

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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November 14, 2016

Ms. Tammi McConnell, EMS Administrator  
Orange County EMS Agency  
405 West Fifth Street, Suite 301A  
Santa Ana, CA 92701

Dear Ms. McConnell:

This letter is in response to Orange County's 2016 EMS Plan Update submission to the EMS Authority, on October 12, 2016.

**I. Introduction and Summary:**

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

**II. History and Background:**

Orange County received its last full plan approval for its 2014 plan submission, and its last annual plan update for its 2015 plan submission.

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

- 1995
- 1999
- 2006
- 2014
- 2015

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 Orange 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:

Not  
Approved Approved

A.   System Organization and Management

#### 1. System Assessment Forms

- Standard 1.24. The Minimum Standard is indicated as not met. Pursuant to HSC § 1797.204, Orange County has the authority to initiate written agreements with providers, as statute and regulations supersede local ordinance. The EMS Authority encourages the Orange County advanced life support (ALS) providers that meet the criteria of HSC § 1797.201, to sign written agreements by the next EMS Plan Update.
- Standard 1.27. The Minimum Standard is indicated as not met. In the next plan submission, please provide an update on the progress toward meeting the Minimum Standard.

B.   Staffing/Training

C.   Communications

D.   Response/Transportation

#### 1. System Assessment Forms

- Standards 4.02, 4.18, 4.19, and 4.21. The Minimum Standards are indicated as met; however, pursuant to

HSC § 1797.204, Orange County has the authority to initiate written agreements with providers, as statute and regulations supersede local ordinance. The EMS Authority encourages the Orange County ALS providers that meet the criteria of HSC § 1797.201, to sign written agreements by the next EMS Plan Update.

## 2. Ambulance Zones

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

- E.   Facilities/Critical Care
- F.   Data Collection/System Evaluation
- G.   Public Information and Education
- H.   Disaster Medical Response

## IV. Conclusion:

Based on the information identified, Orange County's 2016 EMS Plan Update is approved.

Pursuant to HSC § 1797.105(b):

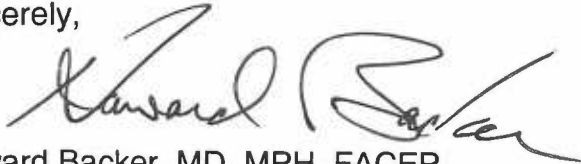
*"After the applicable guidelines or regulations are established by the Authority, a local EMS agency may implement a local plan...unless the Authority determines that the plan does not effectively meet the needs of the persons served and is not consistent with the coordinating activities in the geographical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

Ms. Tammi McConnell, EMS Administrator  
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**V. Next Steps:**

Orange County's next annual EMS Plan Update will be due on or before November 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 black ink, appearing to read "Howard Backer". The signature is fluid and cursive, with the first name "Howard" and last name "Backer" clearly distinguishable.

Howard Backer, MD, MPH, FACEP  
Director

Enclosure







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October 12, 2016

Howard Backer, MD, MPH, FACEP  
Director, Emergency Medical Services Authority  
10901 Gold Center Drive, Suite 400  
Rancho Cordova, CA 95670-6073

**SUBJECT: 2014 ORANGE COUNTY EMS PLAN – 2016 ANNUAL UPDATE**

Dear Dr. Backer:

Orange County Emergency Medical Services (OCEMS) has completed an annual update to the 2014 local EMS Plan. The 2016 annual update provides the required information on the status of our system and progress toward meeting objective goals.

OCEMS appreciates the guidance and clarification provided by Emergency Medical Services Authority (EMSA) staff during this process. Please do not hesitate to contact us directly for any questions or concerns.

Sincerely,

Tammi McConnell MSN, RN  
EMS Administrator

Sam J. Stratton MD, MPH  
EMS Medical Director

Enclosure

cc: Orange County Health Care Agency Director  
Orange County Health Care Agency Medical Services, Deputy Director  
Orange County Health Care Agency Medical Services, Chief of Operations  
Emergency Medical Services Authority, Chief Deputy Director  
Emergency Medical Service Authority, Systems Division Chief

TCM: em#2761

County of Orange  
Health Care Agency  
EMERGENCY MEDICAL SERVICES  
405 W. Fifth Street, Suite 301A  
Santa Ana, CA 92701



# **2014 Emergency Medical Services Plan**

## **2016 Annual Update**

Reviewed and updated September 2016

*Contains Provider Data for CY 2016  
and Financial Data for FY 2015-2016*

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**2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN  
ANNUAL UPDATE  
October 2016**

**EXECUTIVE SUMMARY**

California Health and Safety Code Section 1797.254, requires the Local Emergency Medical Services (EMS) Agency to submit an Emergency Medical Services Plan to the State EMS Authority (EMSA) and provide annual updates. The EMS Plan is a framework for the planning, implementation and evaluation of EMS in Orange County and addresses the local status of eight minimum standards, subsets and recommended goals of the EMS Authority, as well as anticipated future needs.

This annual update to the 2014 Orange County Emergency Medical Services (OCEMS) plan approved by the California EMSA in July 2014 provides the required information on the status of our system and progress toward meeting objective goals. **Notable 2015/16 system enhancements and activities** include but are not limited to:

**9-1-1 Emergency Ambulance Transportation Performance (Regions A-B-C-D-E)**

OCEMS provides oversight and monitoring of performance-based contracts in five county regions to ensure that high quality 9-1-1 Emergency Ambulance medical care and transportation services are provided 24 hours per day, 7 days a week through physical site visits, ongoing interaction with field crews, Operations Managers, and data analysis via the Orange County Medical Emergency Data System (OC-MEDS). During this first contract year, we are pleased to report that:

- >1000 hours of community education & outreach events were offered by the ambulance providers
- Ambulance response times consistently exceeded the 90<sup>th</sup> percentile standard
- Over 51,000 patients were safely transported to local emergency departments

**Medical Control**

OCEMS Policy #398.00: Intranasal Naloxone by Law Enforcement First Responders published June 1, 2015 describes criteria for law enforcement officer administration of naloxone hydrochloride in cases of suspected acute opioid overdose. A standard training program was developed by OCEMS and initially, all training was done by OCEMS staff. A limited 6-month pilot of intranasal naloxone administered by trained law enforcement officers resulted in actual live saving of 6 of 7 serious overdoses encountered in the field. The training curriculum has now been expanded county-wide and is done by law enforcement training officers who have taken a train-the trainer course with OCEMS staff who also monitor the training provided.

**Orange County EMS for Children Initiative**

On September 13, 2016, OCEMS released a 2016 Pediatric Readiness Survey for Orange County Emergency Receiving Centers (ERC). As a follow up to the 2012 National Pediatric Readiness Survey, the 2016 survey allows ERCs to measure their progress and current readiness to provide emergency care for pediatric patients. The survey will provide a pediatric readiness score which each facility can compare with their 2012 National Pediatric Readiness score. Additionally, the survey results will be carefully reviewed by OCEMS to determine a potential re-design of the EMS transport system to include "Peds-Ready" receiving centers

**2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN  
ANNUAL UPDATE  
September 2016**

**EXECUTIVE SUMMARY (cont'd)**

**Orange County Medical Emergency Data System (OC-MEDS)**

Implementation of the next generation Patient Care Reporting System (PCRS) that is compliant with the National EMS Information System (NEMSIS) Version 3.4.0 is underway and progressing as planned. As of July 2016, more than half of 9-1-1 EMS Providers successfully transitioned to a PCRS that is certified compliant by the NEMSIS Technical Assistance Center (TAC), and each are submitting data in real time to the OC-MEDS Hub. It is anticipated that all other EMS Providers (including non-emergency ambulance providers) will transition to the use of NEMSIS 3.4.0 PCR systems by the end of 2016.

While OCEMS continues to make advances in the collection of patient care information that is compliant with both state and federal EMS information standards, significant progress has been made to integrate our systems with our regional Health Information Organization (HIO). These integrations will ensure for the near future exchange of patient care information between our local EMS providers and receiving hospitals and will help modernize our EMS system to better participate in the continuum of patient care.

OCEMS continues our mission to plan, coordinate and oversee the highest quality prehospital and emergency medical care in response to individual needs and community crisis. Mutual cooperation, patient advocacy, advanced medical technology, electronic documentation and evidence-based data are major strengths. Despite financial challenges affecting all stakeholders, the county of Orange and system participants remain committed to the integrity, effectiveness and adherence to the EMS plan standards. The policies referenced within the plan are available on the OCEMS website at <http://www.healthdisasteroc.org/ems>.



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Tammi McConnell, RN, MSN  
Orange County EMS Administrator

October 3, 2016

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Date

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