

EMERGENCY MEDICAL SERVICES AUTHORITY

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April 22, 2019

Ms. Tammi McConnell, EMS Administrator
Orange County EMS Agency
405 West Fifth Street, Suite 301A
Santa Ana, CA 92701

Dear Ms. McConnell:

This letter is in response to Orange County's 2018 EMS Plan Update submission to the EMS Authority on November 15, 2018.

I. Introduction and Summary:

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

II. History and Background:

Orange County received its last full plan approval for its 2014 plan submission, and its last annual plan update for its 2017 plan submission.

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

- 1995
- 1999
- 2006
- 2014-2017

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 Orange 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> |

Ambulance Zones

Based on the documentation provided, please find enclosed the EMS Authority's determination of the exclusivity of Orange 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, Orange 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:

Orange County’s next annual EMS Plan Update will be due on or before April 30, 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



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EMERGENCY MEDICAL SERVICES

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October 26, 2018

Howard Backer, MD, MPH, FACEP
Director, Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670-6073

SUBJECT: 2014 ORANGE COUNTY EMS PLAN – 2018 ANNUAL UPDATE

Dear Dr. Backer:

Orange County Emergency Medical Services (OCEMS) has completed an annual update to the 2014 local EMS Plan. The 2018 annual update provides the required information on the status of our system and progress toward meeting objective goals.

OCEMS appreciates the guidance and clarification provided by Emergency Medical Services Authority (EMSA) staff during this process. Please do not hesitate to contact us directly for any questions or concerns.

Sincerely,

A handwritten signature in black ink that reads 'Tammi McConnell'.

Tammi McConnell MSN, RN
EMS Administrator

A handwritten signature in blue ink that reads 'Sam J. Stratton'.

Sam J. Stratton MD, MPH
EMS Medical Director

Enclosure

cc: Emergency Medical Services Authority, Chief Deputy Director
Emergency Medical Service Authority, Systems Division Chief

TCM: em#3349

County of Orange
Health Care Agency
EMERGENCY MEDICAL SERVICES
405 W. Fifth Street, Suite 301A
Santa Ana, CA 92701



2014 Emergency Medical Services Plan

2018 Annual Update

Reviewed and updated October 2018

*Contains Provider Data for CY 2018
and Financial Data for FY 2017-2018*

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**2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN
ANNUAL UPDATE
October 2017**

EXECUTIVE SUMMARY

California Health and Safety Code Section 1797.254, requires the Local Emergency Medical Services (EMS) Agency to submit an Emergency Medical Services Plan to the State EMS Authority (EMSA) and provide annual updates. The EMS Plan is a framework for the planning, implementation and evaluation of EMS in Orange County and addresses the local status of eight minimum standards, subsets and recommended goals of the EMS Authority, as well as anticipated future needs.

This annual update to the 2014 Orange County Emergency Medical Services (OCEMS) plan approved by the California EMSA in July 2014 provides the required information on the status of our system and progress toward meeting objective goals. Notable 2016/17 system enhancements and activities include but are not limited to:

Health Information Exchange

Pursuant to the federally funded and California state sponsored Patient Unified Lookup System for Emergencies (PULSE+EMS) project, OCEMS has successfully implemented bi-directional Health Information Exchange (HIE) between EMS providers and hospitals. The Orange County PULSE+EMS project participants were able to overcome several technical and operational hurdles to successfully implement the federally defined “SAFR” model (Search, Alert, File, and Reconcile) for Health Information Exchange in EMS. Project participants included OCEMS, One California Partnership Regional Health Information Organization (OCPRHIO), Newport Beach Fire Department, and Hoag Memorial Hospital Presbyterian.

Orange County Medical Emergency Data System (OC-MEDS)

Implementation of the next generation Patient Care Reporting System (PCRS) that is compliant with the National EMS Information System (NEMSIS) Version 3.4.0 has been fully implemented. As of January 2017, all Orange County EMS Providers (emergency and non-emergency) have successfully transitioned to a PCRS that is certified compliant by the NEMSIS Technical Assistance Center (TAC), and each are submitting data in real time to the OC-MEDS Hub. In addition, OCEMS has coordinated near real-time transmission of EMS data to the California EMS Information System (CEMSIS) and is working with the EMS Authority to improve data quality and fine tune future transmissions.

Reorganization

Effective March 2017, Emergency Medical Services and the Health Disaster Management (HDM) sections were reorganized into one division: Orange County Emergency Medical Services (OCEMS). The primary mission of the HDM is to implement health disaster planning, coordination, training & exercising to ensure that the Health Care Agency, County Operational Area and community health and medical system are prepared and capable of responding to emergencies and disasters. These functions complement EMS in its mission to plan, implement and regulate the emergency medical services system. Alignment of these two sections allows for increased operational efficiency, definitive leadership and functional consolidation of personnel within a unified structure.

2014 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN
ANNUAL UPDATE
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EXECUTIVE SUMMARY (cont'd)

Medical Control

OCEMS has conducted a complete review and appropriate updates of all medical standing orders, procedures, and policies. The revised California 2017 EMT Regulations have been implemented throughout the OCEMS system. Both EMT Training Programs and EMT-level providers were included in the implementation of the new EMT Regulations.

In 2016-2017 OCEMS explored use of third-party organization certification of county stroke centers as opposed to direct designation by OCEMS for determination of EMS transport destination for acute ischemic and hemorrhagic stroke victims. Following lengthy discussions in public forums and committees, the decision was made to continue to maintain OCEMS designation in Orange County. During the process of evaluating the OCEMS Stroke system, an electronic stroke registry was developed and is in the final stages of implementation. Unique to this stroke registry is inclusion of 90-day Rankin scoring to measure stroke clinical outcome.

In early 2017, OCEMS sponsored a "STEMI Summit" with all 14 designated Cardiac Centers in the County. Data for the Cardiac system presented showed that system-wide the County "door-to-balloon" time averaged 66.9 minutes and field-electrocardiogram-to-balloon time averaged 83.2 minutes (both time indicators well below national averages). Since the last annual update of the OCEMS Plan, the EMS dispatch centers in Orange County have upgraded to the newest version of the Criteria Based Dispatch System with the support, medical input, and approval of OCEMS.

Additionally, OCEMS has introduced medical policies and procedures specific to the management of medical emergencies for individuals in hospice and palliative care settings. OCEMS has also developed education programs and field protocols for OCEMS Authorized Nurses to support fire and first responders during large scale fire and emergency events during which hyperthermia, dehydration, smoke inhalation, and injury can occur.

OCEMS continues our mission to plan, coordinate and oversee the highest quality prehospital and emergency medical care in response to individual needs and community crisis. Mutual cooperation, patient advocacy, advanced medical technology, electronic documentation and evidence-based data are major strengths. Despite financial challenges affecting all stakeholders, the county of Orange and system participants remain committed to the integrity, effectiveness and adherence to the EMS plan standards. The policies referenced within the plan are available on the OCEMS website at <http://www.healthdisasteroc.org/ems>.



Tammi McConnell, RN, MSN
Orange County EMS Administrator

October 26, 2018

Date

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Table 1: Summary of System Status

A. SYSTEM ORGANIZATION AND MANAGEMENT

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Agency Administration:					
1.01 LEMSA Structure		X			
1.02 LEMSA Mission		X			
1.03 Public Input		X			
1.04 Medical Director		X	X		
Planning Activities:					
1.05 System Plan		X			
1.06 Annual Plan Update		X			
1.07 Trauma Planning*		X	X		
1.08 ALS Planning*		X			
1.09 Inventory of Resources		X			
1.10 Special Populations		X	X		
1.11 System Participants		X	X		
Regulatory Activities:					
1.12 Review & Monitoring		X			
1.13 Coordination		X			
1.14 Policy & Procedures Manual		X			
1.15 Compliance w/Policies		X			
System Finances:					
1.16 Funding Mechanism		X			

Table 1: Summary of System Status

A. SYSTEM ORGANIZATION AND MANAGEMENT (continued)

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Medical Direction:					
1.17 Medical Direction*		X			
1.18 QA/QI		X	X		In Progress
1.19 Policies, Procedures, Protocols		X	X		
1.20 DNR Policy		X			
1.21 Determination of Death		X			
1.22 Reporting of Abuse		X			
1.23 Interfacility Transfer		X	X		
Enhanced Level: Advanced Life Support					
1.24 ALS Systems	X				In Progress
1.25 On-Line Medical Direction		X	X		
Enhanced Level: Trauma Care System:					
1.26 Trauma System Plan		X			
Enhanced Level: Pediatric Emergency Medical and Critical Care System:					
1.27 Pediatric System Plan	X			Completed 8/2015	In Progress
Enhanced Level: Exclusive Operating Areas:					
1.28 EOA Plan		X		Completed 8/2015	Completed 8/2016

Table 1: Summary of System Status
B. STAFFING/TRAINING

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Local EMS Agency:					
2.01 Assessment of Needs		X			In Progress
2.02 Approval of Training		X			
2.03 Personnel		X			
Dispatchers:					
2.04 Dispatch Training		X	X		
First Responders (non-transporting):					
2.05 First Responder Training		X	X		
2.06 Response		X			
2.07 Medical Control		X			
Transporting Personnel:					
2.08 EMT-I Training		X	X		
Hospital:					
2.09 CPR Training		X			
2.10 Advanced Life Support		X	X		
Enhanced Level: Advanced Life Support:					
2.11 Accreditation Process		X			
2.12 Early Defibrillation		X			
2.13 Base Hospital Personnel		X			