

Annual Report for 2015

Advisory Body Name: Emergency Medical Care Committee (EMCC)

Advisory Body Meeting Time/Location: 4:00 p.m. - 5:30 p.m. on the second Wednesday of March, June, September, and December, unless otherwise noted. Meetings are held at the Contra Costa County Schools Insurance Group in Pleasant Hill.

Chair: Kacey Hansen (December 2015 – present); John Speakman (September 2014 – September 2015)

Staff Person: Leticia Andreas (September 2013 – present), Health Services, Emergency Medical Services

Reporting Period: January 1, 2015 – December 31, 2015

I. Activities:

The EMCC, over four (4) regular meetings in the past year, was involved in or kept its membership informed about the following:

- A three (3) member sub-committee was elected, including a county administrator, to discuss and update the EMCC Bylaws in accordance with county policies and regulations.
- EMS Staff presented the Quality Improvement (QI) report.
- Contra Costa EMS Agency presented its countywide patient transfer of care model to the State EMS Authority (EMSA) and California Hospital Association (CHA) working group on ambulance offload delays in February 2015.
- EMS and Public Health (PH) implemented operational area EMS, PH, Dispatch, Fire, Transport and Hospital Ebola response protocols in coordination with CDPH and CDC. Local Bay Area designated Ebola treatment centers include Kaiser Oakland, UCSF and UC Davis.
- EMS hosted a successful countywide Stroke Oversight meeting.
- All local EMS providers continued to work on improving CPR quality, focusing on high-quality compressions and early access to Automatic External Defibrillator (AED).
- Recognition of Pre-Hospital Care Coordinator (PHCC) Pam Dodson on her accomplishments, as she retired after nearly thirty (30) years with the Contra Costa EMS Agency.
- The EMCC Chair presented a new slate of new officers and executive committee members for the September election.
- Contra Costa County Medical Reserve Corps (MRC) presented a summary of its history, members and activities. The MRC is now an active capability, providing county flu clinics and mutual aid for the Valley Fire response.
- EMS officials stood up operations in response to full closure of Doctors Medical Center (DMC) in San Pablo from April through July, implementing and monitoring impacts to West County supported by Fire, EMS System Stakeholders, community hospitals, Lifelong Medical Clinic and the Hospital Council leadership.
 - Ambulances going out-of-county have increased from 8-28%. Contra Costa EMS Agency reported on risks to the EMS system associated with the hospital closure in West County.
 - Increases in emergency visits to Kaiser Richmond anticipated due to DMC's closure. Patient transfer of care from ambulance at the emergency department at Contra Costa Regional Hospital has increased.
- EMS conducted and completed a competitive emergency ambulance services procurement and received a single proposal to the RFP from Contra Costa County Fire Protection District (CCCFPD) and American Medical Response (AMR) as a joint entity (the Alliance). The Alliance has been awarded the ambulance contract to begin January 1, 2016. This contract denotes a new service delivery model, as AMR would be subcontracting with CCCFPD.
- EMS has partnered with Health Services on a high utilizer project, as well as exploring opportunities for health information exchange (HIE) with AMR, EPIC, and FirstWatch.
- EMS is facilitating triage and tracking drills through Reddinet with hospitals and ambulance providers.
- New EMS Medical Director Dr. David Goldstein officially assumed his position on November 1.
- Bystander CPR rate has improved over the last 4-5 years.
- EMS continues to actively participate in the East Bay Trauma Audit Committee, inviting all receiving facilities to participate.
- May 17-23 was National EMS Week and May 20, 2015 was EMS for Children's Day, in which EMS stakeholders participated in recognition at the Board of Supervisors with resolutions and community outreach events promoting bystander CPR.
- The EMCC officers developed a first draft of the new EMCC Bylaws at the September meeting. The EMCC Bylaws have been simplified and membership has been decreased through elimination of alternate seats.
- Contra Costa EMS has revamped its emergency preparedness program to increase effectiveness in building capability. Training and exercises are organized per the individual needs of the participating organizations. The preparedness

program has grown by four-hundred (400%) percent, with more complex exercises and training that integrates hospitals, Long Term Care facilities, and community partners.

- The Sheriff Coroner's EMCC representative updated the advisory committee on the county 9-1-1 emergency communication system. Two (2) agencies in the county are now also in the process of accepting 9-1-1 calls per text. All of the 9-1-1 communications centers in Contra Costa County currently take direct wireless 9-1-1 calls (except Pinole).
- EMS modified first responder dispatch protocols at the request of East Contra Costa Fire, allowing American Medical Response (AMR) to provide ambulance-only response in cases of low acuity calls in response to limited resources in East County associated with the closure of fire stations.
- Initiated participation in the 2015-2016 LAFCO Municipal Services Review Report.
- Countywide occurrences of holding ambulances longer than one (1) hour at all community hospitals.
- Recognitions for: 1) October 26, 2015 Save at Le Schwab Tire, 2) November 1, 2015 Save at Club Sports, San Ramon
- Contra Costa County Child Death Report 2008-2012
- LEMSA Clinical and Program Updates
- Sutter Delta Patient Transfer of Care Delays and EMS System Impacts

II. Accomplishments

- Approval of EMCC 2014 Annual Report
- Active participation in finalization of Fitch EMS System Modernization Study.
- Active participation and letters of recommendation submitted as a part of the Request for Proposal (RFP) Workshop process.
- Active participation in the EMS Ambulance Request for Proposal (RFP) for EOA I, II and V and its finalization.
- Received report on new emergency ambulance services contract for EOA I, II, VI.
- Active participation and involvement in drafting a contingency plan for the closure of Doctors Medical Center.
- Successful statewide operational area tabletop and functional disaster exercise.
- Successful nominations and establishing of new EMCC membership for the term 2014-2016.
- Presentation of a new slate of EMCC officers.
- The EMS Agency's EMS System Plan has met all standards and criteria required by the state.
- 2015 Mission: Lifeline® EMS Bronze Level Recognition Award from the American Heart Association was awarded to EMS by the Regional Director from the American Heart Association.
- The Contra Costa EMS Prehospital Care Manual has been made available as an electronic app for field personnel.
- Revision of EMCC By-Laws for Board of Supervisors' adoption.

III. Attendance/Representation

The EMCC is a multidisciplinary committee with membership consisting of representation of specific EMS stakeholder groups and organizations plus one (1) consumer member and one (1) alternate nominated by each Board of Supervisor member. There are forty-four (44) filled member seats on the EMCC. Eight (8) seats are unfilled. A quorum was achieved at each of the four (4) EMCC meetings in the past year.

IV. Training/Certification

Each EMCC representative and alternate representative was given a copy of the Advisory Body Handbook and copies of the "The Brown Act and Better Government Ordinance - What you Need to Know as a Commission, Board or Committee Member" and "Ethics Orientation for County Officials" videotapes during their two (2) year term. Responsibilities of County Boards were discussed including the responsibility to view the videotapes and submit signed certifications. Certification forms have been received from twenty (21) of the twenty-five (25) representatives, and thirteen (13) of the nineteen (19) alternates. The sixteen (16) certificates received in 2015 are attached.

V. Proposed Work Plan/Objectives for Next Year

Report to the local EMS Agency and to the Board of Supervisors as appropriate its observations and recommendations relative to its review of:

- Transition current emergency ambulance services for EOA I, II and V to new emergency ambulance provider (Contra Costa Fire and AMR under new Alliance model).
- Partner with new ambulance provider to implement efficiencies and workflows supporting successful contract performance.
- Seek grant funding for the Health Information Exchange to pilot prehospital and hospital health information exchange.
- Improve workflows in contract management and oversight for all exclusive operating areas.

- Continue to support Medical Health Disaster Preparedness Coalition building.
- Enhance Medical Reserve Corps' capability for children and special needs populations.
- Initiate update to the County EMS for Children (EMSC) program.
- Refine EMS Agency internal standard operation procedures to support efficient workflow and public safety associated with certification and actions and ambulance permit actions.
- Continue to work with county counsel and stakeholders to update the county ambulance ordinance.
- Manage, update and submit to the State EMS Authority the 2015 EMS System Plan, Quality, Trauma, Stroke, STEMI and EMS for Children programs.
- Monitor and report on EMS System impacts due to changing economics and health care reform.
- Produce the 2015 Annual EMS System performance report.
- Explore innovative models of EMS service delivery with hospital community.
- Continue to support integration of non-emergency ambulance providers as part of multi-casualty and disaster response.
- Reconvene MCI Workgroup to update the County Multi-Casualty Incident (MCI) Plan.
- Partner with new emergency ambulance provider and community hospitals to reduce patient transfer of care Never Events.
- Support EMS System program (STEMI, Stroke, Cardiac Arrest, EMSC, Quality/Patient Safety and Trauma) initiatives.
- Update prehospital protocols associated with 2015 American Heart Association CPR and Emergency Cardiac Care Guidelines.
- Continue to support and sustain community education and outreach, e.g. *HeartSafe*, Child Injury Prevention.
- Support appropriate use of 9-1-1, CPR Anytime, and Automatic External Defibrillator (AED) programs through partnerships with law enforcement, CERT, fire first responders and community coalitions.
- Submit approved final draft of EMCC Bylaws to Board of Supervisors.
- Continue to update county ambulance ordinance.