

**County of Santa Clara
Emergency Medical Services System**

Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org



EMERGENCY MEDICAL SERVICES COMMITTEE

Chair: Health Advisory Commissioner Harry Hall

Thursday, March 6, 2014

1:00 pm – 3:00 pm

(Voting Members Requested to RSVP by February 27, 2014)

**Santa Clara County Sheriff's Department Auditorium
55 West Younger Avenue
San Jose, CA 95110**

All reports and supporting material are available for review on the Santa Clara County EMS Agency website at www.sccemsagency.org and in the EMS Agency's offices at least one week prior to the meeting. This information is also available the day of the meeting. (📄 Indicates supporting documentation attached. 🔄 Indicates committee action required).


- 1. Call to Order / Roll Call** 📄 (Commissioner Hall)
- 2. Introductions and Announcements** (Commissioner Hall)
- 3. Public Comment Period** (Staff)

This portion of the meeting is reserved for persons desiring to address the EMS Committee on a Committee-related matter not on the agenda. Speakers are limited to two (2) minutes.

Calendar Items (Commissioner Hall) 📄 🔄

Calendar items matters may be of an informational nature, not requiring an action/vote; or may require the Committee to take an action based on nature of the material presented.

- 4. Approval of December 5, 2013 Meeting Minutes** 📄 🔄

5. **Summary of Items Presented to Board of Supervisors or Health & Hospital Committee** (Natividad)
6. **EMS Director Report**
 - A. Rural/Metro Contract Revision
 - B. San Jose Fire Department Response Time Performance
 - C. CPR Card Investigation
7. **Medical Director Report – Clinical Care** (Dr. Rudnick) ([📄](#))
8. **EMS Trust Fund** (Petrie and Davies) ([📄](#)) 
 - A. Accept Written Report on the Financial Status of the EMS Trust Fund (Natividad)
9. **Exclusive Operating Area Contract Status** (Blain)
 - A. County EOA Update – October to December 2013
 - i. Accept Rural/Metro Response Time Performance Report ([📄](#))
 - B. Accept Fire Department Response Time Performance Report ([📄](#))
 - C. Palo Alto EOA Update – Accept Verbal Report
10. **Hospital Destination, Diversion, and Advisory Status Report** (Petrie) ([📄](#))
11. **Member Roundtable and Reports**
12. **Next Meeting and Adjourn** (Commissioner Hall)
June 6, 2014 from 1-3 pm at the Sheriff's Department Auditorium, 55 West Younger Avenue, San Jose, CA 95110

Venue and Parking Instructions

- Visitor parking is available at the County building parking lot designated "Visitor" areas.
- No food or uncapped beverages are permitted in the training room.
- This meeting will be recorded.

Emergency Medical Services Committee
 Sheriff's Department Auditorium, 55 W Younger Avenue
 December 5, 2013
 1300 to 1500 Hours

Meeting Minutes

Item	Discussion	Action
1. Call to Order/Roll Call	Chairman Harry Hall called the meeting to order at 1:00 p.m. A quorum was present.	<ul style="list-style-type: none"> Meeting called to order.
2. Introductions and Announcements		<ul style="list-style-type: none"> As noted.
3. Public Comment	No members of the public provided comment.	<ul style="list-style-type: none"> None
Calendar Items		
4. Approval of October 3, 2013 Meeting Minutes	Without discussion, the committee approved the consent calendar. M/S/C	<ul style="list-style-type: none"> October 3, 2013 meeting minutes approved as presented. M/S/C T. Haglund/J. Silva
5. Summary of Approved or Pending Board of Supervisors, and Health and Hospital Committee Items	<p>Without discussion, the committee accepted the approved Board of Supervisor and Health and Hospital Committee items.</p> <p><u>Health and Hospital Approved Committee Items:</u> <i>Semi-annual report relating to the status of the EMS Agency and EMS System for period January 1, 2013 through June 30, 2013 – November 13, 2013.</i></p> <p><u>Summary of Board of Supervisors Approved Items:</u> None</p>	<ul style="list-style-type: none"> Informational Only Summary of Approved BOS and HHC items accepted as presented.
6. EMS System Update A. EMS System Strategic Assessment and Planning Process	<p>Michael Petrie reported on the Strategic System Assessment and Planning process:</p> <ul style="list-style-type: none"> Since the last report to the EMS Committee on October 3, 2013, the EMS Agency completed the EMS 	<ul style="list-style-type: none"> Information only

<p>B. Semi-Annual Report</p> <p>C. Video "Pull to the Right" (Davies/Franklin)</p>	<p>System Strategic Assessment and Planning Process. On Friday, October 25, 2013, the Strategic Plan was formally rolled out during a two hour meeting. Those attending received bound hard copies of the Santa Clara County EMS System Strategic Plan and the EMS System Strategic Plan Implementation Plan. This project was completed on time and under budget.</p> <ul style="list-style-type: none"> • The Santa Clara County EMS System Strategic Plan and the EMS System Strategic Plan Implementation Plan is being distributed to all EMS Stakeholder organization in bound hardcopy format. Each document has also been placed on the EMS Agency website. • The EMS Agency will actively begin implementing the EMS System Strategic Plan during the first quarter of 2014. • Michael Petrie reported on the EMS System Semi-Annual Report reviewing the operations of the EMS Agency and discussing the status of the Santa Clara County EMS System. This report emphasizes the period from January 1, 2013 through June 30, 2013, but includes information from June 30, 2012 through December 31, 2012, to provide context and precedent. • EMS Staff, Daniel Franklin, presented Video on "Pull to the Right". • Josh Davies reported that this approved project was paid through Trust Fund. 	<ul style="list-style-type: none"> • Information only. • Information only.
--	--	--

<p>7. Medical Director Report – Clinical Care</p>	<p>Eric Rudnick reported on current policies related to clinical quality committee. The EMS Agency conducted the Annual EMS System Update on 10/10/13. The clinical educators and clinical managers for the various provider agencies received training on three major initiatives:</p> <ul style="list-style-type: none"> • First, training for pediatric trauma patients was delivered successfully and in addition to the PowerPoint presentation the departments received a voice-over training DVD. This DVD highlighted the pearls and pitfalls for treating this high risk patient population. • Second, the training and CQI efforts continue for the special focus on airway management. In particular, the focus is on the procedure of intubation. The CQI Airway Task Force continues to meet regularly and make progress toward our goals. These classes will draw upon multiple resources and small group sessions. This close attention will achieve the desired effect that the training should meet the appropriate standards. • The third initiative is improving stroke care. This training was a small portion of the research study looking to improve the identification of stroke patient by prehospital personnel. The training has taken place at the EMS Up-Date. There was an extensive question and answer period and was well received. A training DVD has been delivered to all EMS provider agencies to ensure 	<ul style="list-style-type: none"> • Information only.
--	--	---

	<p>precise training. The majority of stroke centers in Santa Clara County have elected to participate in the study.</p>	
<p>8. EMS Trust Fund A. Accept Written Report on the Financial Status of the EMS Trust Fund</p>	<ul style="list-style-type: none"> Patricia Natividad presented a report on the Financial Status of the EMS Trust Fund. Michael Petrie reported on the Financial Status of the EMS Trust Fund liquated damages and Balance of Trust Fund Committee requested that a separate report be added to future agendas to provide update on Allocated Trust Fund expenditures by specific category. 	<ul style="list-style-type: none"> Written Report on the Financial Status of the EMS Trust Fund accepted as presented. M/S/C J. Coffaro/R. Kline
<p>9. Exclusive Operating Area Contract Status A. Rural/Metro Update B. County EOA Update – July to September 2013 i. Accept Rural/Metro Response Time Performance Report C. Accept Fire Department Response Time Performance Report.</p>	<ul style="list-style-type: none"> Michael Petrie provided an update on the status of Rural/Metro as the EMS System’s 911 paramedic ambulance provider. John Blain reported on the third quarter (July to September 2013) response time performance. Rural Metro has been compliant in all zones and overall performance. <p>John Blain reported that San Jose Fire Department</p> <p>San Jose Fire Department failed to achieve 90% zone compliance during this period of review. In the month of July 2013, “Code 3” compliance was 89.19%. In August 2013, “Code 3” compliance was 88.37%. In the month of September 2013, “Code 3” compliance was 86.32%. In the month of June 2013, “Code 2” compliance was 88.93%. As documented in the previous report to the committee, other performance deficiencies have occurred in</p>	<ul style="list-style-type: none"> Information only. Rural/Metro Response Time Performance Reported accepted as presented. M/S/C T. Haglund/J. Silva Fire Department Response Times Performance Report accepted as presented. M/S/C T. Haglund/J. Silva

D. Palo Alto EOA Update – Accept Verbal Report	prior months. Remediation is continuing in accordance with the terms of the agreement. • No report received from City of Palo.	• Information only.
10. Hospital Destination, Diversion, and Advisory Status Report	• Michael Petrie reported on the status of hospital destination, diversion and hospital advisory status levels for July to September of 2013.	• Information only.
11. Member Roundtable and Reports		• Information only
12. Next Meeting	The next meeting will be held on March 6, 2014 from 1:00 to 3:00pm at the Sheriff's Department Auditorium.	• As noted.
13. Adjournment	There being no further business, the meeting was adjourned at 1:54pm	• Meeting adjourned.

MEMBERS PRESENT

Harry Hall, Chair, Health Advisory Commission
Kenneth Horowitz, , Health Advisory Commission
Jose Chavez, Public Safety Sector Paramedic/EMT
Jo Coffaro, Hospital Council of Northern CA
Tom Haglund, County City/County Managers
Rick Kline, Santa Clara County Trauma Surgeons
Ginger Miramontes, Emergency Department Managers
Nathaniel Montgomery, Health Advisory Commission
Randy Hooks, Permitted Non-911 Ambulance Provider
Ken Kehmna, Santa Clara County Fire Chief's Assoc
John Kralyevich, Private Service EMT/Paramedic
Elaine Nelson, South Bay Emergency Medical Directors
Mark Norman, 911 Contracted Ambulance Provider
James Silva, Santa Clara County Medical Association

MEMBERS ABSENT

Steven Drowniany, Santa Clara County Police Chief's
Michelle Woodfall, Santa Clara Trauma Managers

STAFF PRESENT

Michael Petrie, Director
Erick Rudnick, Medical Director
Josh Davies, EMS Section Manager
Patricia Natividad, Management Analyst
Lilia Felix-Villalobos, Executive Assistant
Daniel Franklin, EMS Specialist
Michael Cabano, EMS Specialist

**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: February 13, 2014
To: Santa Clara County EMS Committee Members
From: Patricia Natividad
Senior Management Analyst
Subject: Summary of Approved or Pending Board of Supervisors and Health and Hospital Committee Items

Health and Hospital Approved Committee Pending Board Items:

Approve Agreements with Various Agencies Related to Rural/Metro Bankruptcy Filing – October 9, 2013.

Approve Agreements with various agencies relating to providing "Liquidated Damages", Franchise Fee, County Communications Fee, and First Responder Fee in an amount not to exceed \$1,941,343 for period ending November 30, 2013.

On August 4, 2013, Rural/Metro of California, Inc. and its corporate parent, Rural/ Metro, Inc. filed for Chapter 11 Reorganization in the Federal Bankruptcy Court in Delaware. Based upon the court's order, Rural/Metro is unable to pay debts incurred before the bankruptcy filing date, until completion of the bankruptcy/reorganization process.

Approve Agreement with Westmed Ambulance for FY14 EMS Data Project Funding – December 11, 2013.

Approve Agreement with Westmed Ambulance Service relating to providing projects that support a comprehensive EMS Patient Care Data System in an amount not to exceed \$115,532.04 for period December 17, 2013 through June 30, 2015. Funding may originate from multiple sources including but not limited to the EMS Trust Fund, County Service Area Exclusive Operating Area (EOA) Franchise Fee and grants. Funded projects would allow Westmed to collect and input patient care data (chief complaint, demographics, treatment provided, etc.) at the site of the medical emergency into the Comprehensive EMS Patient Care Data System. Currently, such information is collected at the site of the incident, but inputted at a later time into the EMS Database.

**Approve Agreement with San Jose Fire for FY14 EMS Data Project Funding –
January 8, 2014.**

Approve Agreement with City of San Jose relating to providing projects that support a comprehensive EMS Patient Care Data System in an amount not to exceed \$199,373.89, for period ending June 30, 2014, that has been reviewed and approved by County Counsel as to form and legality. The County currently contracts with various fire departments for the purpose of authorizing operation in the Santa Clara County Exclusive Operating Area for EMS response to 911 calls. If approved, the agreement would allow the City of San Jose to implement the second segment of the fire department field capture hardware. Fire department field capture hardware allows for the collection and input of patient care data (chief complaint, demographics, treatment provided, etc.) at the site of the medical emergency into the Comprehensive EMS Patient Care Data System.

**Approve Agreement NACCHO for Medical Volunteers for Disaster Response Grant –
February 12, 2014.**

Approve agreement with NACCHO relating to capacity building of Medical Volunteers for Disaster Response in an amount not to exceed \$3,500 for period December 20, 2013 through July 31, 2014. Approve Request for Appropriation Modification increasing revenue and expenditures in the Public Health Department budget.

Medical Volunteers for Disaster Response is a network of volunteer medical professionals housed in the Emergency Medical Services Agency (EMS Agency). Currently, over 550 health care professionals are registered in the MVDR program with approximately 200 active members. Members are comprised of emergency medical technicians, paramedics, nurses, physicians, dentists, and other allied health professionals who want to donate their time and expertise to prepare for and respond to emergencies. MVDR volunteers supplement existing emergency and public health resources.

Summary of Board of Supervisors Approved Items:

**Approve Agreements with Various Agencies Related to Rural/Metro Bankruptcy Filing –
February 4, 2014.**

Approve Agreements with various agencies relating to providing "Liquidated Damages", Franchise Fee, County Communications Fee, and First Responder Fee in an amount not to exceed \$1,941,343 for period ending November 30, 2013.

On August 4, 2013, Rural/Metro of California, Inc. and its corporate parent, Rural/ Metro, Inc. filed for Chapter 11 Reorganization in the Federal Bankruptcy Court in Delaware. Based upon the court's order, Rural/Metro is unable to pay debts incurred before the bankruptcy filing date, until completion of the bankruptcy/reorganization process.

Accept report relating to Rural/Metro's responses in the Palo Alto Fire Exclusive Operating Area – February 4, 2014.

The County of Santa Clara does not have a 911 Emergency Medical Services Provider Agreement with the City of Palo Alto because the City has chosen not to enter into such an agreement. The Palo Alto Fire Department has operated their own 911 Emergency ambulance service without interruption since June 1, 1980; therefore, under state law, they are not compelled to enter an EMS Agreement with the County to provide service within the geopolitical boundary of the City of Palo Alto. However, the Palo Alto Fire Department must comply with the EMS Agency's medical control policies and standards of the County of Santa Clara EMS System, which are relatively expansive.

Since May 2012, the EMS Agency has provided twice-annual reports to the Health and Hospital Committee regarding the EMS System and the work of the EMS Agency. These reports were provided in May 2012, November 2012, May 2013, and November 2013.

On November 13, 2013, the EMS Agency presented a semi-annual report to the Health and Hospital Committee. In response to this report, Supervisor Simitian requested that the EMS Agency: (1) explain the EMS Agency's short and long term plans to improve the San Jose Fire Department's compliance levels or to stop funding of that department; (2) describe the amount of funds provided to other jurisdictions; and, (3) identify the number of calls to which Rural/Metro is responding in the Palo Alto EOA.

On January 8, 2014, the EMS Agency provided the information requested at the Health and Hospital Committee meeting of November 13, 2013. Based on the report, the Health and Hospital Committee requested that County staff provide reports to the Board of Supervisors that include:

- (1) The actions that the San Jose Fire Department has taken and will take to improve EMS response times.
- (2) An opportunity to decide whether to stop the First Responder Fee payment to the San Jose Fire Department. For the months of April through July 2013, this payment would be made from the EMS Fines and Penalties Trust Fund. For the months of August and September 2013 and in subsequent months, this payment is paid by Rural/Metro to the San Jose Fire Department, after being authorized by the EMS Agency.
- (3) An opportunity to decide whether to stop the First Responder Fee payment, paid by the EMS Trust Fund
- (4) Information about Rural/Metro responding to the Palo Alto Exclusive Operating Area (EOA), including contract language requiring Rural/Metro to respond to the Palo Alto EOA, Rural/Metro's cost to respond to the Palo Alto EOA, and the effect of Rural/Metro's responses into the Palo Alto EOA on Rural/Metro's response time performance within the Santa Clara County EOA.

Accept report relating to the San Jose Fire Department's response time performance – February 4, 2014.

On April 5, 2011, the City of San Jose and the County of Santa Clara entered into a five year 911 Emergency Medical Services Provider Agreement, starting on July 1, 2011. Similar agreements and annexes authorized every local Fire Department within the County of Santa Clara Exclusive Operating Area (EOA) to operate paramedics and to respond to emergency medical 911 calls in exchange for complying with State and County standards.

Annex B of the 911 Emergency Medical Services Provider Agreements is an optional annex that provides participating fire departments funding from Rural/Metro for meeting response time performance standards, specifically arriving at 90% of Code 3 (Red Light and Siren) calls within 7 minutes and 59 seconds (7:59) and arriving at 90% of Code 2 (non-Red Light and Siren) calls within 12 minutes and 59 seconds (12:59) in urban areas, based on population density. If the participating fire departments achieve response time compliance greater than 95%, they are entitled to have any per minute liquidated damages (financial penalties) forgiven. Annex B provides that failure to meet the 90th percentile response time requirements for three consecutive months, or four months in any twelve month period, constitutes a breach of Annex B. Annex B provides the EMS Agency with discretion to stop or continue funding provided to a first response agency if the loss of those funds would create a financial hardship to the first response agency.

On January 8, 2014, the EMS Agency provided the information that the Health and Hospital Committee requested on November 13, 2013. Based on the report, the Health and Hospital Committee requested that County staff provide a report to the Board of Supervisors that includes:

- (1) The actions that the San Jose Fire Department has taken and will take to improve EMS response times.
- (2) An opportunity to decide whether to stop the First Responder Fee payment to the San Jose Fire Department. For the months of April through July 2013, this payment would be made from the EMS Fines and Penalties Trust Fund. For the months of August and September 2013 and in subsequent months, this payment is paid by Rural/Metro to the San Jose Fire Department, after being authorized by the EMS Agency.
- (3) An opportunity to decide whether to stop the First Responder Fee payment, paid by the EMS Trust Fund.
- (4) Information about Rural/Metro responding to the Palo Alto Exclusive Operating Area (EOA), including contract language requiring Rural/Metro to respond to the Palo Alto EOA, Rural/Metro's cost to respond to the Palo Alto EOA, and the effect of Rural/Metro's responses into the Palo Alto EOA on Rural/Metro's response time performance within the Santa Clara County EOA.

County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014
To: Santa Clara County EMS Committee Members
From: Michael Petrie
EMS Director
Subject: Rural/Metro Contract Revision

On December 10, 2013, the Santa Clara County Board of Supervisors voted to take a series of actions to stabilize the County's relationship with Rural/Metro Corporation, the County's Advanced Life Support/ 911 Ambulance Provider. Those actions were specifically:

- Abandon the First Responder, County Communications, EMS Agency, and liquidated damages reimbursement bankruptcy claim against Rural/Metro.
- Finalize negotiation of a contract to provide set reimbursement rates for Rural/Metro's transports of certain county-responsibility patients, including jail patients.
- Allow Rural/Metro to share certain personnel between their emergency and non-emergency operations and eliminate the RAP (Resource Allocation Program).
- Eliminate the contract requirement for Rural/Metro to contribute to the ALS portion of the first responder fee for Sunnyvale.
- Eliminate the contract requirement for Rural/Metro to financially support the development and operation of FirstWatch (data-mining and reporting system) for the benefit of area fire departments.

I will provide an oral report on this item and answer questions.

Options

- 1) Accept the EMS Director's oral report as presented.
- 2) Do not accept the EMS Director's oral report as presented.

Recommendation

- 1) Accept the EMS Director's oral report as presented.

County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014

To: Santa Clara County EMS Committee Members

From: Michael Petrie
EMS Director

Subject: San Jose Fire Department Response Time Performance

On February 4, 2014, the Santa Clara County Board of Supervisors voted to take a series of actions to encourage the San Jose Fire Department to meet the 90th percentile response time standards contained in Annex B of the 911 Paramedic Service Provider Agreement between the City of San Jose and the County of Santa Clara. I will provide an oral report on this item and answer questions.

Options

- 1) Accept the EMS Director's oral report as presented.
- 2) Do not accept the EMS Director's oral report as presented.

Recommendation

- 1) Accept the EMS Director's oral report as presented.

County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency

976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014
To: Santa Clara County EMS Committee Members
From: Michael Petrie
EMS Director
Subject: CPR Card Investigation

On Thursday, January 30, 2014, the California EMS Authority instituted an investigation in response to an allegation that an EMT employed by Rural/Metro issued CPR Cards without requiring individuals to attend a class, perform skills testing or complete a written test. This individual is not employed by Rural/Metro in order to do training, but does the training "on the side." This action could have serious effects upon competency.

The California EMS Authority and the Santa Clara County EMS Agency are conducting a separate joint investigation as required by law. The California EMS Authority has primary responsibility for the investigation and discipline of paramedics and the Santa Clara County EMS Agency has primary responsibility for the investigation and discipline of emergency medical technicians.

I will provide an oral report on this issue and answer questions.

Options

- 1) Accept the EMS Director's oral report as presented.
- 2) Do not accept the EMS Director's oral report as presented.

Recommendation

- 1) Accept the EMS Director's oral report as presented.

County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014

To: Santa Clara County EMS Committee Members

From: Eric Rudnick, MD, FACEP and FAAEM
Santa Clara County EMS Agency Medical Director

Subject: **Clinical Care/Medical Directors Report**

As expected all clinical updates have been “pushed out” and been delivered by Rural/Metro, Fire, and private ambulance providers. We continue to push forward with our clinical initiatives for both care of the trauma patient and airway management.

This year we focused on the care and treatment of the pediatric trauma patient. This population is at great risk from various mechanisms of trauma. Their unique anatomy and physiology place pediatric patients vulnerable to unrecognized injury. This leads to an increase in both morbidity and mortality. We plan next year to deliver content specific to the elderly trauma patient. Again, this fragile patient population is at greater risk than the “average” trauma patient from various mechanisms of trauma. Our aim is to reduce unrecognized injury and therefore improve the triage of elderly trauma patients. The development of the curriculum is in the planning stages.

The special focus on the procedure of intubation continues to move forward. Intubation is a subset of general airway management for all types of patients. The CQI Airway Task Force continues to meet regularly and make progress toward our goals. It is a truly collaborative process with input from stakeholders and shared decision making. Documents have been developed in this collaborative process in draft form. These will be reviewed again at the committee level. At this point, the focus has shifted from didactic material to developing a curriculum for the psychomotor aspects of intubation and airway management. Keeping in line with the Airway Task Force’s goals, we will be developing the curriculum in a collaborative manner. We will attempt to use the existing skill’s labs located within the County to hold “master classes” for the EMS clinical coordinators and trainers. The combination between development of a single standardized curriculum and “master classes” should help raise the confidence and skill level of the individual provider.

The SCAMPS (Santa Clara Assessment for Missed Posterior Strokes) Trial Study began on 2/7/14. It is currently too early to tell what the initial results are. We hope that this study will be success in helping to identify previously undiagnosed stroke patients. The majority of stroke centers in Santa Clara County have elected to participate in the study.

Options

- 1) Accept the EMS Medical Director's report as presented.
- 2) Do not accept the EMS Medical Director's report as presented.

Recommendation

- 1) Accept the EMS Medical Director's report as presented.

**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
 976 Lenzen Avenue, Suite 1200
 San Jose, CA 95126
 408.885.4250 voice 408.885.3538 fax
 www.sccemsagency.org

Date: February 11, 2014
To: Santa Clara County EMS Committee Members
From: Patricia Natividad
 Senior Management Analyst
Subject: EMS Trust Fund – Liquidated Damages for Fiscal Year 2014

Monthly Liquidated Damages for Response Time

July 1, 2013 – June 30, 2014

Month / Year	Amount
July-13	\$183,000.00
Rural/Metro Bankruptcy Relief	(\$183,000.00)
August-13	\$209,250.00
September-13	\$217,750.00
October-13	\$272,500.00
November-13	\$271,750.00
December-13	\$278,250.00
January-14	\$
February-14	\$
March-2014	\$
April-2014	\$
May-2014	\$
June-2014	\$
Total for FY14	\$1,249,500.00
Average Monthly Total In Period	\$238,750.00

County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014
To: Santa Clara County EMS Committee Members
From: John Blain
Contract Manager
Subject: County EOA Service Area Response Time Performance Report for County Ambulance

History and Issue

The County has entered into agreements with private and public entities to provide emergency medical response and advanced life support ambulance transportation services. Periodic response time compliance reports have been provided to the EMS Committee for the purpose of providing public review of those entities' performance and compliance with contractual response time requirements. The County has performance based contracts with the following entities:

1. Rural/Metro of California (County Ambulance provider)

Context

Compliance is measured by several key performance indicators that include; response time requirements based on population density; designated response areas; type of response priority (red lights & siren or non-red lights & siren); total number of responses; total number of late responses; and total number of responses exempted (removed) from compliance calculations. Compliance is achieved when ninety (90%) percent or more of the responses meet the specified response time requirement in each response priority within each designated response area.

This report contains response time compliance data for October-December 2013.

Cost

There is no direct cost to the EMS Committee to accept and/or not accept the report.

Legal Issues

There are no legal issues related to accepting and/or not accepting the report.

Options

- 1) Recommend that the EMS Committee accepts the "County EOA Service Area Response Time Performance Report for October-December 2013".
- 2) Recommend that the EMS Committee does not accepts the "County EOA Service Area Response Time Performance Report for October-December 2013".

Recommendation

- 1) Recommend that the EMS Committee accepts the "County EOA Service Area Response Time Performance Report for October-December 2013".

Rural/Metro

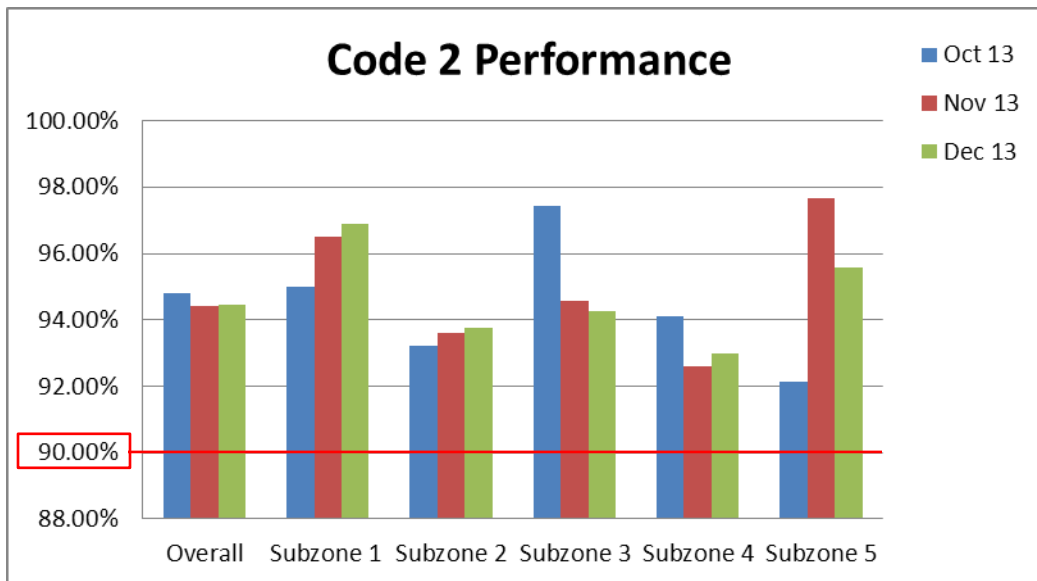
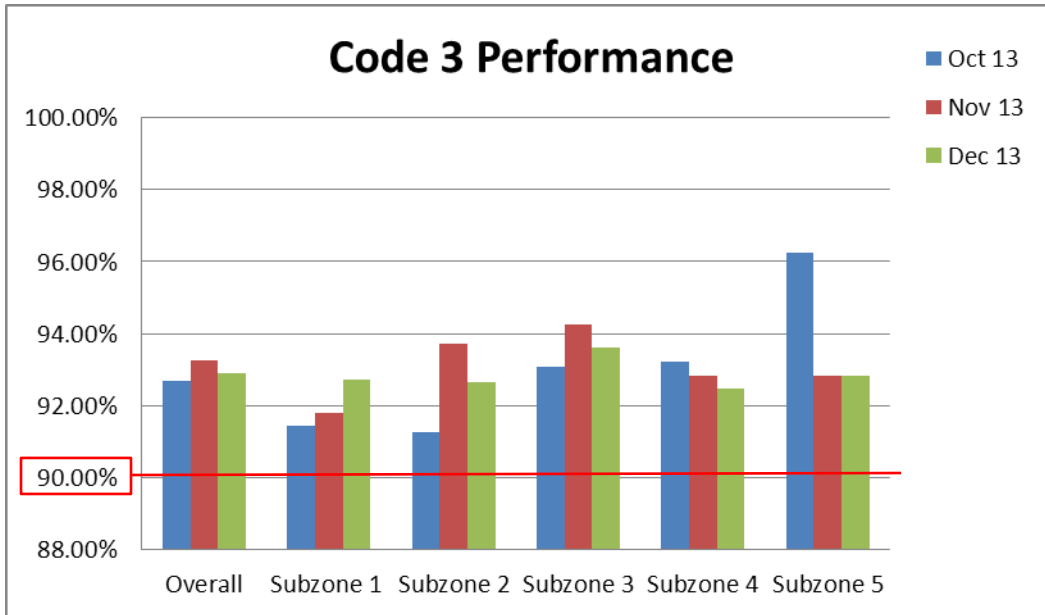
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	6,793	6,589	6,880	20,262
Cancel On Time	860	774	766	2,400
Unadjusted Late Calls	582	542	597	1,721
Unadjusted Compliance	90.19%	90.68%	90.24%	
Adjusted Late Calls	435	392	434	1,261
Adjusted Compliance	92.67%	93.26%	92.90%	
Extended Minutes	1,085	978	1,116	3,179

	Oct	Nov	Dec	Totals
CODE 2 - Responses	2,552	2,346	2,582	7,480
Cancel On Time	414	406	425	1,245
Unadjusted Late Calls	152	145	164	461
Unadjusted Compliance	92.89%	92.53%	92.40%	
Adjusted Late Calls	111	108	120	339
Adjusted Compliance	94.81%	94.43%	94.44%	
Extended Minutes	381	477	430	1,288

Rural/Metro 2013 Zone Performance Report

		Oct	Nov	Dec	Totals
Zone 1	CODE 3 - Responses	1,110	1,029	1,125	3,264
	Cancel on time	105	92	107	304
	Late Responses	86	77	74	237
	Adjusted Compliance	91.44%	91.78%	92.73%	
	CODE 2 - Responses	538	529	569	1,636
	Cancel on time	79	72	84	235
	Late Responses	23	16	15	54
Adjusted Compliance	94.99%	96.50%	96.91%		
Zone 2	CODE 3 - Responses	1,382	1,347	1,377	4,106
	Cancel on time	205	203	170	578
	Late Responses	103	72	89	264
	Adjusted Compliance	91.25%	93.71%	92.63%	
	CODE 2 - Responses	567	508	534	1,609
	Cancel on time	125	117	103	345
	Late Responses	30	25	27	82
Adjusted Compliance	93.21%	93.61%	93.74%		
Zone 3	CODE 3 - Responses	1,912	1,956	2,013	5,881
	Cancel on time	253	216	242	711
	Late Responses	115	100	113	328
	Adjusted Compliance	93.07%	94.25%	93.62%	
	CODE 2 - Responses	581	579	641	1,801
	Cancel on time	77	100	117	294
	Late Responses	13	26	30	69
Adjusted Compliance	97.42%	94.57%	94.27%		
Zone 4	CODE 3 - Responses	1,989	1,892	1,919	5,800
	Cancel on time	245	218	206	669
	Late Responses	118	120	129	367
	Adjusted Compliance	93.23%	92.83%	92.47%	
	CODE 2 - Responses	756	632	722	2,110
	Cancel on time	112	105	95	312
	Late Responses	38	39	44	121
Adjusted Compliance	94.10%	92.60%	92.98%		
Zone 5	CODE 3 - Responses	400	365	446	1,211
	Cancel on time	52	45	41	138
	Late Responses	13	23	29	65
	Adjusted Compliance	96.26%	92.81%	92.84%	
	CODE 2 - Responses	110	98	116	324
	Cancel on time	21	12	26	59
	Late Responses	7	2	4	13
Adjusted Compliance	92.13%	97.67%	95.56%		



County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: March 6, 2014
To: Santa Clara County EMS Committee Members
From: John Blain
Contract Manager
Subject: County EOA Service Area Response Time Performance Report for Fire Departments

History and Issue

The County has entered into agreements with private and public entities to provide emergency medical response and advanced life support ambulance transportation services. Periodic response time compliance reports have been provided to the EMS Committee for the purpose of providing public review of those entities' performance and compliance with contractual response time requirements. The County has performance based contracts with the following entities:

1. Gilroy, *City of*
2. Milpitas, *City of*
3. Morgan Hill, *City of*
4. Mountain View, *City of*
5. San Jose, *City of*
6. Santa Clara, *City of*
7. Santa Clara County Central Fire Protection District
8. South Santa Clara County Fire District
9. Sunnyvale, *City of*

Context

Compliance is measured by several key performance indicators that include; response time requirements based on population density; designated response areas; type of response priority (red lights & siren or non-red lights & siren); total number of responses; total number of late responses; and total number of responses exempted (removed) from compliance calculations. Compliance is achieved when ninety (90%) percent or more of the responses meet the specified response time requirement in each response priority within each designated response area.

This report contains response time compliance data for October-December 2013.

San Jose Fire Department failed to achieve 90% zone compliance during this period of review. In the month of October 2013, "Code 3" compliance was 86.89%. In November 2013, "Code 3" compliance was 83.87%. In the month of December 2013, "Code 3" compliance was 83.87%. In the month of October 2013, "Code 2" compliance was 87.92%. In the month of November 2013, "Code 2" compliance was 84.60%. As documented in the previous report to the committee, other performance deficiencies have occurred in prior months. Remediation is continuing in accordance with the terms of the agreement.

Cost

There is no direct cost to the EMS Committee to accept and/or not accept the report.

Legal Issues

There are no legal issues related to accepting and/or not accepting the report.

Options

- 1) Recommend that the EMS Committee accepts the "County EOA Service Area Response Time Performance Report for October-December 2013".
- 2) Recommend that the EMS Committee does not accept the "County EOA Service Area Response Time Performance Report for October-December 2013".

Recommendation

- 1) Recommend that the EMS Committee accepts the "County EOA Service Area Response Time Performance Report for October-December 2013".

Gilroy Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	197	197	249	643
Adjusted Late Calls	5	7	5	17
Adjusted Compliance	97.46%	96.45%	97.99%	

Milpitas Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	296	300	291	887
Adjusted Late Calls	15	9	7	31
Adjusted Compliance	94.93%	96.96%	97.59%	

Morgan Hill Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	171	155	172	498
Adjusted Late Calls	6	0	0	6
Adjusted Compliance	96.49%	100.00%	100.00%	

Mountain View Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	352	294	348	994
Adjusted Late Calls	5	4	1	10
Adjusted Compliance	98.58%	98.64%	99.71%	

	Oct	Nov	Dec	Totals
CODE 2 - Responses	12	70	16	98
Adjusted Late Calls	0	0	0	0
Adjusted Compliance	100.00%	100.00%	100.00%	

San Jose Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	4,578	4,140	4,283	13,001
Adjusted Late Calls	619	649	666	1,934
Adjusted Compliance	86.48%	83.87%	83.87%	

	Oct	Nov	Dec	Totals
CODE 2 - Responses	828	758	806	2,392
Adjusted Late Calls	100	109	63	272
Adjusted Compliance	87.92%	84.60%	91.41%	

Santa Clara City Fire Department
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	389	399	400	1,188
Adjusted Late Calls	11	18	11	40
Adjusted Compliance	96.81%	95.20%	97.07%	

	Oct	Nov	Dec	Totals
CODE 2 - Responses	150	132	138	420
Adjusted Late Calls	5	3	2	10
Adjusted Compliance	96.67%	97.73%	98.55%	

Santa Clara County Central Fire District
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	803	776	808	2,387
Adjusted Late Calls	39	30	36	105
Adjusted Compliance	95.14%	96.13%	95.54%	

	Oct	Nov	Dec	Totals
CODE 2 - Responses	135	136	151	422
Adjusted Late Calls	0	1	4	5
Adjusted Compliance	100.00%	99.26%	97.35%	

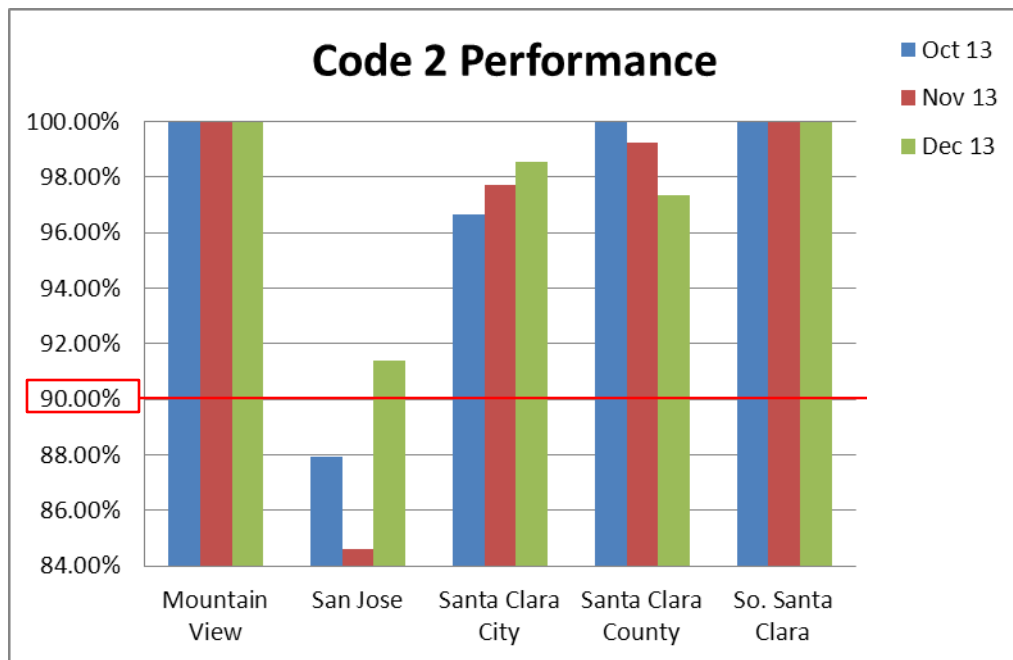
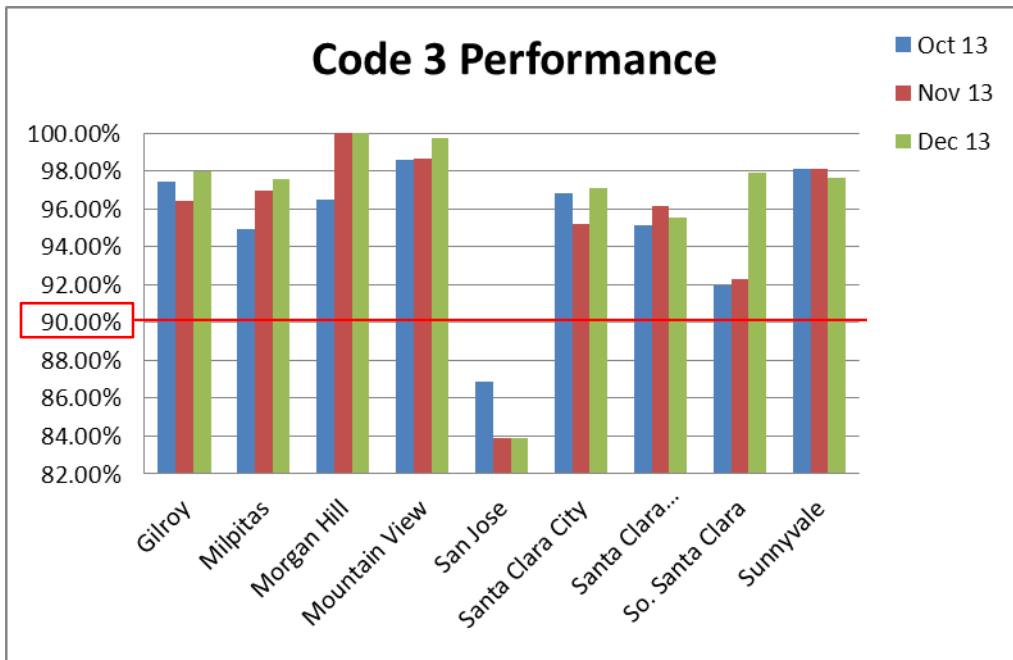
South Santa Clara County Fire Protection District
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	124	91	96	311
Adjusted Late Calls	10	7	2	19
Adjusted Compliance	91.94%	92.31%	97.92%	

	Oct	Nov	Dec	Totals
CODE 2 - Responses	2	3	1	6
Adjusted Late Calls	0	0	0	0
Adjusted Compliance	100.00%	100.00%	100.00%	

Sunnyvale Department of Public Safety
2013 EMS Response Time Performance Report

	Oct	Nov	Dec	Totals
CODE 3 - Responses	498	484	523	1,505
Adjusted Late Calls	9	9	12	30
Adjusted Compliance	98.13%	98.08%	97.65%	



County of Santa Clara Emergency Medical Services System



Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San Jose, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org

Date: February 14, 2014
To: Santa Clara County EMS Committee Members
From: Linda Diaz BSN, RN, PHN
Clinical Section Manager
Subject: Hospital Destination, Diversion and Advisory Status Report

History

Diversion is a management process that may be used temporarily by local hospitals when the patient load exceeds emergency department or specialty center resources.

Facility diversion is a last resort and utilized when emergency department/specialty center resources continue to be overwhelmed after internal procedures to manage the situation have been implemented.

Issues

The average volume of transports to Santa Clara County hospitals has seen a 5 percent increase during December and January. The average monthly diversion hours have doubled during that same time period, most likely due to the increase in flu activity. Santa Clara Valley Medical Center and San Jose Regional Medical Center continue to see the majority of patients.

Specialty Care Services saw an increase in STEMI service advisory at Kaiser San Jose and Valley Medical Center. All facilities remained under established benchmarks of allowable diversion hours. Trauma Diversion hours were the lowest seen during the last 6 month time period.

Options

- 1) Recommend to accept report
- 2) Recommend to NOT accept report
- 3) Other options, as determine by the EMS Committee

Recommendation

EMS Committee should accept the "County Hospital Destination, Diversion and Advisory Status Report for August 2013 - January 2014".



County of Santa Clara Emergency Medical Services System

Monthly Hospital Destination, Diversion and Advisory Status Report

Report for Time Period: January 2014

Table 1: Number of Patients Transported to Hospital ED from 9-1-1 System*

Hospital	Aug - 13	Sep - 13	Oct - 13	Nov -13	Dec-13	Jan-14	Total
El Camino - Los Gatos	77	88	89	95	75	80	504
El Camino - Mt. View	664	627	638	577	700	700	3,906
Good Samaritan	594	557	573	531	613	622	3,490
Kaiser - San Jose	533	581	546	565	602	593	3,420
Kaiser - Santa Clara	594	578	650	687	718	708	3,935
O'Connor	564	547	592	580	587	617	3,487
Regional - San Jose	1,082	1,085	1160	1092	1147	1097	6,663
Saint Louise	244	224	208	196	224	212	1,308
Stanford	418	418	477	479	491	490	2,773
VA - Palo Alto	81	79	77	70	65	72	444
VMC	1,362	1,261	1224	1241	1253	1256	7,597
Total	6,213	6,045	6,234	6,113	6,563	6,447	37,527

Source: Santa Clara County Communications & Palo Alto Fire Department

Table 2: Daily Average of 9-1-1 Patients Transported By Hospital*

Hospital	Aug-13	Sep -13	Oct -13	Nov -13	Dec-13	Jan-14	Total
El Camino - Los Gatos	2	3	3	3	3	3	17
El Camino - Mt. View	21	21	21	19	23	22	127
Good Samaritan	19	19	18	18	20	20	114
Kaiser - San Jose	17	19	18	19	19	19	112
Kaiser - Santa Clara	19	19	21	23	23	23	128
O'Connor	18	18	19	19	20	20	114
Regional - San Jose	35	36	37	36	35	35	214
Saint Louise	8	7	7	7	7	7	43
Stanford	13	14	16	16	16	16	91
VA - Palo Alto	3	3	2	2	3	2	14
VMC	44	42	39	41	40	40	246
Total	200	202	201	203	209	207	1222

Source: Santa Clara County Communications & Palo Alto Fire Department

*Notes for Tables 1 and 2: These numbers only reflect patients that originated in Santa Clara County and were transported by the County's EOA Ambulance Provider and Palo Alto Fire Department. Data for Stanford does not include patients from San Mateo County. The data includes but, does not differentiate specialty center status (TRAUMA, STROKE, STEMI, BURN)

Table 3: Total Monthly Hours of "AMBULANCE DIVERSION" Status

Hospital	Aug-13	Sep -13	Oct -13	Nov -13	Dec-13	Jan-14	Total
El Camino - Los Gatos	0.00	0.00	0.00	0.00	0	0	0.00
El Camino - Mt. View	30.46	18.08	9.03	19.44	19.8	51.7	77.01
Good Samaritan	0.00	1.50	0.00	1.30	6.05	3.15	2.80
Kaiser - San Jose	0.00	0.00	1.57	1.50	1.5	7.79	3.07
Kaiser - Santa Clara	0.00	0.00	0.00	1.51	6.02	4.54	1.51
O'Connor	7.54	10.68	0.00	1.50	0	6.04	19.72
Regional - San Jose	0.64	0.22	2.84	1.91	4.6	16.57	5.61
Saint Louise	3.01	13.54	10.33	11.79	6.01	17.74	38.67
Stanford	7.54	12.07	16.57	3.01	14.13	16.71	39.19
VA - Palo Alto	26.78	10.62	19.56	6.01	75.47	18.12	62.97
VMC	24.39	26.94	19.51	30.25	19.28	23.79	101.09
Total	100.36	93.65	79.41	78.22	152.86	166.15	351.64

Color Legend for Ambulance Diversion ONLY
Above 37hrs Above 30hrs Below 30hrs

Table 4: Total Monthly Hours of "STROKE / CT DOWN" Status*

Hospital	Aug-13	Sep -13	Oct-13	Nov-13	Dec-13	Jan-14	Total
El Camino - Los Gatos	15.90	0.00	0.00	0.00	0.00	0.00	15.90
El Camino - Mt. View	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Good Samaritan	0.78	0.00	0.00	0.00	0.00	0.60	0.78
Kaiser - San Jose	0.00	0.00	0.00	0.00	4.72	12.15	0.00
Kaiser - Santa Clara	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O'Connor	0.00	0.00	0.00	0.00	0.00	0.00	3.56
Regional - San Jose	0.00	0.00	1.67	37.15	3.49	6.93	49.24
Saint Louise	13.03	3.76	9.52	5.77	7.94	5.54	45.56
Stanford	0.94	0.00	0.00	0.00	3.36	0.00	0.94
VA - Palo Alto	0.00	0.05	0.00	2.05	0.00	0.00	2.10
VMC	11.78	8.17	22.58	9.27	3.75	0.00	55.55
Total	42.43	11.98	33.77	54.24	23.26	25.22	190.90

Table 5: Total Monthly Hours of "STEMI" Service Advisory Status*

Hospital	Aug-13	Sep -13	Oct -13	Nov -13	Dec-13	Jan-14	Total
El Camino - Mt. View	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Good Samaritan	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Kaiser - San Jose	0.00	0.00	0.00	0.00	0.00	10.82	10.82
Kaiser - Santa Clara	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O'Connor	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Regional - San Jose	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Stanford	0.00	0.00	0.00	0.00	0.00	0.00	0.00
VMC	0.00	0.00	1.80	0.00	0.00	10.61	12.41
Total	0.00	0.00	1.80	0.00	0.00	21.43	23.23

Table 6: Total Monthly Hours of Trauma Center "BYPASS" Status

Hospital	Aug-13	Sep -13	Oct -13	Nov -13	Dec-14	Jan-14	Total
Regional - San Jose	3.15	0.00	50.92	25.5	19.09	2.02	100.68
Stanford	0.00	0.00	0.00	0.00	0.00	0.03	0.03
VMC	15.31	3.98	15.03	9.54	23.72	0	67.58
Total	18.46	3.98	65.95	35.04	42.81	2.05	123.43