

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

133



**FROM:** Emergency Management Department / EMS

**SUBMITTAL DATE:**  
July 15, 2015

**SUBJECT:** The Emergency Medical Care Committee (EMCC) Annual Report. Districts – All [\$0 dollars]

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

1. Receive and file the EMCC's 2015 Annual Report—reporting on the 2014 calendar year

**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 2015 annual report for the 2014 calendar year. This report was approved for submission to the Board of Supervisors by the EMCC at their July 1, 2015 meeting.

*Kim Saruwatari*  
Kim Saruwatari, Director  
Emergency Management Department

BM

Departmental Concurrence

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: 15/16	

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

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Tavaglione, Washington and Benoit  
Nays: None  
Absent: Ashley  
Date: August 18, 2015  
xc: Fire-EMS

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

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

Prev. Agn. Ref.: | District: All | Agenda Number:

**2-42**



RIVERSIDE COUNTY

EMERGENCY MEDICAL CARE COMMITTEE

2015

Annual Report

Reporting on the 2014 Calendar Year

**RIVERSIDE COUNTY**



## **INTRODUCTION**

This report documents Riverside County Emergency Medical Care Committee's (EMCC's) observations of EMS matters in Riverside County for the 2014 calendar year only. By virtue of the EMCC membership (pursuant to Board of Supervisors Resolution No. 2013-052), these observations are composed by a varied group of individuals that make up this EMS advisory group. Reporting these observations will help to reinforce positive changes within Riverside County's EMS system particularly with the implementation of the recommended changes from the EMS system evaluation and strategic planning. 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— Melissa Schmidt  
Ambulance Association of Riverside County— Tammy Messmer  
Prehospital Medical Advisory Committee (PMAC) Physician Representative—Stephen Patterson, MD  
PMAC Prehospital Representative—Jim Price  
Hospital Association Representative—Jan Remm  
Contracted 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— Rob Johnson  
Riverside County Law Enforcement Agency Administrators Assoc. Rep.—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—Vacant  
Supervisorial District Four Representative—Blake Goetz (Vice Chair)  
Supervisorial District Five Representative—Kent McCurdy

## **STAFFING AND TRAINING**

Riverside County has approximately 4,000 EMS personnel on a two-year credentialing renewal cycle. For the 2014 calendar year Riverside County EMS Agency (REMSA) credentialed 1,422 Emergency Medical Technicians (EMT) s (60 less than last year), 639 paramedics (15 more than last year) and 125 Mobile Intensive Care Nurses (MICN) s (15 less than last year).

For the 2014 calendar year there were 185,373 responses for 9-1-1 ambulance services and 81,651 responses for Inter-facility retail ambulance services totaling 267,024 ambulance responses. During the 2014/2015 ambulance permit cycle there were 19 ambulance providers that received a Riverside County Ambulance Operator Permit to provide ambulance services in Riverside County. This is a decrease from 24 ambulance providers permitted to operate in Riverside County from the previous permit cycle. This trend will continue as REMSA persists in refining the requirements to become an ambulance provider in Riverside County.

In continuing with the established Policy and Procedures Manual's annual update cycle, the 2014 changes became effective April 1, 2015. REMSA and EMS stakeholders and participants work diligently to ensure the appropriate policies are addressed during each update cycle. Additionally, train-the-trainer classes are rolled out during each update cycle to ensure there is consistent training among EMS providers.

### **Advanced Life Support (ALS) AMBULANCE EXCLUSIVE OPERATING AGREEMENTS**

In 2014, there were no changes to Exclusive Operating Agreements (EOA). However, REMSA has continued to monitor these agreements and holds semiannual EMS Administrative Zone meetings for each EOA to review compliance and refine and modify response time zone requirements. Discussions regarding changes for a new agreement with American Medical Response (AMR) took place in 2014 and 2015 and on January 13, 2015 the new County agreement with AMR was approved by the Board of Supervisors.

### **EMS SYSTEM EVALUATION PROJECT**

The Abaris Group's "As-Is" and Recommendations & Observations reports that were presented to the Riverside County Board of Supervisors on February 11, 2014. Since that time EMS system stakeholders have been working on system wide strategic plan which was finalized in September 2014. All agendas, minutes and reports for the EMS system evaluation and strategic planning process can be accessed at: [www.rivcoems.org](http://www.rivcoems.org).

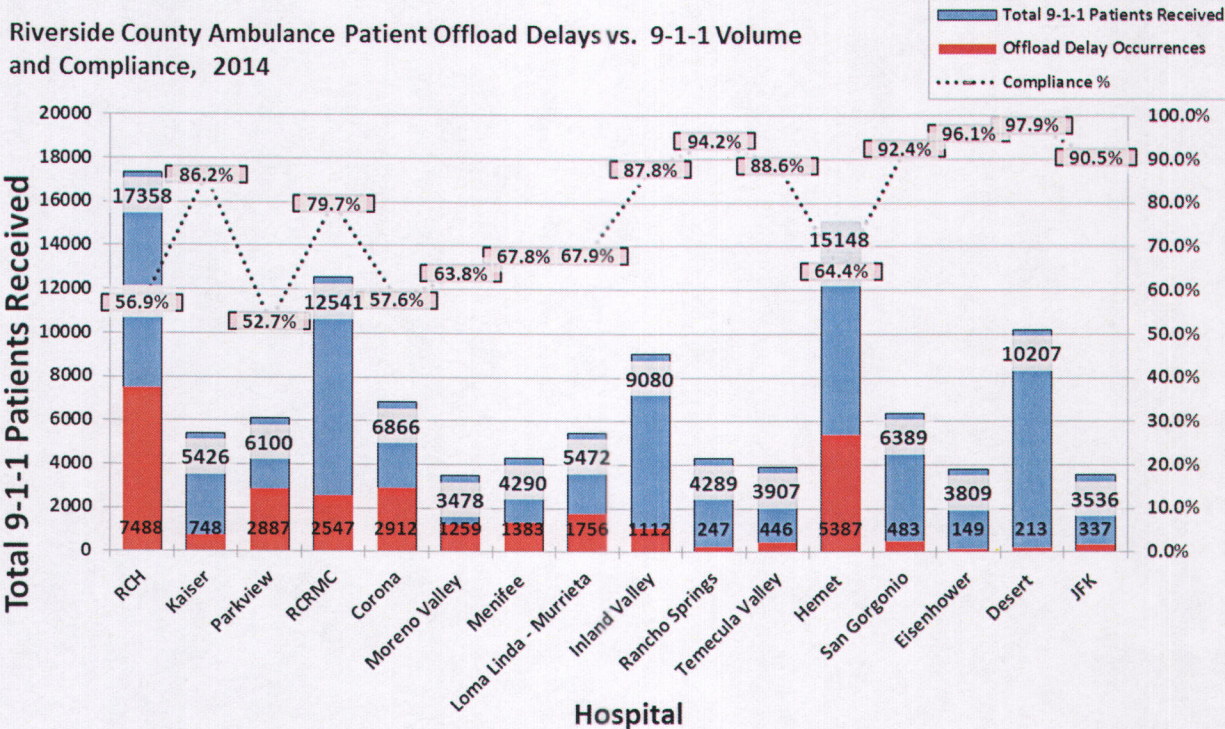
### **TRANSPORTATION PLAN**

There have been no changes in the transportation plan for 2014.

### **HOSPITALS**

On April 1, 2014 Riverside County started its stroke receiving center system allowing ambulance providers to transport patients suffering from strokes to designated stroke centers. The following hospitals are currently designated as a stroke receiving center for Riverside County: Desert Regional Medical Center, Eisenhower Medical Center, Kaiser Moreno Valley Medical Center, Kaiser Riverside Medical Center, Riverside Community Hospital, Riverside County Regional Medical Center and Temecula Valley Hospital.

Ambulance Patient Offload Delay (APOD) data presented to EMCC shows that APODs, delay hours and number of ambulance transports have continued to rise since 2011. For AMR, the primary contracted 9-1-1 ambulance provider, the 2014 occurrences of ambulance patient offload delays totaled 29,354 which is up by 529 more than there was in 2013. The following chart on page 4 provides information on APOD compliance for 2014. In 2014, as identified in the EMS System Strategic Plan, a regional taskforce consisting of representatives from EMS providers, the Hospital Association of Southern California, Inland Counties EMS Agency (ICEMA) REMSA and hospital Chief Executive Officers (CEO)s to address this complex problem. This taskforce continues to have collaborative discussions in coming up with short, medium and long range solutions.



**MEDICAL CONTROL**

EMS medical control is maintained through REMSA’s Policy Manual and through on-line medical direction with base hospitals. REMSA regularly updates their Policy Manual to keep the system abreast of new developments and improvements in the industry, with policy changes being reviewed and approved by PMAC and EMCC as appropriate. The 2014 Policy Manual reflected changes suggested by the Policy Review Forum and PMAC throughout 2013, and train-the-trainer sessions were held to ensure widespread consistent interpretation and application of the policy manual changes. Additionally, Base Hospital physicians and MICNs are required to undergo training to ensure familiarity with Riverside County Prehospital protocols.

## **DATA COLLECTION AND EVALUATION**

Many of Riverside County's EMS providers are on Sansio HealthEMS Patient Care Report (ePCR) system. REMSA's agreement with Sansio expires on June 30, 2015 and the ePCR data collection system is currently going through a Request for Proposal (RFP) in order to establish an agreement with a vendor that will meet the demands of Riverside County's EMS system.

In 2013, REMSA implemented a web-based trauma registry. As the central site, REMSA has developed a data dictionary and provides continued training and support to Trauma Centers in Riverside County.

REMSA has participated in the California EMS Authority's Core Measures project since it began in 2013, and has submitted data for the years 2010, 2011, 2012, and 2013. Data for 2014 was submitted in March 2015. This data will allow Riverside County's EMS system to analyze and compare EMS related patient care outcomes for system-wide improvements.

## **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. The EMS system evaluation project has identified that a system-wide coordinated EMS public information and education program is needed.

## **DISASTER RESPONSE**

Public Health Emergency Preparedness and Response (PHEPR) Branch representatives provide reports on disaster preparedness activities and actual events at EMCC's quarterly meetings. In 2014, the PHEPR Branch jointly responded with the REMSA on a variety of incidents which included wild-land fires, severe flooding, hazardous material spills, and power failures. On a larger scale, the Medical and Health Department Operations Center (DOC) was activated in preparation for the arrival of immigrants at the Border Patrol Station in Murrieta, and for the response of Ebola, Measles, and Tuberculosis. The Medical and Health Communications Center (MH COMM) was activated in December in response to the patient relocation event that occurred at Arrowhead Regional Medical Center in San Bernardino County where the PHEPR Branch was responsible for coordinating all medical and health resources. The PHEPR Branch also conducted a countywide radio communications exercise that exposed some vulnerabilities of with satellite phones. Additionally, there has been continued development of the County's mass prophylaxes plan, the Medical Health Operational Area Coordination Plan, and the Department of Public Health Emergency Operations Plan.

## **CONCLUSION**

The EMCC membership allows representatives from diverse EMS system stakeholder organizations to review and discuss Riverside County's EMS system; this thereby facilitates broad collaborative recommendations for system-wide improvement. The EMCC supports the EMS system-wide evaluation and strategic planning project and looks forward to reviewing and discussing the outcomes of this important process. We thank the Board of Supervisors for their continued support in improving Riverside County's EMS system.