



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, January 8, 2025
10:30 A.M.

County of Monterey Emergency Medical Services Agency
Cayenne Room
1441 Schilling Place, Salinas, CA 93901

EMCC members must be present on site

Zoom attendance information is attached

I. CALL TO ORDER/INTRODUCTIONS

A. Introductions

II. PUBLIC COMMENT

Any member of the public may address the Committee for a period not to exceed three (3) minutes on any issue not on the Committee's agenda. The EMCC will listen to all communications but may not take any action.

III. APPROVAL OF PAST EMCC MEETING MINUTES

A. November 13, 2024 meeting minutes *Action*

IV. REPORTS

- A. EMS Director (Teresa Rios)
- B. Clinical Care Committee (Dr. John Beuerle)
- C. Operations Working Group (Ops) (Teresa Rios)
- D. MHOAC (Debra Hopgood)

V. EMS SYSTEM PERFORMANCE METRICS

- A. Communications systems testing (Kimberley Hernandez) *Report*
 - 800MHz Radio
 - ReddiNet
- B. Contract Compliance Working Group (Kimberley Hernandez) *Report*
- C. Fire-based ambulance report (March 2025) *Report*

VI. OLD BUSINESS

- A. Ambulance RFP (Teresa Rios) *Report*
- B. EMS Ordinance revision (Debra Hopgood) On Hold
- C. Health Data Exchange (Blake Andersen) *Report*



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



- D. EMS Policy #3030, Section 3, D, 4-Provision of EMD Determinant Code to Fire Agencies at Dispatch (Steve Brooks) *Discussion*
- E. South County Response Data (Kimberley Hernandez) *Report*
- F. Prison Impact (Kimberley Hernandez) *Report*
- G. EMCC Appointments/Reappointments Status (Steve Brooks) *Report*

VII. NEW BUSINESS

- A. None

VIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER

Any member of the committee may make announcements or comments. The EMCC may not discuss or take any action on any item raised during announcements, except to decide whether to place the matter on a subsequent agenda.

IX. NEXT MEETING

The next regularly scheduled EMCC meeting is scheduled for Wednesday, March 12, 2025 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 9/11/24-draft
3. Communications systems testing 800MNz and ReddiNet-staff report
4. Contract Compliance Committee report-ambulance response time compliance-staff report
5. HDE-Staff Report

Notices

PLEASE NOTE: IF ALL BOARD MEMBERS ARE PRESENT IN PERSON, PUBLIC PARTICIPATION BY ZOOM IS FOR CONVENIENCE ONLY AND IS NOT REQUIRED BY LAW. IF THE ZOOM FEED IS LOST FOR ANY REASON, THE MEETING MAY BE PAUSED WHILE A FIX IS ATTEMPTED BUT THE MEETING MAY CONTINUE AT THE DISCRETION OF THE CHAIRPERSON.

Meeting access issues through Zoom: Please contact [Kimberley Hernandez](mailto:Kimberley.Hernandez@countyofmonterey.gov) at: (831) 755-4738 or hernandezk4@countyofmonterey.gov.

To promote a green environment, full agenda packets are not provided at the meeting. However, a full packet, including the agenda and supporting documents, is available for review at the EMS Agency during working hours 72-hours before the meeting. Full agenda packets are also available on the EMS Agency's Website at www.MoCoEMS.org



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Translation and interpretation services are available by request no later than 5 days before the meeting. To request these services, call 831-755-5013 or email emsadmin@countyofmonterey.gov.

ALTERNATE AGENDA FORMATS: If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 USC Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Individuals with a disability requiring a modification or accommodation, including auxiliary aids or services, to participate in the public meeting may make these requests to the EMS Director at least 3 days prior to the Emergency Medical Care Committee Meeting.

TO ADDRESS THE COMMITTEE ON A MATTER ON THE AGENDA: When the agenda item is called, raise your hand, and wait for recognition by the Committee Chair. In order that all interested parties have an opportunity to speak, please be brief and limit your comments to the specific subject under discussion. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

TO ADDRESS THE COMMITTEE ON A MATTER NOT ON THE AGENDA: When the agenda item for public comment is called, raise your hand and wait for recognition by the Committee Chair. Public comments shall not pertain to matters on the agenda. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

DOCUMENT DISTRIBUTION: Documents related to agenda items that are distributed to the Committee less than 72 hours prior to the meeting shall be available for public inspection at the EMS Agency Office, 1441 Schilling Place, Salinas, California. Documents distributed to the Committee at the meeting by EMS Agency staff will be available at the meeting.

MEETING AUDIO AND VIDEO RECORDED: This meeting is audio and video recorded. A copy of the recording is available following the meeting on the EMS Agency website at www.MoCoEMS.org

Avisos

TENGA EN CUENTA: SI TODOS LOS MIEMBROS DE LA JUNTA ESTÁN PRESENTES EN PERSONA, LA PARTICIPACIÓN PÚBLICA POR ZOOM ES SÓLO PARA CONVENIENCIA Y NO ES EXIGIDA POR LEY. SI LA CONEXIÓN DE ZOOM SE PIERDE POR CUALQUIER MOTIVO, LA REUNIÓN PUEDE PAUSARSE MIENTRAS SE INTENTA UNA CORRECCIÓN, PERO LA REUNIÓN PUEDE CONTINUAR A DISCRECIÓN DEL PRESIDENTE.

Problemas de acceso a reuniones a través de Zoom: comuníquese con Kimberley Hernandez al: (831) 755-4738 o hernandezk4@countyofmonterey.gov.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Para promover un medio ambiente sano, no se proporcionan paquetes completos de la agenda en la reunión. Sin embargo, el paquete completo, incluyendo la agenda y los documentos de apoyo, estará disponible en la Agencia EMS durante el horario laboral, 72

horas antes de la reunión. También pueden encontrar la agenda completa en la Página web de la Agencia EMS en www.MoCoEMS.org.

Los servicios de traducción e interpretación están disponibles mediante solicitud a más tardar 5 días antes de la reunión. Para solicitar estos servicios llame al 831-755-5013 o envíe un correo electrónico a emsadmin@countvofmonterey.gov.

FORMATOS DE AGENDA ALTERNATIVOS: Si se solicita, la agenda estará disponible en formatos alternativos apropiados para personas con una discapacidad, según lo exige la Sección 202 de la Ley de Estadounidenses con Discapacidades de 1990 (42 USC Sec. 12132) y las normas y reglamentos federales adoptados en ejecución del mismo. Las personas con una discapacidad que requieran una modificación o adaptación, incluidos servicios o ayudas auxiliares, para participar en la reunión pública pueden realizar estas solicitudes al director de EMS al menos 3 días antes de la reunión del Comité de Atención Médica de Emergencia.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO EN LA AGENDA: Cuando se convoque el punto de la agenda, levante la mano y espere el reconocimiento por parte del presidente del Comité. Para que todas las partes interesadas tengan la oportunidad de hablar, sea breve y limite sus comentarios al tema específico en discusión. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO QUE NO ESTÁ EN LA AGENDA: Cuando se convoque el tema de la agenda para comentarios públicos, levante la mano y espere el reconocimiento por parte del presidente del Comité. Los comentarios públicos no se referirán a asuntos de la agenda. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

DISTRIBUCIÓN DE DOCUMENTOS: Los documentos relacionados con los puntos de la agenda que se distribuyan al Comité menos de 72 horas antes de la reunión estarán disponibles para inspección pública en la Oficina de la Agencia EMS, 1441 Schilling Place, Salinas, California. Los documentos distribuidos al Comité en la reunión por el personal de la Agencia EMS estarán disponibles en la reunión.

REUNIÓN GRABADA EN AUDIO Y VIDEO: Esta reunión está grabada en audio y video. Una copia de la grabación está disponible después de la reunión en el sitio web de la Agencia EMS en www.MoCoEMS.org



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



You are invited to a Zoom webinar.

When: Wednesday, January 8, 2025, 8:30 AM to 12:30 PM Pacific Time (US and Canada)

Topic: Monterey County EMS - Emergency Medical Care Committee (EMCC) meeting.

Please click the link below to join the webinar:

<https://montereycty.zoom.us/j/96936376466>

Attending the Meeting by Video



Using a computer or laptop:

Simply click the following link to get started:

<https://montereycty.zoom.us/j/96936376466>

You will need to make sure that your computer or laptop is properly connected to working speakers and/or a microphone if you choose to participate with audio. If you plan on using your computer or laptop for video only, you can also join the audio portion of the meeting simultaneously by following the phone call instructions below, using a phone.

Using an Android Phone or Tablet:

Click on the link below to visit the Zoom app page on the Google Play store and select to install the app.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/96936376466>

Please note, you are not required to create or have a Zoom account.

Using an iPhone or iPad:

Click on the link below to visit the Zoom app page on the App Store and select to Get then Install the app.



<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/96936376466>

Please note, you are not required to create or have a Zoom account.

Attending the Meeting by Phone Call

To participate by phone call, you can use any of these numbers below:

- +1 669 219 2599 US (San Jose)
- +1 669 900 6833 US (San Jose)
- +1 213 338 8477 US (Los Angeles)
- +1 929 205 6099 US (New York)
- +1 312 626 6799 US (Chicago)

Enter this Meeting ID number: **926 8099 0619** when prompted. Please note there is no Participant Code, you will just hit # again after the recording prompts you. You will be placed in the meeting as an Attendee.

Public Comments

There will be time allocated in the meeting for Public Comments.

If you attend the Meeting through ZOOM via video and would like to make general public comment, or comment on a specific item on the agenda, you may Raise your Hand. If you are attending the meeting via Phone Call enter *9 on your keypad.

Estás invitado a un seminario web de Zoom.

Cuándo : miércoles 11 de septiembre de 2024, de 8:30 a. m. a 12:30 p. m., hora del Pacífico (EE. UU. y Canadá)

Tema : EMS del Condado de Monterey: reunión conjunta del Comité de Atención Médica de Emergencia (EMCC) con los comités de CCC y de Operaciones.

Haga clic en el siguiente enlace para unirse al seminario web:

<https://montereycty.zoom.us/j/96936376466>

Asistir a la reunión por vídeo



Usando una computadora o computadora portátil:

Simplemente haga clic en el siguiente enlace para comenzar:

<https://montereycty.zoom.us/j/96936376466>



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Deberá asegurarse de que su computadora o computadora portátil esté conectada correctamente a parlantes que funcionen y/o a un micrófono si decide participar con audio. Si planea usar su computadora o computadora portátil solo para video, también puede unirse a la parte de audio de la reunión simultáneamente siguiendo las instrucciones de llamada telefónica a continuación, usando un teléfono.

Usando un teléfono o tableta Android:

Haga clic en el enlace a continuación para visitar la página de la aplicación Zoom en la tienda Google Play y seleccione instalar la aplicación.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Una vez que la aplicación haya terminado de descargarse en su dispositivo, simplemente haga clic en el enlace del seminario web de Zoom para comenzar:

<https://montereycty.zoom.us/j/96936376466>

Tenga en cuenta que no es necesario crear ni tener una cuenta de Zoom.

Usando un iPhone o iPad:

Haga clic en el enlace a continuación para visitar la página de la aplicación Zoom en la App Store y seleccione Obtener e instalar la aplicación.



<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

Una vez que la aplicación haya terminado de descargarse en su dispositivo, simplemente haga clic en el enlace del seminario web de Zoom para comenzar:

<https://montereycty.zoom.us/j/96936376466>

Tenga en cuenta que no es necesario crear ni tener una cuenta de Zoom.

Asistir a la reunión por llamada telefónica

Para participar mediante llamada telefónica, puede utilizar cualquiera de estos números a continuación:

- +1 669 219 2599 EE. UU. (San José)
- +1 669 900 6833 EE. UU. (San José)
- +1 213 338 8477 EE. UU. (Los Ángeles)
- +1 929 205 6099 EE. UU. (Nueva York)
- +1 312 626 6799 EE. UU. (Chicago)



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Ingrese este número de ID de reunión: **926 8099 0619** cuando se le solicite. Tenga en cuenta que no hay un código de participante; simplemente presione # nuevamente después de que la grabación se lo indique. Se le colocará en la reunión como asistente.

Comentarios públicos

Habrà tiempo asignado en la reunión para comentarios públicos.

Si asiste a la Reunión a través de ZOOM vía video y desea hacer comentarios del público en general, o comentar sobre un punto específico de la agenda, puede Levantar la Mano. Si asiste a la reunión mediante una llamada telefónica, ingrese *9 en su teclado.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



**Meeting Minutes
Wednesday, November 13, 2024**

**Emergency Medical Services Agency
1441 Schilling Place, Salinas, CA 93901
Cinnamon Room
Meeting Available via Zoom
10:30-12:00**

ATTENDANCE

Members	Representing	Present	Absent
Will Hiller (Vice-Chair)	Ambulance Contractor	X	
	Law Enforcement		
Sam Klemek	ALS – Fire	X	
Jim Langborg	BLS – Fire		X
Harry Robins	Citizen Representative	X	
Jodi Schaffer	Citizen Representative		X
	Citizen Representative		
Paul Wood	City Managers		X
Marie Lutz	Emergency Physicians		X
Spencer Harnett	EMT/Paramedic	X	
Carla Spencer	Hospital Administration		X
Jon Anthony (Chair)	Monterey County Parks Department	X	

Ex-Officio Members	Representing	Present	Absent
Teresa Rios	EMS Agency Director	X	
Kelsey Scanlon	Dept. of Emergency Management (DEM)		X
LeeAnn Magoski	Emergency Communications		X



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Alternate Members	Representing	Present	Absent
Michael Esslinger	911 EOA Ambulance Provider	Remote	
Mike DeLeo	ALS Fire	Remote	
Chief Cheryl Goetz	BLS Fire	Remote	
<i>Vacant</i>	Citizen Rep 1		
<i>Vacant</i>	Citizen Rep 2		
<i>Vacant</i>	Citizen Rep 3		
	City Managers		
Dr. Noah Hawthorne	Emergency Physicians		
<i>Vacant</i>	EMT/Paramedic		
Jo Coffaro	Hospital Administration		
Chris Borquin	Law Enforcement	X	
Bandy Smith	Monterey County Parks Department		

EMS Agency Staff	Representing	Present	Absent
Dr. John Beuerle	EMS Agency Medical Director	X	
Steve Brooks (Secretary)	EMS Analyst	X	
Roxann Seepersad	Epidemiologist II		X
Debra Hopgood	MA III	X	
Kimberley Hernandez	EMS Analyst	X	
Blake Andersen	EMS Analyst		X
Korina Moreno	Admin Services Asst.	X	
Carolina Coyt	Accountant I	X	
Jaylan Neal	EMS Agency Intern	X	

Guests in Attendance		
Ben Hitchcock	Rachel Kneeland	Susan Duke
Justin Reyes	Eric Sonne	Lakesha James



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Silas Fischer		
---------------	--	--

Item	Discussion	Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	<p>A. Meeting called to order by Jon Anthony. Roll Call attendance. BLS Fire Alternate Cheryl Goetz is meeting remotely as provided under AB 2449 Emergency Circumstances. Circumstance is difficulty traveling a distance due to a physical condition. This exception has not been used by this alternate member in this calendar year. Motion to approve the exception by H. Robins with second by J. Anthony. Motion carries.</p> <p>B. Recognition-Supervisor Mary Adams. Mary Adams was unable to attend. Supervisor Adams was hoping to attend the EMCC. She is retiring. She has expressed an interest in EMS issues and the EMS Agency was desiring to use this opportunity to recognize her interest in EMS.</p>	<ul style="list-style-type: none"> • N/A
II. PUBLIC COMMENT	<p>A. Justin Reyes commented on the application and slow process for approval of the Monterey FD application to provide paramedic first response service to their contracted service area of Pacific Grove.</p>	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. July 10, 2024	<p>A. Motion to approve minutes from the September 11, 2024 meeting minutes by H. Robins. Second by S. Klemek. Motion carried.</p>	A. Minutes approved
IV. REPORTS		
A. EMS Director	<p>A. (Teresa Rios) The EMS Agency delivered letters of recognition to organizations that contributed to the management of the March MCI in King City. These letters were well-received. On 9/12/24 the EMS Agency</p>	A. Report



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
B. Clinical Care Committee	<p>joined other Health Dept. bureaus in presenting an overview of the EMS system to first year residents at Natividad. The EMS Agency has made presentations regarding individuals experiencing behavioral health crisis and has met with SVSP staff to build relationships with them. Future meetings offered. The EMS Agency has been asked to share our experience with the LEMSA QI Coordinator group regarding implementation of HDE. We seem to be ahead of most LEMSAs on this.</p> <p>B. (Dr. Beuerle) CCC met this morning. Discussion regarding delivery of ALS in Pacific Grove through Monterey FD. Would like to see the process streamlined in the future. Three hospitals online with the HDE program with transport and non-transport providers receiving outcome information. Approval to the LOSOP for buprenorphine was received from the EMS Authority. Base contact no longer required to use buprenorphine. Update on the 2025 Policy Cycle was provided. Public comment period closed, and the EMS Agency is developing responses. Expecting January for start of ALS service by Monterey FD in Pacific Grove.</p>	B. Report
C. Operations Working Group	C. (Teresa Rios) Operations Working Group has not met. Working on determination of the type of topics, issues, and projects best met by this working group.	C. Report
D. MHOAC	D. (Debra Hopgood) MHOAC program has been pretty busy especially related to the IV fluid shortage. Completed the LEMSA section of the hospital preparedness plan. Participating in MCI surge exercises. Hosted 2 CHEMPACK trainings. Turnout was low. Involved in evacuation exercise at Wesley House. Participating with Law and Fire on an Active Attacker Plan. Planning with UASI planning group for a full-scale Active Attacker exercise.	D. Report



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
<p>V. EMS SYSTEM PERFORMANCE METRICS</p> <p>A. Communications System Testing</p> <ol style="list-style-type: none"> 1. 800MHz Radio 2. ReddiNet <p>B. Contract Compliance Working Group</p> <p>C. Fire-based Ambulance Response Time Report</p>	<p>A. (Kimberley Hernandez) Report included in agenda packet. CHOMP had 100% participation in the September ReaddiNet and 800mHZ test and SVH was 100% in the September ReddiNet test.</p> <p>B. Report for August and September included in the agenda packet. Overall compliance by AMR exceeded 90% and compliance met or exceeded 90% compliance in all reportable priorities. 72% of calls received EMD in August with an additional 3% aborted as help arrived. September showed 80% of calls received EMD. This is one of the highest percentages we have seen.</p> <p>C. Next report at the March 2025 EMCC meeting.</p>	<p>A. Report</p> <p>B. Report</p> <p>C. Report</p>
<p>XI. OLD BUSINESS</p> <p>A. EMCC Reappointments</p>	<p>A. (Steve Brooks) The EMS Agency needs the bio from Steve Adams for appointment as alternate City Manager EMCC member.</p>	<p>A. EMS Agency will reach out to remind members with expiring terms to provide the recommendation from the organization they represent.</p>



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
B. Ambulance RFP	B. (Teresa Rios) Working with the State to answer their questions regarding the RFP. An updated version of the RFP was sent for EMSA review. The current agreement is set to expire 6/30/24. The EMS Agency is working with AMR for a short extension. EMSA has a new attorney so it seems to be slowing approvals for all LEMSAs.	B. EMS Agency will respond to EMSA questions and concerns.
C. EMS Ordinance Revision	C. (Teresa Rios) Item tabled.	C. As noted
D. Health Data Exchange	D. (Teresa Rios) Three of four hospitals are now providing bi-directional exchange of information. Hoping for a short time for Mee to complete the process.	D. EMS Agency continues to work on HDE to ensure outcome data is available to EMS.
E. EMS Policy #3030	E. (Steve Brooks) Background of the discussion provided. S. Klemek indicated that they are switching to a different mobile platform which might provide a work-around to the issue of a full data dump rather than just the EMD determinant code. Possibly a workload issue rather than a CAD capability issue. Would like to keep this item on the agenda.	E. As noted
XII. NEW BUSINESS		
A. Meeting Locations-2025	A. EMCC members had indicated at the last meeting to continue meeting at a central location. Meetings in 2025 will continue at the EMS Agency but in a conference room closer to the main entrance.	A. Adjust meeting materials to reflect meeting in Cayenne Room
B. South County Response Data	B. (Kimberley Hernandez) Review of AMR response data for Soledad with the prison responses separated from other responses. Methodology provided. City of Soledad had 149 Priority 1 calls with 9 calls considered late for 94% compliance. Priority 2 had 341 calls with 94% considered	B. EMS Agency to continue to monitor and report.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
<p>C. Prison Impact</p> <p>D. EMS System Improvements-Unusual Occurrence Reporting</p>	<p>compliant. Priority 3 had 248 calls with 93% considered compliant. Overall compliance for 789 calls was 94%. Prison responses showed 49 Priority 1 calls with none considered late for 100% compliance. Priority 2 had 613 calls with 94% considered compliant. Priority 3 had 200 calls with 94% considered compliant. Overall compliance for 916 calls was 94%.</p> <p>C. (Kimberley Hernandez) Still working on this with our epidemiologist and epidemiologist intern.</p> <p>D. (Debra Hopgood) Report on Unusual Occurrence reporting. There is an app on the EMS Agency website that allows reporting of a concern. The issue is assigned to an EMS Analyst for review and follow-up. The case is also reviewed by the EMS Medical Director or Agency leadership. Follow up or actions are then carried out. Review takes place within a “Just Culture” framework. Looking at system issues or if individual educational opportunities are identified. Disciplinary actions may be taken when needed as directed by statute. Are looking to recognize clinical excellence. Number of U/O reports submitted are increasing over last few years. Clinical care is the category with the most U/O submissions followed by Operational issues and then behavioral health related concerns. System improvements related to U/O submissions include changing the use of epinephrine in traumatic cardiac arrest, updated terminology related to investigations, emphasis on Just Culture response to U/O investigations, use of restraints for behavioral health patient transport, and refusal of acceptance of behavioral health patients in interfacility transfers. The EMS Agency is working to shorten the timeline to process U/Os and provide a response. Question raised regarding an appeals process if there is a disagreement on the results of the U/O review. The EMS Agency</p>	<p>C. EMS Agency developing data</p> <p>D. As noted</p>



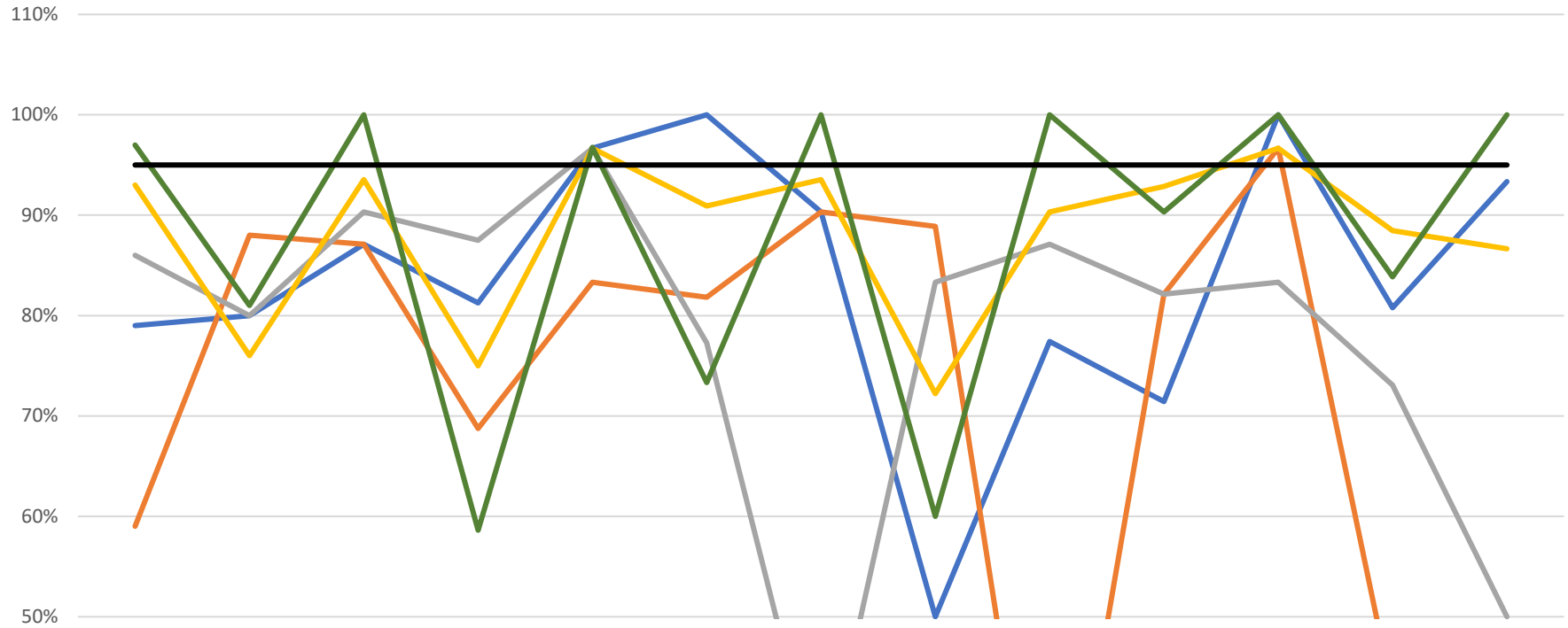
COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
E. CSA-74 Disbursement	<p>encourages response from the organizations and individuals when it is believed that the findings and resolution are not correct. The EMS Agency will consider adding a formal process for appeals and questions.</p> <p>E. (Korina Moreno) The EMS Agency asking to move this item from a discussion item to an action item. Motion to reclassify this item as an action item by H. Robins. Second by S. Klemek. Motion carries. Report of disbursement for each agency and chart of year-to-year changes included in the meeting materials. The EMS Agency requests endorsement of the planned CSA-74 disbursement as outlined in the report. Motion to endorse by S. Klemek. Second by H. Robins. Motion carried.</p>	E. EMS Agency to distribute funds in December.
XIII. ANNOUCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none"> • Justin Reyes highlighted that Governor Newsom signed SB 1061 which prohibits reporting of medical debt to the credit bureaus. Of concern to prehospital providers and the ED is that unlike dentists, physician offices, or others who can refuse service, this it the teeth that gets people to pay their bills. Concerned that this will put a financial burden on transport providers. • S. Klemek stated that there is an active shooter exercise going on today, Friday, and Monday. 	<ul style="list-style-type: none"> • As noted • As noted
IX. NEXT MEETING	<ul style="list-style-type: none"> • The next regular EMCC meeting will be January 8, 2025 at 10:30 a.m. 	<ul style="list-style-type: none"> • As noted
X. ADJOURNMENT	<ul style="list-style-type: none"> • Meeting adjourned by Jon Anthony. 	<ul style="list-style-type: none"> • Meeting adjourned.

800MHz Disaster Medical Radio System Testing

Response Compliance November 2023-November 2024

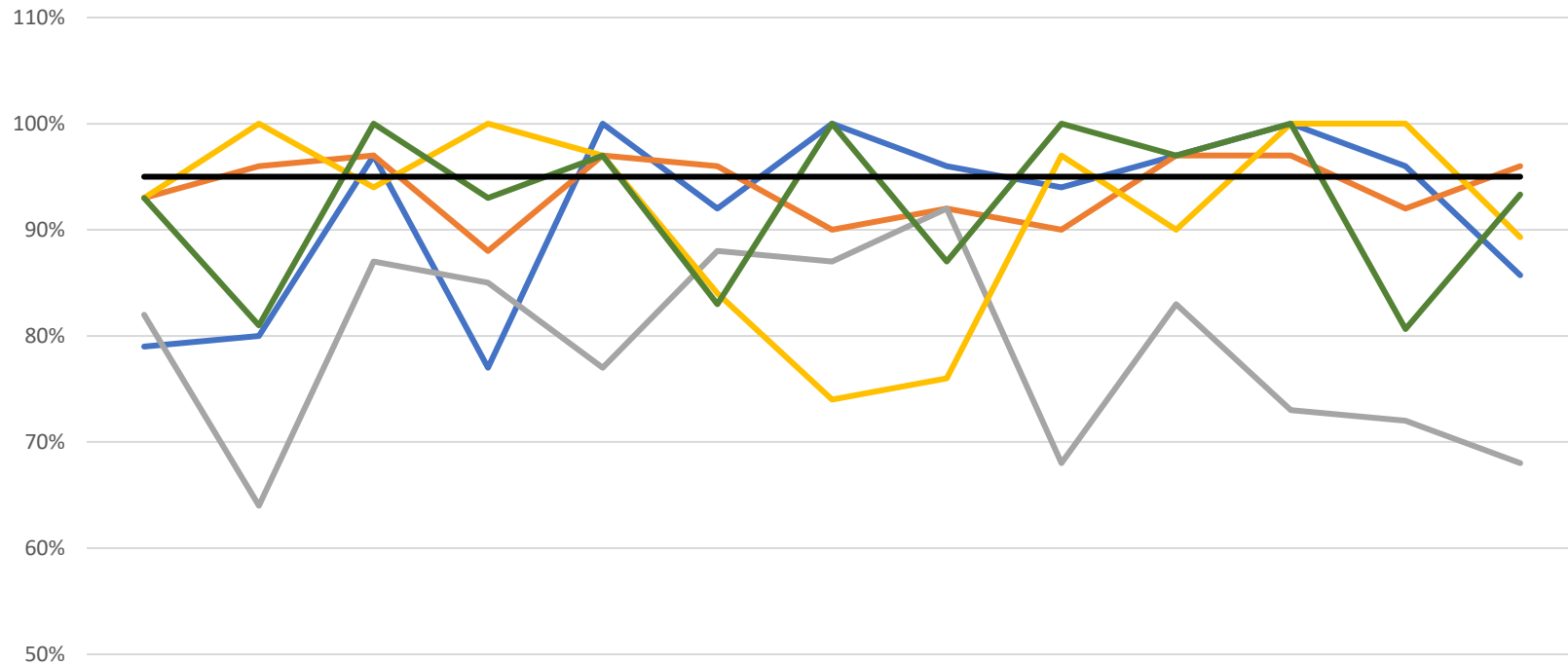


	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
CHOMP	79%	80%	87%	81%	97%	100%	90%	50%	77%	71%	100%	81%	93%
MMH	59%	88%	87%	69%	83%	82%	90%	89%	16%	82%	97%	42%	33%
NMC	86%	80%	90%	88%	97%	77%	32%	83%	87%	82%	83%	73%	50%
SVH	93%	76%	94%	75%	97%	91%	94%	72%	90%	93%	97%	88%	87%
AMR	97%	81%	100%	59%	97%	73%	100%	60%	100%	90%	100%	84%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

ReddiNet MCI Drills

Response Compliance November 2023-November 2024



	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
— CHOMP	79%	80%	97%	77%	100%	92%	100%	96%	94%	97%	100%	96%	86%
— MMH	93%	96%	97%	88%	97%	96%	90%	92%	90%	97%	97%	92%	96%
— NMC	82%	64%	87%	85%	77%	88%	87%	92%	68%	83%	73%	72%	68%
— SVH	93%	100%	94%	100%	97%	84%	74%	76%	97%	90%	100%	100%	89%
— AMR	93%	81%	100%	93%	97%	83%	100%	87%	100%	97%	100%	81%	93%
— STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

— CHOMP — MMH — NMC — SVH — AMR — STANDARD

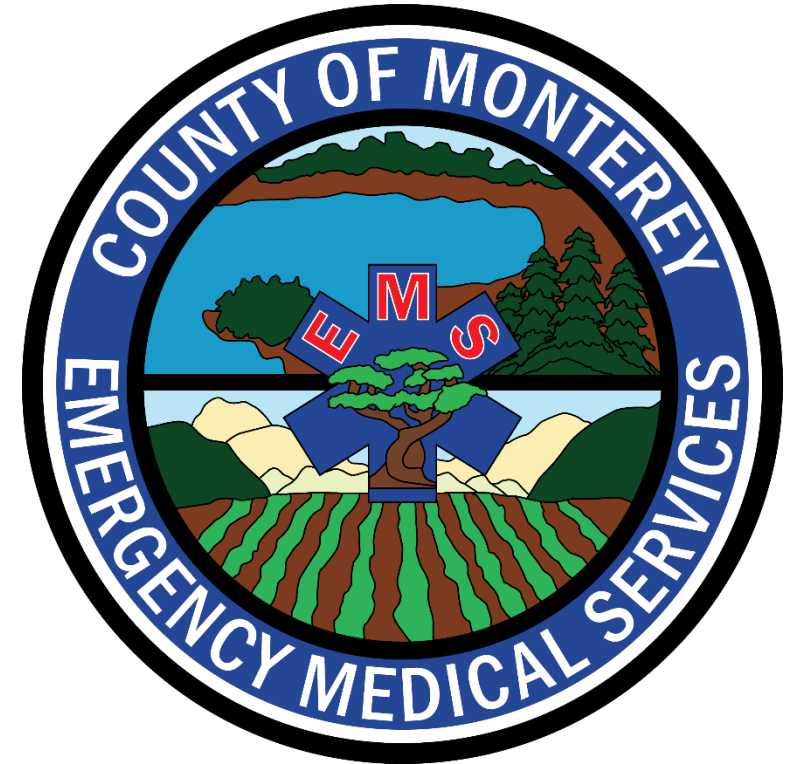
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

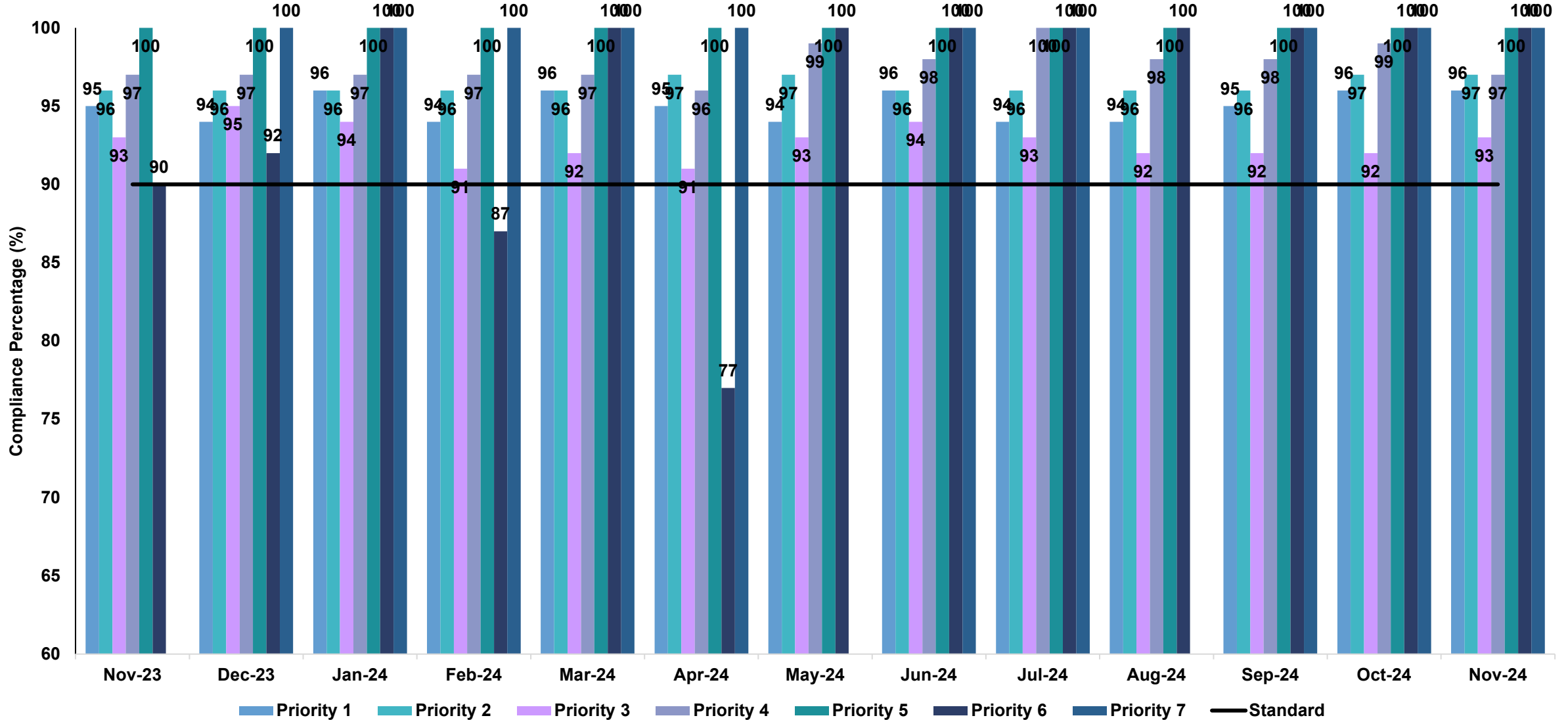
January 8, 2025

Presented by
Kimberley Hernandez



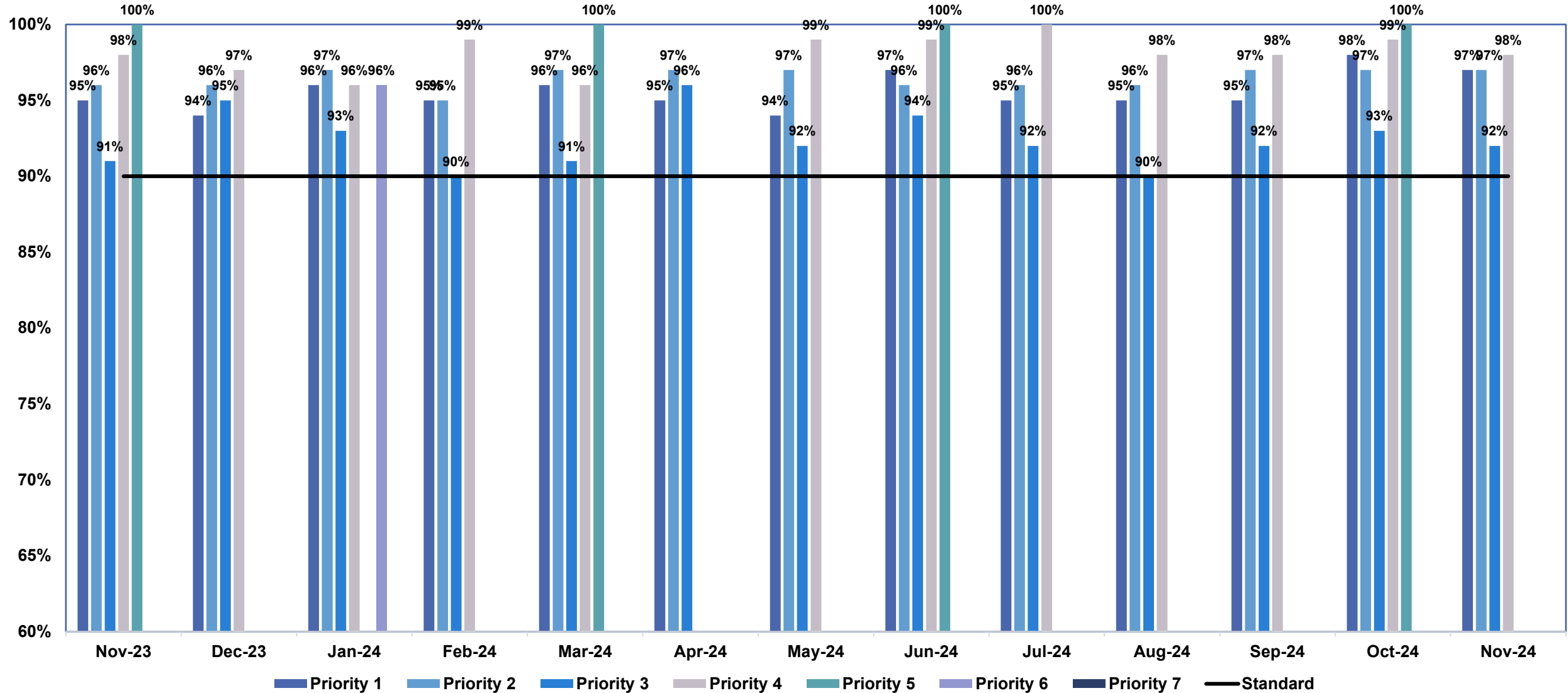
Response Time Compliance by Priority

AMR Overall Response Time Compliance By Priority
November 2023-November 2024



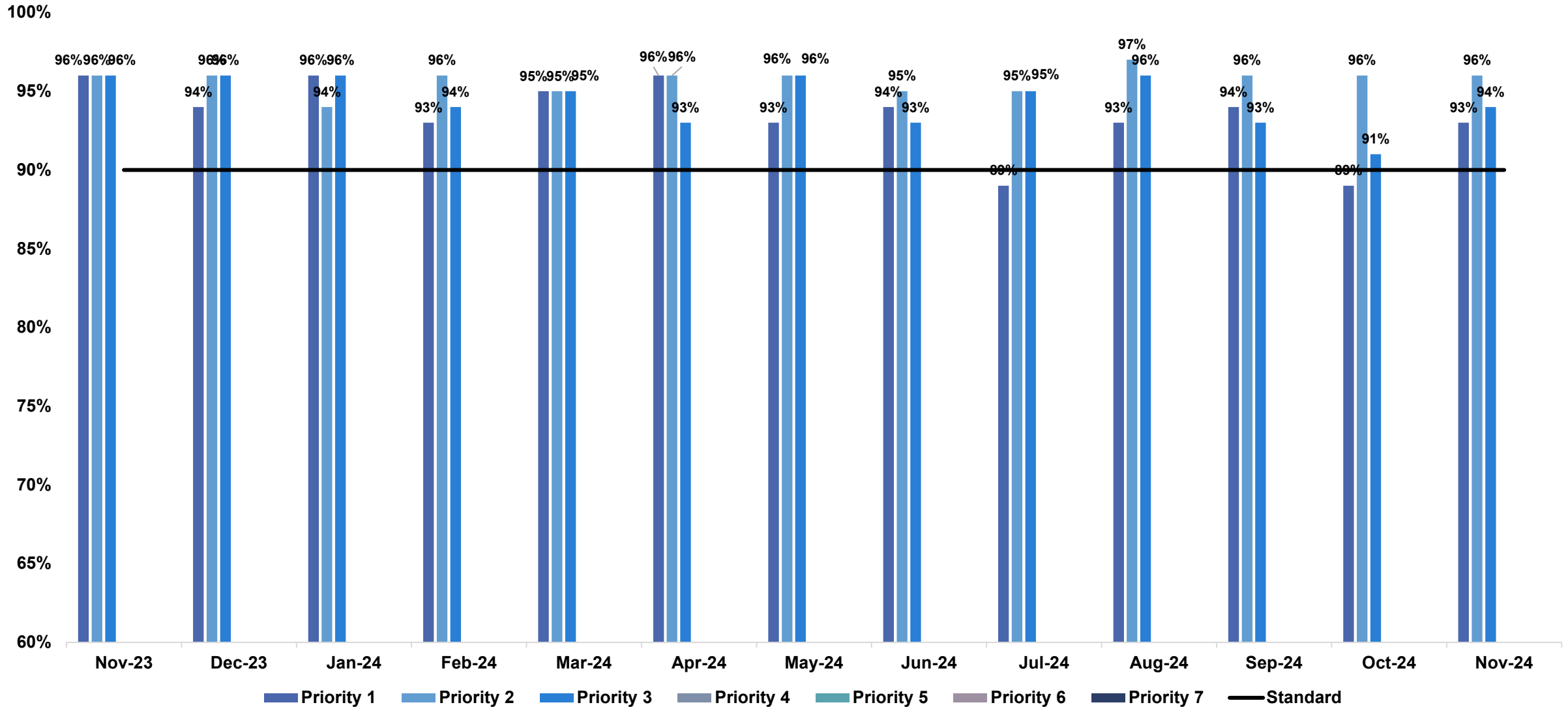
Response Time Compliance: **Green** Response Area

AMR Response Time Compliance By Priority for GREEN ZONE
November 2023-November 2024
Note: Missing priority values denote "100 call" rule not met for the month



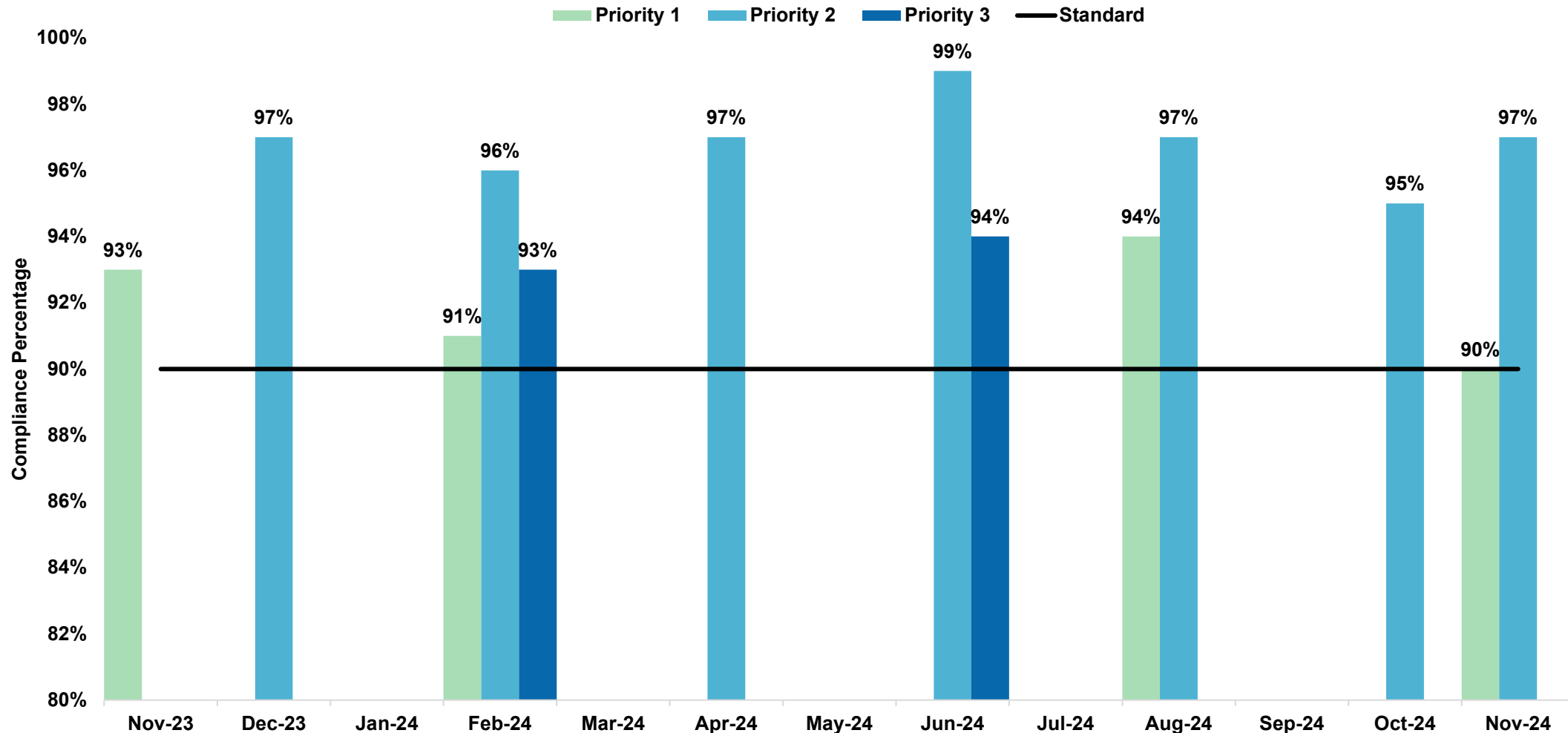
Response Time Compliance: Yellow Response Area

AMR Response Time Compliance By Priority: YELLOW ZONE
November 2023-November 2024
Note: Missing priority values denote "100 call" rule not met for month



Response Time Compliance: Orange Response Area

AMR Response Time Compliance By Priority: ORANGE ZONE
November 2023-November 2024
Note: Missing priority values denote "100 call" rule not met for the month.

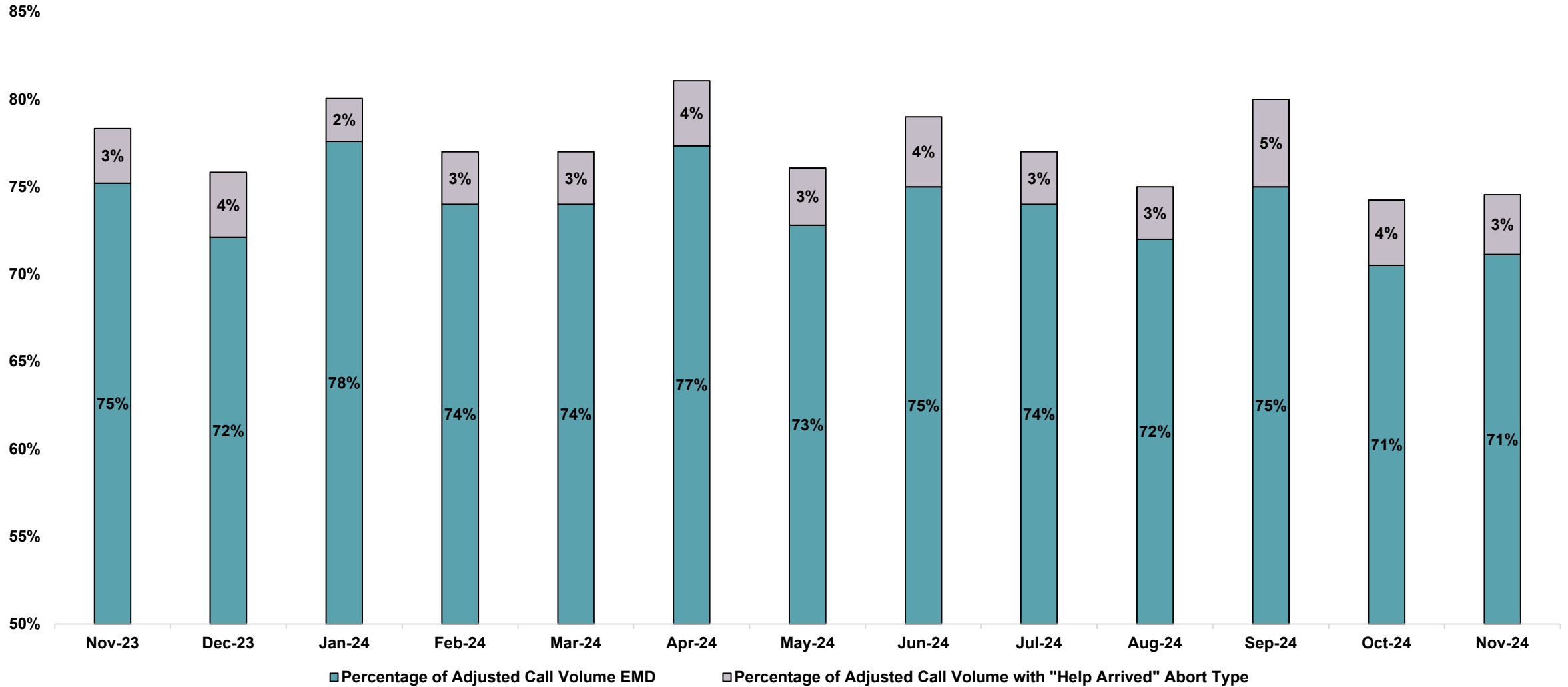


• Priority 4 & 6 (not depicted) has had no calls since 2017.

• Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

November 2023-November 2024



100-Response Rule
("100 Call Rule") –
ALS Provider Agreement: A-11610 §18.12

For the purposes of determining compliance with response-time requirements within each Response Area monthly, the following method shall be used. For every month in which 100 or more responses of any Priority originate within the Response Area, 90% compliance is required for the calendar month. However, for any month within which fewer than 100 responses originate, compliance shall be calculated in subsequent month(s) once responses for that Response Area exceed 100 responses.

Ambulance Response Times by Zone

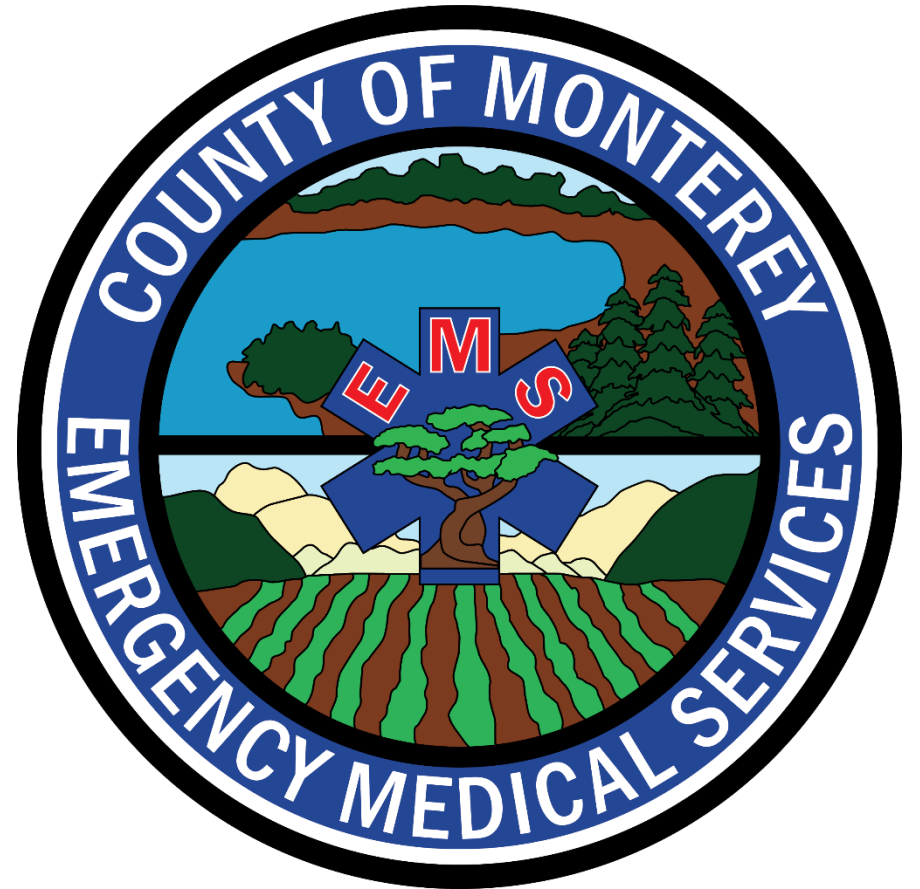
ALS Provider Agreement: A-11610 § 18.3

All times shall be calculated in minutes	Green	Yellow	Orange	Red
Priority - 1	8	12	16	ASAP
Priority - 2	10	16	20	ASAP
Priority - 3	12	20	24	ASAP
Priority - 4	Scheduled Pick-up Time			
Priority - 5	Green Zone: 60 minutes; Yellow Zone: 120 minutes			
Priority - 6	Scheduled Pick-up Time			
Priority - 7	Immediate, Unscheduled Response Request			

Sources:

- AMR Performance Metrics. Submitted to LEMSA November 2023-November 2024.
- AMR Agreement: A-11610. Agreement NO:A-11610. Agreement between the County of Monterey and American Medical Response West. 2010.
- California law. Healthy and Safety Code. Division 2.5:Emergency Medical Services. Chapter 3, Article 1, Section 1797.120(b).

END





COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: December 18, 2024

To: Monterey County EMS Agency Emergency Medical Care Committee (EMCC)

From: Blake Andersen, EMS Analyst

Regarding: Health Data Exchange (HDE) Implementation Report

The EMS Agency held one HDE EMS Data Working Group meeting on November 18th. Below are the highlights of the meeting:

- The EMS Agency has been reviewing the data connection trends between all of the hospitals and monitoring reasons why certain cases have not made an HDE connection. In its review, the Agency has identified that the leading causes for missed outcomes are certain agencies not being appropriately built into the HDE system and patients at Natividad not being registered properly when brought in by EMS. The Agency has already begun working with ESO to fix each agency's account and will continue to work with Natividad to ensure patients are registered properly.
- In addition, the group discussed some of the ways HDE outcomes have been used for QI purposes and other clinical assessments. The Agency highlighted that Outcome Reports have been used in CQI TAG and TEQIC case reviews. These reports have also assisted in the Buprenorphine Project by identifying if patients had received hospital follow-up or confirming whether or not a patient was suffering from an opioid overdose. Lastly, it has reduced the amount of hospital outreach needed to review Unusual Occurrence reports.
- ***Each hospital and the EMS Agency reported on HDE connection and data point sharing status.***
 - *Natividad* has released all of the required data elements and is fully operational with HDE. The only work that needs to be done at this juncture is ensuring that registration personnel are processing patients properly.
 - *CHOMP* has been live with HDE since October 18th and is sharing all of the required data elements for the HDE project.
 - *Mee Memorial* has moved from the build phase to the initial phases of the testing/data validation.
 - *SVH* began releasing the remaining Essential Elements on October 11th.

Additional HDE Updates:

- During a local site visit on December 17th by ESO, local providers reported that some cases from Natividad and SVH are not receiving either the ED Physician's Notes, Hospitalist's Notes, or a combination of both. The EMS Agency has sent several cases to ESO for further evaluation and fix this issue.

The EMS Agency's next steps are to:

- Work with ESO and Natividad to ensure that EMS patients are being appropriately registered at the hospital.
- Follow up with EMS provider agencies on missing Physician Notes.

The next EMS Data Working Group meeting is on January 21st.