

319A

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



**FROM:** Department of Public Health

**SUBMITTAL DATE:**

October 17, 2013

**SUBJECT:** Receive and File Emergency Medical Care Committee (EMCC) Annual Report

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Receives and files the EMCC's annual report

**BACKGROUND:**

**Summary**

Resolution 2013-052 requires the EMCC to prepare an annual report to the Board of Supervisors on the current and anticipated conditions of Emergency Medical Services (EMS) within the County. Attached is the EMCC's 2013 annual report that was approved for submission by the EMCC.

Departmental Concurrence

*Susan D. Harrington*

Susan Harrington, Director  
Department of Public Health

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0	\$ 0	\$ 0	\$ 0	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	
SOURCE OF FUNDS: N/A				Budget Adjustment:	No
				For Fiscal Year:	13/14

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Debra Courmoyer*  
Debra Courmoyer

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Ashley, seconded by Supervisor Tavaglione and duly carried, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Tavaglione, Stone and Ashley  
Nays: None  
Absent: Benoit  
Date: November 5, 2013  
xc: Public Health

Kecia Harper-Ihem  
Clerk of the Board

By: *[Signature]*  
Deputy

Prey. Agn. Ref.: 4/23/13 3.42

District: All /All

Agenda Number:

- Positions Added
- Change Order
- A-30
- 4/5 Vote

2-14



RIVERSIDE COUNTY

EMERGENCY MEDICAL CARE COMMITTEE

2012

Annual Report

**RIVERSIDE COUNTY**



## **INTRODUCTION**

This report documents Riverside County Emergency Medical Care Committee's (EMCC's) observations and recommendations on EMS matters in Riverside County. By virtue of the EMCC membership (pursuant to Board of Supervisors Resolution No. 2013-052), these observations and recommendations are composed by a varied group of individuals which forms this EMS advisory group. Reporting these observations will help to reinforce positive changes within Riverside County's EMS system particularly as we move forward with implementing the recommended changes from the EMS system evaluation. Each member of the EMCC has been advised and tasked with communicating the information and actions approved by the EMCC to their respective constituencies.

## **EMCC MEMBERSHIP**

EMCC Membership has been established by Board of Supervisors Resolution No. 2013-052 which currently consists of the following individuals:

Air Ambulance Provider Representative—(pending)  
Ambulance Association of Riverside County—Kelly Martinez  
Prehospital Medical Advisory Committee (PMAC) Physician Representative—Stephen Patterson, MD  
PMAC Prehospital Representative—Jim Price  
Hospital Association Representative—Dimitrios Alexiou  
Majority EOA Ground Ambulance Provider Representative—Peter Hubbard  
Riverside County Medical Association Representative—Deepak Chandwani, MD  
Riverside County Fire Chiefs' Association Representative—Jason Keeling  
Coachella Valley Association of Governments Representative—Randy Bynder  
Western Riverside Council of Governments Representative—Andy Takata  
Riverside County Law Enforcement Agency Admin. Assoc. Representative—Sean Hadden  
Riverside County Fire Department Representative—Phil Rawlings  
Supervisorial District One Representative—Robert Roy  
Supervisorial District Two Representative—Stanley M. Grube, FACHE (EMCC Chair)  
Supervisorial District Three Representative—Mike Norris  
Supervisorial District Four Representative—Blake Goetz (Vice Chair)  
Supervisorial District Five Representative—Kent McCurdy

## **STAFFING AND TRAINING**

For the calendar year of 2011 there were 164,200 responses for 9-1-1 ambulance services and 77,057 responses for interfacility transports totaling 241,257. For 2012 there were 172,700 responses for 9-1-1 ambulance services and 74,824 responses for Interfacility transports

totaling 247,524. During the 2011/2012 ambulance permit cycle there were 296 ambulances permitted to operate in Riverside County. This increased to 304 ambulances permitted to operate in Riverside County for the 2012/2013 permit cycle. Additionally, in 2012, 1,489 EMTs, 494 paramedics and 151 MICNs were credentialed at Riverside County EMS Agency (REMSA).

Continuing the established Policy and Procedures Manual's annual update cycle, the 2012 changes became effective April 1, 2013. REMSA and EMS stakeholders and participants work diligently to ensure the appropriate policies are addressed during each update cycle.

## **RADIO COMMUNICATIONS AND EMERGENCY MEDICAL DISPATCH (EMD)**

Over the past 5 years, the County of Riverside has been working toward replacing and upgrading its public safety radio communications system. The new Public Safety Enterprise Communications (PSEC) system will replace the existing 800 MHZ system which is being used primarily by the Riverside County Sheriff's Department. The PSEC system will improve the communications for EMS system participants by providing better communication capabilities among prehospital providers and hospitals. During 2012, REMSA has actively participated in the PSEC project in preparation for the 2013 implementation. Additionally, in 2012 REMSA procured and installed two UHF radio repeaters which will be used for medical mutual aid in the event of a disaster. Radio communications continues to be a critical component of the EMS system and will be further evaluated in 2013 by the Abaris Group in accordance with the EMS system evaluation as directed by the County of Riverside Board of Supervisors.

The City of Riverside is currently utilizing Emergency Medical Dispatch (EMD) resource allocation for lower-acuity level calls. REMSA is working with the City of Riverside to trial the Omega and Alpha calls for ambulance-only response. Omega and Alpha-level calls are the first two levels of resource determinant which is typically associated with lesser acuity complaints. In August 2012 the Riverside County Fire Department's EMD program was approved by REMSA and they have been progressing on the implementation of their EMD program. For 2013, the Riverside County Fire Department Emergency Command Center will be establishing a Dispatch Steering Committee which will function to foster orderly, careful and sound implementation and ongoing enhancement of their dispatching services.

## **ALS AMBULANCE EXCLUSIVE OPERATING AGREEMENTS**

In 2012, there were no changes to Exclusive Operating Agreements (EOA). However, REMSA has continued to monitor these agreements and hold quarterly and semiannual EMS Administrative Zone meetings for each EOA (and subzone) to review compliance and refine and modify response time zone requirements. Discussion regarding changing these contracts is currently taking place in the EMS system Evaluation, which will be ongoing for the next two years.

## **TRANSPORTATION PLAN**

Since the last annual report, REMSA has received correspondence from the California Emergency Medical Services Authority (EMSA) regarding Riverside County's EMS Transportation Plan. In this correspondence EMSA required REMSA to change the plan indicating that Cathedral City Fire Department's ambulance operation area and Indio Fire Department's ambulance operation area did not meet criteria for "grandfathering" as an exclusive operating area (EOA) under the Health and Safety Code Section 1797.224. EMSA stated that the Riverside County Transportation Plan would not be approved unless those areas were identified as non-exclusive. Additionally, EMSA also required REMSA to change the plan indicating that the Mountain Plateau Zone and the Pass Zone had previously gone to competitive bid and therefore are not eligible to be "grandfathered" as EOAs pursuant to Health and Safety Code Section 1797.224. EMSA stated that they have determined that since the last competitive bid for those areas was more than 10 years ago, they would need to be rebid or identified as non-exclusive before the Transportation Plan would be approved. REMSA was able to provide further documentation / explanation as to why the Pass Zone should be considered "grandfathered" and continues discussions with EMSA concerning both the Pass Zone and the Mountain Zone. However, the EMS Transportation Plan has been changed to indicate that Cathedral City Fire Department's ambulance operation area and Indio Fire Department's ambulance operation area do not qualify for exclusivity pursuant to the Health and Safety Code Section 1797.224. Further correspondence / discussion will be required before any permanent changes are made in the Transportation Plan regarding the Pass and Mountain Plateau Zones. Specifically at issue is EMSA's determination that competitive bidding must occur every 10 years for competitively awarded EOAs.

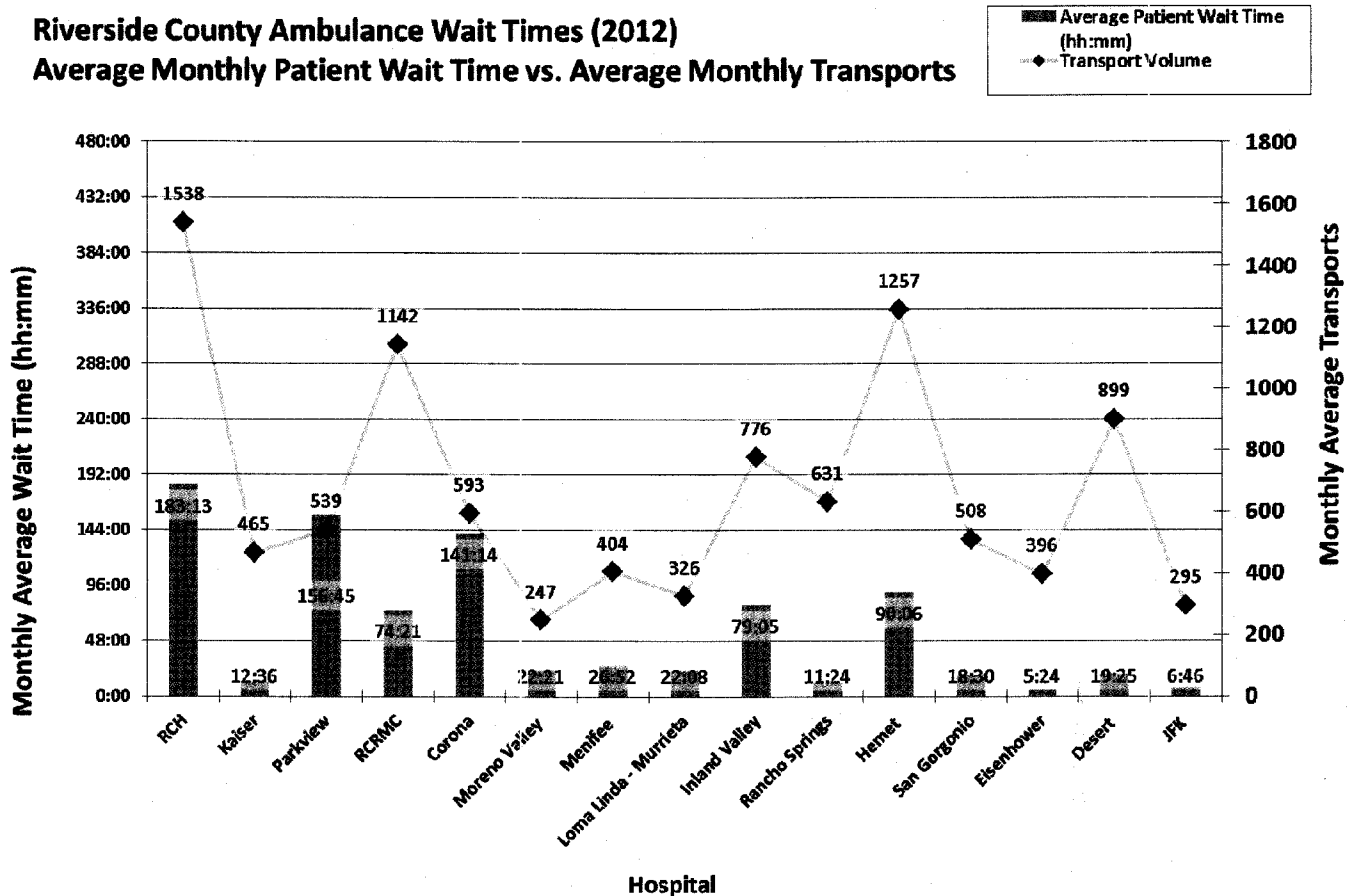
## **HOSPITALS**

The new Prehospital Receiving Center (PRC) Policy was reviewed and approved by the Prehospital Medical Advisory Committee (PMAC) and the EMCC before it became effective on April 1, 2013. This policy establishes more formal guidelines for PRC participation in the system and adjusts the standard of calculating total ambulance bed delays beginning 30 minutes after arriving at the hospital, modified from the prior 25 minute standard.

While there has been a decrease in the total number of transports that are delayed in hospital Emergency Departments (EDs), ambulance wait times continue to cause challenges for the EMS system. A white paper authored by the State EMSA and the California Hospital Association was shared with EMCC. This issue is not exclusive to Riverside County. Currently, a statewide taskforce has been created, involving representation from Riverside County via the EMS Agency Director, Bruce Barton, and the Hospital Association of Southern California. Some hospitals have had continued challenges with offloading patients in a timely fashion. Conversely, other hospitals have improved their practices and were recognized at the April 2013 EMCC meeting.

The chart below shows each hospital's monthly average wait time and monthly average ambulance volume for 2012.

**Riverside County Ambulance Wait Times (2012)**  
**Average Monthly Patient Wait Time vs. Average Monthly Transports**



Prepared By: Donouville Riverside County FMS Agency

As noted in the 2012 EMCC report, REMSA had received approval to implement FirstWatch's Transfer of Care (TOC) module, which allows better tracking and monitoring of ED wait times. Data for the TOC is obtained through a real-time link with American Medical Response's Communications Center. In 2012, this program was piloted in two Emergency Departments in the county and it is currently available to all hospitals in Riverside County

**MEDICAL CONTROL**

Medical control is maintained through REMSA's Policy Manual and through on-line direction with base hospitals. REMSA continually updates their Policy Manual to keep the system abreast of new developments and improvements in the industry, with policy changes being revived and approved by PMAC and EMCC as appropriate. The 2013 Policy Manual reflected changes made

by the Policy Review Forum throughout 2012, and two train-the-trainer sessions were held to ensure widespread consistent interpretation and application of the policy manual changes.

## **DATA COLLECTION AND EVALUATION**

The Sansio data collection project continues to be adopted for use by EMS providers in Riverside County for 2012. Riverside County Fire Department is now online with the county's chosen Electronic Patient Care Report (ePCR) provider, Sansio's HealthEMS. Corona Fire Department and Pechanga Fire Department have also been using HealthEMS throughout 2012. Sansio's XchangER was rolled out to the hospitals in 2011 and 2012, which allows hospital personnel to view electronic prehospital patient care reports directly. It is expected that most of the hospitals will be implementing this system in 2012 and 2013.

REMSA's Trauma system had been using the same data collection system since 1992. That system did not meet the State's and the American College of Surgeon's current data element collection requirements. In 2011, REMSA held a request for proposal and the rollout of a new Trauma Data Registry was moved forward in 2012, availing the EMS system to more advanced data collection methods and better reporting tools.

## **PUBLIC INFORMATION AND EDUCATION**

Due to the many organizations that train members of the public on first aid and CPR it is difficult to attain accurate numbers of laypersons trained in first aid and CPR. Several Riverside County prehospital provider agencies support American Heart Association (AHA) training centers for training the public in emergency cardiac care and cardiopulmonary resuscitation. For the second year in a row, a REMSA staff member participated in the coordination of the Sidewalk CPR program in Riverside County. REMSA partners with Public Health Injury Prevention Services to provide equipment and training to families with children for the safe use of car seats.

## **DISASTER RESPONSE**

REMSA works closely with the Public Health Emergency Preparedness and Response Branch (PHEPR), which includes the EMCC members receiving updated influenza surveillance reports. REMSA and PHEPR continue to work together to improve the County's response to public health emergencies and hazards. This includes collaboration on emergency preparedness planning and exercises that culminates in a successful county response to the statewide medical / health exercise each November. The REMSA Director and PHEPR Branch Chief participated on a workgroup lead by the California Department of Public Health (CDPH) and the California EMS Authority (EMSA) to establish the California Public Health and Medical Emergency Operations Manual (PHMEOM), a document that for the first time establishes

processes and procedures for the statewide health and medical mutual aid system. The PHMEOM is used to update the Public Health and Medical Disaster Response Plans for the County, which continued in 2012.

## **CONCLUSION**

The EMCC serves the Riverside County EMS system by discussing current issues facing the system and providing observations and recommendations for system-wide improvement. This is achieved by a diverse representative group from various parts of the EMS system with a wide knowledgebase, enabling them to have direct involvement in advising, planning and supporting activities that influence Riverside County's EMS system. The EMCC supports the EMS system evaluation project and anticipates participating in the implementation of the recommendations and goals to be outlined in the resulting EMS system strategic plan. We thank the Board of Supervisors for their support in improving Riverside County's EMS system.