

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

824



FROM: Department of Public Health

SUBMITTAL DATE:
June 18, 2014

SUBJECT: Receive and File Emergency Medical Services (EMS) System Evaluation and Improvement Project Update. All Districts. Cost [\$0].

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the Emergency Medical Services (EMS) System Evaluation and Improvement Project Update.

BACKGROUND:

Summary

The comprehensive evaluation of the County's Emergency Medical Services (EMS) system is ongoing. Phase I of the project was completed earlier this year when the Public Health Department and The Abaris Group presented the EMS System Evaluation Report and the EMS System Recommendations & Observations Report to the Board of Supervisors on February 11, 2014, item 16.3.

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: 2014/15

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

BY: *Jennifer L. Sargent*
Jennifer L. Sargent

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 received and filed as recommended.

Ayes: Jeffries, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: July 1, 2014
xc: Public Health

Kecia Harper-Ihem
Clerk of the Board
By: *Kecia Harper-Ihem*
Deputy

Prev. Agn. Ref.: 02/11/14 16.3 | **District:** All | **Agenda Number:**

2-6

Departmental Concurrence

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

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BACKGROUND:

Summary (continued)

The Board of Supervisors directed the Department of Public Health/EMS Agency to proceed with Phase II strategic planning for the EMS system improvements consistent with The Abaris Group's recommendations and specifically to work with Recommendation 11, Option A. This option continues the use of American Medical Response (AMR) as the County's contracted emergency ambulance provider. Option A also includes recommended updates to the emergency ambulance agreement specified within the Abaris Recommendations & Observations Report.

Activities completed by the Abaris Group for Phase II strategic planning include the following:

1. The final EMS System Evaluation Report and Recommendations & Observations Report have been provided to all EMS system stakeholders.
2. Strategic planning meetings with stakeholder groups were held on March 26, 2014, April 23, 2014 and May 14, 2014.
3. Review of all recommendations for EMS system improvement with stakeholders at the strategic planning meetings.
4. A Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis on the EMS system was completed using stakeholder workgroups.
5. An on-line survey has been developed and presented to EMS system stakeholders to provide input on the prioritization of system improvement recommendations and issues identified by the SWOT analysis.
6. A small advisory group has been assembled to work with The Abaris Group and EMS Agency for the initial drafting of the strategic plan document. The advisory group kickoff conference call occurred on June 9, 2014 and included representatives from:
 - The Abaris Group
 - The EMS Agency
 - The County Executive Office
 - The County Fire Department
 - The Hospital Association of Southern California
 - AMR Riverside County Operations
 - The Riverside County Fire Chief's Association

Current activities being conducted by The Abaris Group for Phase II strategic planning include the following:

1. Compile the on-line stakeholder survey results for presentation at the next strategic planning meeting scheduled for June 25, 2014.
2. Work with the EMS Agency and stakeholders to identify strategic plan goals, priorities, timelines and success metrics for inclusion in the draft plan.
3. Prepare the initial strategic plan draft for presentation to the EMS System Evaluation Steering Committee and to stakeholders at the July 23, 2014 strategic planning meeting.

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BACKGROUND:

Summary (continued)

Emergency Ambulance Agreement Update

The EMS Agency is preparing to negotiate a new emergency ambulance agreement with AMR. Many elements of the EMS system strategic plan must develop concurrently for inclusion in the new agreement. Activities include the following:

1. Notice of expiration for the current agreement and intent to negotiate a new agreement was provided to AMR on June 3, 2014. The timeline for negotiations and implementation of the new agreement are as follows:
 - July 2014 – Initial Kick-Off Meeting to agree to the negotiation schedule, negotiation team representation and ground rules.
 - August through November 2014 – Delivery of the initial draft agreement by the County followed by ongoing negotiations.
 - December 2014 – Complete negotiations
 - January 2015 – Finalize the agreement
 - February 2015 – Present the new agreement to the Board of Supervisors for approval.
 - July 1, 2015 – Implementation of the new agreement
2. Development of draft framework for the new agreement inclusive of the scope of work and improvements recommended by The Abaris Group.

Overall EMS system evaluation and improvement project timeline:

- January-May 2013 – complete the “as is” assessment of the current system and conduct stakeholder interviews. **(Complete)**
- May-August 2013 – complete the system financing assessment and develop preliminary system improvement recommendations. **(Complete)**
- August-October 2013 – develop options for the EMS transportation plan and ambulance contract scope of work. **(Complete)**
- October-December 2013 – refine and finalize system improvement recommendations. **(Complete)**
- February 2014 – present evaluation findings and recommendations to the Board of Supervisors. **(Complete)**
- March – July 2014 – complete strategic planning meetings, EMS system SWOT analysis, on-line stakeholder survey and initial draft of the strategic plan. **(In Process)**
- August – September 2014 – Finalize the strategic plan.
- October 2014 – begin strategic plan implementation.
- July 1, 2015 – new emergency ambulance agreement begins.

All documents related to both Phase I and Phase II of the EMS System Evaluation and Improvement project are posted on the EMS Agency website rivcoems.org.

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Impact on Citizens and Businesses

The citizens of Riverside County require the services supplied by an efficient EMS system. The EMS system evaluation project will result in improvements to the County EMS plan designed to optimize emergency medical care to citizens and residents thereby minimizing morbidity and mortality from acute illnesses and traumatic injuries.