



## North Coast EMS Agency

### Agreement #C18-006

### 1st Quarter Task Report July 1 - September 30, 2018

---

***Below each bulleted item, include a summary of the activities that have taken place during the quarter related to the individual tasks.***

#### **Component 1 - System Organization and Management**

Objective - To develop and maintain an effective management system to meet the emergency medical needs and expectations of the total population served.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Staff development, training, and management

North Coast EMS personnel attended or participated in the following state EMS activities including: North- Regional Trauma Coordinating Committee (Chico), Health Information Exchange meetings and calls (Redwood MedNet), and, in the following local EMS activities: Humboldt/Del Norte Medical Advisory Committee (MAC) meeting, Lake County Emergency Medical Care Committee (EMCC) meetings, Lake County Inter-facility transfer meetings, Lake County concerns meetings, Lake County fire meetings, EMSC TACTICAL call with UCDMC and S-SV EMS; Policy Review Committee meeting; Joint Powers Governing Board meeting, Humboldt County Child Death Review Team meetings, Humboldt County Child Passenger Safety Committee meeting, Humboldt County Fire Chiefs Association meetings, Overdose Workshops and calls, Emergency Preparedness and HPP Disaster related meetings and calls, and other meetings.

- Allocating and maintaining office space, office equipment, and office supplies

North Coast EMS routinely maintains office space, equipment and supplies.

- Executing and maintaining contracts with member counties, service providers, consultants, and contractual staff

We executed, continued or plan to execute administrative contracts with: EMSA General Fund, JPA member counties, UCDMC for the third year of the federal EMS for Children TACTICAL REGIONALIZATION grant, the HPP disaster medical grant with CDPH; Dr. Stiver as Regional Medical Director, Rita Henderson as EDAP and Trauma Nurse Contractor, ePCR IT programmer Jay Myhre, Ezequiel Sandoval - Office IT, Moss Levy and Hartzhiems - fiscal audit, Stayce Curry - Regional Mental Health contractor, Kayce Hurd – Paramedic and EMT policy revisions, Dennis Louy, and Elizabeth Wardell RN as County HPP Liaison, Selinda Shontz – STEMI, ICEMA – Image Trend management; Coats Eureka Media Design. North Coast EMS continued to receive Pediatric Maddy Funds from all three



counties. We continued contracts with seven designated Paramedic Base and Receiving Hospitals, 14 Paramedic Service Providers, numerous First Responder agencies, three Emergency Medical Dispatch Centers, seven EDAPs, four Trauma Centers and one STEMI Receiving Center.

- Attending or participating in a minimum of 3 EMSA/LEMSA meetings annually (following advance notice and reasonable justification provided by the LEMSA, EMSA will make a determination on the flexibility of the attendance requirement on a case-by-case basis, and in the event the quarterly EMSA/LEMSA meeting is canceled, attendance at the meeting will not be counted for/against the LEMSA)

The meeting was canceled due to fires throughout California including Lake County.

## **Component 2 - Staffing and Training**

Objective - To ensure LEMSA authorized personnel functioning within the EMS system are properly trained, licensed/certified/authorized and/or accredited to safely provide medical care to the public.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Ongoing assessment of local training program needs

North Coast EMS has numerous mechanisms for determining training program needs, including: meetings where EMS system and training needs are discussed; staff attendance at state and federal meetings where best practices are reviewed; communications with regional EMS instructors; review of quarterly QIP reports from base hospitals and providers, etc. We have continued to work with local instructors, responders law enforcement and county representatives to support and clarify state standards and policies associated with the addition of Naloxone to the local scope of practice. We are sponsoring and funding local First Responder training programs as part of the EMSC grant through UCDMC. We are also adding Epi Pens and Glucometers to the basic scope of practice. Due to repeated alerts from some of our EMS provider agencies that they are unable to reliably stock narcotic analgesics, we are preparing a request to EMSA that we be allowed to add IV Acetaminophen and Ketamine to our local optional scope of practice. In the Lake County issues meeting, the group requested more local training opportunities which we are happy to provide pursuant to topic input from the Fire Chiefs and other EMS partners.

- Authorizing and approving training programs and curriculum for all certification levels

North Coast EMS has numerous approved training programs that have been verified to meet or exceed state minimum standards, including curriculum requirements. All five (5) of the North Coast EMS approved EMT programs were updated this quarter to meet or exceed the new state EMT regulations. These programs include: Public Safety First Aid, First Responder, EMT-I, Paramedic, MICN, continuing education, etc. We have updated the First Responder program to align with the national Emergency Medical Responder program. North Coast EMS has prepared with regionwide input background documents to retain and expand the approved optional paramedic scope of practice. Pediatric



Intubation has been removed from the scope and Nasotracheal tubes will be removed by January.

- Providing training programs and classes as needed

We are also in the process of approving Public Safety First Aid and coordinating First Responder courses as needed for the three counties, including Naloxone utilization for Law Enforcement personnel according to state standards. We notified Law Enforcement representatives that there is an opportunity for free Naloxone distribution for agencies who have signed the North Coast EMS MOU that allows its use by trained officers.

- Providing ongoing certification/authorization/accreditation or personnel approval of local scope of practice for all certification levels

North Coast EMS issues numerous EMT-I certifications, paramedic accreditations and MICN authorizations annually. We have policies specific to BLS and ALS scope of practice and numerous continuously updated protocols and policies specific to the EMT-I and EMT-P scope of practice. We conducted a three-county wide Policy Committee teleconference meeting this quarter, are expanding the Basic and Advanced scope of practice and are assessing options for further enhancement of our policy review processes.

- Developing and maintaining treatment protocols for all certification levels

North Coast EMS has numerous policies specific to the BLS and ALS scope of practice and continuously updates protocols and policies specific to the EMT-I and EMT-P scope of practice. We convened a Policy Review Committee via teleconferencing to ensure routine regionwide review and revision of North Coast EMS clinical policies. We are in the process of adding Epi Pen and Glucometer use to the Public Safety First Aid, First Responder and EMT scope of practice according to state standards as well as the paramedic scope of practice. We are also assessing opportunities to improve the protocol review process.

- Maintaining communication link with Quality Improvement program to assess performance of field personnel

North Coast EMS has extensive QI policies and the updated QIP Plan was approved by the EMSA. We previously approved base hospital and ALS Providers QIP Plans and require all approved ALS providers and designated base hospitals to submit quarterly QIP reports summarizing activities in each of the QIP regulation required categories. We also select a focused review topic each quarter.

- Conducting investigations and taking action against certification when indicated

North Coast EMS did not take any actions against a certificate holder.

- Authorizing, maintaining, and evaluating EMS continuing education programs

North Coast EMS has 33 approved CEU providers.

### **Component 3 - Communications**



Objective - To develop and maintain an effective communications system that meets the needs of the EMS system.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- On-going assessment of communications status and needs

North Coast EMS approved, jointly with Napa County, the Emergency Medical Dispatch program at CALFIRE ECC in St. Helena, which is now the 9-1-1 dispatch center for Lake County. We also approved the aero medical dispatch plan for Lake County to utilize a single dispatch frequency by REACH Flight Guard upon activation by the St. Helena ECC.

- Assuring appropriate maintenance of EMS related communications systems

We plan to continue to work with each county, hospital and provider to help ensure future Med Net Communication Systems integrity. The JPA Governing Board previously approved requests to utilize the Med Net Trust Fund to conduct Mt. Top Repeater repairs in Humboldt County and to assist with the funding of Del Norte Ambulance cell phone use rather than the more expensive repair of the Camp 6 Mt. Top Repeater located in Del Norte County.

- Approving ambulance dispatch centers

All three counties have centralized dispatch for ambulances (with the exception of Hoopa {K'ima:w} Ambulance in Humboldt County). We designated the CALFIRE ECC in Napa County as the Lake County ambulance dispatch center.

- Providing acceptable procedures and communications for the purpose of dispatch and on-line medical control

Communications procedures and medical control policies have been in place for decades and are updated as needed.

- Approving emergency medical dispatch (EMD) training and/or operational programs

North Coast EMS reviewed and approved implementation of the EMD training program at the CALFIRE St Helena ECC.

#### **Component 4 - Response and Transportation**

Objective - To develop and maintain an effective EMS response and ambulance transportation system that meets the needs of the population served.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Designating EMS responders including first responders, Limited Advanced Life Support (LALS)/Advanced Life Support (ALS) providers, ambulance providers, and Prehospital EMS Aircraft providers

North Coast EMS designates First Responder training programs (see 2.1 above) Each County Board of Supervisors permits or contracts with ambulance providers. All ambulance providers, four non-transporting providers and one fixed wing aircraft



provider are North Coast EMS approved ALS Providers. North Coast EMS has policies and MOUs specific to in- and out-of-area EMS helicopters. This quarter, we also drafted a comprehensive ALS Provider/Air Medical Approval Agreement with Cal-Ore/REACH that covers all three counties. It is under review by Cal-Ore/REACH at this time.

- **Monitoring local ordinances related to EMS**

All three county ambulance ordinances are approved by the respective Boards of Supervisors and enforcement is the responsibility of the Public Health Departments with the assistance of North Coast EMS as needed. Lake County is interested in revising their ordinance and Humboldt County is interested in North Coast EMS assuming oversight responsibility of the Ambulance Ordinance as we roll out the Humboldt County Transportation (EOA) Plan.

- **Establishing policies and procedures to the system for the transportation of patients to trauma centers and/or specialty care hospitals as needed**

North Coast EMS has established and periodically updates policies and procedures for the transportation of patients to trauma and other specialty centers as needed. North Coast EMS has four designated trauma centers, one in Del Norte County that receives all injured patients, two in Humboldt County with recently developed triage and destination criteria, and one in Lake County with triage criteria identical to Coastal Valley's EMS. We also have a STEMI destination policy that sends all STEMI patients directly to the designated STEMI Receiving Center. All policies are approved through public process.

- **Implementing and maintaining contracts with providers**

North Coast EMS has executed contracts with all approved ALS Providers.

- **Creating exclusive operating areas**

North Coast EMS completed the process to determine if the sale of Arcata Mad River Ambulance to Cal-Ore/REACH continued eligibility for EOA grandfathering. We verified that eligibility is continued and notified the EMSA in writing. EMSA is reviewing the letter and associated documents. The latter were resent to EMSA this week.

- **Inspecting ambulance or LALS/ALS providers**

North Coast EMS delegates ambulance inspections to Base Hospital Prehospital Care Nurse Coordinator (PCNC)s for new ALS providers or for cause. No inspections have needed to be conducted recently.

- **Developing and enforcing performance standards as needed**

See above. We are planning to implement ambulance performance standards associated with the Humboldt County Transportation Plan following EMSA review of the Humboldt County EOA Transportation Plan update.

## **Component 5 - Facilities and Critical Care**

Objective - To establish and/or identify appropriate facilities to provide for the standards and care required by a dynamic EMS patient care delivery system.



Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Designating base hospital(s) or alternate base stations for on-line medical control and direction

All seven base hospitals are designated by contract, six as “modified base hospitals” that are no longer required to utilize MICNs. The remaining base hospital, Sutter-Lakeside, recently requested information regarding Modified Base Hospital designations and we sent a contract sample. We need additional staff time to adequately monitor base hospitals.

- Identifying ambulance receiving centers including hospitals and alternative receiving facilities in rural areas

All seven hospitals are designated receiving paramedic centers; another is a state designated mental health receiving facility. We have two alternate receiving centers at our two Standby Hospitals (St Helena Clearlake and Jerold Phelps), both of which were approved by the EMSA and North Coast EMS as Alternative Paramedic Receiving Hospitals years ago.

- Identifying and designating, as needed, trauma centers and other specialty care facilities

Please see the annual Trauma Plan update submitted to EMSA this quarter. Three Level IV trauma centers (two as Basic and one as With Surgery) and one Level III trauma center are designated within the three county region. Initial trauma centers fees were previously approved by the JPA Board and annual fees are under consideration. We are working with all four trauma centers to enhance our data collection, system evaluation and QI review processes.

North Coast EMS designated SJH as a STEMI Receiving Center and activated the Humboldt County STEMI system on 3/3/16. Public Health and Human Services reports a reduction in Cardiac Deaths since then in Humboldt County. All seven hospitals are EDAP designated.

- Periodically assessing trauma system and plan as needed

We continue to submit Trauma Registry data to EMSA but we are trying to resolve ongoing issues with data transfer from the trauma centers in Lake and De Norte Counties. We also have initiated the process to ensure submission of registry data from the two new trauma centers in Humboldt County using Digital Innovations. A key need is to continue to enhance the processes utilized to assess the trauma system through Quality Improvement at each designated trauma center, review of Trauma Registry data, disclosure protected review of patient care in Trauma Advisory Committees, attendance at the North-Regional Trauma Advisory Committee meetings, etc. This should include timely review and enhancement as needed of decisions to redirect or bypass critical trauma patients in Humboldt and Lake Counties for 9-1-1 and IFTs.

We submitted the Regional Trauma Plan update to EMSA this week after public review.



- Coordinating trauma patients to appropriate trauma center(s) or approved receiving hospitals

North Coast EMS has an approved Trauma Triage Policy that integrates with Coastal Valley's EMS policy and is very similar to the national standard. Patients meeting Trauma Triage Criteria are directly transported to our two designated Level IV trauma centers or by air, in Lake County, to the closest higher level TC located out of county. Sutter-Coast Hospital in Del Norte County receives all trauma patients due to geography. In Humboldt County, patients meeting critical trauma patient criteria are triaged and bypassed, or not, on a case by case basis at the Level IV trauma center with surgery.

- Periodically assessing hospitals (e.g., pediatric critical care centers, emergency departments approved for pediatrics, other specialty care centers)

North Coast EMS continued to receive and distribute Pediatric Maddy "Richie's" funding to our seven designated EDAPs. This quarter we continued participation in the UCDMC EMSC TACTICAL Regionalization grant and updated the EDAP Fund document.

North Coast EMS formally designated SJH as a STEMI Receiving Center in 2016 and continues to conduct HCCC meetings and to monitor and enhance the STEMI system. We are meeting this quarter with the new Cardiologist and liaison, and others at the STEMI Receiving Center to provide an orientation to the program. The 5150 Handbook is periodically updated and available on our web site – northcoastems.com. Behavioral Health contractor Statey Curry is also working on development of uniform medical screening criteria for Behavioral Health patients, standardize timelines for a 5150 hold and we continue to support county Behavioral Health grants to support Crisis Response Teams.

- Completing hospital closure impact reports

None were requested or completed in this quarter.

## **Component 6 - Data Collection and System Evaluation**

Objective - To provide for appropriate system evaluation through the use of quality data collection and other methods to improve system performance and evaluation.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Reviewing reportable incidents

North Coast EMS reviews all discovered or received reportable incidents. During this quarter we took no formal action and received one request to review a case.

- Reviewing prehospital care reports including Automated External Defibrillators (AED) reports

These reports were discontinued by EMSA years ago.



- Processing and investigating quality assurance/improvement incident reports

North Coast EMS also oversees an extensive Quality Improvement Program and utilizes an EMSA approved Regional QIP Plan. QIP Plans have been approved by North Coast EMS for all Base Hospitals and ALS Providers, who also submit quarterly QIP updates. Associate Director Bruhnke participated on the EMSAAC QI Coordinators Group call and initiated revision of the QIP Plan this quarter.

- Monitoring and reporting on EMS System Core Measures by March 31<sup>st</sup> each year, and acknowledging completion of the monitoring and reporting as of March 31<sup>st</sup> each year

North Coast EMS has been delayed in submitting the core measures data due to as yet unresolved discrepancies noted in the data and due to the Mendocino Complex Fire and other high priority matters.

- Providing data to CEMSIS monthly

See above. ImageTrend data goes directly to ICEMA upon completion of each e-PCR by EMTs and paramedics. Two other vendors (a proprietary ImageTrend program and ESO) have been approved for use and data continues to be submitted to ICEMA by each ALS Provider. Last fiscal year, North Coast EMS delayed Governing Board approved reimbursement by providers of our ImageTrend costs because we have not yet received the final bill from OCEMA due to the Mendocino Complex Fires.

- Implementing Health and Safety Code Section 1797.227, including providing data using the current versions of NEMSIS and CEMSIS standards from Electronic Health Records (EHR)

All ALS Providers utilize NEMSIS and CEMSIS compliant EHR programs.

- Engaging healthcare partners and Health Information Organizations in your jurisdiction in discussions and planning efforts to integrate EMS into developing health information exchange networks according to the models being developed under the ONC grant

North Coast EMS previously received grant funding for a HIE Discovery Grant that was completed and serves as an excellent resource. In conjunction with Redwood Med Net, we are currently participating in a study designed to utilize HIE data from on eo more hospitals located in Lake County and from Lake County Fire to identify and track EMS super-utilizers. We are also assessing the new EMSA opportunity to apply for HIE funds with plans to apply if the grant is feasible and attainable.

## **Component 7 - Public Information and Education**

Objective - To provide programs to establish an awareness of the EMS system, how to access and use the system and provide programs to train members of the public in first-aid and CPR.

Tasks: The responsibilities of the EMS agency, at a minimum, include:





- Information and/or access to CPR and first-aid courses taught within the EMS system  

Policies and procedures to approve Public Safety First Aid training programs pursuant to the revised state regulations have been implemented. North Coast EMS has approved one Public Safety First Aid training program that includes CPR and first aid training. Approved scope options currently include Naloxone and soon will include Epi and Glucagon. We continue to assist Law Enforcement in their process to utilize Naloxone by trained personnel pursuant to state standards.
--
- Involvement in public service announcements involving prevention or EMS related issues  

North Coast EMS staff members participated in local injury and illness prevention and children's safety programs.
---
- Availability of information to assist the population in catastrophic events, as appropriate  

North Coast EMS participates in the HPP program and is involved with disaster planning. Each county has PSAs and other means of providing information to the public in catastrophic events.
---
- Participating in public speaking events and representing the EMS agency during news events and incidents  

Nothing new this quarter.
---------------------------
- Seeking opportunities to collaborate with key partners, including local public health and other community organizations, to promote healthcare and injury prevention activities  

North Coast EMS continues to seek opportunities to collaborate with key EMS and Public Health partner to promote healthcare and injury prevention activities.
---

## **Component 8 - Disaster Medical Response**

Objective - To collaborate with the Office of Emergency Services, Public Health and EMS responders in the preparedness and response of the region's EMS systems in the event of a disaster or catastrophic event within the regions or a neighboring jurisdiction.

Tasks: The responsibilities of the EMS agency, at a minimum, include:

- Participating in disaster planning and drills as needed  

As part of our HPP disaster planning role, funded by CDPH, the North Coast EMS Disaster Coordinator and our HPP County Disaster Liaisons continue to attend and participate in state, regional and local disaster planning meetings and drills. This year's HPP multi-county LEMSA objectives include strengthening county Healthcare Coalitions, include focus on planning and training EMS personnel in the transition from a single incident MCI to a disaster response, the transport of Ebola and other highly infectious diseases, and patient triage and tracking. North Coast EMS has, over the past five HPP funding cycles,
---



engaged system participants in discussion regarding an OA (county) specific concept of operations for disaster response, including operational integration with the MHOAC disaster planning and response program. These discussions have led to the development of North Coast EMS hospital and provider disaster preparedness and SEMS/EOM communications and reporting policy, and revision of the Humboldt County EOP to integrate an EMS representative into the County EOC. North Coast EMS has begun drafting EOA contract language that will ensure our EMS provider agencies are prepared to support the Humboldt County MHOAC program during a disaster. These policies, these contracts, as well as OA (county) specific SOPs will inform this year's training objectives. North Coast EMS has participated in EMSAAC Disaster Committee/EMSA development of MHOAC Program Guide and attended the Humboldt County Disaster Council meeting this quarter, and many other disaster related meetings or calls. Training included a full scale active shooter exercise at Redwood Memorial Hospital in Fortuna, organized by the North Coast EMS Humboldt County Disaster Liaison with the participation of a wide variety of local responder agency and participants and observers from other hospitals. The Del Norte and Humboldt County EMS Disaster Liaisons attended the Medical Health Operations Center Support Activities (MHOCSA) course to be held over two days in Oakland on May 7th and 8th.

- **Identifying disaster preparedness needs**

As part of our HPP disaster planning activities we have been evaluating existing North Coast EMS and regional disaster preparedness needs. This includes review of numerous documents, attending meetings and working collaboratively with each JPA member county. Through the North Coast EMS County Liaison contractors, North Coast EMS worked with our County Health Department partners to review the HPP objectives and define supporting activities for our 2017-2018 HPP Work Plan. The contract with CDPH was executed last quarter. The Del Norte and Humboldt County Disaster Liaison continued HPP related activities and this quarter we initiated the process to fill the Lake County Disaster Liaison position.

- **Coordinating the operational area disaster medical/health coordinator**

North Coast EMS staff and HPP contractors coordinated with the MHOAC in each county, attended meetings, participated in local, state and regional Medical Disaster meetings and events.

- **Coordinating the regional disaster medical/health coordinator system**

See above.

- **Developing policies and procedures for EMS personnel in response to a multi-casualty or disaster incident**

North Coast EMS has MCI and disaster related policies and updates these as needed.

- **Facilitating mutual aid agreements**

North Coast EMS has facilitated development of mutual aid agreements for decades and all ambulance providers have mutual aid arrangements with surrounding providers. We also continued utilization of outside fire and ambulance resources according to existing



mutual aid policies

- Collaborating with all EMS personnel on training of incident command and Standardized Emergency Management System (SEMS)

North Coast EMS has supported and worked with County OES and other EMS organizations to help ensure ICS and SEMS training. Local training programs are conducted periodically and each approved EMT-I and paramedic training program includes these topics. North Coast EMS has supported and worked with County OES and other EMS organizations to help ensure ICS and SEMS training.