

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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July 23, 2018

Mr. Andrew Parr, EMS Administrator  
San Diego County EMS Agency  
6255 Mission Gorge Road  
San Diego, CA 92120

Dear Mr. Parr:

This letter is in response to San Diego County's 2017 EMS Plan Update submission to the EMS Authority on February 26, 2018.

**I. Introduction and Summary:**

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

**II. History and Background:**

San Diego County received its last full plan approval for its 2005 plan submission, and its last annual plan update for its 2013 plan submission.

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

- 1997-1999
- 2002
- 2004
- 2005
- 2007
- 2009
- 2011
- 2013

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 San Diego 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 San Diego County, please find enclosed the EMS Authority's determination of the exclusivity of San Diego 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 San Diego County is not submitting EMS

data at this time. The EMS Authority recognizes San Diego County's determination to complete testing 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, San Diego County's 2017 EMS Plan Update is approved.

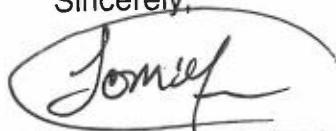
Pursuant to HSC § 1797.105(b):

*"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:

San Diego 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

2017 San Diego EMS Transportation Plan  
Approved

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 ALS Ambulance Services (includes emergency and IFT)	All CCT/ALS Ambulance Services	BLS IFT	BLS Non-Emergency	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance	
Borrego Springs		X	Non-Competitive	X				X			X							
City of Carlsbad		X	Non-Competitive	X				X			X							
City of Chula Vista		X	Non-Competitive	X				X			X							
City of Coronado		X	Non-Competitive	X				X			X							
City of El Cajon		X	Non-Competitive	X				X			X							
City of Escondido		X	Non-Competitive	X				X			X							
Grossmont Hospital District		X	Non-Competitive	X				X			X							
Zone 1 - Suburban																		
Grossmont Hospital District																		
Zone 2 - Rural and Otay Mesa		X	Competitive	X				X			X							
Julian-Cuyamaca		X	Competitive	X				X			X							
National City	X																	
North County FPD		X	Non-Competitive	X				X			X							
Ramona Municipal Water District		X	Non-Competitive	X				X			X							
City of Oceanside		X	Non-Competitive	X				X			X							
Octotillo Wells (formerly Desert)	X																	
City of Poway		X	Non-Competitive	X				X			X							
City of San Diego		X	Competitive	X				X			X							
City of San Marcos		X	Competitive	X				X			X							
Valley Center		X	Competitive	X				X			X							
City of Vista		X	Non-Competitive	X				X			X							
CSA #17		X	Competitive	X				X			X							
CSA #69		X	Non-Competitive	X				X			X							





# County of San Diego

NICK MACCHIONE, FACHE  
AGENCY DIRECTOR

**HEALTH AND HUMAN SERVICES AGENCY**  
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NICK YPHANTIDES, MD, MPH  
CHIEF MEDICAL OFFICER

February 23, 2018

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

## COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES (EMS) PLAN UPDATE

Dear Dr. Backer:

In accordance with California Health and Safety Code §1797.254 and §1797.258, San Diego County's Local EMS Agency (LEMSA), the County of San Diego Health and Human Services Agency, submits the FY 2016-2017 EMS Plan Update for the EMS Authority's review.

San Diego's EMS system remains robust and effective, while continuously aiming for improvement of services in the form of quality, timely, and evidence-based emergency medical care to our community.

Thank you for the hard work and multiple efforts your agency makes on a regular basis to assist our staff in advancing our goals. Should you or anyone in your agency have any questions regarding the attached plan update, please contact me at (619) 285-6524 or email [andrew.parr@sdcounty.ca.gov](mailto:andrew.parr@sdcounty.ca.gov).

Sincerely,

A handwritten signature in blue ink that reads "Andy Parr".

Andy Parr, EMS Administrator  
County of San Diego Emergency Medical Services

AP:jk  
Attachments

cc: Tom McGinnis, Chief, EMSA EMS Systems Division

**County of San Diego**  
**Emergency Medical Services (EMS)**  
**Fiscal Year 2016-2017 EMS Plan Update Executive Summary**

**Overview**

Serving one of the largest and most geographically diverse counties in California, San Diego County's Local EMS Agency (LEMSA), the County of San Diego Health and Human Services Agency, supports the provision of quality, timely, and evidence-based emergency medical services to San Diego County's 3.3 million residents, as well as visitors to our region. Emergency Medical Services (EMS) are provided in our 25 ground ambulance service areas, via agencies that include cities, fire districts, federal agencies, tribal organizations, a water district, and two County Service Areas (CSAs). Additional response by private providers, including two air ambulance service operators, presents our mature and complex EMS system with both challenges and enormous potential. Our goal during this period was to lay the foundation to maximize the performance of our local EMS system through new leadership, new technology, and new systems organization as described below.

**Leadership**

The Fiscal Year 2016-2017 reporting period was marked by substantial changes to the leadership of our LEMSA. A new EMS Administrator, Andrew Parr, was appointed in February, 2017. This position, formerly referred to as the Chief of EMS, now reports directly to the Chief Medical Officer of the newly formed Medical Care Services Division of the County of San Diego's Health and Human Services Agency. Mr. Parr brings a wealth of EMS experience to the position, having recently retired as the Fire Chief of a local agency that has provided EMS and paramedic services to one of the County Service Areas for over 40 years.

Another leadership change occurred in the position of EMS Medical Director. Dr. Kristi Koenig, MD, FACEP, FIFEM, FAEMS now serves in this position, having been appointed in November, 2016. She brings to the role a vast and varied background in emergency medicine, including extensive service on California's EMS Commission. Mr. Parr and Dr. Koenig have developed a strong working relationship and their combined leadership has left our LEMSA well-positioned to meet the current and future EMS needs of the San Diego region.

**Technology**

During the period of this plan, our LEMSA's most significant quality improvement project was the implementation of a system-wide EMS data collection and records management system, known locally as the County of San Diego Local Emergency Medical Services Information System, or CoSD LEMSIS. Using the ImageTrend platform, our LEMSA has successfully implemented an entirely electronic (and largely online) process for credentialing of personnel, permitting of ambulances, and collection of patient care data. This robust system promises to expand our quality improvement/quality assurance capabilities and we continue to reach out to providers and encourage them to leverage this system and join us in unifying our data gathering processes. Implementation of CoSD LEMSIS continues in the upcoming fiscal year, including implementing strategies to overcome challenges with producing targeted data reports.

An additional technology improvement involves the collection of offload times for our Advanced Life Support (ALS) ambulances. Partnering with a response time data monitoring service, our LEMSA has incorporated a "Transfer of Care" module, independent of CoSD LEMSIS, that tracks when a patient care is turned over to Emergency Department staff. The responsibility for using an application to mark this transfer time is shared between the hospital and the EMS provider, as both parties have a stake in reducing offload times. In addition to the required reporting of this data to EMSA, our goal is that analysis of the information will assist the entire system in our effort to reduce "wall times."

### **Systems Organization**

Our LEMSA has also begun the process to explore realignment of EMS service delivery in San Diego County's backcountry areas. This vast area of land, nearly half the geographic size of the county, has had a relatively unchanged EMS service delivery system for over 25 years, despite changes to population patterns and service needs. During this plan period, a study was completed with the goal of improving EMS service delivery in this area. Recommendations were approved by the San Diego County Board of Supervisors to pursue the "Unified Service Area" model outlined in the study. This model seeks to better position ambulance services in this area to: use a more global approach toward resource availability, including integration with fire services; better leverage resources during peak times, weather events, or surges in visitor populations such as those during holiday periods; and bolster efforts to reduce response times.



TABLE 1

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			
<b>Planning Activities:</b>						
1.05	System Plan		X			
1.06	Annual Plan Update		X			
1.07	Trauma Planning		X			
1.08	ALS Planning		X			
1.09	Inventory of Resources		X			
1.10	Special Populations		X			
1.11	System Participants		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			
<b>Medical Direction:</b>						
1.17	Medical Direction		X			
1.18	QA/QI		X			
1.19	Policies, Procedures, Protocols		X			

**SYSTEM ORGANIZATION AND MANAGEMENT (continued)**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
1.20	DNR Policy		X			
1.21	Determination of Death		X			
1.22	Reporting of Abuse		X			
1.23	Interfacility Transfer		X			
<b>Enhanced Level: Advanced Life Support</b>						
1.24	ALS Systems		X			
1.25	On-Line Medical Direction		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			
<b>Enhanced Level: Exclusive Operating Areas:</b>						
1.28	EOA Plan		X			

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

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