



## North Coast EMS Agency

### Agreement #C19-019

### 4th Quarter Task Report April 1 - June 30, 2021

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***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 virtually participated in the following state EMS activities: EMSAAC Conference, EMSAAC Open Session, EMSAAC Closed Session, EMSAAC/EMDAC Legislative, EMSA/LEMSA, EMSA/Regions, EMSA/EMDAC, EMSC Technical Committee, the LEMSA Administrator and Medical Director meetings, LEMSA Leadership, EMSA Trauma Regulation Workgroup and LEMSA Trauma Center Fee Assessment, EMSAAC Defining Terms, 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, EOA Contract (Humboldt), EOA (Del Norte), 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, 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. As part of the CDPH HPP COVID grant, North Coast continued EMT and paramedic COVID testing and vaccination scope approval, prepared but did not implement deployment ready alternate destination and assess and refer policies, and participated in other COVID related activities. Specific to the ongoing CDPH HPP Disaster grant, we previously completed the FY 21-22 Scope of Work Application and started to draft the Year-End Report and COVID quarter 4 Report. This quarter we distributed the CEMSA the Core Measures Report to the region (highlighting the need to increase Blood Glucose testing); submitted the APOT Report; submitted CARES data; added Ketamine, continued the process to add IFT antibiotics to the paramedic scope of practice; participated in the



OPIOID LAN and Rx Safe programs; continued to participate in an SV patient transportation policy discussion; continued to consolidate CQI and IFT policies; and, conducted a STEMI Receiving Center Survey at St. Joseph Hospital and three follow-up trauma center designation surveys at Sutter-Lakeside, St. Joseph and Mad River Community Hospitals. The JPA Board also approved our recommendation to implement an ImageTrend Base/Access Fee for all providers.

- 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 (the FY 19-20 Audit Report was distributed and reviewed), 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. 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. We encouraged EDAP submission of the National Pediatric Survey and received copies of several of them.

- 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. Last quarter we added IFT antibiotics to the paramedic scope of practice and this quarter we implemented use of Ketamine. 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.

- 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 virtual Policy Committee meeting this quarter, and continued to work 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 continued to update, add and modify policies and protocols this quarter and conducted one Policy Review Committee meeting.

- 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 Pam Mather, we continued the 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 numerous case reviews this quarter. We also updated 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.
- 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 ongoing communications to help improve 12-lead ECG transmission to the STEMI Receiving Center in Humboldt County. In Humboldt, we consolidated the redundant MCI Mtn. Top Repeater System to 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. We continued to participate in a process to ensure



uniform dispatching of SV transports and in discussions regarding dispatch practices in all three counties, with the goal of clarifying and optimizing dispatch procedures. In Humboldt, we participated in discussions about centralized medical control during MCI events. This discussion however was delayed until the wide-area MCI system consolidation was completed.

- 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).

#### **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 adopted ambulance ordinances that allow Public Health to issue permits or contracts with ambulance providers. All ambulance providers, four non-transporting providers and one air medical provider are North Coast EMS approved ALS Providers. North Coast EMS has policies and ongoing 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 recently re-set the catchment area around Lakeside at 25-minutes. 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 Basic Level IV trauma centers 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 this year with follow-up surveys conducted this quarter. We are working the follow-up letters but plan to continue designations. 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 conducted a survey this quarter and are working on the follow-up letter. A Humboldt County STEMI/Stroke Committee meeting is planned next quarter.

All seven hospitals are Emergency Departments Approved for Pediatric (EDAP) designated. In the second 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. EDAP designation continues at all five hospitals.

- 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, higher level patients meeting critical trauma patient criteria are now triaged and bypassed the Level IV trauma center in Arcata to the Level III in Eureka. This will be reviewed at the next TAC meeting. 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 after a COVID delay, distribute by request, Pediatric Maddy “Richie’s” funding to our seven designated EDAPs.

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 was conducted this quarter.

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 reviewed numerous cases. We also updated and enhanced our internal QI case tracking system.

- 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 our 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 continued to coordinate a process to review, consolidate and update CQI Policies and the CQI Plan.





- 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 submitted the state requested Core Measures data in the second quarter and APOT data this quarter. The only Core Measures concern, related to BG checks in stroke patients, was reviewed and it was found that not all agencies were included in the audit. The core measure was reran and found to be in compliance with state standard.

- 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. This quarter, the North Coast EMS JPA Governing Board approved an ImageTrend Base/Access Fee for all providers to cover our ICEMA ImageTrend access costs.

- 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 was completed last year.

## **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. We also assessed and promoted trauma center involvement in injury prevention programs.



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

North Coast EMS participates in the HPP disaster grant program and is involved with COVID and medical 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 HPP COVID and disaster related activities, including planning and coordination with each region and county. We initiated a process to review and expand the Regional MCI Plan and will update related policies and protocols as needed. HPP required redundant radio drills were conducted or real time tested this year and each county has plans to do so next year. We also completed the one-year CDPH HPP COVID grant this quarter. Specific to the ongoing CDPH HPP Disaster grant, we completed the FY 21-22 CDPH HPP application.
- Identifying disaster preparedness needs  

As part of our HPP disaster planning activities we continue to evaluate existing North Coast EMS and regional disaster preparedness needs with our HPP and Public Health partners. 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 Departments to achieve the HPP Disaster and COVID grant objectives and define supporting activities associated with the FY 21-22 HPP work plan.
- 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 was 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 continue to work 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.

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

North Coast EMS continued to support and work 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.