

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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(916) 322-4336 FAX (916) 322-1441



March 7, 2019

Mr. Bruce Barton, EMS Administrator  
Riverside County EMS Agency  
4210 Riverwalk Parkway, Suite 300  
Riverside, CA 92505

Dear Mr. Barton:

This letter is in response to Riverside County's 2018 EMS Plan Update submission to the EMS Authority on November 28, 2018.

**I. Introduction and Summary:**

The EMS Authority has concluded its review of Riverside County's 2018 EMS Plan Update and is approving the plan as submitted.

**II. History and Background:**

Riverside County received its last full plan approval for its 2013 plan submission, and its last annual plan update for its 2017 plan submission.

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

- 1995
- 1999
- 2005
- 2009-2010
- 2013
- 2017

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 Riverside County's 2018 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 Riverside 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, Riverside County's 2018 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:**

Riverside 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

2018 Riverside County EMS Transportation Plan  
Approved

ZONE	EXCLUSIVITY			TYPE			LEVEL						
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	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
Cathedral City	X												
Central Zone		X	Non-Competitive	X				X					
Cove Communities		X	Non-Competitive	X				X					
Desert Zone		X	Non-Competitive	X				X					
Idyllwind FPD		X	Non-Competitive	X				X					
Indio City Zone	X												
Mountain Plateau	X												
Northwest		X	Non-Competitive	X				X					
PaloVerde Valley Zone		X	Non-Competitive	X				X					
Pass Area	X												
San Jacinto/Hemet Valley		X	Non-Competitive	X				X					
Southwest		X	Non-Competitive	X				X					



Tom McGinnis, Chief EMS Systems Division  
California EMS Authority  
10901 Gold Center Drive, Suite 400  
Rancho Cordova, CA. 95670

November 28, 2018

Dear Tom,

Please accept the submission of the Riverside County EMS Agency's (REMSA) 2018 EMS Plan Update. There were minimal changes during 2018 as many of the projects submitted in the 2017 EMS Plan are multiyear projects. Update on those projects have been provided in the executive summary. There are no changes to the approved 2017 Transportation Plan. We look forward to the EMS Authority's review, comments and approval. If you have any questions please contact me at (951)358-5029.

Thank You

A handwritten signature in blue ink, appearing to read "Trevor Douville", is written over a light blue horizontal line.

Trevor Douville  
Deputy EMS Administrator  
Riverside County Emergency Management Department





# County of Riverside

## EMS Plan



Submitted by  
The

**Riverside Emergency Medical Services Agency  
(REMSA)  
2018**

# RIVERSIDE COUNTY EMS PLAN

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## EXECUTIVE SUMMARY

The EMS Plan has been completed with the input from Riverside County EMS stakeholder organizations. The Plan reveals how our system complies with The EMS System Standards and Guidelines. The plan identifies accomplishments since the last EMS plan approval as well as areas of improvement to continuously enhance EMS service delivery to the residents and visitors to Riverside County. The last EMS Plan was approved by EMSA on August 29, 2017.

### Major Accomplishments and Improvements to the EMS System.

1. Following Board of Supervisors approval, REMSA implemented an updated 9-1-1 emergency ambulance contract with American Medical Response (AMR) effective July 1, 2015. The third year of performance under the contract was completed on June 30, 2018. **(EMS Strategic Plan Goal 10)**. Highlights of the updated contract include:
  - Improvements in all operational, clinical and customer service aspects of contractor performance.
  - Enhanced operational, clinical, patient satisfaction, community service and financial performance monitoring and reporting.
  - Retention of ambulance services to Mental Health patients including partnering with law enforcement and the Department of Mental Health for the care and transportation of 5150 patients from the field.
  - Terms for support of Fire Department ALS First Responder services within a two- tiered cooperative regional EMS system.
  - An upgraded emergency ambulance fleet.
  - Upgraded medical equipment.
  - Support for patient outcome focused research.
  - Improved integration with EMS system partners.
  - Increased system enhancement fees (formerly known as penalty fees) based upon response time performance.
  - Increased reserve resource requirements for EMS system surge events and Disasters.
2. All EMS providers are utilizing the new Image Trend Elite ePCR system as of August 31, 2017. Implementation of the new Elite system was phased in through September 2017 (with integrations with non-911 BLS Providers). Integrations have been established with all REMSA permitted BLS Providers. Integrations with Mercy Air are in place and data sharing is ongoing. **(EMS Strategic Plan Goal 1)** Highlights of the new data system include:
  - All EMS providers are on a single integrated patient care reporting platform.
  - Provides for significant improvement in data collection, management and



reporting functionality that will enable REMSA and EMS system partners to improve patient care.

- Provides a digital platform for integration with Hospital EMR systems.
- Provides a digital platform for integration with the Inland Empire Healthcare Information Exchange (HIE).
- Complies with State data reporting and the National EMS Information System (NEMSIS) requirements.
- Provides for transition to on-line credentialing for all EMTs, Paramedics and Mobile Intensive Care Nurses (MICN) working in the County EMS system.

3. All new ambulance providers are required to be credentialed by the Commission on Accreditation of Ambulance Standards (CAAS) which is the National "gold standard" of quality for ambulance services. The first full year of the permitting process utilizing this standard was completed in April 2018.

**(EMS Strategic Plan Goal 6)**

4. In October 2018 REMSA, EMD and partner agencies completed a fullscale exercise evaluating the capabilities for patient distribution and movement during a large scale multiple casualty incident (MCI). The exercise included participants from LA, Orange, Riverside, San Diego and San Bernardino Counties. This capstone exercise was the final step in assessing capability gaps for creating Operational Area and Regional Multiple Patient Movement Plan(s) that will improve the care and transportation of patients during large MCIs impacting Counties in Regions I and VI. In January 2017 REMSA created a MCI workgroup that continues to develop the Multiple Patient Management Plan inclusive of patient distribution procedures, resource management, healthcare evacuations and pediatric disaster readiness.

**(EMS Strategic Plan Goal 2)**

5. EMSA updated the County Trauma Plan and continues to utilize the data dashboard for the enhanced evaluation and reporting of trauma patient demographics, care and outcomes. The trauma patient dashboard will assist the Regional Trauma Audit Committee (TAC) to evaluate patient care and provide direction for development of trauma policies and protocols. The State EMS Authority approved the most recent update in February 2017. The 2018 Trauma Plan update was submitted to EMSA in September 2018. **(EMS Strategic Plan Goal 1)**

6. The EMS Quality Improvement Plan (EMSQIP) was updated by REMSA and approved by EMSA in September 2017. An update was submitted to EMSA in September 2018.

7. On June 1, 2015 REMSA implemented a field research project on the use of Tranexamic Acid (TXA) for critical trauma patients. The trial study concluded in June 2018 and has been approved by EMSA for local optional scope. This inclusion criteria is now embedded in REMSA trauma policies and will continued to be monitored on both the LEMSA level and the provider level. The data collected throughout the trial study has been accepted for publication in the Western Journal of Emergency Medicine, September 2018. The article can be found at <https://escholarship.org/uc/item/9f99j268> **(EMS Strategic Plan Goals 1 and 3)**
  
8. A severe flu season in 2017/2018 resulted in record EMS and ED patient volumes. The EMS system was impacted by record Ambulance Patient Offload Delays (APOD) in December 2017 and January 2018. The occurrence and duration of APOD system wide then significantly came down during the balance of the year beginning in March 2018. As of October 2018, APOT data is trending at a five (5) year low. Some Hospitals have improved significantly in reducing the occurrence and event duration of APOD and overall APOD hours. Though APOD is trending down, it remains a major threat to EMS system functionality and operational efficiency. REMSA will continue to work with all Hospitals and EMS providers to mitigate the impacts of APOD. **(EMS Strategic Plan Goal 5)**
  
9. REMSA Stroke and STEMI specialty care programs have matured. There are 17 General Acute Care Hospitals (GACH) approved as Prehospital Receiving Centers (PRCs) within Riverside County EMS system. Six hospitals are designated STEMI Receiving Centers and 12 hospitals are designated as Stroke Receiving Centers. STEMI and Stroke system advisory committees meet quarterly to review performance reports and identify quality improvement opportunities. REMSA continues to employ a specialty care/RN coordinator to develop and implement a plan to re-align specialty care programs with new Title 22 requirements for STEMI and Stroke. When the regulations for both programs are implemented, REMSA is planning on adopting these requirements as a basis for Stroke and STEMI center standards.
  
10. Riverside County EMS System data reports can be accessed at <http://www.rivcoems.org/Documents/Reports-Current>.



## **Current Challenges and Major System Improvement Initiatives for 2018/2019.**

- 1. Data Collection, Analysis and Reporting** - The Image Trend Elite implementation has been completed with all 9-1-1 EMS prehospital providers up on the system as of September 2017. Consistent participation and cooperation of all hospitals to fully integrate with data collection efforts, utilize the tools provided by REMSA (e.g. FirstWatch TOC) and provide patient outcome data has continued as a challenge in 2018. REMSA and system partners will continue implementation and development of the Riverside County EMS Information System (REMSIS). REMSIS consists of several data collection, analysis and reporting tools, including Image Trend Elite electronic patient care report, Image Trend Licensing Management System (LMS), Digital Innovations Trauma Registry, ReddiNet and First Watch Informatics Systems. System wide education and maturation in the use of these tools will enable consistent improvement in data analytics, reporting and meaningful use, specifically toward the goal of continuously improving EMS patient care. In 2018-2019 REMSA will continue to work with EMS system partners on EMS information systems integration, automation and development the System Clinical and Operational Performance Evaluation (SCOPE) dashboard. SCOPE will utilize the outputs from REMSIS to communicate key performance metrics. Those metrics provide REMSA and EMS partners the ability to develop evidence based clinical treatment protocols, education/training initiatives and system design improvements. The first draft of the SCOPE dashboard has been in place since July 2018 and can be viewed at the RivCoEMS.org website. **(EMS System Strategic Plan Goal 1, 2, 3, 7, 9 and 12).**
- 2. Patient Management and Movement During Mass Casualty Events** –REMSA will continue development of a Multiple Patient Management Plan (MPMP) that include the capability for REMSA and the MHOAC Program to manage the system wide movement and tracking of patients. In 2018, a comprehensive review of relevant plans and supporting documentation was completed and a detailed assessment report was submitted to the stakeholder workgroup for approval. A regional multi-discipline discussion-based tabletop exercise was completed in March 2018 and items identified in the After Action Report (AAR) and Improvement Plan (IP) will be incorporated into the final MPMP. Additional funding through Homeland Security was provided to host the regional full-scale patient distribution exercise in October 2018. The plan will be completed by April 2019. Elements of the plan will include:

  - Developing criteria for quickly communicating the occurrence and severity (size) of mass casualty incidents.
  - Automated triggers identifying all EMS system partners roles and responsibilities.
  - Medical mutual aid processes and procedures aligned with the California Public Health and Medical Emergency Operations Manual (EOM).
  - Expanded technical and staffing development of the Medical and Health Coordination Center (MHCC) to provide for single point coordination of medical mutual aid, patient movement and patient tracking.
  - Development of healthcare facility evacuation plans.
  - Development of improved pediatric disaster readiness with all General Acute