

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



2640

**SUBMITTAL DATE:**  
October 6, 2016

**FROM :** EMERGENCY MANAGEMENT DEPARTMENT::

**SUBJECT:** The Emergency Medical Care Committee (EMCC) Annual Report. [Districts: All]

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

1. Receive and file the EMCC's 2016 Annual Report – reporting on the 2015 calendar year.

**Policy**

**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 2016 annual report for the 2015 calendar year. This report was approved for submission to the Board of Supervisors by the EMCC at their October 5, 2016 meeting.

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ N/A	\$ N/A	\$ N/A	\$
<b>NET COUNTY COST</b>	\$ N/A	\$ N/A	\$ N/A	\$
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 16/17</b>	

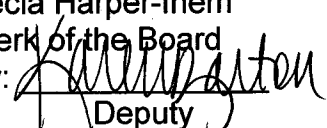
**C.E.O. RECOMMENDATION: APPROVE**

---

**MINUTES OF THE BOARD OF SUPERVISORS**

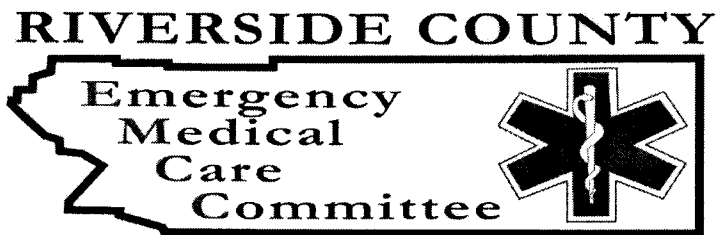
On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried, IT WAS ORDERED that the above matter is received and filed as recommended.

**Ayes:** Jeffries, Tavaglione, Washington and Ashley  
**Nays:** None  
**Absent:** Benoit  
**Date:** November 1, 2016  
**xc:** EMD

Kecia Harper-Ihem  
 Clerk of the Board  
 By:   
 Deputy



RIVERSIDE COUNTY  
EMERGENCY MEDICAL CARE COMMITTEE  
2016  
Annual Report  
Reporting on the 2015 Calendar Year



## **INTRODUCTION**

This report documents Riverside County Emergency Medical Care Committee's (EMCC's) involvement in Riverside County EMS matters for the 2015 calendar year. By virtue of the EMCC membership (pursuant to Board of Supervisors Resolution No. 2013-052), this varied group of representatives are able to collectively discuss and advise the Board of Supervisors concerning all aspects of emergency medical care within the County. Additionally, each member of the EMCC has been advised and tasked with communicating the information and actions approved by the EMCC to their respective constituencies. Through these activities, and the annual reports, we are able to develop new programs and reinforce positive changes within Riverside County's EMS system.

## **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— Vacant (Tammy Messmer for 2015)  
Prehospital Medical Advisory Committee (PMAC) Physician Representative—Stephen Patterson, MD  
PMAC Prehospital Representative—Bret Offutt (Jim Price for 2015)  
Hospital Association Representative—Jan Remm  
Contracted Ground Ambulance Provider Representative—Peter Hubbard  
Riverside County Medical Association Representative—Barbara Blasko, MD (Deepak Chandwani for 2015)  
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—Jerry Holldber (vacant for 2015)  
Supervisorial District Four Representative—Blake Goetz (Vice Chair)  
Supervisorial District Five Representative— James Palmer (Kent McCurdy for 2015)

## **STAFFING AND TRAINING**

Riverside County has approximately 4,000 EMS personnel on a two-year credentialing renewal cycle. For the 2015 calendar year Riverside County EMS Agency (REMSA) credentialed 1,294 Emergency Medical Technicians (EMT) s (128 less than last year), 639 paramedics (the same as last year) and 116 Mobile Intensive Care Nurses (MICNs) (nine less than last year).

For the 2015 calendar year there were 198,796 responses for 9-1-1 ambulance services and 80,258 responses for Inter-facility retail ambulance services totaling 279,051 ambulance responses. During the 2015/2016 ambulance permit cycle there were 19 ambulance providers that received a Riverside County Ambulance Operator Permit to provide ambulance services in Riverside County.

In continuing with the established Policy and Procedures Manual's annual update cycle, the 2015 changes became effective April 1, 2016. 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.

### **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 implementing the EMS System Strategic Plan. A matrix reporting on the progress of implementing the EMS System Strategic Plan can be accessed at: <http://remsa.us/documents/systemevaluation/>.

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

Following the EMS system evaluation project in 2014, the Board of Supervisors approved of the new County Agreement with AMR on January 13, 2015. This agreement went into effect on July 1, 2015. The highlights of this agreement can be viewed on page three of the Submittal to the Board of Supervisor on January 13, 2015 at the following link: [http://rivcocob.org/agenda/2015/01\\_13\\_15\\_files/03-08.pdf](http://rivcocob.org/agenda/2015/01_13_15_files/03-08.pdf)

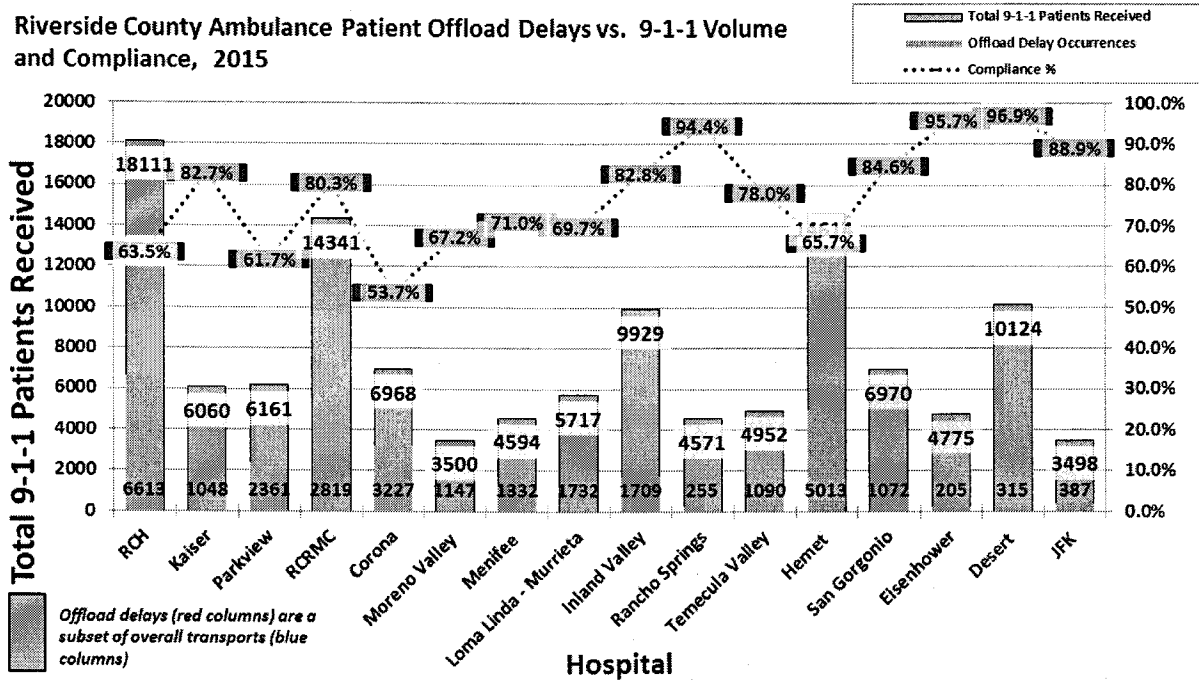
### **HOSPITALS**

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 stroke receiving centers 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, Parkview Community Hospital, Corona Regional Medical Center, Inland Valley Medical Center, Rancho Springs Medical Center, and Temecula Valley Hospital.

Riverside County has had a ST-Elevation Myocardial Infarction (STEMI) System in place since February 2008, which allows ambulance providers to transport patients suffering from STEMI to designated STEMI Receiving Centers. A STEMI is a type of heart attack that can be identify by paramedics using 12-lead electrocardiograms in the field. The following hospitals are currently designated as STEMI Receiving Centers for Riverside County: Desert Regional Medical Center, Eisenhower Medical Center, John F. Kennedy Memorial Hospital, Loma Linda University Medical Center – Murrieta, Riverside Community Hospital, and Temecula Valley Hospital.

Ambulance Patient Offload Delay (APOD) data presented to EMCC shows that ambulance transports and APOD times have increased for 2015. For AMR, the primary contracted 9-1-1 ambulance provider, occurrences of ambulance patient offload delays totaled 30,265 for 2015 which has increased by 1271 (four percent) from 2014. Additionally, APOD delay hours went from 14,039 in 2014 to 15,385 (nine percent) in 2015. The following chart provides information on APOD compliance for 2015. On May 1, 2015 the APOD Regional Taskforce initiated a regional redirection pilot program in an effort to reduce APODs exceeding 90 minutes. Other efforts to reduce APOD hours included promoting the increased use of FirstWatch's Transfer of Care Module among hospitals and various hospitals implementing patient throughput projects. While these efforts have reduced APOD over 90 minutes, much more still needs to be done to address this complex problem.

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2015



**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 2015 Policy Manual reflected changes suggested by the Policy Review Forum and PMAC throughout 2014, 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**

The Request for Proposal (RPF) was awarded to ImageTrend for a Patient Care Report (ePCR) system for Riverside County’s EMS providers and an agreement was signed by the Board of Supervisors on June 16, 2015. ImageTrend Elite, the Electronic Patient Report (ePCR) system will be initiated in July of 2016. On October 1, 2015 REMSA switched to an on-line credentialing program using ImageTrend’s License Management System (LMS) and EMTs, paramedics and Mobile Intensive Care Nurses (MICNs) will no longer mail applications or come to REMSA’s office for the processing of their credentials.

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, 2013 and 2014. Data for 2015 was submitted in March 2016. 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 organizations in Riverside County support American Heart Association's hands only CPR training for the public and a reported total of 9,214 people were trained in hands only CPR for 2015. Additionally, Riverside County trauma centers and Riverside County University Health System Public Health provides injury prevention and outreach events annually.

Senate Bill No. 287 was signed into law and beginning January 1, 2017 requiring newly constructed and renovated commercial buildings with maximum occupancies exceeding 200 to have Automatic External Defibrillators (AEDs). Additionally, there have been modifications to associated laws with the intent to decrease legal liabilities for using AEDs.

## **DISASTER RESPONSE**

On Public Health Emergency Preparedness and Response (PHEPR) Branch representatives provide reports on disaster preparedness activities and actual events at EMCC's quarterly meetings. On July 1, 2016 REMSA, PHEPR and County Fire Department Office of Emergency Services (OES) merged to form Emergency Management Department (EMD). The formation of EMD would put the coordination of all Riverside County disaster activities under one department. There were several exercises throughout 2015 focusing on the evacuation of a skilled nursing facility, pediatric disaster response, and a regional patient movement plan. Additionally, EMD staff worked on preparedness for a possible Ebola outbreak and an El Nino event for 2016.

## **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 recommends continued efforts in developing solutions to the ambulance patient offload delay problem and on the coordination of public education events that focus on community readiness. We thank the Board of Supervisors for their continued support in improving Riverside County's EMS system.