

EMERGENCY MEDICAL SERVICES AUTHORITY

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November 16, 2017

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 2017 EMS Plan Update submission to the EMS Authority on July 26, 2017.

I. Introduction and Summary:

The EMS Authority has concluded its review of Coastal Valleys EMS Agency's 2017 EMS Plan Update and is approving the plan as submitted.

II. History and Background:

Coastal Valleys received its last full plan approval for its 2011 plan submission, and its last annual plan update for its 2016 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
- 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 Coastal Valleys EMS Agency'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 Coastal Valleys, please find enclosed the EMS Authority's determination of the exclusivity of Coastal Valleys' ambulance zones.

2. Aircraft Availability

- CALFIRE/CDF is not authorized, nor classified to conduct air rescue services. They should not be performing any medical transport, via air rescue vehicles.

- | | | | |
|----|-------------------------------------|--------------------------|---------------------------------|
| E. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>Facilities/Critical Care</u> |
|----|-------------------------------------|--------------------------|---------------------------------|

1. Facilities – Table 9

- Palm Drive Hospital renamed Palm Drive Health Care is not listed in Table 9, and EMSA would like to know the status of this hospital.

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

IV. Conclusion:

Based on the information identified, Coastal Valleys EMS Agency's 2017 EMS Plan Update is approved.

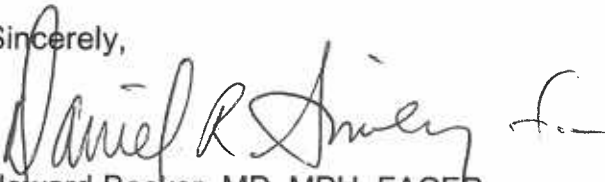
Pursuant to HSC §1797.105(b):

"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:

Coastal Valleys 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,



Howard Backer, MD, MPH, FACEP
Director

Enclosure

Coastal Valleys Emergency Medical Services Agency

Serving the counties of Mendocino & Sonoma



EMERGENCY MEDICAL SERVICES SYSTEM PLAN ANNUAL UPDATE

2017



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 2017 annual 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. Included in this EMS Plan update are the "System Assessment Tables" and the "System Assessment Forms" and you note that there were no changes since our 2016 EMS Plan submission.

ASSESSMENT OF SYSTEM - 2017 ANNUAL EMS PLAN UPDATE

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
Agency Administration:						
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
Planning Activities:						
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
Regulatory Activities:						
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
System Finances:						
1.16	Funding Mechanism		x	n/a	x	x
Medical Direction:						
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
Enhanced Level: Advanced Life Support						
1.24	ALS Systems		x	x	x	x
1.25	On-Line Medical Direction		x	x	x	x
Enhanced Level: Trauma Care System:						
1.26	Trauma System Plan		x	n/a	x	x
Enhanced Level: Pediatric Emergency Medical and Critical Care System:						
1.27	Pediatric System Plan		x	n/a	x	x
Enhanced Level: Exclusive Operating Areas:						
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
Local EMS Agency:						
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
Dispatchers:						
2.04	Dispatch Training		x	x	x	x
First Responders (non-transporting):						
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
Transporting Personnel:						
2.08	EMT-I Training		x	x	x	x
Hospital:						
2.09	CPR Training		x	n/a		x
2.10	Advanced Life Support		x	x		x
Enhanced Level: Advanced Life Support:						
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
Communications Equipment:						
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
Public Access:						
3.07	9-1-1 Planning/Coordination		x	x		x
3.08	9-1-1 Public Education		x	n/a	x	x
Resource Management:						
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
Universal Level:						
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
Enhanced Level: Advanced Life Support:						
4.16	ALS Staffing		x	x	x	x
4.17	ALS Equipment		x	n/a	x	x
Enhanced Level: Ambulance Regulation:						
4.18	Compliance		x	n/a		
Enhanced Level: Exclusive Operating Permits:						
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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E. FACILITIES/CRITICAL CARE

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



F. DATA COLLECTION/SYSTEM EVALUATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
6.01	QA/QI Program		x	x	x	x
6.02	Prehospital Records		x	n/a	x	x
6.03	Prehospital Care Audits		x	x	x	x
6.04	Medical Dispatch		x	n/a	x	x
6.05	Data Management System		x	x	x	x
6.06	System Design Evaluation		x	n/a	x	x
6.07	Provider Participation		x	n/a	x	x
6.08	Reporting		x	n/a	x	x
Enhanced Level: Advanced Life Support:						
6.09	ALS Audit		x	x		
Enhanced Level: Trauma Care System:						
6.10	Trauma System Evaluation		x	n/a	x	x
6.11	Trauma Center Data		x	x	x	x



G. PUBLIC INFORMATION AND EDUCATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
7.01	Public Information Materials		x	x	x	x
7.02	Injury Control		x	x	x	x
7.03	Disaster Preparedness		x	x	x	x
7.04	First Aid & CPR Training		x	x	x	x



H. DISASTER MEDICAL RESPONSE

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:						
8.01	Disaster Medical Planning		x	n/a	x	x
8.02	Response Plans		x	x	x	x
8.03	HazMat Training		x	n/a	x	x
8.04	Incident Command System		x	x	x	x
8.05	Distribution of Casualties		x	x	x	x
8.06	Needs Assessment		x	x		x
8.07	Disaster Communications		x	n/a		x
8.08	Inventory of Resources		x	x	x	x
8.09	DMAT Teams		x	x	x	x
8.10	Mutual Aid Agreements		x	n/a	x	x
8.11	CCP Designation		x	n/a	x	x
8.12	Establishment of CCPs		x	n/a	x	x
8.13	Disaster Medical Training		x	x	x	x
8.14	Hospital Plans		x	x	x	x
8.15	Interhospital Communications		x	n/a		x
8.16	Prehospital Agency Plans		x	x		x
Enhanced Level: Advanced Life Support:						
8.17	ALS Policies		x	n/a		x
Enhanced Level: Specialty Care Systems:						
8.18	Specialty Center Roles		x	n/a		x
Enhanced Level: Exclusive Operating Areas/Ambulance Regulations:						
8.19	Waiving Exclusivity		x	n/a		x

SYSTEM ASSESSMENT FORMS – 2017 ANNUAL EMS PLAN UPDATE



SYSTEM ORGANIZATION AND MANAGEMENT

1.01 LEMSA STRUCTURE

MINIMUM STANDARDS:

Each local EMS agency shall have a formal organization structure which includes both agency staff and non-agency resources and which includes appropriate technical and clinical expertise.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS: *meets minimum standard*

Oversight of the Regional EMS Agency is presently provided by a committee comprised of the Directors of Public Health (or Department of Health Services) from Mendocino and Sonoma and the Regional Administrator (Regional Directors Committee -RDC).

The Agency staff is comprised of a Medical Director, who is Board Certified in Emergency Medicine, an EMS Administrator and an additional 5.0 FTE employees. Other non-agency resources include base hospital medical directors, base hospital nurse liaisons, provider QI coordinators and provider training coordinators.

NEED(S):

To maintain staffing, review and modify job descriptions and employee classifications as needed to keep with the mission and goals of this Agency and Plan. Maintain a Regional Directors Committee in lieu of a permanent organization of governance (i.e. JPA)

OBJECTIVE:

Develop secure funding sources to adequately finance agency operations and personnel requirements. Minimum staffing is maintained and minimum requirements are met by utilization of EMS Agency Fund balance and contributions from the County of Sonoma Department of Health Services.

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)

SYSTEM ASSESSMENT FORMS – 2017 ANNUAL EMS PLAN UPDATE



SYSTEM ORGANIZATION AND MANAGEMENT

1.02 LEMSA MISSION

MINIMUM STANDARDS:

Each local EMS agency shall plan, implement, and evaluate the EMS system. The agency shall use its quality assurance/quality improvement (QA/QI) and evaluation processes to identify system changes.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS: *meets minimum standard*

The CVEMSA was created in FY 98-99. While individual member counties have comprehensive emergency medical services systems, the regional system is evaluated on an ongoing basis by the CVEMSA. The continuing evaluation of the system is being accomplished through the writing of the region's updated EMS Plan.

NEED(S):

Ensure continued evaluation of system performance against established benchmarks. Maintain a system wide CQI plan and process.

OBJECTIVE:

Use the agency's Medical Advisory Committee and public evaluations by the Regional Advisory Committee, County Emergency Medical Care Committees and other review bodies to identify needed system changes. Implement and incorporate the regional ImageTrend data system into the LEMSA CQI process to inform the planning and improvement process

TIME FRAME FOR MEETING OBJECTIVE:

- Short-Range Plan (one year or less)
- Long-Range Plan (more than one year)