

HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA)
 QUARTERLY SUMMARY REPORT
 1ST QUARTER CY 2023

I. HISTORY –Non-competitive EOA contracts with Arcata-Mad River Ambulance (AMRA) specific to the Arcata Zone (1) and City Ambulance of Eureka (CAE) specific to the Eureka Zone (3) with ongoing coverage of southern Humboldt County (Zone 4), were executed effective January 1, 2022. Both providers are now in the monitoring stage and reporting quarterly. The following is provided as an overview with updates to this process.

II. PERFORMANCE STANDARDS FOR CY 2023-1ST QUARTER

AMRA	1st Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET
Staffing Minimums 1 – ALS unit McKinleyville Station (Arcata 2) 1 – ALS unit Arcata Station (Arcata 1)	MET
Mutual Aid Resources	14 standbys to Hoopa area, 7 calls in Willow Creek and Hoopa area. On duty crews responded to and arrived on scene to 60 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	None
Scheduled Standbys (special events)	None
Vehicle Failures	None
Community Education Activities	Ambulance demonstration held for Morris Elementary School's after school program. A paramedic participated in an ambulance demonstration and career presentation to the Arcata High School Healthcare Career Club.
90 th Percentile Response Times (Code 3) Contractual Standard: 95519 ≤ 11 minutes 95521 ≤ 10 minutes 95524 ≤ 13 minutes 95525 ≤ 19 minutes 95550 ≤ * 95555 ≤ 44 minutes 95570 ≤ 20 minutes	 95519 ≤ 10 mins 95521 ≤ 9 mins 95524 ≤ * 95525 ≤ * 95550 ≤ * 95555 ≤ * 95570 ≤ 18 mins

CAE	1st Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET
Staffing Minimums Zone #3 (Central) 2 ALS units Zone #4 (South) sub-zones Fortuna – 2 ALS units Garberville – 1 ALS unit	MET
Mutual Aid Resources	24 calls/transfers in AMRA response area.
Standby Requests (fire/law enforcement)	1 standby at the request of Humboldt Bay Fire.
Scheduled Standbys	1 standby at Bear River Casino for the Fighting Championship Event. 1 standby for Foggy Bottom Milk Run.
Vehicle Failures	One vehicle failure on scene that resulted in a delay of transport during this quarter
Community Education Activities	City Ambulance participated in Fortuna's Center Career Summit in January as well as the Conservation Corp's job fair.
90 th Percentile Response Times (Code 3) Contractual Standard: 95501 ≤ 8 minutes 95503 ≤ 12 minutes 95537 ≤ 14 minutes 95549 ≤ * 95564 ≤ 16 minutes	 95501 ≤ 8 minutes 95503 ≤ 10 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *

III. SUMMARY OF ISSUES -

Mutual Aid calls – CY 2022 noted some increases in mutual aid calls. Providers reported contributing factors related to overall rises in call volumes and the implementation of Logis CAD system contributing to issues. CAE reported re-implementing tiered response system 2/1/2023.

Code 3 calls – Documentation issues were impacting identification of Code 3 calls for response time monitoring. There were deficiencies in completing entries for mode descriptor “eResponse.24” but now appear resolved. 4th Quarter CY 2022 and 1st Quarter CY 2023 documentation compliance was 100%. Continue to monitor and verify with Ambulance Providers’ secondary review of Code 3 calls.

IV. PLANS FOR SUBSEQUENT REPORTING QUARTER-

North Coast EMS Humboldt EOA report will continue to be uploaded to North Coast EMS website each quarter for public review. Feedback welcomed and encouraged through updates provided at monthly Medical Advisory Committee (MAC) meetings and quarterly Joint Powers Authority (JPA) meetings.