

EMERGENCY MEDICAL SERVICES AUTHORITY

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April 10, 2017

Mr. Mike Petrie, EMS Director
Monterey County EMS Agency
1270 Natividad Road
Salinas, CA 93906

Dear Mr. Petrie:

This letter is in response to Monterey County's 2016 EMS Plan Update submission to the EMS Authority on January 31, 2017.

I. Introduction and Summary:

The EMS Authority has concluded its review of Monterey County's 2016 EMS Plan Update and is approving the plan as submitted.

II. History and Background:

Monterey County received its last full plan approval for its 2009 plan submission, and its last annual plan update for its 2013 plan submission.

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

- 1999
- 2001
- 2005
- 2008-2010
- 2012
- 2013

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 Monterey County's 2016 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 Monterey County, please find enclosed the EMS Authority's determination of the exclusivity of Monterey County'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, Monterey County's 2016 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:

Monterey County's next annual EMS Plan Update will be due on or before April 30, 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 black ink, appearing to read "Howard Backer". The signature is fluid and cursive, with a large initial "H" and "B".

Howard Backer, MD, MPH, FACEP
Director

Enclosure



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration
Behavioral Health

Clinic Services
Emergency Medical Services
Environmental Health/Animal Services

Public Health
Public Administrator/Public Guardian

February 1, 2017

Ms. Lisa Galindo, EMS Plans Coordinator
California EMS Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670

Dear Ms. Galindo:

Please find attached, the 2016 revision of the Monterey County EMS System Plan. This revision was approved by the Monterey County Board of Supervisors on January 31, 2017. I am personally pleased to note that this EMS System Plan revision was submitted before the due date and identifies the changes that have occurred within the EMS System since the submission of the last EMS Plan revision.

Based on the EMS Authority's System Standards and Guidelines, the Monterey County EMS System meets or exceeds the minimum standard in all areas of EMS System performance, except for executing medical mutual aid agreements, and designating and establishing casualty collection points. These gaps will be closed through a medical disaster preparedness initiative, which the EMS Agency and EMS stakeholders will begin this year.

There were no substantial forward-looking changes to this plan revision. Rather, changes were made to reflect changing call volumes and activity levels, recognize annexation of certain community service districts, reflect the implementation of the trauma system, and other minor structural and process changes within the Monterey County EMS System.

Please contact me if you have any questions or require additional information.

Sincerely,

Michael Petrie

Michael Petrie, EMT-P, MBA, MA
EMS Bureau Chief/EMS Director

Emergency Medical Services Agency



EMERGENCY MEDICAL SERVICES PLAN (Revised December 2016)

Board of Supervisors Board Order

Update Log

Log Number	Changes
2007-12-001	Updated Title page; added log to document changes (page ii); updated Table of Content from August 2006 EMS Plan (page 1); removed Section 3 – System Resources and Operations from August 2006 EMS Plan (pages 143 – 164) and replaced with new Section 3 – System Resources and Operations (pages 143 – 165); Removed Section 4 – Ambulance Zone Summary from August 2006 EMS Plan (page 165) and replaced with new Section 4 – Ambulance Zone Summary (page 166); Removed Section 5 – Resource Directories from August 2006 EMS Plan (pages 166 – 174) and replaced with new Section 5 – Resource Directories (pages 167 – 168); updated Standard 1.04 – Medical Director (page 23); and updated Standard 1.08 – ALS Planning (page 27).
2009-04-001	Replacement of Manual (EMS Plan 2008)
2011-05-001	Replacement of Manual (EMS Plan 2009)
2011-05-002	Removed Updated Log to document changes (page ii) from EMS Plan (2009) and Replaced with new Update Log (2010); Removed Tables 2, 3, 5, and 8 from EMS Plan (2009) and Replaced with new Tables 2, 3, 5, and 8 (2010). Table changes and Section 4 – Ambulance Zone Summary (no changes) submitted to the EMSA.
2012-05-001	Revised Manual (EMS Plan 2011); added Trauma Care System Update (Table 13)
2013-06-001	Revised Manual (EMS Plan 2012) and Tables 2 through 13.
2014-10-001	Revised Manual (EMS Plan 2013) and Tables 2 through 13.
2016-12-27	Updated Executive Summary; Table 2 – System Resources and Operations, specifically FY 15/16 budget and staffing information; Table 3- Personnel/Training, current EMS personnel certified and accredited with the EMS Agency and number of reviews performed; Table 4- System Resources and Operations – Communications; Table 6- System Resources Directory – Facilities/Critical Care; Table 7- Resource Directory - Disaster Medical; Table 8- Resource Directory, showing 2016 responses and transports; Table 9- Resources Directory – Facilities; Table 10- Resources Directory - Approved Training Programs; Table 11- Resources Directory - EMS Dispatch Agency; and Table 13-Trauma System Report.

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EMS Plan (2016) Executive Summary

This document is the 2016 revision of the Monterey County EMS Plan. Of the 122 standards identified by the California EMS Authority in the EMS System Planning Guidelines, there are only three (3) areas where the Monterey County EMS Plan continues to not meet the state-specified, minimum standards. (See Table 1 – Standards Summary Matrix for additional information). These standards and their corresponding statuses are:

1. **Agreements for Medical Mutual Aid (8.10):** The Monterey County EMS Agency has been active in helping create a master medical and health medical mutual aid agreement within Region II. This draft agreement will be circulated to county counsels for their review during the first quarter of 2017. The Monterey County EMS Agency anticipates signing the Region II Master Medical and Health Mutual Aid Agreement in 2017.
2. **Designation of Casualty Collection Points (8.11):** During 2017, the Monterey County EMS Agency will begin comprehensively revising its multi-casualty incident (MCI) and disaster medical management plans and program. This program will be modeled after the successful MCI program used in OES Region IV. The Monterey County EMS multi-casualty incident (MCI) and disaster medical management program will include designating and establishing Casualty Collection Points (CCPs) and other government-sponsored designated treatment sites.
3. **Establishment of Casualty Collection Points (8.12):** During 2017, the Monterey County EMS Agency will begin comprehensively revising its multi-casualty incident (MCI) and disaster medical management plans and program. This program will be modeled after the successful MCI program used in OES Region IV. The Monterey County EMS multi-casualty incident (MCI) and disaster medical management program will include designating and establishing Casualty Collection Points (CCPs) and other government-sponsored designated treatment sites.

Since the Monterey County EMS Agency's last EMS Plan revision submission, the EMS Agency met one more of the standards in the EMS System Planning Guidelines by designating Natividad Medical Center as the County's Level II Trauma Center.

1. **Trauma System Evaluation (6.10)** The EMS Agency designated Natividad Medical Center as the County's Level II Trauma Center in late 2014. The Natividad Trauma Center began operations on January 5, 2015. On July 25 and 26, 2016, the American College of Surgeon's Committee on Trauma (ACS COT) sent representatives to Natividad Medical Center to conduct a consultative site visit. The EMS Agency looks forward to the ACS COT designation site visit of the Natividad Trauma Center, which should occur within 18 months of the consultative site visit.

The balance of this executive summary identifies a brief overview of the changes that have occurred within the Monterey County EMS System, identified needs, and proposed program solutions.

Section A – System Organization and Management: During the past 18 months, there have been significant changes within the Monterey County EMS Agency and EMS System. Relative to the EMS Agency, the agency experienced a 72% employee turnover between January 2014 and December 2016. This included the EMS Director, the Trauma Coordinator, IT Support, the Business Manager, and the senior EMS staff representative. As of January 2017, the EMS Director, Trauma Coordinator, Business Manager and senior EMS staff representative have been replaced. The IT support position was reclassified to an epidemiologist position to support EMS Agency and EMS System data analysis, research and reporting needs.

Since July 1, 2015, the EMS Agency's priorities have included: (1) reviewing, revising or creating EMS System policies and procedures to reflect best practices in emergency medical services; (2) redesigning the EMS System's advisory committees, including the Emergency Medical Care Committee, Medical Advisory Subcommittee, Operations Subcommittee, and Quality Improvement Committees; (3) Implementing a System-wide EMS Data System for all dispatch centers, first responders, ambulance providers, and hospitals; (4) assuring the long term financial viability of the EMS System; (5) developing QI programs among all EMS system participants that meet the requirements of California Code of Regulations, Title 22, Chapter 12; and, (6) enforcing the exclusive operating area paramedic ambulance service provider contract.

Section B – Staffing and Training:

The Monterey County EMS Agency continues to allocate County Service Agreement 74 (CSA 74) funds to local cities and special districts for providing EMS system training and equipment. There are no significant changes in staffing or training since submission of the 2013 EMS Plan revision.

Section C – Communications: The Monterey County EMS Communications System Manual continues to operate and meet the standards set in the California EMS Authority's EMS System Planning Guidelines. The Monterey County EMS Agency is working with our County Communications Department, and County Radio Department to determine the cost and schedule to transition the EMS Communication System from conventional VHF and UHF analog systems to a hybrid VHF and UHF analog and 700 MHz digital communication system. The EMS Agency expects to determine whether to transition to the new radio system during 2017.

Section D – Response and Transportation: Since submission of the last EMS Plan revision, BLS first response services, previously provided by the San Ardo Fire Protection District are now provided by the South Monterey County Fire Protection District, which also serves Lockwood, San Lucas and surrounding Areas. Further, The Monterey County Regional Fire Protection District annexed the Spreckels Community Services District, and now provides ALS first response services to that area. Although the Monterey County Regional Fire Protection District is an ALS ambulance provider, they do not provide ambulance services to the recently annexed Spreckles Community Services District area, because this area is within the Monterey County EOA, which is served by AMR.

Paramedic ambulance service within the Monterey County EOA is provided through a contract with American Medical Response (AMR). This contract was effective February 1, 2010 and ran through January 31, 2015. Through a series of one year extensions, the contract now expires on January 31, 2020.

The EMS Agency will soon start a competitive process to select a contractor to provide paramedic ambulance services within this exclusive operating area. This competitive process will include a system assessment and system strategic planning. The EMS Agency anticipates

completing this process before June 30, 2019.

Section E – Facilities and Critical Care: As noted above, since the Monterey County EMS Agency's last EMS Plan revision submission, the EMS designated Natividad Medical Center as the County's Level II Trauma Center. This completes Standard 6.10 in the Authority's EMS System Planning Guidelines, which was an unmet standard in the previous EMS Plan revision submission.

4. **Trauma System Evaluation (6.10)** The EMS Agency designated Natividad Medical Center as the County's Level II Trauma Center in late 2014. The Natividad Trauma Center began operations on January 5, 2015. On July 25 and 26, 2016, the American College of Surgeon's Committee on Trauma (ACS COT) sent representatives to Natividad Medical Center to conduct a consultative site visit. The EMS Agency looks forward to the ACS COT designation site visit of the Natividad Trauma Center, which should occur within 18 months of the consultative site visit. Natividad Medical Center participates in the Trauma One Trauma Registry.

The EMS Agency continues to maintain written agreements with all four acute-care hospitals in Monterey County. Community Hospital of the Monterey Peninsula, Natividad Medical Center, and Salinas Valley Memorial Health Care System are designated EMT-Paramedic base hospitals. Mee Memorial Hospital is a designated receiving hospital. Transfer agreements and policies are in place to transfer patients from STEMI referral hospitals to STEMI receiving centers (CHOMP and SVMHS); in 2012, CHOMP and SVMHS were designated as Stroke Centers. The EMS Agency anticipates that both Stroke and STEMI centers will meet the standards being developed by the EMS Authority in the draft Stroke and STEMI regulations, which are now out to public comment. There are no pediatric emergency medical/critical care system plans being proposed or established.

Section F – Data Collection and System Evaluation: All ALS first responders and transport providers currently use NEMSIS 3.x electronic data systems. Other first response agencies maintain paper records of varying quality and specificity. The EMS Agency submits data annually to support the EMS Authority's Core Measures project.

During the past year, the EMS Agency has led an EMS System-wide collaborative process to implement a single countywide EMS data system. The EMS Agency anticipates executing a contract with ESO Solutions to begin implementing this data system within the first quarter of 2017 with the system going live by June 30, 2017. This system will provide electronic integration using NEMSIS/CEMSIS standards and SAFER capabilities among dispatch centers, all first responders, ambulance provider agencies, and hospitals. This system will also be integrated with the local HIE.

The EMS Agency is rolling out a system-wide quality improvement program initiative to assure that all providers of EMT and Paramedic care, EMS dispatch centers, and base hospitals have QI programs that are consistent with the EMS Agency's QI program (which was approved by EMSA in 2016) and complies with the requirements of California Code of Regulations, Title 22, Chapter 12.

Section G – Public Information and Education: The primary EMS provider (AMR) continued their public community outreach programs. AMR provides reports detailing the number and type of classes taught. First responders also provide public information and education.

Section H – Disaster Medical Response: In 2017, the EMS Agency will begin a significant initiative to improve the EMS System's capability to respond to MCIs, mass casualty incidents, and catastrophic disasters. This effort will include revising MCI plans to include centralized patient distribution within and without of Monterey County, full integration of MHOAC responsibilities into plans, developing physical and virtual infrastructures and command, control, and coordination capabilities to support medical disaster management, providing standardized training to all relevant stakeholders, and starting recurring exercises to evaluate capabilities and preparedness. The medical disaster program used by the Monterey County EMS Agency will be modeled on the program developed in Region IV.