# California EMS System
# Core Quality Measures Report
# Calendar Year 2020


Emergency Medical Services Authority

California Health and Human Services Agency



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# BACKGROUND

Data and quality improvement (QI) leaders from local EMS agencies (LEMSAs), LEMSA medical directors, hospitals, prehospital EMS providers, and the California Emergency Medical Services Authority (EMSA) joined together to develop the California EMS System Core Quality Measures Project. The project's measures focus on evidence-based processes and treatments for a condition or illness. Each year, the task force updates these measures according to data system changes and operational considerations. Core quality measures are intended to help EMS systems improve the quality of patient care by focusing measurement specifications on key processes and results of care. The *California EMS Systems Core Quality Measures Instruction Manual (EMSA #SYS 100-04)* defines the specific data elements and provides instructions for reporting each performance measure. The EMS system quality improvement regulations (CCR, Title 22, Division 9, Chapter 12) define the reporting requirements for local EMS agencies, EMS service providers, and base hospitals in their role as part of the EMS system. These requirements include, but are not limited to, the implementation of an EMS Quality Improvement Program and the use of defined indicators to assess the local EMS system as found in EMSA #SYS 100-04.

For the 2020 calendar year, EMSA requested that each LEMSA use the National Emergency Medical Services Information System (NEMSIS) Version 3.4.0 standard to report data for six performance measures . The six measures are:

- TRA-2: Transport of Trauma Patients to a Trauma Center
- HYP-1: Treatment Administered for Hypoglycemia
- STR-1: Prehospital Screening for Suspected Stroke Patients
- PED-3: Respiratory Assessment for Pediatric Patients
- RST-4: 911 Requests for Services That Included a Lights and/or Sirens Response
- RST-5: 911 Requests for Services That Included a Lights and/or Sirens Transport

LEMSA participation in the California Emergency Medical Services Information System (CEMSIS) is required consistent with HSC 1797.102. The LEMSAs execute their core quality measure reports from their local database and submit aggregate results to EMSA. Since each of the 33 LEMSAs maintains their own EMS database and each is dependent on their EMS provider agencies to submit data, there is variability in their capability to report core quality measures and some intrinsic variation in the results exists.

# METHODOLOGY

For the 2020 calendar year, EMSA requested that all LEMSAs use the specifications in the *California EMS Systems Core Quality Measures Instruction Manual (EMSA #SYS 100-04)* when executing their data reports and to refrain from using any custom elements or fields specific to their local jurisdiction or EMS providers. The specifications were drafted by a work group consisting of EMSA and LEMSA representatives. The revised specifications from the local jurisdictions and recommendations from previous reporting years were finalized in July 2021. These specifications were incorporated into the most current version of the Core Quality Measures Instruction Manual. Adherence to the consensus specifications is critical to maintaining the integrity of this statewide assessment. LEMSA questions and comments regarding the specifications are an essential part of the Core Quality Measure improvement process. Universal fidelity to the consensus specifications is key to meaningfully comparing the reported results throughout the State of California.

# LIMITATIONS AND CHALLENGES

Quality measure analysis depends on the development of compatible data systems and standardized data collection regimes at various levels of the EMS system. Commonly understood data measures are essential to quality improvement efforts and to data driven medical decision making. The demonstrated commitment of all of California's EMS decision makers to meaningful quality measures promises to provide our State's citizens with the reliable medical quality assurance that they have come to expect from mature healthcare sectors. Ongoing efforts to improve the quality and validity between CEMSIS and LEMSA data will increase the reliability and usability of the measure results. Limitations and challenges to reporting the measures are enumerated below.

Non-Responses to Core Quality Measures Request

All 33 LEMSAs in California were contacted to provide core quality measure information to EMSA by a set date. For the 2020 reporting year, 25 of the 33 LEMSAs provided a formal response to EMSA's request for information. One additional LEMSA responded via email to EMSA's request, but was unable to provide data to EMSA by the deadline. The remaining LEMSAs did not provide a response to the request. Of the 33 LEMSAs, 25 reported at least one measure for 2020 data. Most participating LEMSAs (23 of 25) reported data for 6 of the 6 measures.

Partial System Representation

Only a portion of the actual EMS business conducted in California is represented in this report; the values reported by the LEMSAs do not represent 100% of the providers in the State. Some LEMSAs reported that not all providers in their region were represented in their reporting for various reasons, or the providers were not using the proper data elements or values specified in the 2020 Core Quality Measures Instruction Manual.

# TABLES AND CHARTS GENERATED FROM CORE QUALITY MEASURES REPORTS

**LEMSAs Reporting Data for Core Quality Measures 2009-2020**
The table shows which LEMSAs submitted data for years 2009-2020.
For the 2020 reporting year, 25 LEMSAs reported information for at least one measure. If a LEMSA submitted a value for any of the measures found in the *California EMS System Core Quality Measures Instruction Manual (EMSA #SYS 100-04)*, the cell associated with that data year is populated with a check mark "✓" and shaded light blue. For LEMSAs that did not submit any core quality measure data to EMSA, the cell for that corresponding year appears blank.

**LEMSA Participation in the 2020 Core Quality Measures Report**
The map of California shows which LEMSAs (single county and multi-county EMS agencies) submitted data for 2020. These regions are shaded light yellow. LEMSA participation in the California Core Quality Measures Report decreased by 3% from the 2019 to 2020 reporting calendar year. 76% (25 of 33) of LEMSAs participated in the 2020 Core Quality Measures Report by providing data for at least one measure. 92% (23 of 25) of participating LEMSAs reported data for all measures (6 of 6) requested.

**2020 Core Quality Measures Aggregate Values for California**
The aggregate values table includes the total number of LEMSAs that reported a value for each measure (response count), the percentage of LEMSAs that reported a value for each measure (response rate), the aggregate numerator total (subpopulation) of all responses, the aggregate denominator total (population) of all responses, and the mean (average) and median reported value for each measure.

**2020 Core Quality Measures Results – Charts and Tables**
This report includes the LEMSA responses to the measures as they were reported to EMSA. Each measure includes a column chart based on the reported values provided by the LEMSAs and the mean and median values for all submissions. Additionally, there are two tables provided for each measure. The first table includes all of the reported values for the measure, and the second table includes the LEMSA response count, response rate, numerator, denominator, and the mean and median values for all responses. The charts and tables are populated directly from the values provided by the LEMSAs. The blue text box includes a brief evaluation on the measure and responses from LEMSAs. A link to the corresponding measure specifications is also provided for reference.

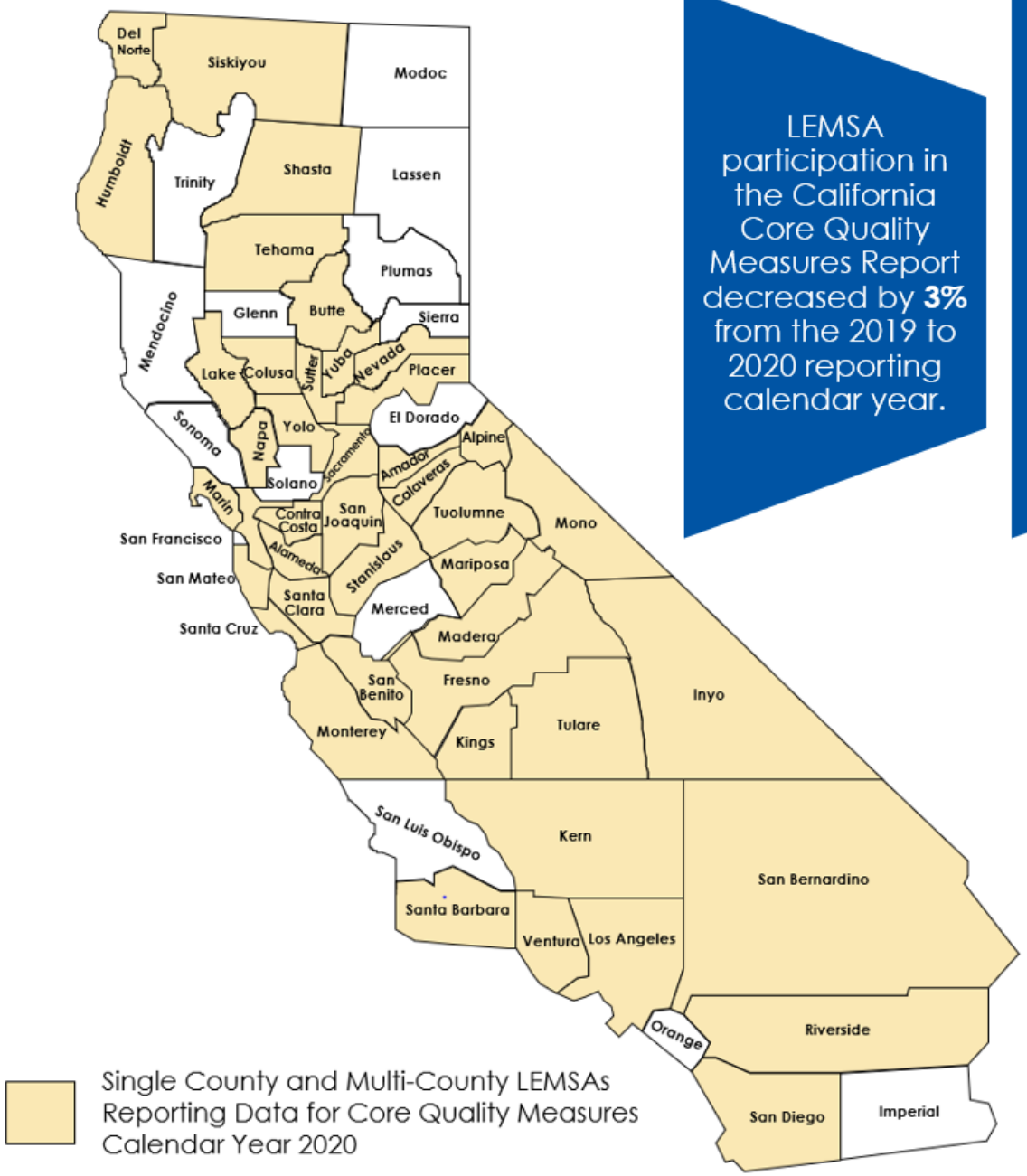
**Appendix: Responses from LEMSAs for the 2020 Core Quality Measures Report**

The appendix contains tables with the information provided by each LEMSA for the 2020 Core Quality Measures Report. All notes and feedback provided from the LEMSAs will be considered by EMSA for the 2021 reporting calendar year.

# LEMSAs REPORTING DATA FOR CORE QUALITY MEASURES 2009-2020

| Local EMS Agency | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Alameda County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Central California EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Coastal Valleys EMS | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | |
| Contra Costa County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| El Dorado County EMS | | | | ✓ | ✓ | ✓ | | | | | ✓ | |
| Imperial County EMS | | | | | | | | | | | | |
| Inland Counties EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Kern County EMS | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Los Angeles County EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Marin County EMS | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Merced County EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Monterey County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mountain-Valley EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Napa County EMS | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| North Coast EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Northern California EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Orange County EMS | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Riverside County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sacramento County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | | ✓ | ✓ |
| San Benito County EMS | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| San Diego County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| San Francisco EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| San Joaquin County EMS | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| San Luis Obispo County EMS | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | |
| San Mateo County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Santa Barbara County EMS | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Santa Clara County EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Santa Cruz County EMS | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sierra-Sacramento Valley EMS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Solano County EMS | | | | ✓ | ✓ | ✓ | | | | | ✓ | |
| Tuolumne County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | | ✓ |
| Ventura County EMS | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Yolo County EMS | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| **TOTAL PARTICIPANTS:** | **10** | **24** | **24** | **23** | **32** | **32** | **29** | **28** | **30** | **20** | **26** | **25** |

# LEMSA PARTICIPATION IN THE 2020 CORE QUALITY MEASURES REPORT




LEMSA participation in the California Core Quality Measures Report decreased by **3%** from the 2019 to 2020 reporting calendar year.

**76%** (25 of 33) of LEMSAs in California participated in the 2020 Core Quality Measures Report by providing data for at least one measure.

**92%** (23 of 25) of participating LEMSAs reported data for 6 of the 6 measures.

# 2020 CORE QUALITY MEASURES RESULTS

**Considerations for the information presented in the following tables and charts:**

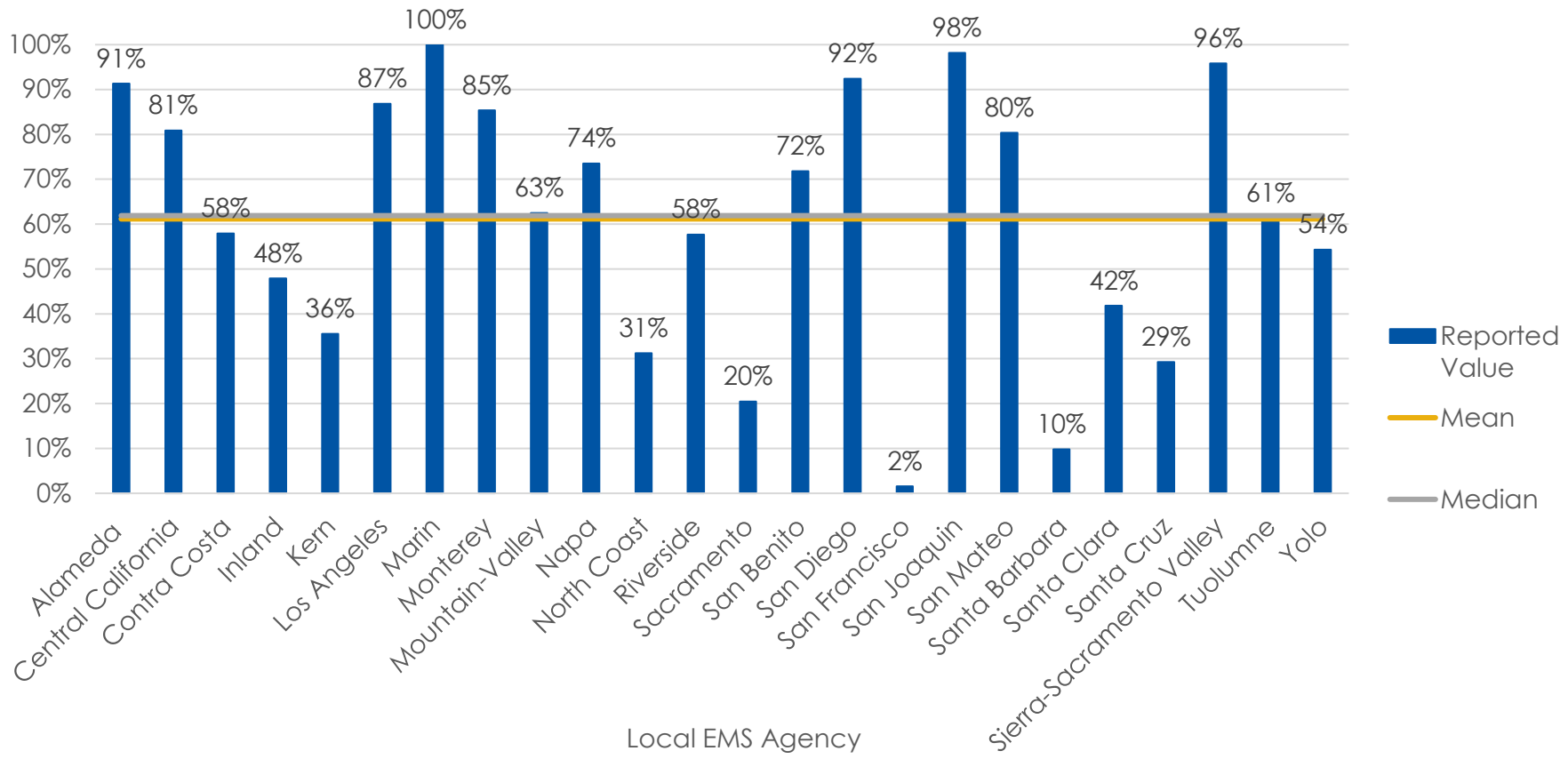
- Non-responding LEMSAs did not indicate why they were unable to report information on the measures. One LEMSA cited changes in staffing and limited resources as barriers to reporting 2020 data.
- Adjustments to the measures will be made for the 2021 reporting year to provide clarification on the intent of the measures and to report EMS performance in the field more accurately.
- Multiple factors impact the validity and analysis of these retrospective data, including but not limited to incomplete documentation, documentation not reflective of services provided prior to ambulance arrival, inability to collect hospital outcome data, inconsistent data dictionary definitions between local jurisdictions, LEMSA policy not aligning with indicator specifications causing a misrepresentation of patient volume and/or EMS performance, and geographic resource disparities.
- These retrospective data have not been validated. These limitations caution against comparison between jurisdictions and limit the reliability of the aggregate values.

## 2020 CORE QUALITY MEASURES AGGREGATE VALUES FOR CALIFORNIA

| Measure ID | TRA-2 | HYP-1 | STR-1 | PED-3 | RST-4 | RST-5 |
|---|---|---|---|---|---|---|
| **LEMSA Response Count*** | 24 | 25 | 24 | 25 | 23 | 24 |
| **Response Rate (n=33)** | 73% | 76% | 73% | 76% | 70% | 73% |
| **Numerator Total** | 27971 | 23340 | 40453 | 7744 | 2039892 | 382556 |
| **Denominator Total** | 47836 | 34343 | 48504 | 8412 | 2698480 | 1879645 |
| **Mean (Average)** | 61% | 69% | 80% | 92% | 73% | 19% |
| **Median** | 62% | 76% | 88% | 95% | 75% | 8% |

*LEMSA Response Count is defined as the number of LEMSAs that submitted a reported value for a measure.

## TRA-2: TRANSPORT OF TRAUMA PATIENTS TO A TRAUMA CENTER



TRA-2 Description: Percentage of trauma patients meeting CDC Step 1 or 2 or 3 criteria that were transported to a trauma center originating from a 911 response.

| LEMSA | Numerator (Subpopulation) | Denominator (Population) | Reported Value |
|---|---|---|---|
| Alameda County | 1497 | 1639 | 91% |
| Central California | 1590 | 1966 | 81% |
| Contra Costa County | 1657 | 2861 | 58% |
| Inland Counties | 2505 | 5230 | 48% |
| Kern County | 1050 | 2955 | 36% |
| Los Angeles County | 7811 | 8994 | 87% |
| Marin County | 20 | 20 | 100% |
| Monterey County | 344 | 403 | 85% |
| Mountain-Valley | 75 | 120 | 63% |
| Napa County | 250 | 340 | 74% |
| North Coast | 54 | 173 | 31% |
| Riverside County | 3095 | 5364 | 58% |
| Sacramento County | 541 | 2643 | 20% |
| San Benito County | 84 | 117 | 72% |
| San Diego County | 921 | 997 | 92% |
| San Francisco | 17 | 1070 | 2% |
| San Joaquin County | 109 | 111 | 98% |
| San Mateo County | 1121 | 1395 | 80% |
| Santa Barbara County | 341 | 3482 | 10% |
| Santa Clara County | 1694 | 4053 | 42% |
| Santa Cruz County | 115 | 393 | 29% |
| Sierra-Sacramento Valley | 2704 | 2822 | 96% |
| Tuolumne County | 19 | 31 | 61% |
| Yolo County | 357 | 657 | 54% |

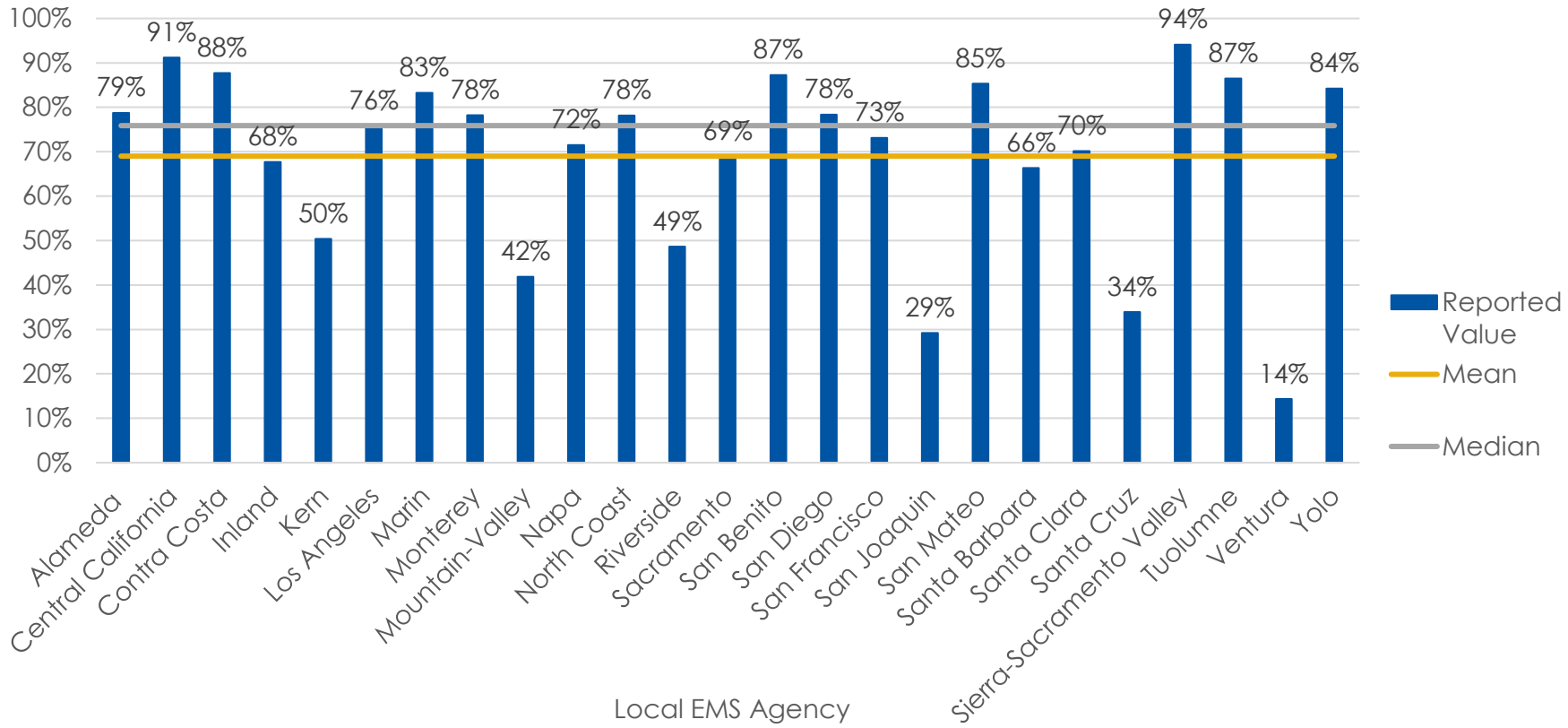
Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County, Ventura County

| | |
|---|---|
| Response Count | 24 |
| Response Rate (n=33) | 73% |
| Numerator Total | 27971 |
| Denominator Total | 47836 |
| Mean | 61% |
| Median | 62% |

Of the 24 LEMSAs reporting TRA-2 data for 2020, the mean (average) value of the data set was 61% and the median value was 62%.
At least eight LEMSAs noted documentation issues, primarily with the collection or mapping of NEMSIS data elements eDisposition.23 (Hospital Capability), eInjury.03 (Trauma Center Criteria), and eInjury.04 (Vehicular, Pedestrian, or Other Injury Risk Factor). Several LEMSAs reported that the measure value improves significantly when using custom fields or criteria. The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for TRA-2*

## HYP-1: TREATMENT ADMINISTERED FOR HYPOGLYCEMIA



HYP-1 Description: Percentage of patients that received treatment to correct their hypoglycemia originating from a 911 response.

| LEMSA | Numerator (Subpopulation) | Denominator (Population) | Reported Value |
|---|---|---|---|
| Alameda County | 1190 | 1511 | 79% |
| Central California | 1810 | 1984 | 91% |
| Contra Costa County | 994 | 1133 | 88% |
| Inland Counties | 2161 | 3192 | 68% |
| Kern County | 1271 | 2523 | 50% |
| Los Angeles County | 6856 | 9036 | 76% |
| Marin County | 154 | 185 | 83% |
| Monterey County | 366 | 468 | 78% |
| Mountain-Valley | 344 | 822 | 42% |
| Napa County | 108 | 151 | 72% |
| North Coast | 143 | 183 | 78% |
| Riverside County | 1559 | 3205 | 49% |
| Sacramento County | 1544 | 2239 | 69% |
| San Benito County | 41 | 47 | 87% |
| San Diego County | 228 | 291 | 78% |
| San Francisco | 651 | 890 | 73% |
| San Joaquin County | 252 | 863 | 29% |
| San Mateo County | 250 | 293 | 85% |
| Santa Barbara County | 268 | 404 | 66% |
| Santa Clara County | 1171 | 1670 | 70% |
| Santa Cruz County | 78 | 230 | 34% |
| Sierra-Sacramento Valley | 1504 | 1598 | 94% |
| Tuolumne County | 77 | 89 | 87% |
| Ventura County | 165 | 1152 | 14% |
| Yolo County | 155 | 184 | 84% |

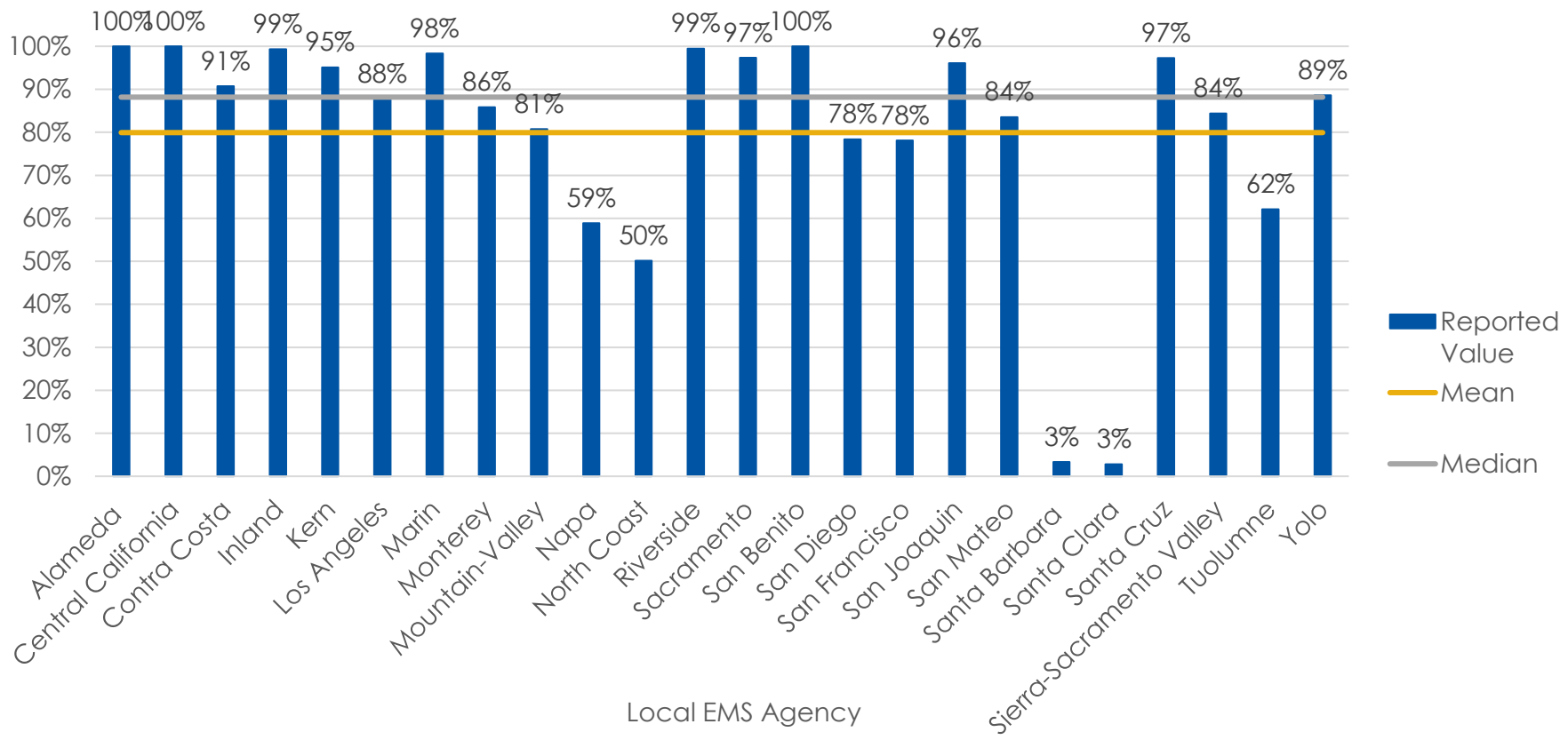
Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County

| | |
|---|---|
| Response Count | 25 |
| Response Rate (n=33) | 76% |
| Numerator Total | 23340 |
| Denominator Total | 34343 |
| Mean | 69% |
| Median | 76% |

Of the 25 LEMSAs reporting HYP-1 data for 2020, the mean (average) value of the data set was 69% and the median value was 76%.
At least three LEMSAs noted documentation issues, primarily with the collection or mapping of NEMSIS data elements eProcedures.03 (Procedure) and eMedications.03 (Medication Given). Two LEMSAs stated that corrections and additional training are being applied to address these issues.
The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for HYP-1*

## STR-1: PREHOSPITAL SCREENING FOR SUSPECTED STROKE PATIENTS



STR-1 Description: Percentage of suspected stroke patients that received a prehospital stroke screening originating from a 911 response.

| LEMSA | Numerator (Subpopulation) | Denominator (Population) | Reported Value |
|---|---|---|---|
| Alameda County | 1976 | 1976 | 100% |
| Central California | 2138 | 2138 | 100% |
| Contra Costa County | 1826 | 2013 | 91% |
| Inland Counties | 5039 | 5072 | 99% |
| Kern County | 1686 | 1773 | 95% |
| Los Angeles County | 8539 | 9732 | 88% |
| Marin County | 294 | 299 | 98% |
| Monterey County | 988 | 1151 | 86% |
| Mountain-Valley | 893 | 1106 | 81% |
| Napa County | 272 | 462 | 59% |
| North Coast | 200 | 399 | 50% |
| Riverside County | 5251 | 5280 | 99% |
| Sacramento County | 3339 | 3431 | 97% |
| San Benito County | 190 | 190 | 100% |
| San Diego County | 700 | 893 | 78% |
| San Francisco | 1036 | 1327 | 78% |
| San Joaquin County | 1313 | 1367 | 96% |
| San Mateo County | 833 | 997 | 84% |
| Santa Barbara County | 27 | 819 | 3% |
| Santa Clara County | 103 | 3640 | 3% |
| Santa Cruz County | 539 | 554 | 97% |
| Sierra-Sacramento Valley | 2810 | 3330 | 84% |
| Tuolumne County | 72 | 116 | 62% |
| Yolo County | 389 | 439 | 89% |

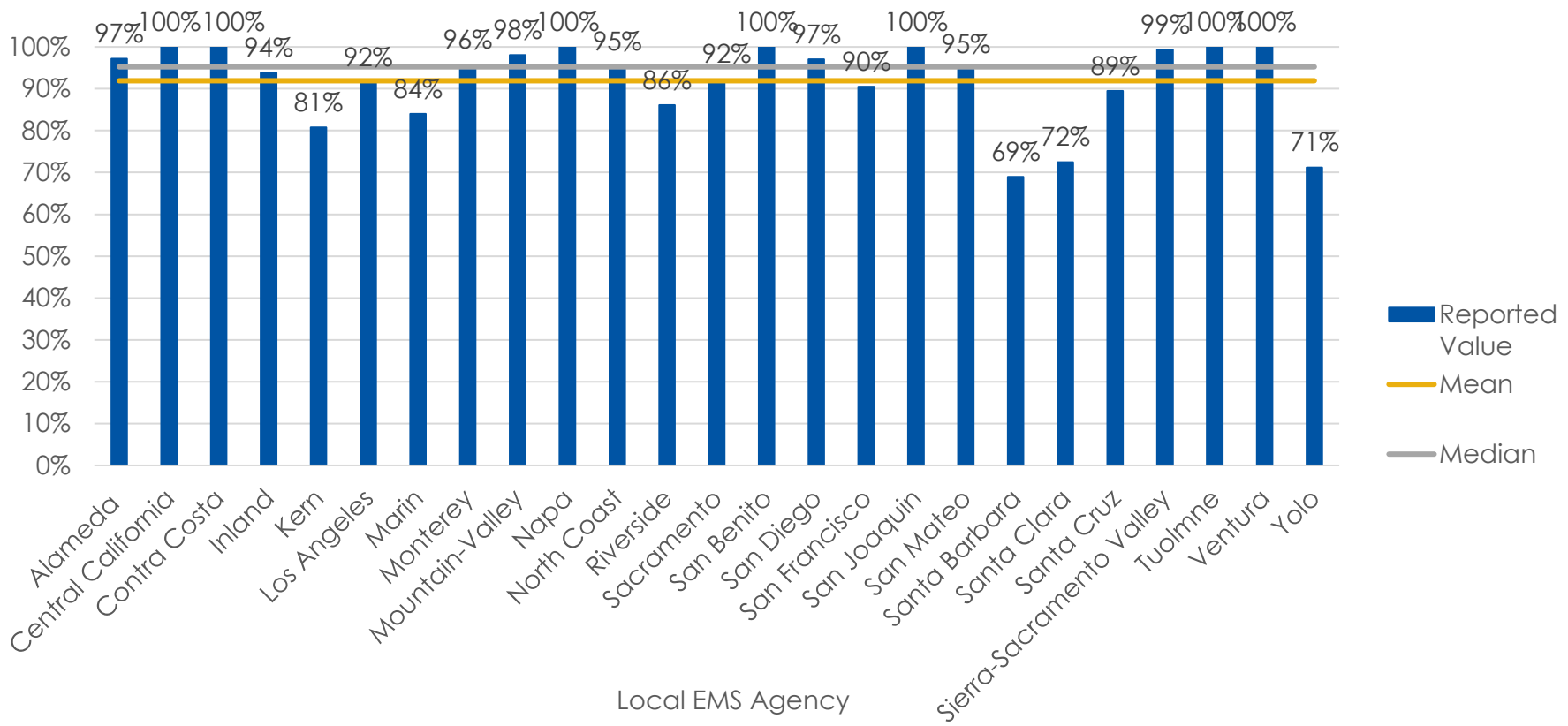
Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County, Ventura County

| | |
|---|---|
| Response Count | 24 |
| Response Rate (n=33) | 73% |
| Numerator Total | 40453 |
| Denominator Total | 48504 |
| Mean | 80% |
| Median | 88% |

Of the 24 LEMSAs reporting STR-1 data for 2020, the mean (average) value of the data set was 80% and the median value was 88%.
At least three LEMSAs noted documentation issues with the NEMSIS data element eVitals.29 (Stroke Scale Score). Two LEMSAs do not currently utilize this data element, whereas one LEMSA stated issues with documentation in the patient care reports. One LEMSA stated that ongoing training is being applied to address the documentation issues.
The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for STR-1*

## PED-3: RESPIRATORY ASSESSMENT FOR PEDIATRIC PATIENTS



PED-3 Description: Percentage of pediatric patients that had a primary or secondary impression of respiratory distress and received a documented respiratory assessment originating from a 911 response.

| LEMSA | Numerator (Subpopulation) | Denominator (Population) | Reported Value |
|---|---|---|---|
| Alameda County | 239 | 246 | 97% |
| Central California | 226 | 226 | 100% |
| Contra Costa County | 68 | 68 | 100% |
| Inland Counties | 1227 | 1308 | 94% |
| Kern County | 403 | 499 | 81% |
| Los Angeles County | 953 | 1041 | 92% |
| Marin County | 21 | 25 | 84% |
| Monterey County | 2504 | 2614 | 96% |
| Mountain-Valley | 152 | 155 | 98% |
| Napa County | 24 | 24 | 100% |
| North Coast | 20 | 21 | 95% |
| Riverside County | 575 | 668 | 86% |
| Sacramento County | 324 | 353 | 92% |
| San Benito County | 8 | 8 | 100% |
| San Diego County | 65 | 67 | 97% |
| San Francisco | 95 | 105 | 90% |
| San Joaquin County | 65 | 65 | 100% |
| San Mateo County | 53 | 56 | 95% |
| Santa Barbara County | 51 | 74 | 69% |
| Santa Clara County | 250 | 345 | 72% |
| Santa Cruz County | 34 | 38 | 89% |
| Sierra-Sacramento Valley | 316 | 318 | 99% |
| Tuolumne County | 3 | 3 | 100% |
| Ventura County | 26 | 26 | 100% |
| Yolo County | 42 | 59 | 71% |

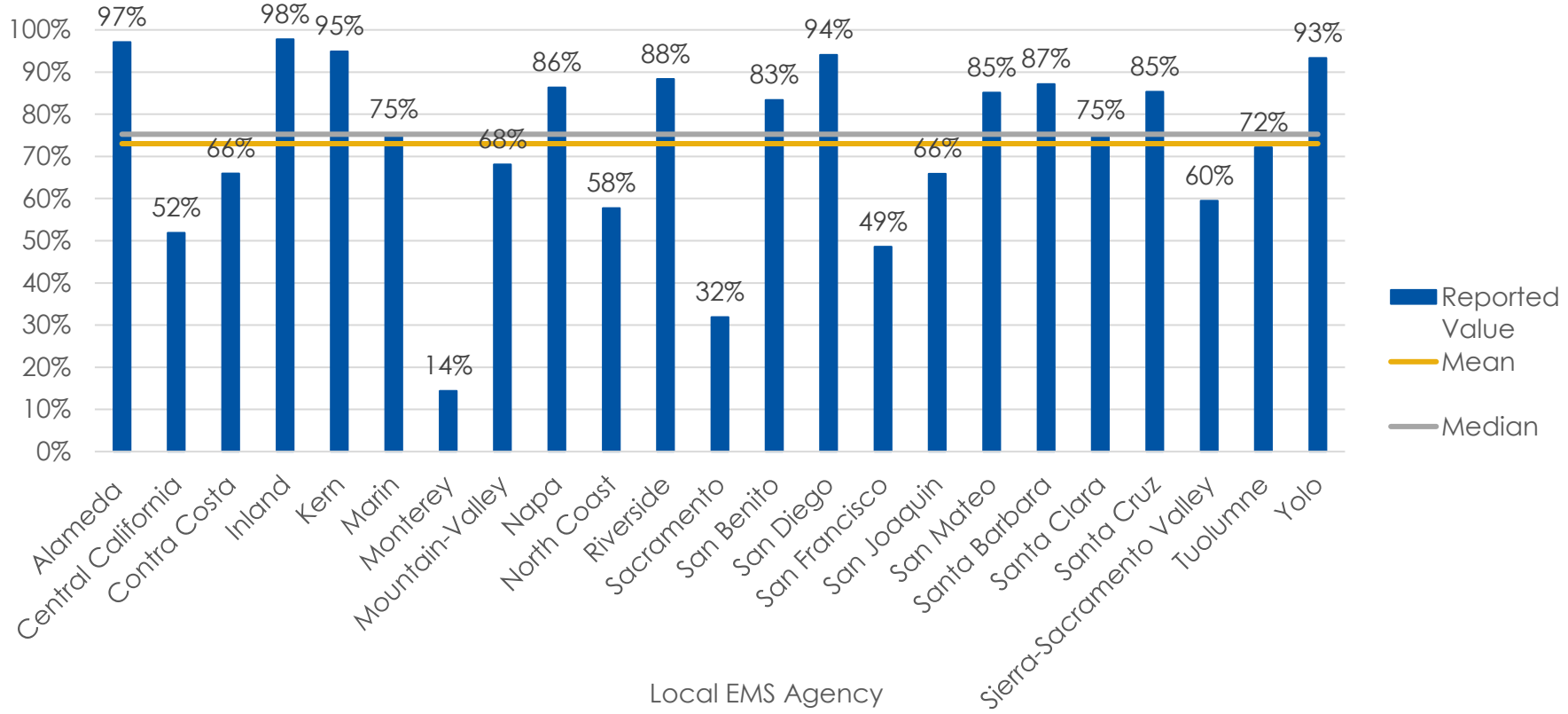
Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County

| | |
|---|---|
| Response Count | 25 |
| Response Rate (n=33) | 76% |
| Numerator Total | 7744 |
| Denominator Total | 8412 |
| Mean | 92% |
| Median | 95% |

Of the 25 LEMSAs reporting PED-3 data for 2020, the mean (average) value of the data set was 92% and the median value was 95%.
One LEMSA reported documentation issues with the data elements eVitals.12 (Pulse Oximetry) and eVitals.14 (Respiratory Rate) by prehospital personnel. The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for PED-3*

## RST-4: 911 REQUESTS FOR SERVICES THAT INCLUDED A LIGHTS AND/OR SIRENS RESPONSE



RST-4 Description: Percentage of EMS responses originating from a 911 request that included the use of lights and/or sirens during a response.

| LEMSA | | | |
|---|---|---|---|
| Alameda County | 149684 | 154158 | 97% |
| Central California | 116210 | 224016 | 52% |
| Contra Costa County | 71431 | 108276 | 66% |
| Inland Counties | 445336 | 455349 | 98% |
| Kern County | 195564 | 206074 | 95% |
| Marin County | 16329 | 21698 | 75% |
| Monterey County | 7892 | 54843 | 14% |
| Mountain-Valley | 49947 | 73324 | 68% |
| Napa County | 16122 | 18666 | 86% |
| North Coast | 11972 | 20730 | 58% |
| Riverside County | 348090 | 394001 | 88% |
| Sacramento County | 61733 | 193653 | 32% |
| San Benito County | 3127 | 3751 | 83% |
| San Diego County | 33421 | 35517 | 94% |
| San Francisco | 48757 | 100334 | 49% |
| San Joaquin County | 54619 | 82893 | 66% |
| San Mateo County | 43243 | 50780 | 85% |
| Santa Barbara County | 58097 | 66664 | 87% |
| Santa Clara County | 176716 | 235678 | 75% |
| Santa Cruz County | 18720 | 21942 | 85% |
| Sierra-Sacramento Valley | 88389 | 148528 | 60% |
| Tuolumne County | 4364 | 6047 | 72% |
| Yolo County | 20129 | 21558 | 93% |

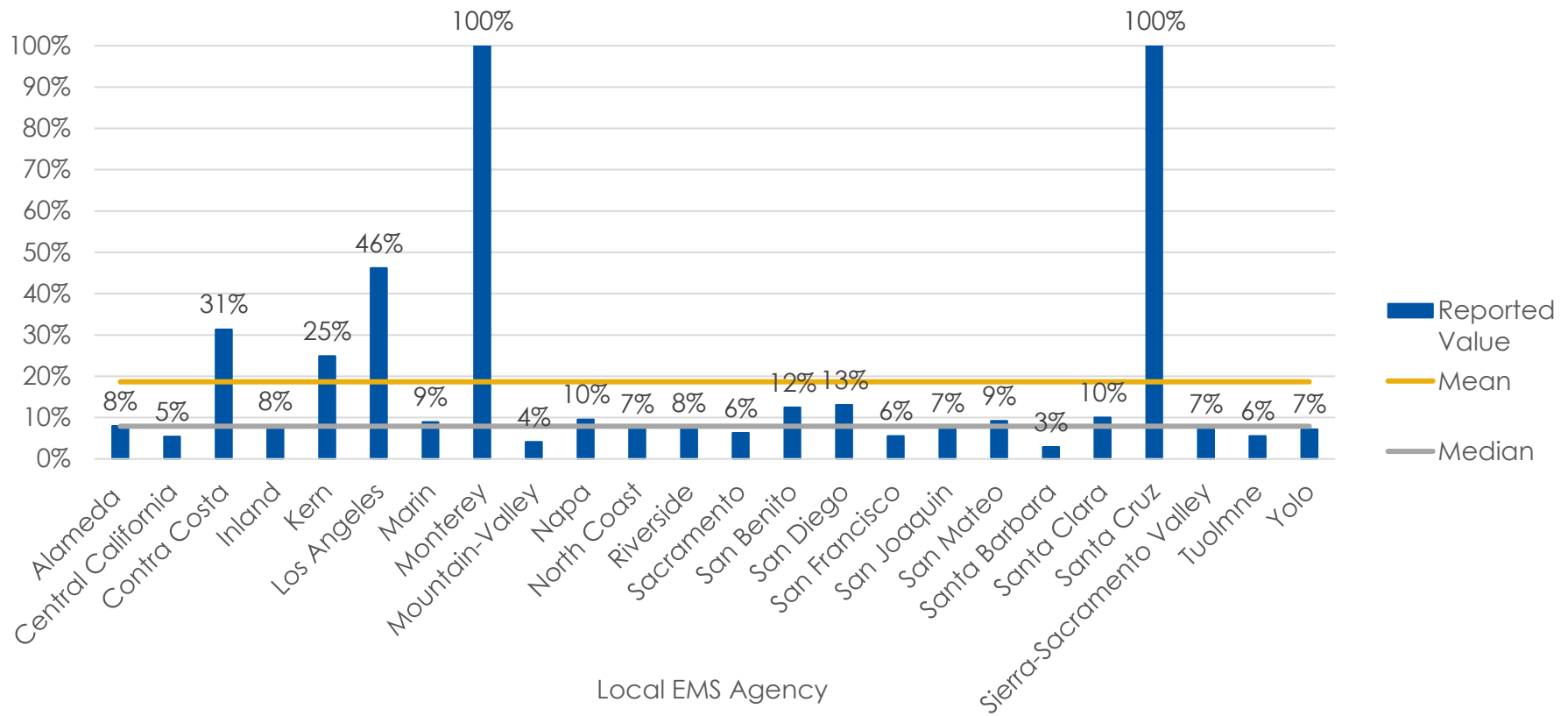
Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Los Angeles County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County, Ventura County

| | |
|---|---|
| Response Count | 23 |
| Response Rate (n=33) | 70% |
| Numerator Total | 2039892 |
| Denominator Total | 2698480 |
| Mean | 73% |
| Median | 75% |

Of the 23 LEMSAs reporting RST-4 data for 2020, the mean (average) value of the data set was 73% and the median value was 75%. For this measure, a lower value indicates better quality.
At least five LEMSAs noted documentation issues, including challenges with collecting, mapping, or reporting the NEMSIS data element eResponse.24 (Additional Response Mode Descriptors).
The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for RST-4*

## RST-5: 911 REQUESTS FOR SERVICES THAT INCLUDED A LIGHTS AND/OR SIRENS TRANSPORT



RST-5 Description: Percentage of EMS transports originating from a 911 request that included the use of lights and/or sirens during patient transport.

| LEMSA | Numerator (Subpopulation) | Denominator (Population) | Reported Value |
|---|---|---|---|
| Alameda County | 7716 | 96324 | 8% |
| Central California | 8411 | 155150 | 5% |
| Contra Costa County | 29539 | 94238 | 31% |
| Inland Counties | 11876 | 151939 | 8% |
| Kern County | 25746 | 103464 | 25% |
| Los Angeles County | 228360 | 494623 | 46% |
| Marin County | 1094 | 12257 | 9% |
| Monterey County | 14763 | 14763 | 100% |
| Mountain-Valley | 2179 | 53171 | 4% |
| Napa County | 849 | 8863 | 10% |
| North Coast | 294 | 3998 | 7% |
| Riverside County | 11525 | 152881 | 8% |
| Sacramento County | 7442 | 118254 | 6% |
| San Benito County | 282 | 2267 | 12% |
| San Diego County | 3441 | 26264 | 13% |
| San Francisco | 4137 | 74333 | 6% |
| San Joaquin County | 4711 | 63046 | 7% |
| San Mateo County | 2898 | 31349 | 9% |
| Santa Barbara County | 667 | 23230 | 3% |
| Santa Clara County | 8163 | 81271 | 10% |
| Santa Cruz County | 11 | 11 | 100% |
| Sierra-Sacramento Valley | 7254 | 100228 | 7% |
| Tuolumne County | 255 | 4623 | 6% |
| Yolo County | 943 | 13098 | 7% |

Not Reporting: Coastal Valleys, El Dorado County, Imperial County, Merced County, Northern California, Orange County, San Luis Obispo County, Solano County, Ventura County

| | |
|---|---|
| Response Count | 24 |
| Response Rate (n=33) | 73% |
| Numerator Total | 382556 |
| Denominator Total | 1879645 |
| Mean | 19% |
| Median | 8% |

Of the 24 LEMSAs reporting RST-5 data for 2020, the mean (average) value of the data set was 19% and the median value was 8%. For this measure, a lower value indicates better quality.
At least three LEMSAs noted documentation issues, one of which reported gaps in the collection of NEMSIS data element eDisposition.18 (Additional Transport Mode Descriptors) by a single provider. The specifications for this measure will be further evaluated for the 2021 reporting calendar year.

*Select this link to view the measure specifications for RST-5*

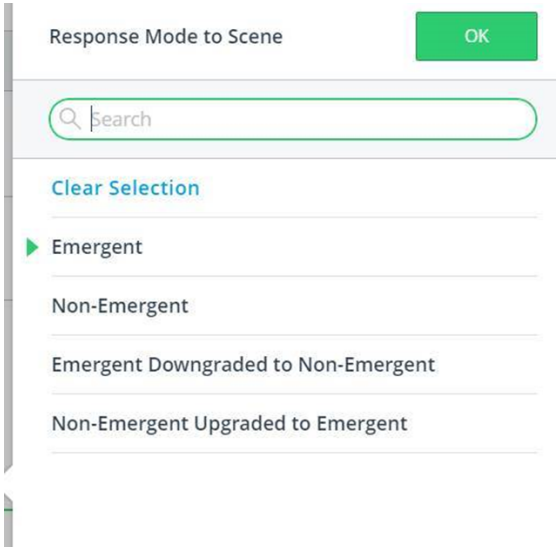
# APPENDIX: RESPONSES FROM LEMSAs FOR THE 2020 CORE QUALITY MEASURES REPORT

The following tables include information, as described on page 7, which was provided by each LEMSA for the 2020 Core Quality Measures Report. All notes and feedback provided by the LEMSAs will be considered by EMSA for the 2021 reporting calendar year.

## ALAMEDA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1497 | 1639 | 91% | ESO 54%, Tableau 91% |
| HYP-1 | 1190 | 1511 | 79% | ESO 79%, Tableau 57% ??? |
| STR-1 | 1976 | 1976 | 100% | ESO 100%, Tableau 100% (Accurate, Validation rule in place) |
| PED-3 | 239 | 246 | 97% | ESO Total 97%, Tableau 97% |
| RST-4 | 149684 | 154158 | 97% | ESO 97%, Tableau 96%, This reported measure is wildly inaccurate. It depends on inaccurate EMT/Medic data entry. Our actual lights/response per CAD is much lower. [FALCK accounts for 90% of responses and their actual lights/siren rate per MPDS data is somewhere closer to ~ 52%??? (requires validation)]* |
| RST-5 | 7716 | 96324 | 8% | ESO 8%, Tableau 8% (This measure is pretty much spot on) |

**Additional Comments:** Like last year's data, our RST-4 L/S response to scene as measured per the spec. sheet isn't even close. The nomenclature used by ESO doesn't have these NEMSIS values. ESO looks like this (pic included below) and EMT/Medics are selecting Emergent most of the time.



## CENTRAL CALIFORNIA EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1590 | 1966 | 81% | |
| HYP-1 | 1810 | 1984 | 91% | |
| STR-1 | 2138 | 2138 | 100% | |
| PED-3 | 226 | 226 | 100% | |
| RST-4 | 116210 | 224016 | 52% | |
| RST-5 | 8411 | 155150 | 5% | |

## CONTRA COSTA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1657 | 2861 | 58% | |
| HYP-1 | 994 | 1133 | 88% | |
| STR-1 | 1826 | 2013 | 91% | |
| PED-3 | 68 | 68 | 100% | |
| RST-4 | 71431 | 108276 | 66% | |
| RST-5 | 29539 | 94238 | 31% | |

## INLAND COUNTIES EMERGENCY MEDICAL AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 2505 | 5230 | 48% | Percentage artificially low due to a documentation error that has been corrected. |
| HYP-1 | 2161 | 3192 | 68% | |
| STR-1 | 5039 | 5072 | 99% | |
| PED-3 | 1227 | 1308 | 94% | |
| RST-4 | 445336 | 455349 | 98% | |
| RST-5 | 11876 | 151939 | 8% | eResponse.07 = ALS Ground Transport, BLS Ground Transport, Critical Care Transport, Ground Transport. eDisposition.12= Patient Treated, Transported |

## KERN COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1050 | 2955 | 36% | |
| HYP-1 | 1271 | 2523 | 50% | |
| STR-1 | 1686 | 1773 | 95% | |
| PED-3 | 403 | 499 | 81% | |
| RST-4 | 195564 | 206074 | 95% | |
| RST-5 | 25746 | 103464 | 25% | |

## LOS ANGELES COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 7811 | 8994 | 87% | |
| HYP-1 | 6856 | 9036 | 76% | |
| STR-1 | 8539 | 9732 | 88% | |
| PED-3 | 953 | 1041 | 92% | |
| RST-4 | | | | Level of Response to scene is not collected. |
| RST-5 | 228360 | 494623 | 46% | |

## MARIN COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 20 | 20 | 100% | |
| HYP-1 | 154 | 185 | 83% | |
| STR-1 | 294 | 299 | 98% | |
| PED-3 | 21 | 25 | 84% | |
| RST-4 | 16329 | 21698 | 75% | |
| RST-5 | 1094 | 12257 | 9% | |

## MONTEREY COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 344 | 403 | 85% | |
| HYP-1 | 366 | 468 | 78% | |
| STR-1 | 988 | 1151 | 86% | |
| PED-3 | 2504 | 2614 | 96% | |
| RST-4 | 7892 | 54843 | 14% | |
| RST-5 | 14763 | 14763 | 100% | |

## MOUNTAIN-VALLEY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 75 | 120 | 63% | |
| HYP-1 | 344 | 822 | 42% | |
| STR-1 | 893 | 1106 | 81% | |
| PED-3 | 152 | 155 | 98% | |
| RST-4 | 49947 | 73324 | 68% | |
| RST-5 | 2179 | 53171 | 4% | |

## NAPA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 250 | 340 | 74% | After pulling the data this measure might reflect a more accurate percentage with the following: Denominator inclusionary criteria: eResponse.07 = 2207003 "Ground Transport," Denominator exclusionary criteria: eDisposition.12 = 4212015 "Patient Dead at Scene-No Resuscitation Attempted (Without Transport)," and 4212019 "Patient Dead at Scene-Resuscitation Attempted (Without Transport)" |
| HYP-1 | 108 | 151 | 72% | |
| STR-1 | 272 | 462 | 59% | |
| PED-3 | 24 | 24 | 100% | |
| RST-4 | 16122 | 18666 | 86% | |
| RST-5 | 849 | 8863 | 10% | |

## NORTH COAST EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 54 | 173 | 31% | |
| HYP-1 | 143 | 183 | 78% | |
| STR-1 | 200 | 399 | 50% | |
| PED-3 | 20 | 21 | 95% | |
| RST-4 | 11972 | 20730 | 58% | |
| RST-5 | 294 | 3998 | 7% | |

## RIVERSIDE COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 3095 | 5364 | 58% | Data is based on Patient level using incident date/hour, name, age, gender. Strong recommendation that criteria account for transporting responses only (eDispostion.12 = Treated, Transported by this Unit). Patients not transported (i.e., AMA, dead on scene) substantially inflate denominator with the current criteria. When eDispo.12 accounted for transported only, REMSA's % increased to 66% consistent with 2019. However, REMSA also detected an internal documentation issue with eDispostion.23 not correctly identifying trauma centers. When accounting for both of these, REMSA's actual % on this metric was < 91%. Therefore, REMSA is also in the process of working with education and ePCR system to fix the eDispo.23 issue. |
| HYP-1 | 1559 | 3205 | 49% | Data is based on Patient level using incident date/hour name, age, gender. If based on all responses, Numerator = 1767, Denominator=3982 and reporting value would be 44.4%. In 2019 REMSA was at 82%. REMSA does not currently have eProcedure.03 as an option which is being corrected and should substantially improve metric. |
| STR-1 | 5251 | 5280 | 99% | Data is based on Patient level using incident date/hour name, age, gender. If based on all responses, Numerator= 6197, Denominator=6113 and the reporting value would still be 99%. (Current value is an improvement from 2019 @ 87% likely due to stroke education efforts) |
| PED-3 | 575 | 668 | 86% | Data is based on Patient level using incident date/hour, name, age, gender. If patient level was not assessed and data was provided at the response level, then denominator = 1217; numerator = 841, and metric would be @ 69%. Current outcome is consistent with 2019 @ 85%. |
| RST-4 | 348090 | 394001 | 88% | Response level only. No patient level modifications made so all responses could be accounted for (Fire and Ambulance). In 2019 calendar year, REMSA used vehicle ID (unit number) to filter only 9-1-1 response units for a more valid count, but based on consistent % calculations (2019 = 89%), current EMSA criteria is sufficient. |
| RST-5 | 11525 | 152881 | 8% | No modifications or patient level needed as criteria already includes eResponse.07="Ground Transport"; and eDispositon12= "Treated, Transported by this EMS Unit" which accounts predominantly for patient level. |

## SACRAMENTO COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 541 | 2643 | 20% | SCEMSA providers do not capture eDisposition.23. We measure trauma patients to trauma hospitals by searching the destination hospital name. If adjusted to include names of trauma hospitals, percent increases to 70.22% |
| HYP-1 | 1544 | 2239 | 69% | Upon research it was found that not all medication or food administration was documented in the proper section. Duplicates where also found in this core measure. When duplicates are removed, and treatment documented in the narrative is added the percentage increases to 91%. SCEMSA will work closely with providers to ensure treatment is properly captured. |
| STR-1 | 3339 | 3431 | 97% | |
| PED-3 | 324 | 353 | 92% | |
| RST-4 | 61733 | 193653 | 32% | Please note that in 2020 a single SCEMSA provider was not capturing eResponse.24. This provider accounts for 83,161 incidents documenting eResponse.05 as "911 Response (SCENE)". This resulted in a lower than actual reporting percent value. |
| RST-5 | 7442 | 118254 | 6% | Please note that in 2020 a single SCEMSA provider was not capturing eDisposition.18. This provider accounts for 44,271 incidents documenting eResponse.05 as "911 Response (SCENE)", eResponse.07 as "Ground transport", and eDisposition.12 as "Patient treated, transported". This resulted in a lower than actual reporting percent value. |

## SAN BENITO COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 84 | 117 | 72% | |
| HYP-1 | 41 | 47 | 87% | |
| STR-1 | 190 | 190 | 100% | |
| PED-3 | 8 | 8 | 100% | |
| RST-4 | 3127 | 3751 | 83% | |
| RST-5 | 282 | 2267 | 12% | |

## SAN DIEGO COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 921 | 997 | 92% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |
| HYP-1 | 228 | 291 | 78% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |
| STR-1 | 700 | 893 | 78% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |
| PED-3 | 65 | 67 | 97% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |
| RST-4 | 33421 | 35517 | 94% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |
| RST-5 | 3441 | 26264 | 13% | Only data from agencies that use the County-provided ePCR is used for this data year. Third party PCR vendor data is not yet integrated into the County system. |

## SAN FRANCISCO EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 17 | 1070 | 2% | 91% (975) of events were unknown. |
| HYP-1 | 651 | 890 | 73% | |
| STR-1 | 1036 | 1327 | 78% | |
| PED-3 | 95 | 105 | 90% | |
| RST-4 | 48757 | 100334 | 49% | 17% (17,042) of events were unknown. |
| RST-5 | 4137 | 74333 | 6% | 17% (12,715) of events were unknown. |

## SAN JOAQUIN COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 109 | 111 | 98% | The denominator is too low and does not reflect the volume of Major Trauma patients because the inclusion criteria was limited to either eInjury.03 or eInjury.04 and does not capture major trauma patients consistent with SJCEMSA policies. There were 1998 patients transported to trauma centers based on SJCEMSA policies. The denominator shown is calculated by using the criteria exactly as written. |
| HYP-1 | 252 | 863 | 29% | |
| STR-1 | 1313 | 1367 | 96% | |
| PED-3 | 65 | 65 | 100% | |
| RST-4 | 54619 | 82893 | 66% | |
| RST-5 | 4711 | 63046 | 7% | |

## SAN MATEO COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1121 | 1395 | 80% | |
| HYP-1 | 250 | 293 | 85% | |
| STR-1 | 833 | 997 | 84% | |
| PED-3 | 53 | 56 | 95% | |
| RST-4 | 43243 | 50780 | 85% | |
| RST-5 | 2898 | 31349 | 9% | |

## SANTA BARBARA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 341 | 3482 | 10% | Number of patients transported to a Hospital Trauma Center 1, 2, 3, 4 / Total number of patients with trauma score. |
| HYP-1 | 268 | 404 | 66% | Number of patients treated for hypoglycemia / Total number of patients with blood glucose < 60. |
| STR-1 | 27 | 819 | 3% | Number of patients assessed for stroke / Total number of patients with provider assessment indicating stroke/CVA/TIA. |
| PED-3 | 51 | 74 | 69% | Number of patients assessed / Total number of patients with age < 15 and Provider impression is either "Respiratory distress/other or Respiratory/bronchospasm". |
| RST-4 | 58097 | 66664 | 87% | Number of responses with lights and/or sirens / Total number of responses. |
| RST-5 | 667 | 23230 | 3% | Number of responses with lights and/or sirens / Total number of responses. |

## SANTA CLARA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 1694 | 4053 | 42% | eDisposition.23 is often left blank by prehospital personnel. |
| HYP-1 | 1171 | 1670 | 70% | eMedications.03 is often left blank when multiple agencies are on the same incident. |
| STR-1 | 103 | 3640 | 3% | Santa Clara County uses GFAST, so eVitals.29 is usually blank. |
| PED-3 | 250 | 345 | 72% | eVitals.12 and eVitals.14 are often left blank by prehospital personnel. |
| RST-4 | 176716 | 235678 | 75% | N/A |
| RST-5 | 8163 | 81271 | 10% | N/A |

## SANTA CRUZ COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 115 | 393 | 29% | |
| HYP-1 | 78 | 230 | 34% | |
| STR-1 | 539 | 554 | 97% | |
| PED-3 | 34 | 38 | 89% | |
| RST-4 | 18720 | 21942 | 85% | |
| RST-5 | 11 | 11 | 100% | |

## SIERRA-SACRAMENTO VALLEY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 2704 | 2822 | 96% | EMS personnel continue to document eDisposition.23 inconsistently, which provides an inaccurate representation of our EMS system data for this core measure. We substituted eDisposition.23 with eDisposition.01 = names of individual designated trauma receiving centers + eDisposition.20 = "Regional Specialty Center" to determine an accurate Numerator Value for this measure. No changes were made to the Denominator data elements. The un-modified Numerator Value (using only eDisposition.23) was 1035. |
| HYP-1 | 1504 | 1598 | 94% | No changes made to data specifications sheet. |
| STR-1 | 2810 | 3330 | 84% | No changes made to data specifications sheet. Additional review of several PCRs indicated that our actual compliance is higher, but crews are not always documenting the stroke scale results in the appropriate section of the PCR. We continue to educate EMS personnel on the importance of accurately documenting stroke scales in the appropriate PCR fields (not just the narrative). |
| PED-3 | 316 | 318 | 99% | No changes made to data specifications sheet. |
| RST-4 | 88389 | 148528 | 60% | No changes made to data specifications sheet. |
| RST-5 | 7254 | 100228 | 7% | No changes made to data specifications sheet. |

## TUOLUMNE COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 19 | 31 | 61% | |
| HYP-1 | 77 | 89 | 87% | |
| STR-1 | 72 | 116 | 62% | |
| PED-3 | 3 | 3 | 100% | |
| RST-4 | 4364 | 6047 | 72% | |
| RST-5 | 255 | 4623 | 6% | |

## VENTURA COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | | | | We do not yet utilize eInjury.03 or eInjury.04. We have combined those two fields into a local custom field that includes all steps 1-4. |
| HYP-1 | 165 | 1152 | 14% | |
| STR-1 | | | | We do not utilize eVitals.29. As we have an ELVO system in place, we utilize custom stroke fields related to assessment of stroke patients. |
| PED-3 | 26 | 26 | 100% | |
| RST-4 | | | | We do not utilize eresponse.24. If using eResponse.23, the reporting value for this measure would be 93% |
| RST-5 | | | | We do not utilize eresponse.18. If using eResponse.17, the reporting value for this measure would be 10% |

## YOLO COUNTY EMS AGENCY

| Measure ID | Numerator (Subpopulation) | Denominator (Population) | Reported Value | Notes |
|---|---|---|---|---|
| TRA-2 | 357 | 657 | 54% | The metric requires us to document Trauma Center Level 1 or 2 as reason for destination. We're still educating crews to not mark "Closest / most appropriate" or "Patient request". Our actual transport to trauma centers for all trauma triage patients is 70%, with 100% of Level 1 or 2 patients arriving at trauma centers. The remainder were either transported by air, refused, pronounced, or accepted under mechanism only at local facilities. |
| HYP-1 | 155 | 184 | 84% | |
| STR-1 | 389 | 439 | 89% | |
| PED-3 | 42 | 59 | 71% | |
| RST-4 | 20129 | 21558 | 93% | |
| RST-5 | 943 | 13098 | 7% | |

# QUESTIONS OR COMMENTS?

Additional information about the California Core Quality Measures Project, including reports for previous years, is accessible via the California Emergency Medical Services Authority Quality Improvement webpage at https://emsa.ca.gov/quality-improvement/.

For questions or comments about the California Core Quality Measures Report – CY 2020, please contact Michelle McEuen at (916) 384-1925 or Michelle.McEuen@emsa.ca.gov.

# California EMS System
# Core Quality Measures Report

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