

# Yolo County Emergency Medical Services



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2015/2016

EMS SYSTEM REPORT

# YOLO EMS STAFF DIRECTORY



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Protocol App for iOS and Android



# YOLO EMS

## **HISTORY**

Yolo County started the process to have it's own Emergency Medical Services agency in December of 2012. On June 4, 2013 the Yolo County Board of Supervisors adopted Resolution No. 13-64 to designate the Yolo County Health Department as the Local Emergency Medical Services Agency, and establish the Yolo County Emergency Medical Services Agency "YEMSA" effective July 1, 2013.

## **MISSION STATEMENT**

It is the mission of the Yolo County Emergency Medical Services Agency (YEMSA), utilizing our core values and in cooperation with the appropriate Emergency Medical Service (EMS) Service Providers, to ensure that emergency prehospital and specialty medical services in Yolo County are provided in a timely manner and are of the highest quality standards of care.

## **VALUES**

Our Yolo County Emergency Medical Services Agency (YEMSA) Core values were chosen by our local Registered Nurses (RN), Paramedics, and Emergency Medical Technicians (EMT). At the formation of our Agency we held an introductory orientation where we asked what their top five (5) core values were that represented an Emergency Medical Service (EMS) Agency. After receiving over six hundred (600) values, we were able to narrow it down to five (5). Thus we are proud to introduce the following YEMSA core values.

**Integrity**

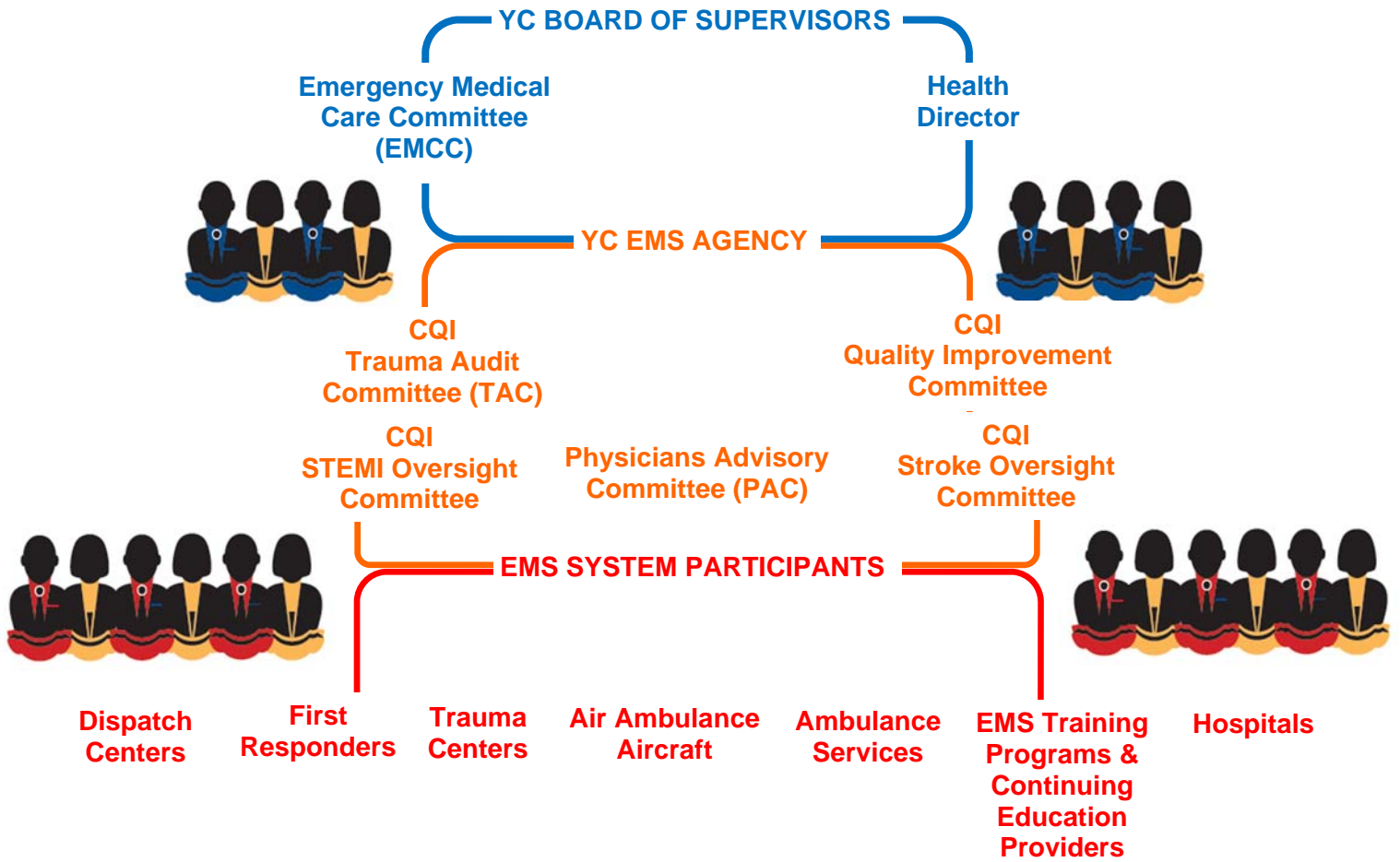
**Professionalism**

**Compassion**

**Honesty**

**Community**

# YOLO EMS SYSTEM



# EMERGENCY SYSTEM RESOURCES

## **EMS PARAMEDIC SERVICE PROVIDER & TRANSPORT**

American Medical Response

## **AIR MEDICAL PROVIDERS**

CALSTAR  
REACH

## **EMS PARAMEDIC SERVICE PROVIDER**

Yocha Dehe Fire Department

## **MUNICIPAL FIRE DEPARTMENTS**

Davis Fire Department  
UC Davis Fire Department  
West Sacramento Fire Department  
Winters Fire Department  
Woodland Fire Department  
Yocha Dehe Fire Department

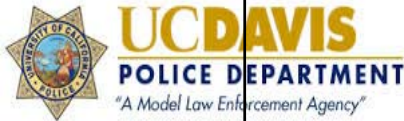
## **FIRE PROTECTION DISTRICTS**

Capay Fire Protection District  
Clarksburg Fire Protection District  
Dunnigan Fire Protection District  
East Davis Fire Protection District  
Elkhorn Fire Protection District  
Esparto Fire Protection District  
Knights Landing Fire Protection District  
Madison Fire Protection District  
No Man's Land Fire Protection District  
Springlake Fire Protection District  
West Plainfield Fire Protection District  
Willow Oak Fire Protection District  
Winters Fire Protection District  
Yolo Fire Protection District  
Zamora Fire Protection District

# EMS RESOURCES IN YOLO COUNTY

FACILITY	COUNTY	BASE HOSPITAL	LEVEL I/II TRAUMA CENTER	LEVEL III TRAUMA CENTER	LEVEL IV TRAUMA CENTER	PEDIATRIC TRAUMA CENTER	BURN RECEIVING CENTER	STEMI RECEIVING CENTER	STROKE RECEIVING CENTER
Woodland Memorial Hospital	Yolo	✓							✓
Sutter Davis Hospital	Yolo								✓
Mercy General Hospital	Sacramento							✓	
UC Davis Medical Center	Sacramento		✓			✓	✓	✓	
Sutter Medical Center Sacramento	Sacramento							✓	✓
Kaiser Permanente Vacaville	Solano		✓						
North Bay Medical	Solano							✓	

# DISPATCH CENTERS



## **PUBLIC SAFETY ANSWERING POINTS (PSAPs)**

Yolo Emergency Communications Agency  
California Highway Patrol  
Davis Police Department  
UC Davis Police Department

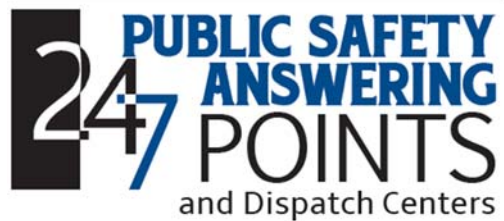
## **FIRE/MEDICAL DISPATCH CENTERS**

Yolo Emergency Communications Agency  
Davis Police Department  
UC Davis Police Department

## **AMBULANCE DISPATCH CENTER**

American Medical Response

A PSAP answers emergency calls for police, firefighting and ambulance services.



# EMS TIMELINE:

## RECENT ACCOMPLISHMENTS AND SIGNIFICANT EVENTS

### 2015

#### HEALTH OUTCOMES

- ◆ Adopted Stroke System QI and oversight Program.
- ◆ Improving bystander CPR rates , by hosting County Wide CPR classes every quarter.
- ◆ EMS 15-16 QI Report—presented at November 10, EMCC
- ◆ Implemented 12-lead transmission program to STEMI Receiving centers.
- ◆ 2015 Mission: Lifeline® EMS Silver Level Recognition Award from the American Heart Association (AHA) was awarded to EMS by the Regional Director from the AHA .
- ◆ Update prehospital protocols associated with 2015 AHA CPR and Emergency Cardiac Care Guidelines
- ◆ Led Protocol develop from the Regional Trauma Care Committee (RTCC) on Cardiac Traumatic Arrest protocol development.
- ◆ Increased the number of Fire Department EMT—Optional Scope Agencies (CPAP, King Tubes, and Pulse Ox).

#### COLLABORATIONS/PARTNERSHIPS

- ◆ Participated in the RTCC to develop a regional trauma transfer program and policy.
- ◆ In partnership with Region IV and American Medical (AMR), implemented an infectious disease ambulance response plan for Ebola.
- ◆ EMS has partnered with Health Services on a high utilized project, as well as exploring opportunities for Health Information Exchange (HIE) with AMR, EPIC.
- ◆ Participating in State EMS Legislative Committee.
- ◆ Leading the EMSAAC initiative of implementing the California Statewide CARES project (Cardiac Arrest Registry).
- ◆ Initiated the development of the County-wide iMCI Plan development.
- ◆ Active participation from Fire, EMS, Law, Hospitals and neighboring counties in developing and finalizing the Yolo County MCI Plan.
- ◆ Successful statewide operational area tabletop and functional disaster exercise.
- ◆ Implementation of County-wide PulsePoint application.
- ◆ EMS Week recognized with a Board of Supervisors (BOS) Resolution on May 24th.
- ◆ Partnered with training programs and fire agencies to provide essential EMS training.
- ◆ Partnered with Yolo Emergency Communications Agency (YECA) to set standards for quality assurance with the Emergency Medical Dispatcher (EMD) and Priority Dispatch protocols/process.

# EMS TIMELINE:

## RECENT ACCOMPLISHMENTS AND SIGNIFICANT EVENTS (CONT)

# 2015

### COMMUNITY & EDUCATION

- ◆ Biological Incidents Awareness: Ebola Virus Disease
- ◆ EMT Optional Scope Training
- ◆ Fire Department EMS Protocol Update Training
- ◆ American Heart Association (AHA) Training/Certification (BLS, PALS, ACLS)
- ◆ International Trauma Life Support (ITLS) - Basic & Advanced
- ◆ AHA Instructor Training — West Sacramento FD
- ◆ CA State Pediatric Conference
- ◆ Case Review (online & in-person)
- ◆ Online Training Portal — Case Reviews

### SYSTEM ENHANCEMENTS

- ◆ Improved the ability to use EMResourse through facilitating triage and tracking drills with hospitals, ambulance providers, skilled nursing facilities, and clinics.
- ◆ Implemented state-mandated EMT regulation, oversight and investigation program.
- ◆ Sutter Sacramento Medical Center, designated Primary Stroke and STEMI receiving centers.
- ◆ The EMS Agency's EMS System Plan, Trauma Plan and QI Plan have met all standards and criteria required by the state. Approval was granted on all plans.
- ◆ Successful nominations and establishing of new Emergency Medical Care Committee (EMCC) membership.
- ◆ Develop the draft for EMCC Bylaws.
- ◆ Created a streamline online training program for Yolo County EMS providers.
- ◆ Partnered with ATRUS to create an online Public Access AED registry on the website.
- ◆ Department Infection Control Officer Training

# FISCAL REPORT 15/16

## REVENUE

Franchise Fee	\$300,000.00
Penalty Fee	\$279,150.00
Contractual Fees	\$72,500.00
<b>TOTAL</b>	<b>\$651,650.00</b>

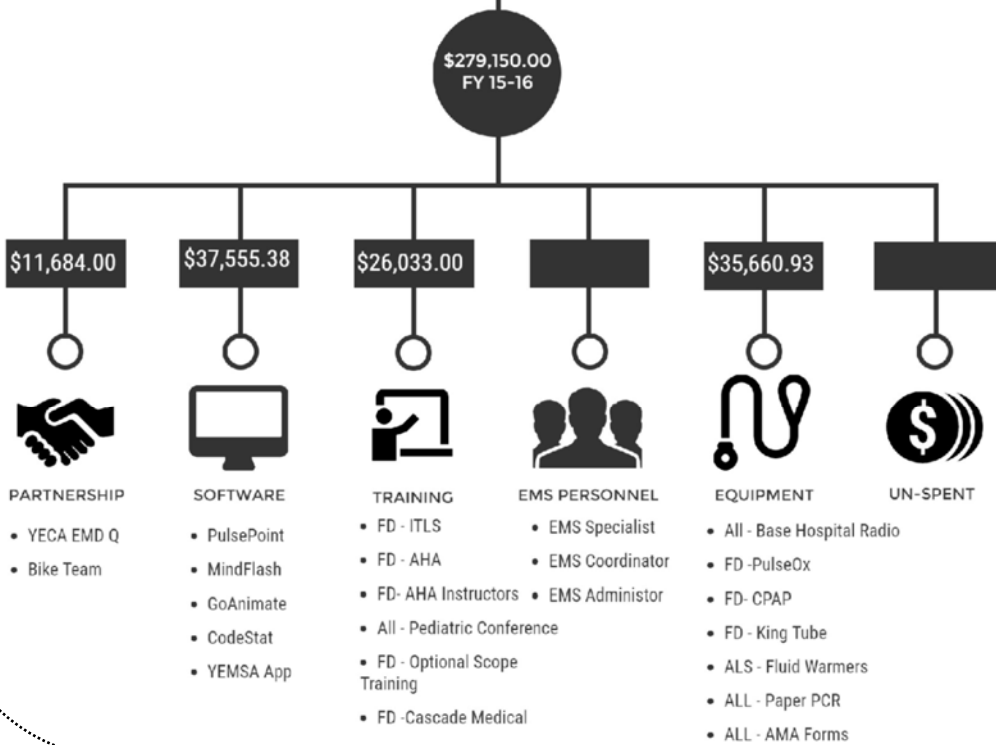
## EXPENSES

Personnel	\$396,333.00
Contracts	\$92,447.00
Services/Supplies/Overhead	\$118,881.00
Equipment	\$35,660.00
<b>TOTAL</b>	<b>\$643,321.00</b>

# PENALTY ALLOCATIONS

## YEMSA PENALTY BUCKET

*An overview of penalty allocations*



# MADDY FUNDS

SB 12 allows each county to establish, finance, and administer an Emergency Medical Services (EMS) Fund, called the Maddy EMS Fund (Penal Code [PC] 76000.5). This EMS fund compensates healthcare providers for emergency services for people who do not have health insurance and cannot afford to pay for emergency care and for discretionary EMS purposes.

- ◆ Maddy revenues are generated from, court fines, penalties and forfeitures for various criminal offences and motor vehicle violations.

Allocation of the funds — Counties may use the initial 10% of these revenues for EMS Fund administration, with the remaining 90% allocated to — see below:

EMS Fund Administration (10%)	\$5,356.16
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Physicians Services Account (58%) Payments made to Physicians who care for patients who have no insurance coverage or are otherwise unable to pay for the emergency room visit.	\$554,491.14
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Hospital Account (15%) Improve Pediatric Emergency Care and access. Divided equally between Sutter Davis and Woodland Memorial Hospital.	\$0.00
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Discretionary Account (17%) Payments made for other EMS purposes, determined by each county to improve Pediatric Emergency Care and access. Initiative to increase Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) access in the School Districts/Systems.	\$124,210.72
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PILOT PROJECT: Woodland Joint Unified School District PLACED 50 AEDs  
 SECOND PROJECT: Davis Joint Unified School District PLACED 32 AEDs  
 REMAININD DISTRICTS: West Sacramento & Winters

\*\* 15/16 FY is still in progress\*\*

# EMS RESOURCES IN YOLO COUNTY

TYPE OF PERSONNEL	2013 *	2014	2015
Emergency Medical Responders	11	20	44
Emergency Medical Technicians	77	201	262
Paramedics	80	154	146

\* July 1<sup>st</sup> — December 31<sup>st</sup>

# EMS RESOURCES IN YOLO COUNTY

## AMBULANCE PERMIT

Is an application and certification process for all ambulances that operate in Yolo County. It ensures that ambulances meet Yolo County standards, safety requirements, and equipment inventory to operate.

TYPE OF AMBULANCE	2013 *	2014	2015
<b>ALS Ambulance</b> An ambulance staffed with one (1) Paramedic and one (1) EMT that is part of our exclusivity contract to provide 9-1-1 and or hospital to hospital transfers.	31	20	20
<b>BLS Ambulance</b> An ambulance staffed with two (2) EMT's that is permitted to do hospital to hospital transfers from Yolo County.	29	23	39
<b>CCT Ambulance</b> An ambulance staffed with one (1) Registered Nurse (RN), one (1) Paramedic or higher and one (1) EMT that is part of the exclusivity contract to provide critical care transports from hospital to hospital.	14	6	6

\* July 1<sup>st</sup> — December 31<sup>st</sup>

# EMS RESOURCES IN YOLO COUNTY

## CERTIFICATIONS & PROFESSIONAL STANDARDS

The EMS Agency is designated by California State law as the county's regulatory agency for Emergency Medical Responders (EMR), Emergency Medical Technicians (EMT) and Paramedics. The agency certifies EMRs and EMTs and accredits Paramedics to ensure they meet professional and clinical standards for safety and service. The EMS Agency is also responsible under the County's Ambulance Ordinance for the management of the County's 911 Ambulance contract with American Medical Response (AMR) and for permitting of Ambulance Providers who originate patient transports from within the county.

### EMS Certifications 2015

Emergency Medical Responders (EMR) Certifications	44
Emergency Medical Technicians (EMT) Certifications	262
Paramedic Accreditations	146
Ambulance Permits	73

# DESIGNATED SPECIALTY CENTER ACTIVATIONS

## \*SPECIALTY ACTIVATIONS

Specialty activations are 9-1-1 patients who meet specific criteria for specialty care and transport to a specialty center.

STEMI (HEART ATTACK)	
YEAR	ACTIVATIONS
13/14	106
14/15	87
15/16	96

STROKE	
YEAR	ACTIVATIONS
13/14	299
14/15	365
15/16	489

TRAUMA	
YEAR	ACTIVATIONS
13/14	152
14/15	183
15/16	211

# AMBULANCE RESPONSE

Response time requirements were established by stakeholders and representatives from the county EMS Service Providers.

## HIGH RESPONSE ZONE

*8 Minute Response*

Davis/UC Davis  
Elkhorn  
Esparto  
Madison  
West Plainfield  
West Sacramento  
Willow Oak  
Winters  
Woodland  
Yolo

## MODERATE-LOW RESPONSE ZONE

*20 Minute Response*

Clarksburg  
Dunnigan  
Esparto  
West Sacramento  
Willow Oak  
Winters  
Woodland  
Zamora

## MODERATE RESPONSE ZONE

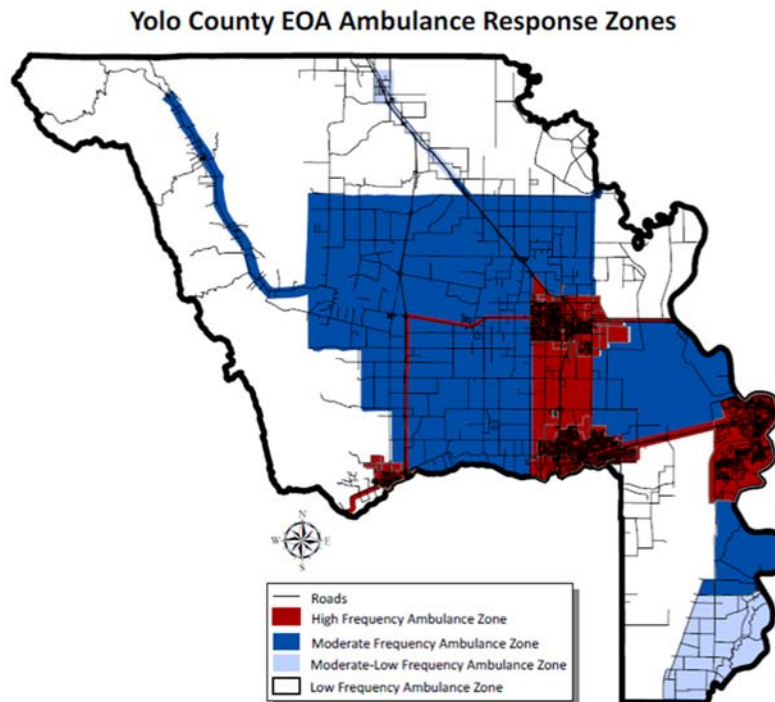
*15 Minute Response*

Brooks  
Capay  
Clarksburg  
Davis/UC Davis  
Dunnigan  
Elkhorn  
Esparto  
Guinda  
Knights Landing  
Madison  
West Plainfield  
West Sacramento  
Willow Oak  
Winters  
Woodland  
Yocha Dehe  
Yolo  
Zamora

## LOW RESPONSE ZONE

*30 Minute Response*

Davis/UC Davis  
Dunnigan  
Elkhorn  
Guinda  
Knights Landing  
Rumsey  
West Sacramento  
Winters  
Woodland  
Zamora



# CALL VOLUME

## Total EMS Responses by Zone

Responses By Year	2014
High	16,187
Moderate	1,211
Moderate-Low	150
Low	60
ALS Interfacility Transports	652
CC Interfacility Transports	255
<b>COUNTY WIDE</b>	<b>18,515</b>

Responses By Year	2015
High	16,662
Moderate	1,070
Moderate-Low	178
Low	86
ALS Interfacility Transports	796
CC Interfacility Transports	317
<b>COUNTY WIDE</b>	<b>19,109</b>

# CALL VOLUME

## Contractual Yearly Compliance % by Zone

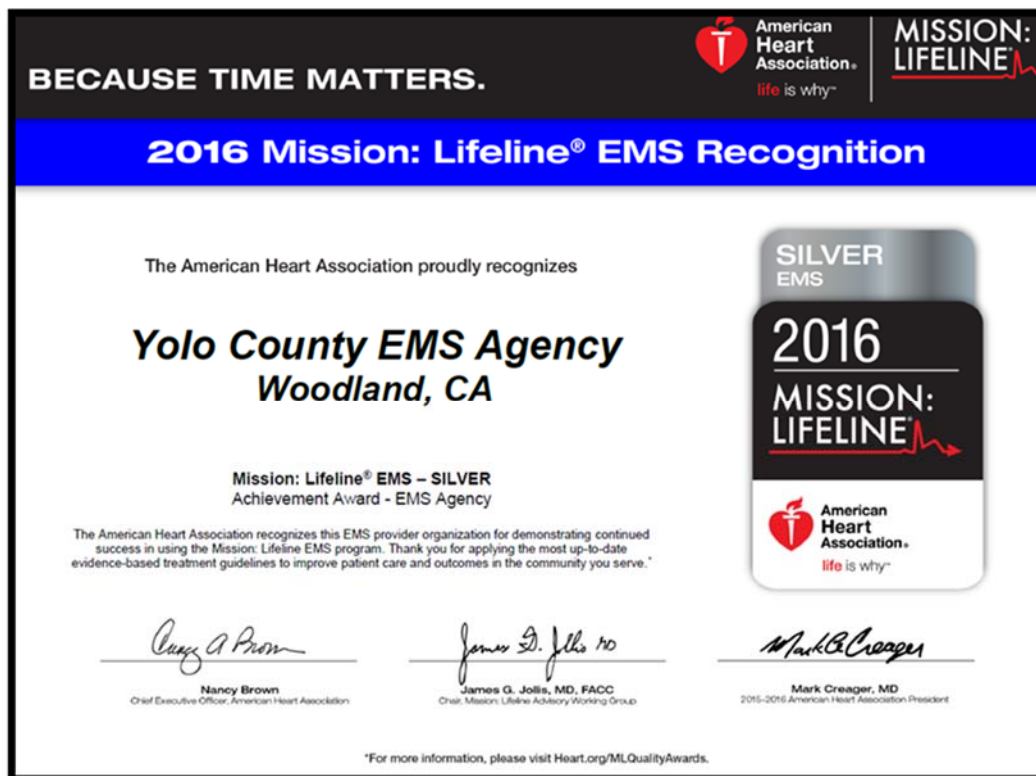
Responses By Year	2014
High	94%
Moderate	93%
Moderate-Low	97%
Low	100%
ALS Interfacility Transports	91%
CC Interfacility Transports	89%
<b>COUNTY WIDE</b>	<b>94%</b>

Responses By Year	2015
High	95%
Moderate	95%
Moderate-Low	97%
Low	98%
ALS Interfacility Transports	89%
CC Interfacility Transports	87%
<b>COUNTY WIDE</b>	<b>94%</b>

# AWARDS/RECOGNITIONS

## MISSION: Lifeline® EMS Recognition

The Yolo County STEMI System met or exceeded national and local benchmarks and performance measures for 2016. Because of that Yolo County's system received EMS — Silver from the American Heart Association's Mission Lifeline® Program. The Mission Lifeline® Program recognizes systems of care that meet the following performance criteria and measures: patients with no-traumatic chest pain  $\geq$  35 years, treated and transported by EMS, who received a 12 lead (75 % of the time), and patients treated and transported directly to a STEMI receiving center with a prehospital medical contact to device  $\leq$  90 minutes (75 % of the time).





PulsePoint, a pre-arrival solution designed to support public safety agencies working to improve cardiac arrest survival rates through improved bystander and active citizenship.

PulsePoint Respond empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest. Application users who have indicated they are trained in CPR and willing to assist in case of an emergency can now be notified if someone nearby is having a cardiac emergency and may require CPR. If the cardiac emergency is in a public place, the location — aware application will alert trained citizens in the vicinity of the need for bystander CPR simultaneous with the dispatch of advanced medical care. The application also directs these citizen rescuers to the exact location of the closest publicly accessible AED.

Agency Name	Following	Alerts
Capay Valley Fire Protection District	137	89
Clarksburg Fire Protection District	43	29
Davis & UC Davis Fire Department	2714	1131
Dunnigan Fire Protection District	160	102
Knights Landing Fire Protection District	69	46
Madison Fire Protection District	177	111
West Plainfield Fire Protection District	162	108
West Sacramento Fire Department	644	403
Winters Fire Department	281	176
Woodland Fire Department	620	324
Yocha Dehe Wintun Nation	174	109
Yolo County EMS Agency*	524	281
Yolo Fire Protection District	334	109

\* Yolo County EMS Agency = small jurisdictions — Arbuckle, CAL FIRE, Brooks, Elkhorn, Esparto, Robbins, & Zamora

# VISION FOR THE FUTURE

## **MAINTAIN A FISCALLY STABLE DYNAMIC EMS SYSTEM**

- ◆ Proactive healthcare delivery and system changes.

## **DIVERSIFY OUR APPROACH TO EMS SYSTEM OF CARE**

- ◆ Increase integration & collaborative approach to reducing cost and improving outcomes.

## **REDUCE INAPPROPRIATE EMERGENCY DEPARTMENT EMS TRANSPORTS**

- ◆ Re-align consumers with services.

## **CONTINUE COMMUNITY EDUCATION AND OUTREACH**

- ◆ Support appropriate use of 9-1-1, CPR Anytime, Public AED, CERT, Fire First Responders and Community Coalitions.

CPR — Cardiopulmonary resuscitation

AED — Automated External Defibrillator

CERT — Community Emergency Response Team

# STRENGTHENING THE CHAIN OF SURVIVAL



## YOLO COUNTY EMS THE SYSTEM OF EMERGENCY MEDICAL SERVICES



**EMS Training Institutions, Administrative Agencies and Regulatory Bodies** play a critical role in developing, refining and ensuring a high quality/effective EMS system.

Learning the signs of a heart attack, stroke and sudden cardiac arrest and calling 9-1-1...all of these actions can play a part in saving a life.

**Emergency Medical Dispatchers, First Responders (e.g. Firefighters, Law Enforcement), Paramedics, EMTs, and EMRs** respond to over 17,000 emergency calls for service in Yolo County each year.

**Ambulance Transporting Providers (e.g. Paramedics, EMTs and Nurses)** ensure patients are provided treatment and transported to the most appropriate receiving hospital.

**Hospitals and Specialty Care Facilities (e.g. Nurses and Emergency Physicians)** ensure the continuum of emergency care by treating patients and providing definitive care services.

**Quality Improvement (QI)** is a proactive process, that recognizes and solves problems, and ensures that the EMS systems of care are reliable and predictable.

**Together, through collaboration and local partnerships (e.g. MRC),** Yolo County residents receive quality, efficient and **highly effective emergency patient care.**



YEMSA

137 N Cottonwood Street

Woodland, CA 95695

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