

EMERGENCY MEDICAL SERVICES AUTHORITY

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May 9, 2019

Ms. Nancy Lapolla, EMS Administrator
San Mateo County EMS Agency
801 Gateway Boulevard, 2nd Floor
South San Francisco, CA 94080

Dear Ms. Lapolla:

This letter is in response to San Mateo County's 2018 EMS Plan Update submission to the EMS Authority on February 28, 2019.

I. Introduction and Summary:

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

II. History and Background:

San Mateo County received its last full plan approval for its 2017 plan submission, and its last annual plan update for its 2012 plan submission.

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

- 1994
- 2003
- 2006
- 2008
- 2010
- 2012
- 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 San Mateo County's 2019 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 San Mateo 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, San Mateo County's 2018 EMS Plan Update is approved.

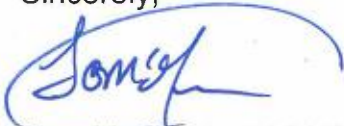
Pursuant to HSC § 1797.105(b):

“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:

San Mateo County's next annual EMS Plan Update will be due on or before May 31, 2019. If you have any questions regarding the plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom McGinnis", with a large, sweeping flourish above the name.

Tom McGinnis, EMT-P
Chief, EMS Systems Division

Enclosure

2018

EMS SYSTEM PLAN UPDATE



COUNTY OF SAN MATEO

San Mateo County EMS Agency

801 Gateway Boulevard, Second Floor
South San Francisco, California 94080

Submitted February 2019



San Mateo County 2018 EMS Plan Executive Summary

The San Mateo County EMS system remained stable and continues to make progress toward achieving several of our systems' long-term goals. The EMS Agency continues to experience successful collaborations with key system partners including our ALS Fire First Responder Agencies, contracted ALS ambulance provider, American Medical Response (AMR), and our receiving and specialty care centers, several of which are located within other EMS agency jurisdictions.

Accomplishments Since Our Last Report

- Completed a system stakeholder review and evaluation of the current EMS system and pre-hospital care delivery model in preparation of an 9-1-1 ambulance Request for Proposals (RFP).
- Completed 9-1-1 ambulance RFP process after receiving EMSA approval.
- Anticipate bringing new 9-1-1 ambulance agreement to Board of Supervisors for approval in April 2019.
- EMS developed an annual report which is available on our website and has been shared with all system stakeholders.
- EMS Agency continues management of the Health System Emergency Preparedness Program merging the HPP and PHEP programs under the EMS Division in San Mateo County.
- Using video laryngoscopy to facilitate. Success rates monitored with weekly system-wide review of all cardiac arrest focused on video laryngoscopy utilization and High-Performance CPR.
- San Mateo County STEMI System is exploring the use of American Heart Association Get-with-the-Guidelines STEMI data collection program through a three-month trial period with the intent to transition to this data collection system.
- Partnered with AHA and the San Mateo County designated STEMI centers to host a Bay Area Cardiovascular Conference in March of 2019.
- Further refined our tiered stroke system based on time last known well.
- Partnered with the AHA and San Mateo designated stroke centers to provide an all-day stroke conference for 175 health care practitioners.
- Designated Mills Peninsula Medical Center as a Thrombectomy Capable Center following stroke regulations and the Joint Commission guidelines. A site visit was conducted by and independent neurovascular clinician and San Mateo County clinical staff to verify capabilities.
- Completed a prehospital research study with Stanford University involving paramedics with specialized training conducting a mNIHSS enroute to the



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receiving stroke facility using an iPad and then having their results validated and communicated back to the prehospital agency, by a stroke neurologist.

- Implemented American Heart Association Get-with-the Guideline Stroke data software system and utilizing data for quality indicators report with from designated stroke centers in San Mateo County.
- Worked with Mills Peninsula Medical Center and AMR to implement a Mobile Stroke Unit (MSU). Participating in national research trial on the efficacy of a MSU being integrated as part of the EMS system' for stroke care.
- Full implementation of First Pass to establish clinical quality improvement oversight has been on hold while we update treatment protocols.
- Worked with AMR to update MEDS ePCR system for San Mateo and for all MEDS users in California making EMSA primary impression list a mandatory requirement.
- System redesign of patient protocols aligning with the EMSA primary impression list.
- Completed APOT data collection validation and submitted data to EMSA.
- Participated in National Cardiac Arrest to Enhance Survival (CARES) registry system.
- Continue to utilize a high-performance cardiopulmonary resuscitation (CPR) response protocol with the goal of continued improvement in overall survival of cardiac arrest.
- Supported San Mateo County Health in further development of Continuity of Operations Plans.
- Expanded the San Mateo Healthcare Coalition to include more than 50 members.
- Continue to expand healthcare participation using ReddiNet® as our emergency communication system and expanded the system to all skilled nursing facilities within San Mateo County.
- Provided mutual aid resources, including RDMHC services, to the Northern California wildfires.
- Continue to participate in county-wide system implementation of a new computer-aided dispatch system.
- Hired Associate EMS Agency Director to ensure a smooth transition of leadership when current EMS Agency Director retires in Fall of 2019.
- Hired EMS Operations Manager with immediate priorities to support implementation of new Computer Assisted Dispatch system and implementation of full spectrum of FirstWatch/FirstPass data reporting suite.
- Received a supplemental grant from CDPH-EPO to update a Multi-Agency-Coordination (MAC) group guideline document for Region 2 as part of the



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- collaborative efforts of the Association of Bay Area Health Officers (ABAHO).
- Ongoing efforts to collaborate with Bay Area Air Quality Management District to align smoke messaging as part of ABAHO.
 - Participate in bi-monthly county-wide death review committee with the goal of identifying preventable deaths. The review committee led by the County Health Leadership team has representatives of San Mateo Older Adults Program, Public Health, Family Health, Behavioral Health and Recovery Services, Correctional Health and EMS.
 - Public Health Nurse continues to lead the San Mateo County Fall Prevention Coalition.
 - Implement LEAN performance improvement process for internal and external problem solving.
 - Created a redundant communication system on the Everbridge platform.
 - Provided preparedness education for vulnerable populations.
 - Provided Cybersecurity training to Healthcare Coalition.
 - Worked with BAMPWG to develop Baymeds app for medical counter measures.
 - Provided training to the Healthcare Coalition members on EOM, MCM, MCIs, MHOAC guides.
 - Conducted 3 full scale exercises with partners like Healthcare Coalition, FBI, National Guard, AMR, CERT, Fire, Law, OES, San Francisco International Airport, Corner's Office, and Red Cross.
 - Received promising practices award from CDPH EPO for expanding the Healthcare Coalition.
 - Ensured Flu season outreach and Preparedness.
 - Worked with UASI regional group to create Sheltering Toolkit.
 - Activated San Mateo County Health Policy Group for three (3) exercises.
 - Created the Healthcare Coalition Communication Plan.



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
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			
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			
Medical Direction:						
1.17	Medical Direction*		X			
1.18	QA/QI		X	X		



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TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

1.19	Policies, Procedures, Protocols		X	X		
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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			
1.21	Determination of Death		X			
1.22	Reporting of Abuse		X			
1.23	Interfacility Transfer		X			
Enhanced Level: Advanced Life Support						
1.24	ALS Systems		X	X		
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			
Enhanced Level: Exclusive Operating Areas:						
1.28	EOA Plan		X			X



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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
Local EMS Agency:						
2.01	Assessment of Needs		X			
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			
Enhanced Level: Advanced Life Support:						
2.11	Accreditation Process		X			
2.12	Early Defibrillation		X			
2.13	Base Hospital Personnel		X			



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