

EMERGENCY MEDICAL SERVICES AUTHORITY

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May 4, 2018

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 2017 EMS Plan Update submission to the EMS Authority on April 3, 2018.

I. Introduction and Summary:

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

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

- 1999
- 2001
- 2005
- 2008-2010
- 2012
- 2013
- 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 Monterey 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 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 2017 EMS Plan Update is approved.

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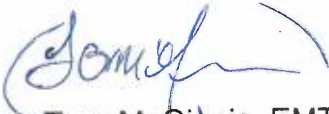
Pursuant to HSC § 1797.105(b):

“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 May 31, 2019. If you have any questions regarding the plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,



Tom McGinnis, EMT-P
Chief, EMS Systems Division

Enclosure

Emergency Medical Services Agency



EMERGENCY MEDICAL SERVICES PLAN (Revised January 2018)

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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.
2017-12-21	Updated Executive Summary; Table 1 - System Organization and Management H. Disaster Medical Response 8.10; Routine updates to

	Table 2 through 13
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EMS Plan (2017) Executive Summary

This document is the 2017 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 two (2) areas where the Monterey County EMS Plan does not currently meet the state-specified, minimum standards. (See Table 1 – Standards Summary Matrix for additional information). These standards and their corresponding statuses are:

1. **Designation of Casualty Collection Points (8.11):** During 2018, 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. Progress on this standard was delayed due to staffing shortages.
2. **Establishment of Casualty Collection Points (8.12):** During 2018, 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. Progress on this standard was delayed due to staffing shortages.

Since the Monterey County EMS Agency's last EMS Plan revision submission, the EMS Agency met one additional standard in the EMS System Planning Guidelines by joining the "California Mutual Aid Region II Intra-Region Cooperative Agreement for Medical and Health Disaster Assistance".

1. **Agreements for Medical Mutual Aid (8.10):** The Monterey County EMS Agency executed the California Mutual Aid Region II Intra-Region Cooperative Agreement for Medical and Health Disaster Assistance" on December 12, 2017.

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

Section A – System Organization and Management: During the past 12 months, the EMS Agency hired two additional EMS Analysts in late summer and early fall 2017.

In December, 2017, the EMS Agency revised our goals for the next 3 years to include: (1) To transition to a quality improvement and data-based EMS System; (2) To implement electronic patient care reporting among all EMS communications centers, first responders, ambulance providers, and hospitals; (3) To assess and redesign the Monterey County EMS System, consistent with the Triple Aim; (4) To prepare and conduct a competitive process that will ensure the provisions of 911 emergency ambulance services; (5) To develop robust multi-

casualty incident and medical disaster capabilities; (6) To systematically and regularly review and revise the EMS System policies, procedures, and protocols; (7) To communicate the EMS Agency's programs, activities, and services to EMS stakeholders; (8) To strengthen the EMS Agency's staffing and infrastructure to fulfill state statutory and regulatory responsibilities and local legislative and policy-based responsibilities.

Section B – Staffing and Training:

The EMS Agency has tentatively authorized the City of Monterey Fire Department to change their first response service level from EMT to paramedic; providing that department meets service level change requirements. The EMS Agency expects to determine whether the City of Monterey Fire Department meets those requirements and execute a paramedic service provider agreement in March 2018. The City of Monterey Fire Department plans to roll out paramedic service in 2018 at a single station and adding paramedic service to additional stations over time.

Staffing at the EMS Agency increased in 2017 with the addition of two EMS Analysts which has enabled the EMS Agency to meet its statutory and regulatory requirements for EMS system leadership, planning, regulation and coordination.

The EMS Agency suspended and subsequently revoked approval of one EMS CE provider for failure to comply with requirements found in California Code of Regulations, Title 22. The EMS Agency continues to allocate County Service Area 74 (CSA 74) funds to local cities and special districts for the provision of EMS training and equipment.

Section C – Communications: The Monterey County EMS Communications System Plan continues to operate and meet the standards set in the California EMS Authority's EMS System Planning Guidelines. The Monterey County EMS Agency continues working with our County Communications Department and County Radio Department to integrate the EMS Communications Systems into the Monterey County Next Generation (NexGEN) network. This integration would transition the EMS Communications System from conventional VHF and UHF analog systems to a hybrid VHF and UHF analog and 700 MHz digital communication system. In addition to this, the Monterey County Emergency Medical Services Communications Systems Plan will be updated in 2018.

Section D – Response and Transportation: Paramedic ambulance service within the Monterey County EOA continues to be 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 has begun a competitive process to select a contractor to provide paramedic ambulance services within this exclusive operating area. This competitive process has three phases; Phase 1-EMS System Assessment, Phase 2-EMS System Strategic Planning and finally Phase 3-development, issuance and awarding of the RFP. Phase 1 was completed in January 2018, with the completion and release of the EMS System Assessment Report. The EMS Agency anticipates completing Phase 2- EMS System Strategic Plan by March 2018. The EMS Agency expects to create an RFP have the RFP approved by the EMS Authority, release and award the RFP no later than February, 2019.

Section E – Facilities and Critical Care:

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 is anticipated to occur in the autumn of 2018. Natividad Medical Center participates in the Trauma One Trauma Registry.

The EMS Agency is refining data collection processes to ensure that patients in the trauma registry meet CDC field trauma triage criteria. This has resulted in a lower number of trauma patients in our trauma registry than reported previously; but confidence in the appropriateness of the accuracy of the data is high. The EMS Agency continues to maintain written agreements with all four acute-care hospitals in Monterey County, including Community Hospital of the Monterey Peninsula (CHOMP), Natividad Medical Center (NMC), and Salinas Valley Memorial Health Care System (SVMH), which 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. 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 electronic data annually to support the EMS Authority's Core Measures project.

During the past year, the EMS Agency has continued to lead an EMS System-wide collaborative process to implement a single countywide EMS data system, including a common electronic patient care report. In early 2017, the Agency executed a contract with ESO Solutions to begin implementing this data system. Integrating sixteen EMS provider agencies, four hospitals, two dispatch centers, and the EMS Agency has been a challenging process but steady progress has been made over the past year. A data sharing agreement was created and is in the process of being reviewed and approved by the various stakeholders as this report is written. End-user training on the system is anticipated to take place early in 2018, with a revised "go live" date of July 1, 2018. This system will provide electronic information integration using CEMSIS/NEMSIS standards and SAFER capabilities among dispatch centers (CADs), all first responders (including getting BLS data for the first time), ambulance provider agencies, and hospitals. The data system may also be integrated with the local HIE.

Concurrently with the development of a system-wide ePCR/data system, the EMS Agency implemented a system-wide quality improvement (QI) program to ensure that all EMS stakeholders, including hospitals, have QI programs that are consistent with the EMS Agency's QI program and that comply with the California Code of Regulations, Title 22, Chapter 12. The EMS Agency's QI Plan was approved by the EMSA on August 10, 2016 and reapproved on September 29, 2017. The EMS Agency provided system-wide training, including "Just Culture" training, and plans were submitted by provider agencies and hospitals for review and approval.

Taken together, the EMS Agency's initiatives in providing a single county-wide data system, and a more robust quality improvement program will enhance the EMS system's ability to mature and evolve effectively.

Section G – Public Information and Education: The primary EMS provider (AMR) continued their public community outreach programs but at a reduced level due to staffing issues. AMR continues to provide EMT Skills Verification for EMT recertification for those EMT's who are not affiliated with an EMS service provider.