



County of Santa Clara
Emergency Medical Services System
ADMINISTRATIVE ORDER

Number:	AO 2023-003
Title:	Modification of Policy 700-S12 [Medical Priority Dispatch System (MPDS) Card Approval]
Effective:	July 17, 2023 [Extended on November 7, 2023]

I. Declaration

The Santa Clara County Emergency Medical Services Agency has determined that a temporary modification of Policy 700-S12 [Medical Priority Dispatch System (MPDS) Card Approval] is warranted.

Consistent with *Santa Clara County Prehospital Care Policy 109: Policy Development and Implementation*, the EMS Director, or designee, may issue Administrative Orders when immediate changes are necessary.

II. Statement of Change and Rationale

The EMS Agency is authorizing a pilot project in the City of Mountain View. The pilot project is related to emergency medical dispatching and EMS resource management. The pilot project is a joint effort between the City of Mountain View (Police and Fire Departments) and the EMS Agency to explore the safety and effectiveness of the Medical Priority Dispatch System Interfacility Transfer Protocol (Protocol 33) to triage 9-1-1 EMS responses requested to the Sutter Health/PAMF Clinic located at 701 E. El Camino Real.

The Sutter Health/Palo Alto Medical Foundation (PAMF) Clinic located at 701 E. El Camino Real, Mountain View is a frequent user of 9-1-1 EMS. A review of dispatch and PCR data of past paramedic responses and transports has revealed that approximately two-thirds of those responses did not require or receive advanced life support interventions.

The pilot project will follow **Policy 700-S12, Sections 8.2, 8.3, and 8.4**. This pilot project is specific to the City of Mountain View for 9-1-1 EMS calls originating from 701 E. El Camino Real in Mountain View. In the absence of priority symptoms and if patient information meets the criteria of an "ALPHA" level response, the call will be coded as "33A3, Acuity Level III". The response will be an ambulance (either ALS or BLS), non-lights-and-sirens, without an engine company response. If the nurse or physician requests a light-and-siren response the determinant will be changed to "33C7" and an ALS ambulance and engine company will be dispatched with light-and-sirens (unless SDO 10/11 are activated, then the closest ALS or BLS ambulance will be dispatched).

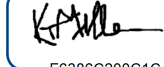
Outcomes data will include the number of 9-1-1 responses, adequacy of patient information during the 9-1-1 call, code (lights-and-siren, non-lights-and-siren) of response, level (BLS or ALS) of response, configuration (engine, ambulance) of response, response code or level upgrades and downgrades, EMS interventions performed, ambulance transport upgrades, and time intervals of response, scene, and transport. There will be close coordination and communication between the Sutter Health/PAMF Clinic, the City of Mountain View, and the EMS Agency.

The pilot project will have continuous monitoring and will run for three (3) months. Upon completion of the initial project timeline, the EMS Agency will determine to continue the use of **Policy 700-S12, Section 8.2, 8.3 and 8.4** on a permanent basis.

III. Execution

Administrative Order # 2023-003 was made effective on July 17, 2023. This Administrative Order has been extended and will remain in effect for until **February 29, 2024.**

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Ken Miller, MD, PhD
EMS Medical Director

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Jackie Lowther, RN, MSN, MBA
EMS Agency Director

Please direct any questions to Ken Miller, MD, EMS Medical Director, by phone at 408.794.0615, or via email at kenneth.miller@ems.sccgov.org