



**County of Contra Costa
EMERGENCY MEDICAL SERVICES
Memorandum**

DATE: February 5, 2016

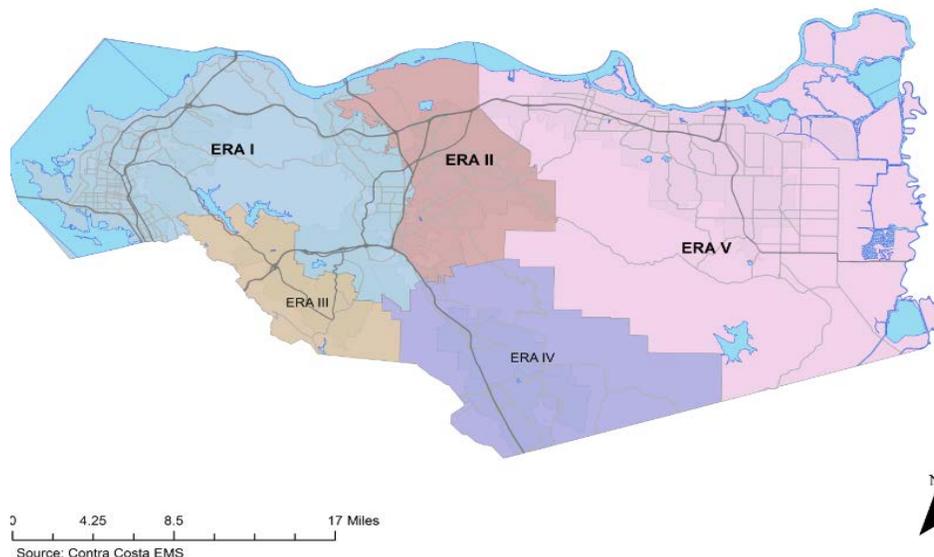
To: Contra Costa County and City Leadership & EMS System Stakeholders

FROM: Patricia Frost, EMS Director *Patricia Frost*

SUBJECT: **Contra Costa County Fire Ambulance Service Transition Update #2**

On **January 1, 2016 at 0000 hours** Contra Costa County Fire Protection District assumed the responsibility for the delivery of emergency ambulance services in Emergency Response Areas I, II and V, as illustrated below.

Contra Costa County
Emergency Ambulance Service
Emergency Response Areas
2014 competitive process for ERA I, ERA II and ERA V



EMS ambulance services is now provided through a contractor-subcontractor partnership between the district and American Medical Response (AMR) under the new, innovative EMS service delivery model known as the “Alliance.”

A number of changes to the EMS system authorized by the Contra Costa County Board of Supervisors in 2014 were incorporated into the Request for Proposal (RFP) for ambulance services and are now being implemented. Those changes were based upon an independent, third-party review of the county EMS system by an industry consultant, whose charge was to make recommendations to improve efficiency while ensuring sustainable ambulance services without subsidy from the county. The consultant's study included extensive fiscal and data analysis of community use of EMS services, stakeholder input and changes to our EMS system associated with fire station and hospital closures. The recommendations also took into account the many County EMS system capabilities known to improve patient survival and reduce disability

Ambulance service level changes implemented under the new Alliance ambulance agreement reflect the following:

- The Contra Costa EMS System has mature capabilities to provide excellent patient care for trauma, stroke, heart attack and cardiac arrest.
- Emergency ambulance response areas were updated and adjusted for population growth and utilization.
- It is anticipated that ambulance response times will remain the same or improve because of updates in the ambulance response zones along with the improvements associated with co-located dispatch.
- Ambulance response zone requirements in West County reflect the demands for increased ambulance hours due to the closure of Doctor's Medical Center.
- Quick Response Vehicles (which had no transport capability) have been replaced with ambulance hours in both East and West County to assure that more ambulances are available to transport a patient to the hospital promptly.
- Increased emphasis on community first responders, including CPR training and public access defibrillation programs in the community, schools and with law enforcement.
- Adjustments in ambulance staffing in Richmond improves the ability of the ambulance contractor to meet the staffing demands associated with more ambulances on the road. The county's minimum requirement for ambulance staffing will remain one paramedic and one EMT.
- Recognition that fire agencies with basic life support (BLS) first responders, in Richmond, Crockett and East Contra Costa, are effective in providing life-saving capabilities and plan to add enhanced skills in the future.
- On February 1, 2016 Contra Costa Fire announced implementation of the new co-located Fire-EMS and ambulance dispatch designed to improve EMS and ambulance response times throughout the service area.
- Planned improvements in technology and intra-operability of EMS data systems and emergency communications including prehospital ePCR (electronic patient care record) health information exchange with hospitals.

During the next few months, the EMS Agency will continue to work closely with Contra Costa Fire and AMR to ensure a smooth transition and support the many enhancements promised to communities. It is expected that the changes will be virtually

invisible to the community, with the exception of cosmetic changes to ambulances and uniforms over the next six to 12 months.

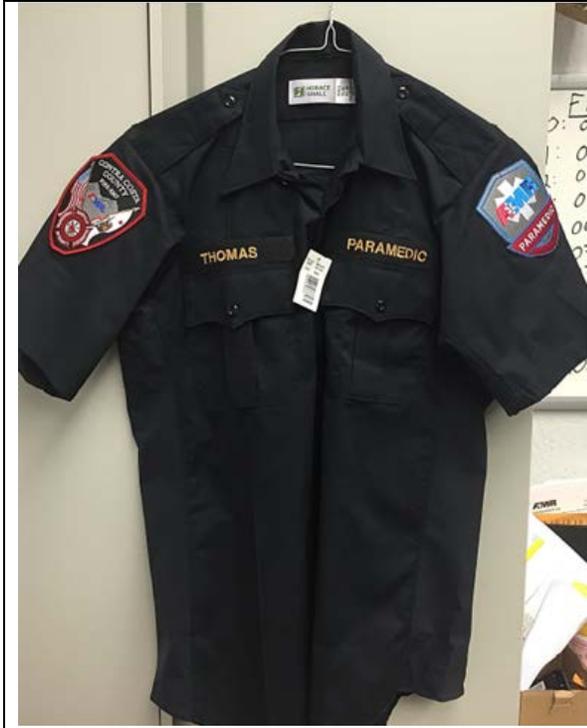
Alliance ambulances will be branded in two phases. The first change, illustrated below (white with red stripe), is anticipated to be completed by the end of February 2016.



Afterward, all ambulances approaching the end of their useful lives will be replaced with new vehicles with red-and-black paint (see below).



Alliance ambulance personnel uniforms will also be changing from white to blue shirts, with a new Contra Costa Fire-EMS Alliance patch and logo.



Contra Costa EMS system stakeholders with questions about the transition can contact the EMS Agency at 925-646-4690, or via our EMS reporting form at <http://cchealth.org/ems/event-reporting/>