

EMERGENCY MEDICAL SERVICES AUTHORITY

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



September 28, 2020

Mr. Travis Kusman, Emergency Medical Services Administrator
San Mateo County Emergency Medical Services Agency
801 Gateway Boulevard, 2nd Floor
South San Francisco, CA 94080

Dear Mr. Kusman:

This letter is in response to San Mateo County's 2019 emergency medical services (EMS) plan submission to the EMS Authority on July 8, 2020. The EMS Authority has reviewed the plan, based on compliance with statutes, regulations, and case law. It has been determined the plan meets all EMS system components identified in Health and Safety Code (HSC) § 1797.103, and is approved for implementation pursuant to HSC § 1797.105(b).

Based on the documentation provided, the EMS Authority has compiled a list of your Emergency Ambulance Zone areas within your jurisdiction and has enclosed for reference.

In accordance with HSC § 1797.254, please submit an annual EMS plan to the EMS Authority on or before September 28, 2021. If you have any questions regarding the EMS Plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Duncan".

Dave Duncan, MD
Director

Enclosure

dd:lg

San Mateo 2019 EMS Plan Ground Exclusive Operating Areas	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	
ZONE	EXCLUSIVITY		TYPE			LEVEL							NOTES	
San Mateo County														
San Mateo County, except the City of South San Francisco	X	Competitive	X				X	X	X					
City of South San Francisco	X	Non-Competitive	X				X	X	X					

2019

EMS SYSTEM PLAN UPDATE



**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

San Mateo County EMS Agency

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

May 2020



San Mateo County 2019 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

- Execution of a new Emergency Ambulance Services with Advanced Life Support Ambulance Transport Agreement with American Medical Response effective July 1, 2019.
- Executed a new Agreement with the San Mateo County Pre-Hospital Emergency Medical Services Group to be Designated Paramedic First Response Service Provider effective July 1, 2019.
- 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.
- San Mateo County STEMI System began using American Heart Association's Get-with-the-Guidelines STEMI data collection system.
- Completed and implemented new adult, pediatric, trauma, and reference protocols and tools for prehospital care providers.
- Developed and implemented a new iPhone and Android app that provides access to all protocols and EMS policies.
- 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.
- 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.
- Received a \$1.5M grant from California Department of Health Care Services as part of a Center for Medicare/Medicaid Services 90/10 funding and CARESTAR Foundation matching funds for the +EMS Health Information Exchange.
- Participated 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.
- 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.
- Activated San Mateo County Health Policy Group for three (3) exercises.



Disaster Medical Response

1. The EMS Agency continued development of the San Mateo County Operational Area Medical Health Emergency Operations Plan (EOP), which provides general guidance for preparation, response, and recovery to all-hazard events which pose risk to the healthcare system and/or result in illness or injury amongst the population within San Mateo County.
2. The San Mateo County Public Health Officer and the San Mateo County EMS Agency Administrator, at the direction of the Chief of San Mateo County Health have appointed the EMS Administrator to serve as the Medical Health Operational Area Coordinator (MHOAC). The EMS Agency maintains an on-call EMS Duty Officer 24-hours a day to serve as the MHOAC's designee after hours or when the MHOAC is unavailable.
3. The San Mateo County Healthcare Coalition (HCC) was established in 1999 to coordinate strategic planning activities amongst healthcare facilities of various healthcare delivery sectors, public health agencies, other government entities, and community partners to prepare for, respond to, and recover from emergencies and other incidents that impact the public's health. The HCC meets regularly and was active during the Public Safety Power Shutoff events of 2019 that affected the majority of the Bay Area and the COVID-19 pandemic response.

San Mateo County's HCC membership was comprised of:

- 8 Acute care hospitals
- 3 Ambulatory surgical centers
- 15 Intermediate care facilities for individuals with intellectual disabilities
- 8 Dialysis centers
- EMS providers agencies serving within the 9-1-1 system
- 14 Home health agencies
- 1 Public health department
- 13 Programs of all-inclusive care for the elderly
- 10 Long-term care facilities
- 8 Hospice inpatient and outpatient facilities
- 4 Federally qualified healthcare facility

Public Information and Education

The EMS Agency continues its effort to provide community education and training. Highlights for the past year include:

- Joint agency public service announcements and outreach for stroke at local BART and CalTrain stations, which reached more than 1,700 persons
- Hands-Only CPR training of hundreds of public participants across San Mateo County
- Stop the Bleed training of hundreds of public participants across San Mateo County
- Continue to host the Bay Area Paramedic Journal Club for EMS providers



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		



**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

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			