



Monterey County

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

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Accept and approve the Emergency Medical Services (EMS) Agency Annual Report for 2021.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Accept and approve the Emergency Medical Services (EMS) Agency Annual Report for 2021.

SUMMARY:

The County of Monterey Emergency Medical Services (EMS) Agency completed its Annual Report for the 2021 activities of the Agency and EMS System. This report is regularly presented to the Board of Supervisors to keep the Board and other County officials informed about the work done by the EMS Agency and EMS system stakeholders.

DISCUSSION:

This Annual Report covers the period of January 1, 2021 through December 31, 2021. This was a challenging time period as the EMS Agency continued to address its usual responsibilities while at the same time maintaining an important role in the response to COVID-19. Highlights from 2021 include the following:

The EMS Agency successfully negotiated an extension to the ambulance services agreement with American Medical Response (AMR) to ensure the continued delivery of comprehensive ambulance services throughout Monterey County. The agreement has been extended to June 30, 2025.

The EMS Agency also made significant process in our efforts to improve access to patient follow up and outcome information. We reached agreements for access to the American Heart Association's Get with the Guidelines software for access to information on patients who suffered a stroke or heart attack and access to the Cardiac Arrest Registry to Enhance Survival database containing information on patients who had a cardiac arrest. Additionally, the EMS Agency secured access to the Trauma One trauma registry software that contains follow up information on patients who sustained traumatic injuries.

Many of the EMS Agency's activities in 2021 focused on increasing input from our stakeholders and our responsiveness to this input. The EMS Agency initiated changes to our Unusual Occurrence report process and our Policy and Protocol development cycle. We also conducted a survey on the topic of continuing education and training needs and implemented a series of educational offerings hosted by our Medical Director.

COVID-19 impacted our operations throughout 2021. The EMS Agency continued to fill the role of Medical Health Operational Area Coordinator (MHOAC). The MHOAC was responsible for ensuring that organizations throughout Monterey County had access to supplies such as personal protective equipment and items related to vaccine administration, personnel, and testing resources. The EMS Agency also worked to ensure that EMS providers were able to conduct COVID-19 testing and administer COVID-19 and influenza vaccinations.

The EMS Agency continued its work to ensure that the people of Monterey County receive the best care possible when a medical emergency occurs. In 2021 the EMS Agency began moving towards an algorithm-based format for our treatment protocols, added Ketamine to the Paramedic scope of practice to provide a non-narcotic medication for managing and treating patients experiencing pain, and implemented a unified scope of practice protocol for EMS aircraft-based Paramedics.

This work supports the Monterey County Health Department 2018-2020 Strategic Plan Goal 3. Ensure access to culturally and linguistically appropriate, customer friendly, quality health services; it is in support of one or more of the ten essential public health services, specifically: 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable and 9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.

OTHER AGENCY INVOLVEMENT:

No other agencies are involved in the proposed Board action.

FINANCING:

There is no financial impact resulting from this Board action.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and

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communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Debra Hopgood, Management Analyst III, 755-4920

Approved by:

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Date: 4/28/2022 | 3:29 PM PDT

Elsa Mendoza Jimenez, Director of Health, 755-4526

Attachment:

EMS Annual Report 2021