

MONTEREY COUNTY EMERGENCY MEDICAL SERVICES AGENCY



Report to the Board of Supervisors
January 1, 2021 – December 31, 2021

Presented by:

Teresa Rios, EMS Director

Debra Hopgood, Management Analyst III

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THE EMS AGENCY

Designated by the Monterey County Board of Supervisors, pursuant to California Health and Safety Code, Section 1797.200, as the Local EMS Agency.

MISSION

To lead the Monterey County EMS System through establishing highest standards of emergency medical care, system operations, and medical disaster preparedness for the benefit of the people of Monterey County.



EMS Bureau Chief / Director

Teresa Rios

EMS Medical Director

John Beuerle, M.D.

Health Program Coordinator

Vacant

Administrative Services
Assistant

Korina Moreno

Accountant I

Carolina Coyt

MAIII

Debra Hopgood

Epidemiologist II

Roxann Seepersad

EMS Analyst

Vacant

EMS Analyst

Steve Brooks

EMS Analyst

Kimberley Hernandez

EMS Analyst

Vacant

THE MONTEREY COUNTY EMS SYSTEM

Multiple agencies and facilities working together to provide timely emergency medical response and treatment to those experiencing a medical, trauma, or psychiatric emergency.



- EMS Agency
- Emergency Communications / 9-1-1
- 4 Ambulance Transport Agencies
- 2 Air Ambulance Transport Agencies
- 16 Fire Departments
- 13 Law Enforcement Agencies
- 4 Hospitals
 - 1 Trauma Center
 - 2 STEMI Receiving Centers
 - 2 Stroke Receiving Centers

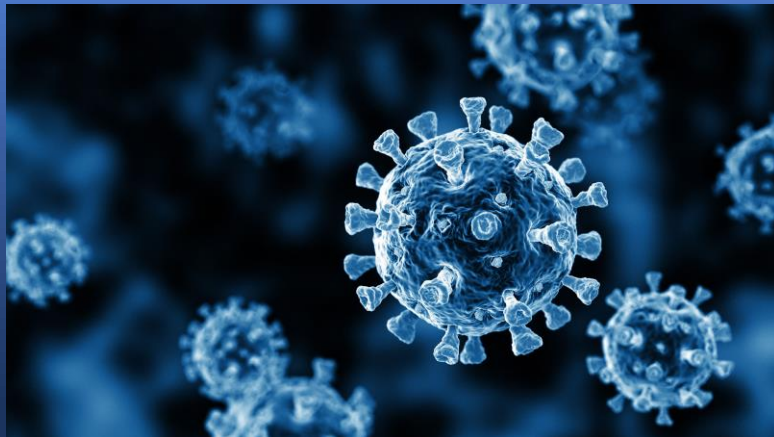
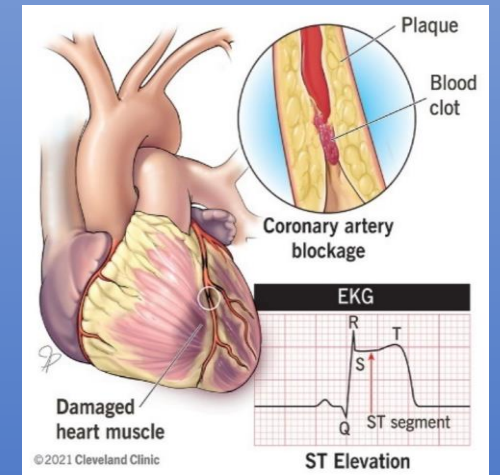
EMS AGENCY RESPONSIBILITIES

- Plan, implement, and evaluate the Emergency Medical Services (EMS) System
- Establish policies and protocols to assure medical control and oversight of the EMS system
- Designate receiving hospitals, base hospitals, and medical specialty care centers (Trauma, STEMI, Stroke)
- Manage EMS Quality Improvement (QI) and Quality Assurance (QA) programs
- Certify EMTs and Accredite Paramedics to provide care in Monterey County
- Authorize prehospital (EMT and Paramedic) training and continuing education programs
- Develop and oversee ambulance service provider contract compliance within the Exclusive Operating Area
- Coordinate Multiple Casualty Incident (MCI) response and engage in medical disaster preparedness planning
- Adopt EMS dispatch and communication standards, including medical dispatch protocols



Monterey County EMS Agency

Year in Review



Monterey County EMS Agency

Accomplishments

Operations

- 39,485 emergency medical service calls
- 22,346 patient transports
- 380 applications for EMT certification or Paramedic accreditation
- Three-year extension of the ambulance service agreement
- Improved EMS System efficiency
 - ✓ Changed response level to unconfirmed automatic medical alarm calls
 - ✓ Improved the calculation of calls that go through the EMS Dispatch call interrogation process
 - ✓ Expanded the categorization of calls



Monterey County EMS Agency

Accomplishments

Policy and Protocol Development and Review

- 28 new and revised policies and protocols went into effect on July 1, 2021
- Reviewed 68 policies and protocols for the 2022 cycle
- Improved the policy and protocol review process
- Converted EMS treatment protocols to a flow-chart format, improving clarity and understandability of treatment algorithms and medical decision-making

Clinical Care

- Use of TXA for critically-injured trauma patients
- Addition of ketamine for pain management
- Adopted a unified scope of practice for aircraft-based Paramedics

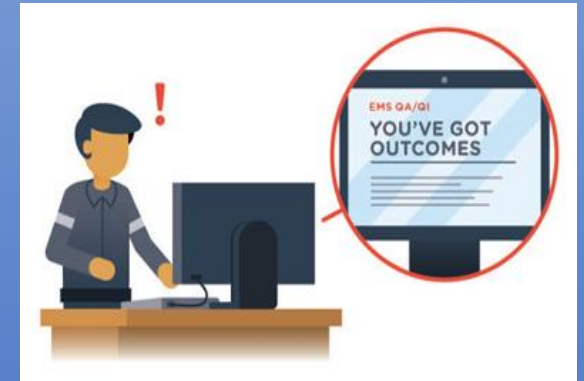


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Accomplishments

Quality Improvement (QI)

- New data utilization and governance policy
- Use of a Health Data Exchange (HDE) by Salinas Valley Memorial Hospital
- Trauma One, CARES, and GWTG data access



Education

- EMS Medical Director-led continuing education courses
 - ✓ Trauma case studies
 - ✓ 12-lead ECG interpretation
- Paramedic training program application by South Bay Regional Public Safety Consortium



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Accomplishments

Disaster Management

- Resumed daily Multiple Casualty Incident (MCI) drills in ReddiNet
- Began work to resume Triage Tag Days

Response to COVID-19

- Expanded scope of practice to allow EMTs and Paramedics to administer the COVID-19 vaccine to children ages 5-11
- Supply, staffing, and therapeutics procurement



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Looking Ahead

System Improvements

- Expand the use of a system-wide Health Data Exchange to include Mee Memorial and CHOMP
- Implementation of PulsePoint AED Registry
- Ongoing refinements to data standardization
- Improve patient experience and system efficiency through Emergency Triage, Treat, and Transport (ET3) telemedicine
- Enhance system capabilities to respond to multi-casualty incidents



Request for Proposals (RFP) for ambulance service provider agreement

Explore new sources of revenue



We thank our partners.



Office of Emergency Services

Emergency Communications / 9-1-1



Ground Ambulance Service Providers

- ❖ American Medical Response
- ❖ City of Carmel Fire
- ❖ Fort Hunter Liggett Fire Department
- ❖ Monterey County Regional Fire District



Air Ambulance Service Providers

- ❖ CALSTAR Air Medical Services
- ❖ Mercy Air Services



Fire Departments

- ❖ Big Sur Fire
- ❖ CAL Fire
- ❖ Correctional Training Facility Fire Department
- ❖ Fort Hunter Liggett Fire Department
- ❖ Gonzales Fire Department
- ❖ Greenfield Fire District
- ❖ King City Volunteer Fire Department
- ❖ Marina Fire Department
- ❖ Mid-Coast Fire Brigade
- ❖ Monterey County Regional Fire District
- ❖ Monterey Fire Department
- ❖ North Monterey County Fire District
- ❖ Presidio of Monterey Fire Department
- ❖ Salinas Fire Department
- ❖ Seaside Fire Department
- ❖ U.S. Forest Service



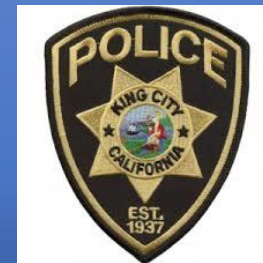
Hospitals and Medical Centers

- ❖ Community Hospital of the Monterey Peninsula
- ❖ Mee Memorial Hospital
- ❖ Natividad
- ❖ Salinas Valley Memorial Hospital



Law Enforcement Agencies

- ❖ California Highway Patrol – Monterey
- ❖ Carmel Police Department
- ❖ Del Rey Oaks Police Department
- ❖ Gonzales Police Department
- ❖ Greenfield Police Department
- ❖ King City Police Department
- ❖ Marina Police Department
- ❖ Monterey County Sheriff's Office
- ❖ Monterey Police Department
- ❖ Pacific Grove Police Department
- ❖ Sand City Police Department
- ❖ Seaside Police Department
- ❖ Soledad Police Department



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