

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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November 27, 2017

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

Dear Ms. McConnell:

This letter is in response to Orange County's 2017 EMS Plan Update submission to the EMS Authority on October 6, 2017.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Orange County's 2017 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 2016 plan submission.

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

- 1995
- 1999
- 2006
- 2014
- 2015
- 2016

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 2017 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 Orange County, please find enclosed the EMS Authority's determination of the exclusivity of Orange 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, Orange County's 2017 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:**

Orange County's next annual EMS Plan Update will be due on or before November 30, 2018. If you have any questions regarding the plan review, please contact Ms. Nancy Steiner-Keyson, Acting 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 long horizontal stroke extending to the right.

Howard Backer, MD, MPH, FACEP  
Director

Enclosure



**Steiner, Nancy@EMSA**

---

**To:** McConnell, Tammi; Backer, Howard@EMSA  
**Cc:** Smiley, Dan@EMSA; McGinnis, Tom@EMSA; Stratton, Samuel; Fennesy, Denise@(ORANGE COUNTY); Thronson, Steve  
**Subject:** RE: Orange County EMS Plan Update 2017

Thanks, Tami!

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**From:** McConnell, Tammi [mailto:TMcConnell@ochca.com]  
**Sent:** Friday, October 06, 2017 1:13 PM  
**To:** Backer, Howard@EMSA  
**Cc:** Smiley, Dan@EMSA; McGinnis, Tom@EMSA; Stratton, Samuel; Fennesy, Denise@(ORANGE COUNTY); Thronson, Steve; Steiner, Nancy@EMSA  
**Subject:** Orange County EMS Plan Update 2017

Dr. Backer,

Please find attached the 2017 Orange County Emergency Medical Services (OCEMS) Plan Update to the 2014 OCEMS Plan. If you have any questions or concerns, please do not hesitate to contact me directly at the number below.

Regards,



**Tammi McConnell MSN, RN, MICN, PHN**  
**EMS Administrator**

Orange County Emergency Medical Services  
405 W. Fifth Street, Suite 301A Santa Ana, CA 92701  
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October 6, 2017

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 – 2017 ANNUAL UPDATE**

Dear Dr. Backer:

Orange County Emergency Medical Services (OCEMS) has completed an annual update to the 2014 local EMS Plan. The 2017 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: Emergency Medical Services Authority, Chief Deputy Director  
Emergency Medical Service Authority, Systems Division Chief

TCM: cm#3051

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



# **2014 Emergency Medical Services Plan**

## **2017 Annual Update**

Reviewed and updated September 2017

*Contains Provider Data for CY 2017  
and Financial Data for FY 2016-2017*

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**2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN  
ANNUAL UPDATE  
October 2017**

**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 2016/17 system enhancements and activities** include but are not limited to:

**Health Information Exchange**

Pursuant to the federally funded and California state sponsored Patient Unified Lookup System for Emergencies (PULSE+EMS) project, OCEMS has successfully implemented bi-directional Health Information Exchange (HIE) between EMS providers and hospitals. The Orange County PULSE+EMS project participants were able to overcome several technical and operational hurdles to successfully implement the federally defined “SAFR” model (**S**earch, **A**lert, **F**ile, and **R**econcile) for Health Information Exchange in EMS. Project participants included OCEMS, One California Partnership Regional Health Information Organization (OCPRHIO), Newport Beach Fire Department, and Hoag Memorial Hospital Presbyterian.

**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 (NEMESIS) Version 3.4.0 has been fully implemented. As of January 2017, all Orange County EMS Providers (emergency and non-emergency) have successfully transitioned to a PCRS that is certified compliant by the NEMESIS Technical Assistance Center (TAC), and each are submitting data in real time to the OC-MEDS Hub. In addition, OCEMS has coordinated near real-time transmission of EMS data to the California EMS Information System (CEMSIS) and is working with the EMS Authority to improve data quality and fine tune future transmissions.

**Reorganization**

Effective March 2017, Emergency Medical Services and the Health Disaster Management (HDM) sections were reorganized into one division: Orange County Emergency Medical Services (OCEMS). The primary mission of the HDM is to implement health disaster planning, coordination, training & exercising to ensure that the Health Care Agency, County Operational Area and community health and medical system are prepared and capable of responding to emergencies and disasters. These functions complement EMS in its mission to plan, implement and regulate the emergency medical services system. Alignment of these two sections allows for increased operational efficiency, definitive leadership and functional consolidation of personnel within a unified structure.

2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN  
ANNUAL UPDATE  
October 2017

**EXECUTIVE SUMMARY (cont'd)**

**Medical Control**

OCEMS has conducted a complete review and appropriate updates of all medical standing orders, procedures, and policies. The revised California 2017 EMT Regulations have been implemented throughout the OCEMS system. Both EMT Training Programs and EMT-level providers were included in the implementation of the new EMT Regulations.

In 2016-2017 OCEMS explored use of third-party organization certification of county stroke centers as opposed to direct designation by OCEMS for determination of EMS transport destination for acute ischemic and hemorrhagic stroke victims. Following lengthy discussions in public forums and committees, the decision was made to continue to maintain OCEMS designation in Orange County. During the process of evaluating the OCEMS Stroke system, an electronic stroke registry was developed and is in the final stages of implementation. Unique to this stroke registry is inclusion of 90-day Rankin scoring to measure stroke clinical outcome.

In early 2017, OCEMS sponsored a “STEMI Summit” with all 14 designated Cardiac Centers in the County. Data for the Cardiac system presented showed that system-wide the County “door-to-balloon” time averaged 66.9 minutes and field-electrocardiogram-to-balloon time averaged 83.2 minutes (both time indicators well below national averages). Since the last annual update of the OCEMS Plan, the EMS dispatch centers in Orange County have upgraded to the newest version of the Criteria Based Dispatch System with the support, medical input, and approval of OCEMS.

Additionally, OCEMS has introduced medical policies and procedures specific to the management of medical emergencies for individuals in hospice and palliative care settings. OCEMS has also developed education programs and field protocols for OCEMS Authorized Nurses to support fire and first responders during large scale fire and emergency events during which hyperthermia, dehydration, smoke inhalation, and injury can occur.

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 6, 2017

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Date

**Table 1: Summary of System Status**

**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		X			
1.02 LEMSA Mission		X			
1.03 Public Input		X			
1.04 Medical Director		X	X		
<b>Planning Activities:</b>					
1.05 System Plan		X			
1.06 Annual Plan Update		X			
1.07 Trauma Planning*		X	X		
1.08 ALS Planning*		X			
1.09 Inventory of Resources		X			
1.10 Special Populations		X	X		
1.11 System Participants		X	X		
<b>Regulatory Activities:</b>					
1.12 Review & Monitoring		X			
1.13 Coordination		X			
1.14 Policy & Procedures Manual		X			
1.15 Compliance w/Policies		X			
<b>System Finances:</b>					
1.16 Funding Mechanism		X			

**Table 1: Summary of System Status**

**A. SYSTEM ORGANIZATION AND MANAGEMENT (continued)**

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Medical Direction:</b>					
1.17 Medical Direction*		X			
1.18 QA/QI		X	X		In Progress
1.19 Policies, Procedures, Protocols		X	X		
1.20 DNR Policy		X			
1.21 Determination of Death		X			
1.22 Reporting of Abuse		X			
1.23 Interfacility Transfer		X	X		
<b>Enhanced Level: Advanced Life Support</b>					
1.24 ALS Systems	X				In Progress
1.25 On-Line Medical Direction		X	X		
<b>Enhanced Level: Trauma Care System:</b>					
1.26 Trauma System Plan		X			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>					
1.27 Pediatric System Plan	X			Completed 8/2015	In Progress
<b>Enhanced Level: Exclusive Operating Areas:</b>					
1.28 EOA Plan		X		Completed 8/2015	Completed 8/2016

**Table 1: Summary of System Status**  
**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			In Progress
2.02 Approval of Training		X			
2.03 Personnel		X			
<b>Dispatchers:</b>					
2.04 Dispatch Training		X	X		
<b>First Responders (non-transporting):</b>					
2.05 First Responder Training		X	X		
2.06 Response		X			
2.07 Medical Control		X			
<b>Transporting Personnel:</b>					
2.08 EMT-I Training		X	X		
<b>Hospital:</b>					
2.09 CPR Training		X			
2.10 Advanced Life Support		X	X		
<b>Enhanced Level: Advanced Life Support:</b>					
2.11 Accreditation Process		X			
2.12 Early Defibrillation		X			
2.13 Base Hospital Personnel		X			

**Table 1: Summary of System Status**  
**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		
3.02 Radios		X	X		
3.03 Interfacility Transfer*		X			
3.04 Dispatch Center		X			
3.05 Hospitals		X	X		
3.06 MCI/Disasters		X			
<b>Public Access:</b>					
3.07 9-1-1 Planning/ Coordination		X	X		
3.08 9-1-1 Public Education		X			
<b>Resource Management:</b>					
3.09 Dispatch Triage		X	X		
3.10 Integrated Dispatch		X	X		



**Table 1: Summary of System Status**  
**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	Completed 8/2015	Completed 8/2015
4.02 Monitoring		X	X		In Progress
4.03 Classifying Medical Requests		X			
4.04 Prescheduled Responses		X			
4.05 Response Time Standards*		X	X		
4.06 Staffing		X			
4.07 First Responder Agencies		X			
4.08 Medical & Rescue Aircraft*		X			
4.09 Air Dispatch Center		X			
4.10 Aircraft Availability*		X			
4.11 Specialty Vehicles*		X	X		
4.12 Disaster Response		X			
4.13 Intercounty Response*		X	X		
4.14 Incident Command System		X			
4.15 MCI Plans		X			
<b>Enhanced Level: Advanced Life Support:</b>					
4.16 ALS Staffing		X	X		
4.17 ALS Equipment		X			
<b>Enhanced Level: Ambulance Regulation:</b>					
4.18 Compliance		X		Completed 8/2015	In Progress
<b>Enhanced Level: Exclusive Operating Permits:</b>					
4.19 Transportation Plan		X		Completed 8/2015	In Progress
4.20 "Grandfathering"		X			In Progress
4.21 Compliance		X			In Progress
4.22 Evaluation		X		Completed 8/2015	

**Table 1: Summary of System Status**  
**E. FACILITIES/CRITICAL CARE**

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>					
5.01 Assessment of Capabilities		X	X		
5.02 Triage & Transfer Protocols*		X			
5.03 Transfer Guidelines*		X			
5.04 Specialty Care Facilities*		X			
5.05 Mass Casualty Management		X	X		
5.06 Hospital Evacuation*		X			
<b>Enhanced Level: Advanced Life Support:</b>					
5.07 Base Hospital Designation*		X			
<b>Enhanced Level: Trauma Care System:</b>					
5.08 Trauma System Design		X			
5.09 Public Input		X			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>					
5.10 Pediatric System Design		X			
5.11 Emergency Departments		X	X		
5.12 Public Input		X			
<b>Enhanced Level: Other Specialty Care Systems:</b>					
5.13 Specialty System Design		X			
5.14 Public Input		X			



**Table 1: Summary of System Status**  
**F. DATA COLLECTION/SYSTEM EVALUATION**

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>					
6.01 QA/QI Program		X	X	Completed 8/2015	
6.02 Prehospital Records		X			Completed 8/2016
6.03 Prehospital Care Audits		X	X		
6.04 Medical Dispatch		X			
6.05 Data Management -System*		X	X		In Progress
6.06 System Design Evaluation		X			
6.07 Provider Participation		X			
6.08 Reporting		X			
<b>Enhanced Level: Advanced Life Support:</b>					
6.09 ALS Audit		X	X		
<b>Enhanced Level: Trauma Care System:</b>					
6.10 Trauma System Evaluation		X			
6.11 Trauma Center Data		X	X		