



## **EMS SYSTEM FIELD MANAGEMENT**

**Effective:** January 22, 2007  
**Replaces:** August 1, 2004  
**Review:** November, 2010

**Resources:**  
None

### **I. Purpose**

To identify the roles and responsibilities of public and private emergency service agencies at the scene of an emergency in Santa Clara County.

### **II. Scene Roles and Responsibilities**

- A. The public safety agency (law or fire) having investigative authority for jurisdiction of the incident shall be responsible for the consequence management and mitigation of the incident and scene.
- B. The EMS Duty Chief may serve in the following capacities:
  - 1. Agency Representative/Liaison: When EMS System resources are utilized or requested by the Incident Commander, the Agency will make available the most appropriate system resources and ensure compliance with applicable authority and jurisdiction (medical mutual aid system, regulation, ordinance, etc.). In such cases the Agency Representative will report to the IC through the Liaison (if established). This shall include, but not be limited to:
    - a. Supervision, regulation, and management of contracted system providers (air and ground ambulance services).
    - b. Allocation of County-wide medical resources to include non-contracted ambulance providers, state medical mutual aid requests and management, non-traditional use of alternate care facilities, etc.
    - c. Authorizing emergency policy changes necessary to assist in the mitigation of the incident.
    - d. Any and all actions deemed necessary, and as authorized by the County Health Officer, to mitigate any real or potential public health emergency.

2. As authorized by Contract, the EMS Duty Chief may delegate any system management roles to the Contractors ALS Field Supervisors as applicable or appropriate.
  3. Fill an incident command system (ICS) Position, where qualified and assigned, by the incident commander (IC). Common positions include Medical Branch/Group, Transportation, Ambulance Staging, Medical Communications, Treatment Unit Leader, etc.
  4. Delegate of the County Health Officer, as applicable (medical mutual aid, public health emergencies, states of local emergency, liaison to the County emergency operations center (EOC)/Department Operations Center (DOC), etc.)
- C. Private Ambulance Service Supervisors may serve in the following capacities:
1. As an Agency Representative: When private services are utilized, the Agency Representative may work with the IC or EMS Duty Chief to coordinate the individual services available from the private provider. This shall include, but not be limited to:
    - a. Supervision and management of company personnel under the direction of the IC or EMS Duty Chief.
    - b. Suspension of non-emergency company functions such as interfacility transports, meal times, work hours, etc.
  2. To fill an ICS Position, when qualified and assigned by the IC. Common positions include Transportation, Ambulance Staging, Medical Communications, Treatment Unit Leader, etc.

The EMS Agency is responsible for all aspects of the Santa Clara County Emergency Medical Services System as authorized by law and ordinance.

Contracted ALS Supervisors are responsible for the management of ALS 911 prehospital emergency medical care and transport services within the EOA (Exclusive Operating Area; excludes the City of Palo Alto) related to the terms and conditions of the contract between the County of Santa Clara and American Medical Response.

### III. Private Ambulance Supervisor Cooperation

- A. Ambulance Supervisors shall cooperate, in all ways possible, with all system participants. This shall include, but not be limited to:
  - 1. Resolution of interpersonal and operational incidents between public and private providers.
  - 2. Response to any incident, as requested, and provide any appropriate tasks or duties.
  - 3. Serve as the “entry point” for all issues related to the services provided by the Contractor, twenty-four (24) hours per day.
  
- B. Contracted and non-contracted private ambulance supervisors shall ensure that the EMS Duty Chief is kept informed of unusual system performance, including but *not limited* to incidents of:
  - 1. Critically low system levels.
  - 2. Political nature or those with a press interest.
  - 3. Collision of any ambulance.
  - 4. Significant injury to any private EMT or paramedic while in engaged in the performance of their contracted services.
  - 5. Significant unresolved, conflicts between the Contractor and subcontractor or third-party related to a system response.
  - 6. An **EMERGENCY** status button has been activated, and the County Communications dispatcher is unable to confirm status, or the emergency is verified.
  - 7. A complaint or report of unusual occurrence that may require immediate Agency action.
  - 8. A failure of the Base Hospital communications system.
  - 9. Any event or potential event that may result in the actual or potential injury or illness to large numbers of persons.
  - 10. All events where 911 System units are used for standby response services.

- C. The EMS Duty Chief shall serve as a resource for the contracted and non-contracted ambulance supervisors twenty-four (24) hours per day as related to system operations and management.