



North Coast EMS Agency

Agreement #C19-019

3rd Quarter Task Report January 1 - March 31, 2021

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 via Zoom or conference calls in the following state EMS activities including: EMSAAC, EMSAAC Closed Session, EMSAAC/EMDAC Legislative, EMSA/LEMSA, EMSA/LEMSA COVID, EMSA/EMDAC/EMSAAAC COVID, the EMSC Technical Committee, the LEMSA Administrator and Medical Director meetings, LEMSA Leadership, CDPH HPP Disaster and COVID meetings, MHOAC meetings, Regional EMS, North-Regional RTCC and; in the following local EMS meetings and other activities: JPA, Humboldt/Del Norte Medical Advisory Committee (MAC), Lake County Emergency Medical Care Committee (EMCC), Lake County Inter-facility Transfer, Lake County Priority 1, Lake Trauma Advisory, Humboldt-Del Norte Trauma Advisory, Humboldt Cardiac, EOA Contract (Humboldt), COVID Behavioral Health, Del Norte County COVID, Humboldt-Del Norte Redwood Coalition, Lake County Surge and COVID, Behavioral Health SV Planning, OES Partners, HPP Team, Policy Review Committee, contractor communications (Medical Director, Trauma, STEMI/Stroke, Policy Review, Behavioral Health, EMD/dispatch, IT, EMSC, HPP Liaison), Humboldt County Child Death Review Team, OB Redwood changes, Humboldt County Child Passenger Safety Committee, Humboldt, Del Norte and Lake County Fire Chiefs Association and other meetings. North Coast received CEMSA implemented an EMT and paramedic training program to assist counties with COVID testing and vaccinations, prepared deployment ready alternate destination and assess and refer policies, and other COVID related activities. In this quarter, the Executive Director alone logged 147 COVID related hours which was 24.5% of his time. Since October 1, my monthly COVID related work is 24% of my time, while, less travel time reductions, high priority regular work continued. Specific to the ongoing CDPH HPP Disaster grant, we previously completed the FY 20-21 Mid-Year Report, the draft Pediatric Surge Plan and the Mid-Year questionnaire presumably to help target the FY 21-22 Work Plan. This quarter we received the CEMSA the Core Measures Report; submitted the APOT Report; submitted CARES



data; added Ketamine, IFT antibiotics to the paramedic scope of practice; updated trauma policies including Retriage and the Lake Trauma Catchment Area; reached consensus on a SV patient dispatch and transportation policy; participated in a case deposition; developed an Employee Professional Services Guidance document; implemented a uniform employee evaluation process; distributed prior EMSAAC .201/.224 documents to EMSAAC; initiated revenue tracking document and processes to evaluate the office phone system; revised, updated and improved budget presentations and tracking mechanisms; continued the process to recover ImageTrend costs; conducted case reviews; initiated processes to enhance case tracking, consolidate CQI and IFT policies, and scheduled a STEMI Receiving Center Survey in early May; etc.

- 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 or continued administrative contracts with: EMSA General Fund, JPA member counties, the HPP disaster medical grant with CDPH, the CDPH COVID grant, Dr. Karp 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 - Behavioral Health/5150 contractor, Dennis Louy, Patrick Lynch and Kimberly Baldwin as County HPP Liaisons for Del Norte Humboldt and Lake County respectively, Selinda Shontz – STEMI and Stroke, Pam Mather - EOAs and CQI, ICEMA – Image Trend management; and Coastal Valley's EMS re: C.A.R.E.S. All contractors are part-time, independent, may engage in other contracts and provide expert services otherwise not available to North Coast EMS staff. North Coast EMS continued to receive from, and distribute by request, Pediatric Maddy Funds in all three counties, although this was put on hold while we complete the EDAP site survey closure process. 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)

This quarter North Coast EMS attended the state level meetings listed above. This year, we have participated in all EMSA/LEMSA meetings.

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 or can be discussed; staff attendance at state and federal meetings where state and national standards and best practices may be reviewed; communications with regional EMS instructors; review of quarterly QIP reports from base hospitals and providers; input from stateholders, etc. Several first responder agencies are now approved for the use of Naloxone. This quarter we added IFT antibiotics to the paramedic scope of practice, continued online training of EMTs and medics to assist counties with COVID testing and vaccinations, and contractor Curry continued to take the lead on development or distribution of tools to support the management of 5150 patients especially during the pandemic.

- 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 and instructor requirements. These programs include: Public Safety, First Responder, EMT-I, Paramedic, MICN, continuing education, etc.

- Providing training programs and classes as needed

We continue the process to approve Public Safety First Aid and coordinating First Responder courses as needed for the three counties, including Naloxone utilization for Public Safety and First Responder personnel according to state standards.

- 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. Due to the pandemic, we did not conduct a three-county wide Policy Committee teleconference meeting this quarter, but are working closely with Public Health and other EMS partners to ensure ongoing assistance with COVID related policies.

- 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 continue to update, add and modify policies and protocols, this quarter including initiation of addition of IFT antibiotics to the paramedic scope and consolidation of IFT and CQI policies; etc.



- 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 all 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. With the assistance of contractor Mather, we initiated a process to consolidate and integrate CQI Policies and the CQI Plan update, including clearer linkage to the Evidence Code to ensure disclosure protection of case review processes.

- Conducting investigations and taking action against certification when indicated

North Coast EMS did not take any actions against a certificate holder but participated in several case reviews this quarter. We also enhanced our case tracking system.

- Authorizing, maintaining, and evaluating EMS continuing education programs

North Coast EMS has approximately 33 approved CEU providers and policies are in place to authorize new and review existing providers if needed.

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 previously approved, jointly with Napa County, the Emergency Medical Dispatch program at CALFIRE ECC in St. Helena, which is the 9-1-1 dispatch center for Lake County. We also previously approved the air medical dispatch plan for Lake County to utilize a single dispatch frequency by REACH Flight Guard upon activation by the St. Helena ECC. The CALFIRE ECC in Fortuna is approved as the Del Norte and Humboldt air medical dispatch center. We continued EMD program approval of Eureka PD and CAL FIRE Fortuna conducted a process & meeting in Humboldt County to ensure EMD program compliance, address related issues and facilitate discussion of dispatch procedures, including those involving the Psychiatric facility (Sempervrens = SV). We reached consensus on a guidance document that should help reduce non-emergency requests through the 9-1-1 dispatch system and optimize use of ambulances.

- 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 and/or field to hospital Communication Systems integrity. We also participated in communications to help improve 12-lead ECG transmission to the STEMI Receiving Center in Humboldt County. In Humboldt, we conducted an assessment of the redundant MCI Mtn. Top Repeaters and the JPA Board released



Mtn. Top Repeater Trust Funds to make repairs and optimize value during wide-area events.

- Approving ambulance dispatch centers

All three counties have centralized and North Coast EMS approved dispatch centers for ambulances. City Ambulance of Eureka is the primary ground ambulance dispatch center in Humboldt County, although Hoopa {K'ima:w} Ambulance may occasionally be dispatched through a separate process. The Del Norte County Sheriffs Dispatch Center is responsible for ground ambulance dispatch in Del Norte County. Lake County utilizes the CALFIRE ECC in Napa County for ambulance dispatch. CALFIRE ECC in Fortuna and CALFIRE ECC in Napa County are the North Coast EMS approved aero medical dispatch centers in Del Norte/Humboldt and Lake respectfully.

- 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. As the EMD oversight body, we are available to QI any and all EMD related issues and we included a disclosure protected "case" review opportunity at the EMD meeting this quarter. We also coordinated a process to ensure uniform dispatching of SV transports and participated in discussions regarding dispatch practices in all three counties, with the goal of clarifying and optimizing dispatch procedures.

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

North Coast EMS continues to approve the national EMD training programs at the Eureka Police Department, the CALFIRE ECC in Fortuna and the CALFIRE St Helena ECC (jointly with Napa County EMS). City Ambulance of Eureka informed us that they plan to send their dispatchers through a national EMD training program.

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). The Humboldt and Lake County County Board of Supervisors long ago adopted ambulance ordinances that allow Public Health to issue permits or contracts with ambulance providers. Del Norte County dropped their ordinance last year. 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.



- **Monitoring local ordinances related to EMS**

Humboldt and Lake 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. The North Coast EMS participated in all previous ordinance updates as is required by statute.

- **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. North Coast EMS currently has four designated trauma centers, one in Del Norte County that receives all injured patients, two in Humboldt County with triage and destination criteria, and one in Lake County with triage criteria identical to Coastal Valley's EMS. Because Sutter-Lakeside Hospital is a Level IV trauma center and Adventist-Clearlake is not, we previously set the catchment area around Lakeside at 25-minutes. This apparently was exceeded and this quarter we revised the associated mapping and a guidance documents to reinstate the 25-minute policy. This quarter we again updated the Retriage Policy. We also have a STEMI destination policy that sends all Humboldt County STEMI patients directly to the designated STEMI Receiving Center in Eureka. All policies are reviewed through our Policy Review Committee process prior to adoption.

- **Implementing and maintaining contracts with providers**

All North Coast EMS authorized ALS Providers have executed contracts.

- **Creating exclusive operating areas**

EOA contractor Pam Mather and North Coast EMS continued to work with CAE and AMRA to finalize comprehensive contracts with CAE and AMRA to roll out the EOA grandfathering process pursuant to EMSA approval of the Humboldt County Transportation Plan. Contracts are currently under review by each provider. Del Norte Ambulance submitted a request to be grandfathered and South Lake County Fire Protection District is interested in requesting this at some point as well. Pam initiated a review of the DNA submission and we are awaiting more documentation to proceed with the eligibility review.

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

North Coast EMS conducts or 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 this quarter.

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

See above. We have developed ambulance performance standards associated with the Humboldt County Transportation Plan as part of the EOA grandfathering process. Upon contract execution, response time monitor will begin with a plan to implement



...fines if needed after an evaluation period. This included assessment of five years of response time history per zip code to help establish a performance expectation baseline.

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 as Paramedic Base and Receiving Centers, six as "Modified Base Hospitals" that are no longer required to utilize MICNs. 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 Paramedic Receiving Centers; another is a state designated mental health receiving facility. We have two alternate receiving centers at 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 EMSA approved Trauma Plan Annual Update. Three Level IV trauma centers (two as Basic and one with fulltime General Surgery) and one Level III trauma center are designated within the three county region. The joint trauma survey with Oregon for Sutter-Coast Hospital was conducted previously, and the delayed surveys to Sutter-Lakeside, St. Joseph and Mad River Community Hospitals were conducted last quarter. The follow-up reports were distributed, responses received and we are in the process of finalizing next steps. We conducted Humboldt-Del Norte-Lake TAC and the Lake TAC this quarter. Trauma Registry data transmission from all four trauma centers to the state repository continues and North Coast EMS works with each trauma center to ensure uniform and timely data entry so we can compare "apples to apples" information and timely data transmission pursuant to state and ACS standards.

North Coast EMS designated SJH as a STEMI Receiving Center, activated the Humboldt County STEMI system on 3/3/16 and we continue to oversee this program. We plan to conduct one Humboldt County STEMI/Stroke Committee meeting next quarter, and a site survey is planned for early May.



All seven hospitals are Emergency Departments Approved for Pediatric (EDAP) designated. Last quarter we conducted site survey's at both EDAPs in Lake County, and at Jerold Phelps, Redwood and Sutter-Coast the same week as the trauma center surveys. Follow-up letters have been distributed, responses received and we are finalizing next steps.

- Periodically assessing trauma system and plan as needed

See the EMSA approved Annual Trauma Plan Update.

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

For Lake County, 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 designated trauma centers, or in Lake County, by air 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 by the Level IV trauma center with surgery. We revised a Retriage Policy and the Trauma Catchment area policy in Lake County. Adventist-Health Clearlake Hospital previously applied for Level IV designation but this is currently on hold due to the pandemic.

- 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, by request, Pediatric Maddy "Richie's" funding to our seven designated EDAPs. We conducted site surveys last quarter at five EDAPs as reported above.

North Coast EMS continues to encourage best prehospital and hospital stroke patient management practices.

North Coast EMS formally designated SJH as a STEMI Receiving Center in 2016 and continues to conduct HCCC meetings and monitor and enhance the STEMI system. A site survey is planned for May.

The 5150 Handbook is periodically updated and available on our web site – northcoastems.com. Behavioral Health contractor Stacey Curry continues to work on development of uniform medical screening criteria for Behavioral Health patients, standardize timelines for a 5150 hold, 5150 online training programs and we continue to support county Behavioral Health grants and Crisis Response Teams etc in each county. As mentioned above, Stacey continues to provide critical local and state coordination of Behavioral Health relative to COVID-19.

- Completing hospital closure impact reports

None were requested or completed 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 but initiated or reviewed at least five cases.

- 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 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. This quarter, we initiated a process to review, consolidate and update CQI Policies and the CQI Plan.

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

North Coast EMS submitted the state requested Core Measures data last quarter and APOT data this quarter. We also received the follow-up EMSA assessments.

- Providing data to CEMSIS monthly

See above. ImageTrend data goes directly to ICEMA upon completion of each e-PCR by EMTs and paramedics. Several other vendors e-PCR programs have been approved for use and data continues to be submitted to ICEMA by each ALS Provider. North Coast EMS continues to pay upfront and ongoing costs for the providers to utilize the ICEMA ImageTrend e-PCR program and is currently only able to recover a portion of our costs to ensure data access.

- 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

The EMS super-utilizers study being conducted in Lake County has been completed.



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

North Coast EMS has approved several Public Safety First Aid training programs that include CPR and first aid training.

- 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, although activities have been limited this quarter due to Covid restrictions.

- Availability of information to assist the population in catastrophic events, as appropriate

North Coast EMS participates in the HPP program and is involved with COVID and disaster planning. Each county has PSAs and other means of providing information to the public during 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 partners 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

North Coast participated in numerous COVID related activities, including planning and coordination with each county, policy and protocol preparation, preventive state approved or requested scope of practice increases to assist with COVID vaccinations.



HPP required redundant radio drills were conducted or real time tested this year and each county has plans to do so next quarter. We also previously applied for and received two one-year COVID related grants, from the Humboldt Area Foundation and CDPH HPP COVID. Specific to the ongoing CDPH HPP Disaster grant, we completed the Mid-Year Report, the draft Pediatric Surge Annex and the FY 21-22 CDPH HPP Questionnaire. We also initiated a process to revise the Regional MCI Plan.

- 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 and the state. Through the North Coast EMS County Liaison contractors, North Coast EMS worked with our Public Health Department partners to achieve the HPP Disaster and COVID grant objectives and define supporting activities associated with the FY 20-21 HPP work plans. Specific to COVID and as reported above, we previously received two new, one-time COVID related grants, from the Humboldt Area Foundation to generally help support COVID related activities, and from CDPH. The latter covers a portion of my time, increases Dr. Karp's paid time, and covers all of Stayce's time as it currently involves nothing but COVID coordination with Behavioral Health.

- 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 and participated or coordinated numerous state, regional and county COVID related activities designed to support and assist each MHOAC.

- 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 plan and policies and updates these as needed. We are in the process of updating the North Coast Regional EMS MCI Plan and related policies, if needed, although this has been delayed by other priorities.

- Facilitating mutual aid agreements

North Coast EMS has facilitated development of mutual aid agreements and all ambulance providers have mutual aid arrangements with surrounding providers. North Coast EMS has no existing barriers to cross-jurisdictional utilization of paramedics provided state standards are followed. Due to the Last Chance Grade closure or delays, we worked with Del Norte Ambulance representatives to ensure prompt mutual aid coverage in the southern portion of Del Norte County. We also continue to participate in IFT discussions in Lake County that could involve mutual aid, and we will continue to monitor mutual aid coverage of Colusa County from Lake County as needed.



- 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.