

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



2.0

9:00 a.m. being the time set for a workshop on the evaluation of Riverside County's Dispatch for Medical Aid Calls and Amendment of Contract with American Medical Response (AMR).

Bruce Barton EMS Director gave a PowerPoint presentation:

- Information about oversight committee.
- Fee for service revenue and tax revenue.
- System approach.
- Emergency Medical Dispatch.
- Drafted contract with AMR.
- EMS zone meetings.
- Website gives total transparency.

Supervisor Ashley mentioned he supports AMR contract.

Supervisor Stone mentioned reimbursements between Fire and AMR.

Supervisor Buster mentioned fuller rationale of reimbursements.

Chief Hawkins gave comments in support of system and mentioned the goal is to have EMD running by March 2012.

Doug McAllister, City of Murrieta, wants local control and to go to bid.

Rick Gibbs, City of Murrieta, must go out to bid.

Barry Talbot, City of Canyon Lake spoke in favor of enhancing the program.

Cont'd. on page 2

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on October 17, 2011 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors
Dated: October 17, 2011
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in
and for the County of Riverside, State of California.

(seal)

By:  Deputy

AGENDA NO.
2.0

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



Alan Long, City of Murrieta, stated Riverside County is behind the times and gave a PowerPoint presentation.

Matt Shobert, Fire Chief, City of Murrieta mentioned concerns with AMR.

Mary Ann Plummer, resident of Murrieta requested bid process.

Joan Guillet supports the bid process.

Luanne Ferrer mentioned issue without contract RFP.

Dean Hale, Firefighter with Murrieta mentioned no privatization and fire based EMS.

Supervisor Stone encourages competition and is in favor of a bid process and requested that the original proposal, timeline and advantages of RFP are brought to the Board with the contract.

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on October 17, 2011 of Supervisors Minutes.

(seal) WITNESS my hand and the seal of the Board of Supervisors
Dated: October 17, 2011
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in
and for the County of Riverside, State of California.

By:  Deputy

AGENDA NO.
2.0

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Supervisor Bob Buster

SUBMITTAL DATE: July 26, 2011

SUBJECT: Evaluation of Riverside County's Dispatch System for Medical Aid Calls

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Direct the Riverside County Emergency Medical Services Agency to research and develop a plan for the integration of computer aided dispatch (CAD) system to increase efficiency and decrease response times to medical aid calls.
- 2) Direct the Riverside County Emergency Medical Services (EMS) Agency to review Riverside County's medical-aid dispatch procedures with the goal of transitioning to a more effective and cost-efficient emergency medical dispatch priority system, similar to those used by EMS agencies across the United States.
- 3) That the Board Direct the EMS Agency to facilitate a Board Workshop in September to discuss improvements to the Riverside County Emergency Medical System.

BACKGROUND:

More than 80 percent of 911 calls to the Riverside County/Cal-Fire Department are for medical aid and many of those calls stem from non-emergent and non-life threatening incidents. Currently, 911 calls are first received by the Riverside County Sheriff's Communication Center. The Sheriff dispatcher transmits fire and medical aid calls to the Riverside County Fire Department/Cal Fire, which subsequently transmits medical aid calls via radio to the county's ambulance service provider.

Continued on page 2

Bob Buster
Supervisor, 1st District

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Benoit, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and a workshop is set for October 17, 2011 at 9:00 a.m.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: August 16, 2011
xc: Supvr. Buster, EMS *COB*

Kecia Harper-Ihem
Clerk of the Board

By: *[Handwritten Signature]*
Secretary

Prev.Agn.ref

Dist.

2.0

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

SUBJECT: Evaluation of Riverside County's Dispatch System for Medical Aid Calls

July 26, 2011

Pages 2

This outmoded system results in potentially critical delays in ambulance deployment and patient transport to a hospital emergency room. Implementing a state-of-the-art integrated public safety Computer Aided Dispatch (CAD) system would streamline the call process from the initiation of the incident by eliminating duplication of efforts and delays associated with radio transmission to ambulance responders. An integrated CAD system utilizing Medical Priority Dispatch System (MPDS) protocols would allow Emergency Medical Service (EMS) providers to immediately identify the nature of the emergency and share automated data concerning the location of the caller, thus decreasing ambulance dispatch and response times. It is well known in a true medical emergency that every minute counts and that the rapid treatment and transfer of patients with conditions such as critical traumatic injuries, heart attacks, stroke and cardiac arrest to the care of an emergency room physician improves patient outcomes and saves lives. A CAD system utilizing MPDS protocols can be enhanced and made even more beneficial to 911 callers and EMS agencies with the safe and competent delivery of EMS. This begins with EMS dispatch by matching EMS resources to the needs of the 911 caller. In jurisdictions across the country and locally in the cities of Riverside, Corona and San Bernardino, dispatchers are trained to use the regimented interrogation system provided for through MPDS protocols to ascertain the caller's needs and provide callers with EMS pre-arrival instructions. A medical physician routinely inspects the responses to ensure that protocols are followed. A MPDS system enables the dispatcher to coach bystanders on how to deliver immediate lifesaving measures such as CPR until paramedics arrive, resulting in saved lives and improved patient outcomes. By appropriately matching EMS resource response to a patient's medical needs MPDS also enables dispatchers to efficiently deploy necessary resources while allowing additional assets to remain ready to respond to another emergency call. The result is overall improved EMS system efficiency and a significant financial savings for EMS provider agencies. Presently, Riverside County Fire Department deploys a full cadre of assets; fire engine, advanced life saving (ALS) equipment, two firefighters and a fire fighter/paramedic responding with red lights and siren to all medical aid calls whether or not there is a need to deploy significant resources. Additionally, an ambulance staffed by a paramedic and EMT with ALS capacity is also deployed on each medical aid call. Responding with a full array of assets with red lights and siren to every medical aid call – many of which first responders call "band-aid calls" takes emergency response units out of service unnecessarily and contributes to increased response times in life-threatening emergencies when units located farther away must be dispatched. Dispatch priority systems have been used by EMS agencies for more than a decade and have had time to evolve into state-of-the-art programs. As Riverside County searches for ways to enhance public safety and reduce costs, it makes sense to explore measures that EMS agencies across the country have implemented successfully, and to the benefit of 911 callers and taxpayers.

I request the Board of Supervisors to direct the Riverside County Emergency Medical Services Agency to initiate implementation of an integrated public safety computer aided dispatch system and to review Riverside County's medical aid dispatch protocols with the goal of transitioning to a medical dispatch priority system within two years.

Riverside County EMS System
"Good to Great"
Board Workshop October 17, 2011
Bruce Barton, EMS Agency Director

Objectives

- ▶ Inform the board on the current EMS system and discuss Countywide EMS system improvement initiatives and opportunities
- ▶ Provide an overview for implementation of Emergency Medical Dispatch (EMD)
- ▶ Discuss the new AMR contract

EMS is a System

- ▶ "A combination of related parts organized into a complex whole"
- ▶ "A scheme of ideas or principles by which something is organized"
- ▶ "A method or set of procedures for achieving something"
- ▶ Structure + Processes = Outcome

10/17/11
2.0

EMS is a System

- ▶ Patients
- ▶ Field Personnel
- ▶ 9-1-1 Provider Agencies
- ▶ Non-Emergency Provider Agencies
- ▶ Dispatch Centers
- ▶ Hospitals
- ▶ Sub Acute Medical Care Facilities
- ▶ Education and Training Institutions
- ▶ Regional Providers, Partners and Resources
- ▶ Regulatory Agencies

SWOT of the Current EMS System

- ▶ S - personnel are well trained and highly motivated
- ▶ W - uniform data collection and reporting needs improvement to benchmark critical system processes
- ▶ O - evaluation of the system to align policies, protocols and procedures with evidence based practices to achieve optimal patient outcomes and system efficiencies
- ▶ T - declining revenues and uncertainty over the impact of healthcare reform on EMS

A Good System Can Become A Great One

Goal is to optimize patient outcomes

EMS System Improvements

- ▶ Alignment of system policies and protocols with the latest evidence based medicine
- ▶ Expand upon metric based system performance standards
 - Improve data collection, analysis and reporting
 - Include requirements for all EMS system participants

EMS System Improvements (Cont.)

- ▶ Expand development of specialty care programs
 - Pediatric Care
 - STEMI (Heart Attack) Care
 - Stroke Care
- ▶ Update the Trauma Plan inclusive of improved Regional coordination
 - Trauma report
- ▶ Improvement of EMS communications capability, capacity and interoperability

EMS System Improvements (Cont.)

- ▶ Update mass casualty plans
 - Medical surge capacity
 - Patient distribution processes
- ▶ Implement Emergency Medical Dispatch (EMD)
- ▶ Strengthen the paramedic ambulance contract with American Medical Response (AMR)

EMS System Evaluation

- ▶ Interest in a larger system evaluation and improvement plan that also includes a long term EMS strategic improvement goals
 - Patient outcome focused research
 - Collaborative education and training
 - System financing opportunities under healthcare reform
 - Improvements in community education strategies

Emergency Medical Dispatch (EMD)

- ▶ Board direction on August 16, 2011
- ▶ Current EMS dispatching processes
- ▶ Description and elements of EMD
 - 9-1-1 call intake
 - Interrogation process
 - Medical triage and protocol selection
 - Application of medical protocol
 - Response prioritization and resource assignment
 - Medical quality oversight

Emergency Medical Dispatch (Cont)

- ▶ Benefits of EMD
 - Improved patient outcomes - It saves lives
 - Improved medical oversight of the system
 - Improved safety for the community
 - Improved cost effectiveness of the system
 - Improved data collection, analysis and reporting

Emergency Medical Dispatch (Cont.)

- ▶ A significant body of medical evidence and expert medical opinion support EMD
- ▶ Strong local physician support for EMD
 - EMS Medical Director
 - Base Hospital Physicians
 - Riverside County Medical Association

EMD (Cont)

- ▶ Costs related to implementation of EMD
 - Initial and on-going hardware and software
 - Staffing to support call interrogation process
 - Initial and on-going training for personnel
 - Increased medical oversight and continuous quality improvement
- ▶ Steps needed for development and implementation of the EMD project plan

AMR Contract

- ▶ Board direction on August 16, 2011
- ▶ Historical performance of the contractor
- ▶ Proposed system enhancements to be included in the new contract
 - Riverside County Fire Agreement
 - Support for EMD implementation
 - EMS communications
 - State of the art patient care equipment
 - Support for clinical research and studies
 - Innovative service delivery strategies
- ▶ Contract term

Next Steps

- ▶ Implement a system evaluation process and develop a comprehensive system improvement plan
- ▶ Implement expanded system wide performance standards and data collection requirements
- ▶ Develop and implement an EMD project plan
- ▶ Approve the new AMR contract

Prioritization
Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Dana McAllister
Mayor Pro Tem - Murrieta

Address: _____
(only if follow-up mail response requested)

City: Murrieta **zip:** 92552

Phone #: 851 816-8947

Date: 10/17/11 **Agenda #** 2.0

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support Oppose Neutral

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

Support Oppose Neutral

I give my 3 minutes to: _____

PRIORITY
Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: RICK GIBBS

Address: _____
(only if follow-up mail response requested)

City: MURRIETA **zip:** 92552

Phone #: 951 377-0053

Date: 10/17/11 **Agenda #** 2.0

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support Oppose Neutral

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I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak



Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Barney Thelbert

Address: _____
(only if follow-up mail response requested)

City: Canyon Lake Zip: 92587

Phone #: _____

Date: 10-19-11 Agenda # 2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support _____ Oppose _____ Neutral _____

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

_____ Support _____ Oppose _____ Neutral _____

I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak



Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Nancy E. Horner

Address: City of Canyon Lake
(only if follow-up mail response requested)

City: Canyon Lake Zip: 92587

Phone #: 951-246-2928

Date: 10-17-2011 Agenda # 2.0 AMR

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support _____ Oppose _____ Neutral _____

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for "Appeal", please state separately your position on
the appeal below:

_____ Support _____ Oppose _____ Neutral _____

I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Pat Wilcox

Address: 24209 Calle Arroyo
(only if follow-up mail response requested)

City: Murrieta Zip: 92566

Phone #: 951-677-4920

Date: 10/17/14 Agenda # 2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support Oppose Neutral

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

Support Oppose Neutral

I give my 3 minutes to: Alan Long

Priority Position

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Alan Long

Address: 37210 Mason Ave.
(only if follow-up mail response requested)

City: Murrieta Zip: 92563

Phone #: 951-461-2160

Date: 10-17-2011 Agenda # 20

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support Oppose Neutral

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

Support Oppose Neutral

I give my 3 minutes to: _____

15 Min

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Marcy Guild

Address: 23919 Via Familia
(only if follow-up mail response requested)

City: Murrieta Zip: 92562

Phone #: 951-677-1620

Date: 10/17/11 Agenda # 2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support Oppose Neutral

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for "Appeal", please state separately your position on
the appeal below:

Support Oppose Neutral

I give my 3 minutes to: Alan Lang

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: LINDA LANGSHIER

Address: 40255 VIA TOWNHOP
(only if follow-up mail response requested)

City: MURRIETA Zip: 92562

Phone #: 951/894-5258

Date: 10/17/11 Agenda # 2.0

PLEASE STATE YOUR POSITION BELOW:

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Support Oppose Neutral

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the appeal below:

Support Oppose Neutral

I give my 3 minutes to: Alan Lang

Riverside County Board of Supervisors
Request to Speak

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SPEAKER'S NAME: Brian Ambrose

Address: [initials]
(only if follow-up mail response requested)

City: _____ Zip: _____

Phone #: _____

Date: 10/17/2011 Agenda # 2

PLEASE STATE YOUR POSITION BELOW:

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_____ Support _____ Oppose Neutral

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for "Appeal", please state separately your position on
the appeal below:

_____ Support _____ Oppose Neutral

I give my 3 minutes to: Conciliator Alan Long

Residing
Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Murrieta Fire Capt
MATT SHOBERT

Address: _____
(only if follow-up mail response requested)

City: Murrieta Zip: 92562

Phone #: 951-334-5452

Date: 10/17/11 Agenda # 2.0

PLEASE STATE YOUR POSITION BELOW:

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_____ Support Oppose _____ Neutral

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_____ Support _____ Oppose _____ Neutral

I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: MARY ANN PLUMMER

Address: 40157 COLONY DR MURRIETA 92562
(only if follow-up mail response requested)

City: _____ Zip: _____

Phone #: 951-304-5118

Date: 10-17-11 Agenda # 2.0 AMR

PLEASE STATE YOUR POSITION BELOW:

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 Support Oppose Neutral

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Support Oppose Neutral

I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Jean Grillet

Address: _____
(only if follow-up mail response requested)

City: _____ Zip: _____

Phone #: _____

Date: 10/17/11 Agenda # 2.0 AMR

PLEASE STATE YOUR POSITION BELOW:

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 Support Oppose Neutral

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I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: LUANNE FEMER

Address: _____
(only if follow-up mail response requested)

City: MURRIETA Zip: 92562

Phone #: _____

Date: 10-17-11 Agenda # ARR 2.0

PLEASE STATE YOUR POSITION BELOW:

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Support Oppose _____ Neutral _____

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Support _____ Oppose _____ Neutral _____

I give my 3 minutes to: _____

Riverside County Board of Supervisors
Request to Speak

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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Dean Hale

Address: 39130 Dovecree Dr. Murick,
(only if follow-up mail response requested) CA

City: Murick Zip: 92563

Phone #: 951-312-4189

Date: 10/17/2011 Agenda # 2

PLEASE STATE YOUR POSITION BELOW:

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Support _____ Oppose Neutral _____

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the appeal below:

Support _____ Oppose _____ Neutral _____

I give my 3 minutes to: _____