

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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July 23, 2018

Ms. Cathy Chidester, EMS Director  
Los Angeles County EMS Agency  
10100 Pioneer Boulevard, Suite 200  
Santa Fe Springs, CA 90670

Dear Ms. Chidester:

This letter is in response to Los Angeles County's 2017 EMS Plan Update submission to the EMS Authority on June 27, 2018.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Los Angeles County's 2017 EMS Plan Update and is approving the plan as submitted.

**II. History and Background:**

Los Angeles County received its last full plan approval for its 2013 plan submission, and its last annual plan update for its 2016 plan submission.

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

- 1995
- 1997
- 2004
- 2007
- 2009
- 2010
- 2012-2014
- 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 Los Angeles 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:

- |  | Not                      |   |
|--|--------------------------|---|
| Approved                               | 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>            |

#### Ambulance Zones

- Based on the documentation provided by Los Angeles County, please find enclosed the EMS Authority's determination of the exclusivity of Los Angeles 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> |

#### EMS Data - California EMS Information System (CEMSIS)

- Using information submitted by the Local EMS Agency, the EMS Authority shall assess each EMS area or the system's service area to determine the effectiveness of emergency medical services (HSC § 1797.102) as it relates to data collection and evaluation (HSC § 1797.103).

Statewide, 28 Local EMS Agencies are submitting EMS data. Our records indicate Los Angeles County is not submitting EMS data at this time. The EMS Authority recognizes Los Angeles

County's determination to complete and implement a Data User Agreement to begin submission of data. The EMS Authority looks forward to the future submission of data into CEMSIS.

G.   Public Information and Education

H.   Disaster Medical Response

**IV. Conclusion:**

Based on the information identified, Los Angeles 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:**

Los Angeles County's next annual EMS Plan Update will be due on or before July 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

ZONE	EXCLUSIVITY			TYPE			LEVEL								
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All CCT Ambulance Services	BLS Non-Emergency and IFT	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance
Los Angeles County															
EOA 1		X	Competitive Process	X				X							
EOA 2		X	Competitive Process	X				X							
EOA 3		X	Competitive Process	X				X							
EOA 4		X	Competitive Process	X				X							
EOA 5		X	Competitive Process	X				X							
EOA 6		X	Competitive Process	X				X							
EOA 7		X	Competitive Process	X				X							
EOA 8		X	Competitive Process	X				X							
EOA 9		X	Competitive Process	X				X							
City of Alhambra		X	Non-Competitive	X				X							
City of Arcadia		X	Non-Competitive	X				X							
City of Avalon		X	Non-Competitive	X				X							
City of Beverly Hills		X	Non-Competitive	X				X							
City of Burbank		X	Non-Competitive	X				X							
City of Culver City		X	Non-Competitive	X				X							
City of Downey		X	Non-Competitive	X				X							
City of El Segundo		X	Non-Competitive	X				X							
City of Glendale		X	Non-Competitive	X				X							





Los Angeles County – Department of Health Services  
**EMERGENCY MEDICAL SERVICES**  
**ANNUAL UPDATE 2017**  
**(Fiscal Year 2016-2017)**



**EXECUTIVE SUMMARY**

Health and Safety Code, Division 2.5, Section 1797.254, requires the Emergency Medical Services (EMS) Agency to submit an EMS Plan to the State EMS Authority and follow it with annual updates thereafter. Attached is the Los Angeles County FY 2016-2017 Annual Update which provides the required information on the status of our system and the EMS Agency's progress toward meeting long-range goals.

**Communications:**

The EMS Agency continues to be an active participant and voting member of the governing body of the Los Angeles Regional Interoperable Communications System (LA-RICS) Board of Directors. LA-RICS' mission is to provide the finest mission-critical communication system with unwavering focus on the needs of the public safety professional, designed and built to serve law enforcement, fire service, and health service professionals (first responders) throughout Los Angeles County.

With over 80 public safety agencies and approximately 34,000 first-responders, and encompassing a sprawling terrain of over 4,060 square miles that approximately 10 million people call home, the Los Angeles region seeks a modern interoperable public safety broadband network that allows multiple agencies to respond to the widest possible variety of emergencies. The LA-RICS Authority (JPA) is proposing to deploy a 700 MHz public safety mobile broadband network across all of Los Angeles County, featuring almost 300 wireless 700 MHz public safety broadband sites using new and existing infrastructure, fixed microwave backhaul rings, and 100-miles of high-capacity fiber backbone. The network would enable computer-aided dispatch, rapid law-enforcement queries, real-time video streaming, medical telemetry and patient tracking, geographic information systems services for first responders, and many other broadband-specific applications.

LA-RICS is working closely with First-Net, the national first responder communications system project, to ensure coordination with the broadband network being developed on the national level for public safety/first responders.

**Data:**

In order to provide for expansion, facilitate information sharing, and enable implementation of system wide performance improvement, The Homeland Security grant obtained allowed for the expansion and refinement of the Trauma and Emergency Medical Information System (TEMIS). This expansion improved information sharing and allowed for the implementation of a system wide performance improvement process.

The three (3) core EMS Agency databases (EMS, base hospital, and trauma center) have been joined with full reporting capabilities. Efforts to incorporate the STEMI and stroke databases continue. To further enhance reporting and access capability, the EMS Agency continues to explore opportunities to improve TEMIS, such as a web-based solution.

Of the ~700,000 EMS responses in the County, 90% of patient care records are now collected through an electronic patient care report. The EMS Agency continues to work with the remaining three (3) provider agencies to implement electronic data collection.

### **Sidewalk CPR:**

The EMS Agency Sidewalk CPR annual program is held during National CPR and AED Awareness Week. On June 1, 2017, in collaboration with the American Heart Association and community partners, over 5,000 citizens received training on "hands-only" cardiopulmonary resuscitation (CPR). This is a system-wide community effort with many of the fire departments, hospitals, and ambulance companies providing valuable public education in this life-saving technique to improve bystander CPR response for victims of sudden cardiac arrest.

### **Exclusive Operating Areas (EOA) for 9-1-1 transportation:**

After an extensive competitive bidding process for EOAs was completed. The nine (9) EOAs in Los Angeles County were awarded to the following ambulance companies to provide 9-1-1 transportation services as follows:

- **EOA 1:** Santa Clarita Valley, Antelope Valley (3 cities, 46 unincorporated areas)  
Awarded to: American Medical Response, Inc. (AR) as Agreement #H-707043.
- **EOA 2:** City of Monrovia  
Schaefer Ambulance Services, Inc. (SC) as Agreement #H-707291
- **EOA 3:** East County, Pomona Valley (11 incorporated cities, 10 unincorporated areas)  
Care Ambulance Service, Inc. (CA) as Agreement #H-707284
- **EOA 4:** San Gabriel Valley (10 incorporated cities, 10 unincorporated areas)  
Care Ambulance Service, Inc. (CA) as Agreement #H-707284
- **EOA 5:** Southeast County, Gateway Cities (19 cities, 12 unincorporated areas)  
Care Ambulance Service, Inc. (CA) as Agreement #H-707284
- **EOA 6:** City of Compton  
Westmed/McCormick Ambulance (WM) as Agreement #H-707042

- **EOA 7:** South Bay Cities (9 incorporated cities, 12 unincorporated areas)  
Westmed/McCormick Ambulance (WM) as Agreement #H-707042
- **EOA 8:** City of Redondo Beach  
Westmed/McCormick Ambulance (WM) as Agreement #H-707042
- **EOA 9:** West County (10 incorporated cities, 31 unincorporated areas)  
Westmed/McCormick Ambulance (WM) as Agreement #H-707042

### **EMS System Data Report:**

Our 6<sup>th</sup> issue of the annual *EMS System Data Report* was presented in September, 2017. The goals of the system-wide data report include:

- Provide EMS data to our system participants, and in doing so encourage them to recognize the importance of their data in managing our system.
- Highlight data gaps and their impact on our ability to make data driven decisions and to properly evaluate the quality of patient care provided.
- Demonstrate how the EMS system design parallels the healthcare needs of the community in addressing the leading causes of death and disability (heart attack, stroke, and trauma) as reported by Public Health.

A copy of the *EMS System Data Report* is included in the documents submitted with this annual update.

### **Los Angeles County Disaster Health Care Coalition (HCC)**

The HCC was established in October 2013 to coordinate strategic planning activities amongst healthcare facilities in various healthcare delivery sectors, public health agencies, other government entities and community partners to prepare for, respond to, and recover from emergencies and other incidents that impact the public's health.

LA County's HCC has an advisory committee with representatives from acute care hospitals, community health centers, long-term care facilities, dialysis centers, ambulatory surgery centers, home health/hospice agencies, EMS providers, volunteer organizations, and government agencies that support Emergency Support Function 8 (ESF 8) functions. The advisory committee is co-chaired by the LA County EMS Agency and Department of Public Health and meets three times per year to facilitate:

- Strategic planning
- Identification of gaps and mitigation strategies
- Operational planning and response
- Information sharing for improved situational awareness
- Resource coordination and management



In 2016/2017, LA County's HCC membership was comprised of:

Acute Care Hospitals	82
Ambulatory Surgical Centers	144
Community Health Centers	48
Dialysis Centers	185
EMS Providers	40
Federally Qualified Health Centers	12
Home Health Agencies	55
Public Health Departments	3
Skilled Nursing Facilities	136
LAC Department of Mental Health	
LAC Emergency Medical Services Agency	
LAC Office of Emergency Management	
Los Angeles City Emergency Management Division	
Community Clinic Association of Los Angeles County	
Hospital Association of Southern California	
Los Angeles County Medical Association	
American Red Cross – Greater LA Chapter	
International Medical Corps	

**Annual EMS Update:**

EMS Update 2017 was from May 1, 2017 through July 31, 2017. All active paramedics and Mobile Intensive Care Nurses (MICNs) in LAC are required to attend EMS Update on an annual basis. The educational content is developed by LAC EMS Agency staff in collaboration with representatives from LAC Base Hospitals and Provider Agencies.

EMS Update is presented by Base Hospital and Provider Agency educators to EMS personnel. There were 4180 licensed/accredited paramedics and 857 certified Mobile Intensive Care Nurses (MICNs) educated in the following topics:

- Provider Impression
- Critical Decision Making
- Shock/Hypotension
- Psychiatric Crisis and Agitated Delirium
- BRUE
- Seizures
- Stroke/CVA
- Crush Injury/Crush Syndrome

**FACILITY / PROVIDER CHANGES:**

The following hospitals have been designated as Approved Stroke Centers for LA County for the reporting period, for a total of 48 hospitals. An ASC map is included with the documents submitted:

- Providence St. John's Health Center (July 2016)
- Coast Plaza Doctor's Hospital (September 2016)
- LAC + USC Medical Center (February 2017)
- Kaiser Foundation Hospital – South Bay (April 2017)
- Memorial Hospital of Gardena (April 2017)

In August 2016, Pomona Valley Hospital Medical Center (PVC) had a trauma consultative review by the American College of Surgeons (ACS). They were officially designated March 1, 2017 as a Level II trauma center and began receiving patients. See the attached *Trauma System Status Report* for further details.

Licensed Ambulance Operators (total of 37) licensed companies, new providers are indicated in **BOLD**. Reference No. 401.1, Licensed Ambulance Operators, is included with the documents submitted for the following providers:

- Adult Medical Transportation, Inc.
- All Town Ambulance, LLC
- AmbuServe Inc. dba Shoreline Ambulance
- **Ambulife Ambulance, Inc.**
- **Ambulnz Health, LLC**
- American Medical Response, Inc.
- American Professional Ambulance, Corp.
- Americare Medservices, Inc. dba Americare Ambulance Service
- Amwest, Inc. dba Amwest Ambulance
- Antelope Ambulance Service, Inc.
- Care Ambulance Service, Inc.
- **California Medical Response, Inc.**
- **DiBiassi, Inc dba: Southern California Ambulance**
- **Eastwestproto, Inc. Lifeline Ambulance**
- Emergency Ambulance Service, Inc.
- Explorer-1 Ambulance, Inc.
- Filyn Corporation, Inc. dba Lynch EMS
- Firstmed Ambulance Service, Inc.
- **First Rescue Ambulance, Inc.**
- Guardian Ambulance Service, Inc.
- Liberty Ambulance Service, Inc.
- Mauran Ambulance Service, Inc.
- MedCoast Medservice, Inc. dba Medcoast Ambulance Service
- MedReach, Inc.
- MedResponse, Inc.
- PRN Ambulance, Inc.
- **Premier Medical Transport, Inc.**
- Rescue One Ambulance, Inc.
- Rescue Services International, Ltd. dba Medic-1 Ambulance
- Royalty Ambulance Services, Inc.
- Schaefer Ambulance Services, Inc.

- **Star Medical Transportation, Inc.**
- Symons Emergency Specialties, Inc. dba Symons Ambulance
- Trinity Ambulance and Medical Transportation, LLC
- **Viewpoint Ambulance, Inc.**
- West Coast Ambulance, Inc.
- Westmed Ambulance, Inc. dba McCormick Ambulance