

**EMERGENCY MEDICAL SERVICES AUTHORITY**

10901 GOLD CENTER DR., SUITE 400  
RANCHO CORDOVA, CA 95670  
(916) 322-4336 FAX (916) 322-1441



March 7, 2019

Mr. James Clark, EMS Administrator  
Merced County EMS Agency  
260 East 15<sup>th</sup> Street  
Merced, CA 95341

Dear Mr. Clark:

This letter is in response to Merced County's 2017 EMS Plan Update submission to the EMS Authority on January 31, 2019.

**I. Introduction and Summary:**

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

**II. History and Background:**

Merced 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 Merced County for the following years:

- 1993
- 1995
- 1999
- 2001-2002
- 2004
- 2006-2007
- 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 Merced 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, please find enclosed the EMS Authority's determination of the exclusivity of Merced 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, Merced County's 2017 EMS Plan Update is approved.

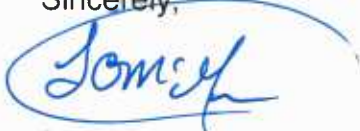
Pursuant to HSC § 1797.105(b):

*“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:**

Merced County's next annual EMS Plan Update will be due on or before March 31, 2020. 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 Merced County EMS Transportation Plan  
Approved

ZONE	EXCLUSIVITY			TYPE			LEVEL								
	Non-Exclusive	Exclusive	Competitive Process	Emergency Ambulance	ALS	LALS	All Emergency Ambulance 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		
Merced County		X	X	X					X	X	X	X	X	X	

# Merced County EMS Agency



## EMS Plan Annual Update FY2017-2018

James Clark, EMS Administrator  
Merced County EMS Agency  
260 E. 15th Street  
Merced, CA 95341  
(209) 381-1250  
[jclark@countyofmerced.com](mailto:jclark@countyofmerced.com)





## Merced County EMS Plan Annual Update FY2017-2018 EXECUTIVE SUMMARY

*The delivery of emergency health care requires the participation of numerous independent individuals and organizations, including public safety agencies, ambulance services, physicians, and hospitals. Despite their autonomy, these organizations have high degrees of functional interdependence as they work to provide care, sometimes simultaneously, to individual patients. The emergency medical services system should be coordinated in order to ensure close cooperation, to limit conflict, and to ensure that the interests of the patients are primary in the system. Managing interdependence requires planning, standardization, and mutual adjustment. (From: [EMS System Guidelines, Part I, EMS System Planning Guidelines, June 1993, EMSA #101](#)).*

One of the primary tasks of a Local Emergency Medical Services Agency (LEMSA) in California is the development of an EMS System Plan. [Section 1797.254 of the California Health and Safety Code](#) requires each LEMSA to submit Annual EMS Plan Updates to the [California EMS Authority](#). The EMS Plans should:

- Provide a framework for the planning and implementation of the local EMS system;
- Demonstrate that the local EMS system meets minimum state standards;
- Demonstrate that the local EMS system complies with applicable state laws and regulations;
- Demonstrate that the Local EMS Agency is planning, implementing, and evaluating a system which provides well-managed, patient-oriented emergency health care while coordinating resources with neighboring EMS systems; and
- Be useful to the Local EMS Agency in the development of long and short-range goals and annual work plans.

### **Merced County EMS Agency FY2017-2018 Annual Update and Significant Changes:**

During FY2017-2018 there was a change in executive leadership of the Merced County EMS Agency. Also, decisions were made to not exercise the LEMSA's discretion in granting a five-year contract extension to the existing Exclusive ALS ground ambulance service provider:

1. In February 2017, a new Public Health Director was selected. As well as serving in the role of Public Health Director, Rebecca Nanyonjo-Kemp, DrPH, is also the Executive LEMSA Director as established in Merced County Code.
2. The contract for Exclusive provision of ground ambulance Advanced Life Support Services for the entire County of Merced will not be renewed when it expires December 31, 2019. A competitive Request for Proposals process began in October 2018. ["The Abaris Group"](#) is assisting the LEMSA with the RFP development. It is anticipated that a new Exclusive Operating Area contract will be in place no later than April 1, 2020.

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

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

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**A. 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	N/A		
1.21 Determination of Death		X	N/A		
1.22 Reporting of Abuse		X	N/A	X	
1.23 Interfacility Transfer		X	N/A		
<b>Enhanced Level: Advanced Life Support</b>					
1.24 ALS Systems		X	X		
1.25 On-Line Medical Direction		X	X		
<b>Enhanced Level: Trauma Care System:</b>					
1.26 Trauma System Plan		X	N/A		
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>					
1.27 Pediatric System Plan		X	N/A		
<b>Enhanced Level: Exclusive Operating Areas:</b>					
1.28 EOA Plan		X	N/A		



**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**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	N/A		
2.02	Approval of Training		X	N/A		
2.03	Personnel		X	N/A		
<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	N/A		
2.07	Medical Control		X	N/A		
<b>Transporting Personnel:</b>						
2.08	EMT-I Training		X	X		
<b>Hospital:</b>						
2.09	CPR Training		X	N/A		
2.10	Advanced Life Support		X	N/A		
<b>Enhanced Level: Advanced Life Support:</b>						
2.11	Accreditation Process		X	N/A		
2.12	Early Defibrillation		X	N/A		
2.13	Base Hospital Personnel		X	N/A		

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

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

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**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		
4.02	Monitoring		X	X		
4.03	Classifying Medical Requests		X	N/A		
4.04	Prescheduled Responses		X	N/A		
4.05	Response Time*		X	Not Met	N/A	N/A
4.06	Staffing		X	N/A		
4.07	First Responder Agencies		X	N/A		
4.08	Medical & Rescue Aircraft*		X	N/A		
4.09	Air Dispatch Center		X	N/A		
4.10	Aircraft Availability*		X	N/A		
4.11	Specialty Vehicles*		X	X		
4.12	Disaster Response		X	N/A		
4.13	Intercounty Response*		X	Not Met		X
4.14	Incident Command System		X	N/A		
4.15	MCI Plans		X	N/A		
<b>Enhanced Level: Advanced Life Support:</b>						
4.16	ALS Staffing		X	X		
4.17	ALS Equipment		X	N/A		
<b>Enhanced Level: Ambulance Regulation:</b>						
4.18	Compliance		X	N/A		
<b>Enhanced Level: Exclusive Operating Permits:</b>						
4.19	Transportation Plan		X	N/A		
4.20	"Grandfathering"		X	N/A		
4.21	Compliance		X	N/A		
4.22	Evaluation		X	N/A		

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**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	N/A		
5.03	Transfer Guidelines*		X	N/A		
5.04	Specialty Care Facilities*		X	N/A		
5.05	Mass Casualty Management		X	X		
5.06	Hospital Evacuation*		X	N/A		
<b>Enhanced Level: Advanced Life Support:</b>						
5.07	Base Hospital Designation*		X	N/A		
<b>Enhanced Level: Trauma Care System:</b>						
5.08	Trauma System Design		X	N/A		
5.09	Public Input		X	N/A		
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
5.10	Pediatric System Design		X	N/A		
5.11	Emergency Departments		X	X		
5.12	Public Input		X	N/A		
<b>Enhanced Level: Other Specialty Care Systems:</b>						
5.13	Specialty System Design		X	N/A		
5.14	Public Input		X	N/A		

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**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		
6.02	Prehospital Records		X	N/A		
6.03	Prehospital Care Audits		X	Not Met		X
6.04	Medical Dispatch		X	N/A		
6.05	Data Management System*		X	X		
6.06	System Design Evaluation		X	N/A		
6.07	Provider Participation		X	N/A		
6.08	Reporting		X	N/A		
<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	N/A		
6.11	Trauma Center Data		X	X		

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**G. PUBLIC INFORMATION AND EDUCATION**

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

**TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES**

**H. DISASTER MEDICAL RESPONSE**

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

Standard	EMSA Requirement	Meets Minimum Req.	Short Range (one year or less) OR Long Range (more than one year)	Progress	Objective
8.10	The local EMS agency shall ensure the existence of medical mutual aid agreements with other counties in its OES region and elsewhere, as needed, that ensure sufficient emergency medical response and transport vehicles, and other relevant resources will be made available during significant medical incidents and during periods of extraordinary system demand.	No	Long Range Plan	The LEMSA and Op Area MHOAC attend quarterly Region V planning meetings. The Regional Medical Mutual Aid Response Plan is an agenda item for all Op Areas in Region V. It is anticipated that the 2019 Regional Medical/Health Disaster Exercise will test this capability.	To work in partnership with the OES Region V MHOAC program to develop a Regional Medical Mutual Aid Response Plan.



**SYSTEM ASSESSMENT FORMS – FY2017-2018 ANNUAL UPDATE  
MERCED COUNTY EMS AGENCY  
STAFFING/TRAINING**

**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**

**NEED(S): NONE**

**OBJECTIVE: N/A**

**TIME FRAME FOR MEETING OBJECTIVE: OBJECTIVE MET. MERCED COUNTY EMS AGENCY INCLUDES A DETAILED ORGANIZATIONAL CHART IN TABLE 2 OF THIS PLAN.**

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

**SYSTEM ASSESSMENT FORMS – FY2017-2018 ANNUAL UPDATE  
MERCED COUNTY EMS AGENCY  
STAFFING/TRAINING**

**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

**NEED(S):** NONE

**OBJECTIVE:** N/A

**TIME FRAME FOR MEETING OBJECTIVE: OBJECTIVE MET. MERCED COUNTY EMS AGENCY, DURING 2015, COMPLETED ITS EMS CONTINUOUS QUALITY IMPROVEMENT PLAN (EQIP) WHICH WAS EMSA-APPROVED DECEMBER 8, 2015. THE PLAN IS USED AS A GUIDE TO MEANS TO IDENTIFY NEEDED SYSTEM CHANGES OR ADJUSTMENT IN OPERATIONS. NO CHANGES TO THE EQIP HAVE BEEN MADE DURING THE FY2017-2018 YEAR. THE EQIP IS VALID TO THE YEAR 2020.**

Short-Range Plan (one year or less)

Long-Range Plan (more than one year)

**SYSTEM ASSESSMENT FORMS – FY2017-2018 ANNUAL UPDATE  
MERCED COUNTY EMS AGENCY  
STAFFING/TRAINING**

**1.03 PUBLIC INPUT**

---

**MINIMUM STANDARDS:**

Each local EMS agency shall have a mechanism (including EMCCs and other sources) to seek and obtain appropriate consumer and health care provider input regarding the development of plans, policies and procedures, as described in the State EMS Authority's EMS Systems Standards and Guidelines.

**RECOMMENDED GUIDELINES:**

None.

**CURRENT STATUS:** MEETS MINIMUM STANDARD

**NEED(S):** NONE

**OBJECTIVE:** N/A

**TIME FRAME FOR MEETING OBJECTIVE:** OBJECTIVE MET. MERCED COUNTY EMS CONVENES THE EMERGENCY MEDICAL CARE COMMITTEE (EMCC) (FOUR (4) TIMES EACH YEAR: THE FIRST WEDNESDAY OF JANUARY, APRIL, JULY AND OCTOBER. CONSUMER AND STAKEHOLDER PLANS, POLICIES AND PROCEDURES ARE INCLUDED ON THE AGENDA AT EACH MEETING. MERCED COUNTY EMCC MEETING AGENDAS AND OTHER MEETING MATERIALS CAN BE FOUND AT THIS URL: [HTTP://WWW.CO.MERCED.CA.US/584/EMERGENCY-MEDICAL-CARE-COMMITTEE](http://www.co.merced.ca.us/584/EMERGENCY-MEDICAL-CARE-COMMITTEE)

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