND EDUCATION .....	Error! Bookmark not defined.
DISASTER MEDICAL RESPONSE.....	Error! Bookmark not defined.
SYSTEM NEEDS AND PLAN OBJECTIVES.....	Error! Bookmark not defined.
SYSTEM ORGANIZATION AND MANAGEMENT .....	Error! Bookmark not defined.
STAFFING AND TRAINING .....	Error! Bookmark not defined.
COMMUNICATIONS .....	Error! Bookmark not defined.
RESPONSE AND TRANSPORTATION .....	Error! Bookmark not defined.
FACILITIES AND CRITICAL CARE.....	88
DATA COLLECTION AND SYSTEM EVALUATION .....	Error! Bookmark not defined.
PUBLIC INFORMATION AND EDUCATION .....	Error! Bookmark not defined.
DISASTER MEDICAL RESPONSE.....	Error! Bookmark not defined.
<b>TABLES</b>	
TABLE 2: SYSTEM RESOURCES AND OPERATIONS - System Organization and Management .....	137
TABLE 3: SYSTEM RESOURCES AND OPERATIONS - Personnel/Training.....	144
TABLE 4: SYSTEM RESOURCES AND OPERATIONS - Communications.....	145
TABLE 5: SYSTEM RESOURCES AND OPERATIONS - Response/Transportation.....	147
TABLE 6: SYSTEM RESOURCES AND OPERATIONS - Facilities/Critical Care.....	148
TABLE 7: SYSTEM RESOURCES AND OPERATIONS -- Disaster Medical.....	151
TABLE 8: RESOURCES DIRECTORY – Response/Transportation Providers .....	153
TABLE 9: RESOURCES DIRECTORY – Facilities.....	228
TABLE 10: RESOURCES DIRECTORY – Approved Training Programs.....	238
TABLE 11: RESOURCES DIRECTORY – Dispatch Agency.....	240
<b>TRANSPORTATION PLAN</b>	
<b>MAPS</b>	
MENDOCINO COUNTY AMBULANCE SERVICE ZONES.....	243
SONOMA COUNTY AMBULANCE SERVICE ZONES .....	244
AMBULANCE ZONE SUMMARY FORMS.....	245
AMBULANCE RATE SURVEY.....	263
<b>SPECIALTY CARE PLANS</b>	
TRAUMA PLAN.....	264
STEMI PLAN (PENDING DRAFT REGULATION)	
STROKE PLAN (PENDING DRAFT REGULATION)	
DESCRIPTION OF THE PLAN DEVELOPMENT PROCESS .....	270



## EXECUTIVE SUMMARY

The Coastal Valleys Emergency Medical Services Agency (CVEMSA) currently serves the counties of Mendocino and Sonoma. The Agency has served as the two counties since 1994 and also served Napa County from 1994-July 1, 2011. This plan represents the 2015-2016 update of the agency's EMS plan. The agency's primary responsibility is to plan, implement and evaluate an emergency medical services (EMS) system which meets the minimum standards developed by the California EMS Authority.

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 & Transportation
- Facilities and critical care
- Data collection and evaluation
- Public information and education
- Disaster medical response

The process of assessing system needs and developing plan objectives revealed that major improvements have been made in the overall EMS system since the creation of the respective county LEMSAs in the early 1980's as well as the region itself in the mid 1990's. However, several components of the EMS system remain target areas for updating and revision.

The "System Needs and Plan Objectives" section is the centerpiece of the EMS System Plan. This section describes the current status, needs, objectives and time-line of each component of the EMS system. The needs and the objectives listed in the EMS System Plan were identified and developed by comparing our current EMS system with the California EMS Authority's EMS System Standards and Guidelines and commensurate evaluation and feedback from the EMS Authority. Some of the major objectives of the CVEMSA EMS System Plan include:

- Continued development of the CVEMS region.
- Establishing and maintaining ALS service capability throughout the region.
- Continued development and refinement of the regional CQI program and process.
- Revising and updating EMT and Paramedic field treatment protocols.
- Evaluating the respective counties' EMS communications systems.
- Identifying the optimal roles and responsibilities of EMS system participants including the respective counties' EMCC.
- Continued development of a regional trauma care system.

The objectives listed in the EMS System Plan will be used to guide the CVEMSA in monitoring and improving the EMS system over the next year.

# ASSESSMENT OF SYSTEM

## SUMMARY OF SYSTEM STATUS

This section provides a summary of how the Coastal Valleys Emergency Medical Services System meets the State of California's EMS Systems Standards and Guidelines. An "x" placed in the first column indicates that the current system does not meet the State's minimum standard. An "x" placed in the second or third column indicates that the system meets either the minimum or recommended standard. An "x" is placed in one of the last two columns to indicate the time frame the agency has established for either meeting the standard or revising the current status. A complete narrative description of each standard along with the objective for establishing compliance is included in the System Needs and Plan Objectives Section of this plan.

## SYSTEM ORGANIZATION AND MANAGEMENT

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Agency Administration:</b>						
1.01	LEMSA Structure		x	n/a	x	x
1.02	LEMSA Mission		x	n/a	x	x
1.03	Public Input		x	n/a	x	x
1.04	Medical Director		x	x		x
<b>Planning Activities:</b>						
1.05	System Plan		x	n/a	x	x
1.06	Annual Plan Update		x	n/a	x	
1.07	Trauma Planning		x	x	x	x
1.08	ALS Planning		x	n/a	x	x
1.09	Inventory of Resources		x	n/a	x	
1.10	Special Populations		x	x	x	x
1.11	System Participants		x	x	x	x
<b>Regulatory Activities:</b>						
1.12	Review & Monitoring		x	n/a	x	x
1.13	Coordination		x	n/a	x	x
1.14	Policy & Procedures Manual		x	n/a	x	x



**SYSTEM ORGANIZATION AND MANAGEMENT (continued)**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
1.15	Compliance w/Policies		x	n/a	x	x
<b>System Finances:</b>						
1.16	Funding Mechanism		x	n/a	x	x
<b>Medical Direction:</b>						
1.17	Medical Direction		x	n/a	x	x
1.18	QA/QI		x	x	x	x
1.19	Policies, Procedures, Protocols		x	x	x	x
1.20	DNR Policy		x	n/a		x
1.21	Determination of Death		x	n/a		x
1.22	Reporting of Abuse		x	n/a		x
1.23	Interfacility Transfer		x	n/a	x	x
<b>Enhanced Level: Advanced Life Support</b>						
1.24	ALS Systems	x		x	x	x
1.25	On-Line Medical Direction		x	x	x	x
<b>Enhanced Level: Trauma Care System:</b>						
1.26	Trauma System Plan		x	n/a	x	x
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
1.27	Pediatric System Plan		x	n/a	x	x
<b>Enhanced Level: Exclusive Operating Areas:</b>						
1.28	EOA Plan		x	n/a	x	x



## B. STAFFING/TRAINING

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



### C. COMMUNICATIONS

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



## D. RESPONSE/TRANSPORTATION

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



4.22	Evaluation		x	n/a	x	x
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