



County of Monterey

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

Board Report

File #: 18-1043, Version: 1

Receive and accept the 2018-2020 EMS System Strategic Plan prepared by Fitch & Associates, LLC for the Emergency Medical Services (EMS) Agency.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Receive and accept the 2018-2020 EMS System Strategic Plan prepared by Fitch & Associates, LLC for the Emergency Medical Services (EMS) Agency.

SUMMARY:

The EMS 20/30 System Redesign is a three-phase process that will culminate with the selection of a new 911 Exclusive Operating Area (EOA) ambulance service provider for Monterey County. Phase One - System Assessment evaluates the status of the current Monterey County EMS System. Phase Two consists of strategic planning including the development of an EMS System Strategic Plan, which will serve as a roadmap to guide the strategic adaptation of the EMS System during 2020 to 2030. Phase Three entails the development, issuance, and award of a Request for Proposal (RFP) which involves the development of detailed procurement specifications, releasing an RFP, and selecting a successful contractor by February 2019.

Phase One of the EMS system redesign has been completed. Phase Two will be completed with the acceptance of the EMS Strategic Plan presented along with this Board Report. This EMS Strategic Plan is the key deliverable for Phase Two of Monterey County EMS 20/30: EMS System Redesign. The mission, vision, values, goals, and objectives of the Plan were collaboratively developed during stakeholder meetings conducted by Fitch & Associates in mid-February 2018 that included a series of exercises, review of the EMS System Assessment Report recommendations, and consensus-building small group discussions. The Plan is designed to be a framework to strengthen the Monterey County EMS system to achieve a single vision. The EMS System Strategic Plan will be used, along with the EMS System Assessment Report produced in Phase One, to inform the preparation of detailed procurement specifications during Phase Three of the RFP process.

DISCUSSION:

The Monterey County Department of Health's EMS Agency is designated by the Monterey County Board of Supervisors, pursuant to California Health and Safety Code, Section 1797.200, as the Local EMS Agency. Consistent with California Health and Safety Code, Section 1797.224, the Local EMS Agency has designated the whole of Monterey County as an EOA except for: (1) certain areas served by the Carmel Fire Department and the Monterey County Regional Fire Protection District; and (2) the area within US Army Garrison Fort Hunter Liggett. Within the Monterey County EOA, the contracted ambulance provider is the sole and exclusive provider of ambulance transport services including interfacility transports, except for transports of certain County mental health patients and authorized mutual aid responses.

The Monterey County EMS 911 ambulance EOA has been served by a single contracted ambulance provider since January 30, 2010. This contract expires on January 31, 2020. The Monterey County EMS Agency must select, through a competitive process, an ambulance service provider by early 2019 to allow ample time to the selected provider to begin services on February 1, 2020.

The next EOA contract and paramedic service provider agreement must address the unprecedented changes that will occur in EMS systems throughout California during the next ten (10) years, including changes in EMS system financing and reimbursement, alterations in clinical scopes of practice based on research and outcomes, and modifications in call volume, call type, and types of transport. To this end in July 2017, the EMS Agency entered in to an agreement with Fitch & Associates to assist the EMS Agency.

The EMS System Strategic Plan will be used, along with the EMS System Assessment Report produced in Phase One, to inform the preparation of detailed procurement specifications during Phase Three of the RFP process.

This work supports the Monterey County Health Department 2018-2020 Strategic Plan initiative 3. Ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. It also supports the following 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.

OTHER AGENCY INVOLVEMENT:

There is no cost to the General Fund from this action.

FINANCING:

There is no cost to the General Fund from this 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 communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Teresa Rios, Management Analyst III, 7082

Approved by: Elsa Jimenez, Director of Health, 4526

Attachment:

2018-2020 EMS System Strategic Plan is on file with the Clerk of the Board

