

Annual Report for 2016

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 various locations in Contra Costa County.

Chair: Kacey Hansen (December 2015 – present)

Staff Person: Leticia Andreas (September 2013 – December 2016), Health Services, Emergency Medical Services

Reporting Period: January 1, 2016 – December 31, 2016

I. Activities:

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

- Proposed 5150 psychological emergency summit for February of 2017 to involve multiple stakeholders: County Health, Contra Costa Regional Medical Center, other hospitals, public and private transport providers, transport staff.
- Guest Patricia Tanquary, CEO of Contra Costa Health Plan, reported on CCHS health plan efforts to support West County after the closure of Doctors Medical Center.
- New ambulance provider “Alliance” successfully transitioned to assume responsibilities for 92% of county emergency ambulance services effective January 1, 2016.
- Alliance leadership reporting to EMCC on implementation and system improvements established.
- EMS Agency piloting consolidation of Systems of Care and MAC meetings to improve hospital and stakeholder engagement into periodic half day meetings. The first half day meeting convened in March 2016.
- EMS Agency implements mobile treatment and policy application for field providers.
- EMS treatment protocols transitioned to visual algorithm format with full implementation effective January 2017.
- EMS establishes first responder BLS protocols as part of their optional scope for epinephrine and narcan. Once established, the new protocols will create an opportunity for all BLS fire first responder agencies to use.
- EMCC informed on need to update the ambulance ordinance. After County Counsel approval of draft, the ordinance will be made available to stakeholders and go to the Board of Supervisors for approval. Updates in ordinance are focused on non-emergency ambulances services and to improve EMS Agency ability to assure public safety and improvements in coordination of medical transportation services throughout the EMS system between emergency and non-emergency transport providers.
- The CCHS Public Health Department issued a health advisory regarding opioids.
- ImageTrend online certification and licensing renewal platform implemented in September 2016.
- EMS System stakeholders advised of new EMSA ePCR (electronic patient care record) and HIE (health information exchange) to support bi-directional exchange between EMS and hospitals by January 2018.
- Official Alliance response time reports posted on EMS website as of September 2016 due to technology delays.
- LAFCO conducted and completed 2016 Fire EMS Municipal Service Review focusing on mutual aid issues and making recommendations for consolidation.
- LAFCO conducting special report on West County Health Care District to be finalized in December 2016.
- County Ambulance Patient Transfer of Care reports for Sutter Delta demonstrate significant improvement for East County EMS Services.
- The Board of Supervisors recognized May 16-20th 2016 as National EMS Week, and May 18th as EMS for Children Day.
- An overview of the new AOT (Assisted Outpatient Treatment) program was presented at the EMCC. The program is a joint project facilitated by Mental Health Systems and Contra Costa County Behavioral Health Division, and its 3-year pilot launched on February 1st, 2016.
- Kaiser Foundation Hospital in Antioch received the 2016 Get-With-The-Guidelines Stroke Gold Award.
- EMCC advised of marked reductions in Hospital Preparedness Program Grant funding and continued unfunded state regulations and mandates.
- EMCC informed of potential closure of Alta Bates Hospital announcement and concerns of impact to West County.
- EMS service in West County remains stable with Lifelong Urgent Care filling the gap for non-emergency care with support of CCHS nurse call lines and Kaiser Richmond ED high walk-in volume.
- EMS System stakeholders participated in Statewide Tabletop Exercise on October 12, 2016, and Functional Drill on November 17, 2016.
- EMCC informed of complaint to EMS Authority from the California Ambulance Association regarding Alliance award.

Alliance award was conducted in compliance with EMSA approved RFP process.

- EMS Agency HIE and EPIC workgroups and strategies to connect prehospital care records with emergency department patient records in the hospital using EPIC Care Everywhere. EMS implementing upgrades of FirstWatch data platform - to include enhanced analytics to improve medical oversight and utilization reporting.
- EMSA released a publication for strategy and data collection evaluation and quality: recent legislation requires EMS will be a conduit for registries, POLST, Stroke registry and others in terms of providing information to the state.
- West County transports consistent distribution of patients post DMC closure. Kaiser Richmond is seeing on a routine basis over 200 patients. ED bed capacity at Kaiser Richmond was increased in January from 15 to 25.
- As of September 1st, 2016, CalStar and Reach are one organization, with headquarters in Louisville, Texas.
- POLST Program: Contra Costa EMS to pilot EMSA POLST registry with implementation in 2017 in collaboration with ACCMA.
- Contra Costa EMS System was selected to pilot improvements in California Stroke Registry and Stroke system as part of CMS grant with Stanford Health Services.
- On September 13th, EMS convened their second half day Quarterly Systems of Care meeting, presenting data.
- On November 9th, EMS hosted the 1st annual Contra Costa County Survivors Reunion Luncheon to show tangible continuum of care, and where survivors meet their rescuers. Report on reunion was presented in December 2016.
- Treatment guidelines and policies updated towards the end of a year are mostly finished for sending out for public comment. Implementation is January 1st, 2017.
- EMS Agency Measure H funds are supporting Fire Service EMS Medical Director and ePCR server to assure compliance with EMSA data requirements.
- Report on the Medication Take-Back Ordinance submitted by Public Health to the Board of Supervisors.

II. Accomplishments

- Approval of EMCC 2015 Annual Report
- On February 22, 2016, the EMCC Executive Committee and Staff distributed an official letter to its membership informing them of the new Bylaws, eliminating all alternate seats. Previously alternate members were invited to state their interest should they wish to remain on the EMCC.
- Implementation of new Bylaws: Adjustments to membership are effective as of the March meeting with alternate seats removed. EMS staff worked with stakeholder groups to submit recommendations to fill vacant seats.
- On July 6, 2016, the EMCC Executive Committee sent a letter to the Board of Supervisors regarding providing further input to the Board to assist them in evaluating the proposed updates to the ambulance ordinance.
- 2015 EMS System Plan has met all standards and criteria required by state EMS Authority as of September 7, 2016.
- Contra Costa EMS has received the Mission Lifeline Bronze Award for their STEMI system 3rd year in a row.
- Recognized Sutter Delta for ED Transfer of Care improvement in East County.

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 twenty (20) filled member seats on the EMCC. Four (4) seats are unfilled. A quorum was achieved at three (3) of the four (4) EMCC meetings in 2016.

IV. Training/Certification

Each EMCC 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 fourteen (14) of the twenty (20) representatives. The certificates received for five (5) of the nine (9) newly appointed members in 2016 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:

- Alliance/EMS partnerships to implement efficiencies and workflows supporting EMS System improvement
- Efforts to procure grant funding for EMS System data infrastructure enhancements to support bi-directional data exchange

- Promote and sustain Medical Health Disaster Coalition preparedness and engagement throughout EMS System
- Enhancements to Medical Reserve Corps' capability for children and special needs populations
- Update of County EMS for Children (EMSC) program and system of care enhancements
- Continue to work with county counsel and stakeholders to update the county ambulance ordinance
- Manage, update and submit to the State EMS Authority the 2016 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
- Receive 2016 Annual EMS System performance report
- Innovative models of EMS service delivery with hospital community
- Update the County Multi-Casualty Incident (MCI) Plan in partnership with EMS System stakeholders
- Support emergency ambulance provider and community hospitals efforts to reduce patient transfer of care extended delays that impact the availability of ambulances for the next 9-1-1 call
- Support EMS System program (STEMI, Stroke, Cardiac Arrest, EMSC, Quality/Patient Safety and Trauma) initiatives.
- 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
- Update of county ambulance ordinance
- Hold 2nd Annual Contra Costa Survivors Reunion
- Conduct 5150 Summit on February 22, 2017, at John Muir Walnut Creek
- Continue to monitor West County EMS System associated with closure of Doctors Medical Center and pending closure of Alta Bates Summit