

**RESCUE ONE AMBULANCE
AMBULANCE OPERATOR LICENSE APPLICATION
SUPPLEMENTAL DOCUMENTATION REVIEW**

Required Action	EMS Agency Review of Documents
<p><u>Financial Statements:</u> Submit the following financial statements that have been prepared by a Certified Public Accountant (CPA):</p> <ul style="list-style-type: none"> • A cover letter that is signed by the CPA verifying preparation of the submitted financial statements. • A Profit and Loss Statement for the first quarter of 2014 • A current Balance Sheet for the first quarter of 2014. • Pro Forma Financial Statements for 2014 • Under “current assets” on the 2013 Financial Statements a line item labeled as “Due to Global Coast” was included; the Promissory Note which verifies the balance due to Global Coast will be paid within 12 months or verifies the amount owed • Current bank statements for May 2014. 	<p>On July 10, 2014 the EMS Agency received a letter from CPA Chris Stamos (dated July 1, 2014) indicating that he will complete the compiling of Rescue One’s financial statements on July 15, 2014. A document titled “All vehicles are financed by Ally Financial” dated June 27, 2014 was also received. On July 17, the EMS Agency received the following documents:</p> <ul style="list-style-type: none"> • A cover letter that is signed by the CPA (name of CPA not printed or provided on the document) from Stamos and Stamos Certified Public Accountants dated July 15, 2014 • The Profit and Loss Statement (Assets, Liabilities, and Stockholders Equity)for the first quarter of 2014 • Current Balance Sheet (Statement of Revenue, Expenses and Retained Earnings) for the first quarter of 2014 • Pro Forma Financial Statements for 2014 were not received • A Promissory Note between Rescue One and Global Coast was not received • Bank statements for the period of April 2014 through June 2014 were received. <p>On July 18, 2014, all submitted financial documents listed above were sent to Manal Dudar, Financial Manager for review.</p> <p>On July 23, 2014, received financial evaluation of Rescue One from Manal Dudar, see memorandum dated July 23, 2014 for findings.</p>

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<p><u>Insurance Liability Coverage</u> Submit a certificate of insurance coverage for Worker’s Compensation (WC) with coverages and limits that are in accordance with the County Code. Insurer must have an AM Best rating that is not less than “A-“.</p>	<p>On July 10, 2014 Rescue One submitted a COI with WC coverage and limits in accordance with the County Code requirements. Rescue One’s insurance liability coverage was submitted on July 22, 2014 to the County CEO-Risk Management Division and was approved.</p>
<p><u>Technically Qualified Management</u> Submit documents that verify the company has technically qualified managers and medical director(s).</p> <ul style="list-style-type: none"> • Submit the past Medical Director’s resume that includes Rescue One • Submit the current Medical Director’s resume • Current organizational charts that are dated 	<p>On July 10, 2014, the following documents were submitted:</p> <ul style="list-style-type: none"> • An organizational chart listing two medical directors (Dr. Drew Hood and Dr. Ziba Chavoshi) dated July 1, 2014 • An organizational chart listing one medical director (Dr. Drew Hood) effective July 12, 2014 • A copy of Dr. Ziba Chivoshi’s resume (summary below) • A copy of the contract with Dr. Drew Hood and Rescue One (dated July 1, 2014) • A copy of Certificate of Liability Insurance • A copy of Dr. Drew Hood’s resume (summary below) • An updated resume for Hector David Alvarez, QA & QI Coordinator (summary below) <p><u>Ziba Chavoshi, MD</u></p> <ul style="list-style-type: none"> • Active Emergency Room Doctor, St. Joseph Medical Center (Oct. 2010) • Practicing Certified Age Management Doctor, No company listed on CV (2010- current) • Director of Critical Care Transport Services, No company listed on CV (Nov. 2010- current) • Medical Director, Rescue One Ambulance Services (2013-July 11, 2014) • Medical Director, Guardian Ambulance Services (Jan 2009-currant [sic]) • Medical Director, Burbank Home Health Care (Aug 2009-Aug 2010) • Medical Director, PRN Ambulance Services (2005-2009) • Medical Director, Emergency Ambulance Services (2003-2005) • Active Emergency Room Physician, Foothill Presbyterian (2003-2012)

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	<ul style="list-style-type: none"> • Active Emergency Room Physician, Brotman Medical Center (2009-2011) • Active Emergency Room Physician, Olympia Medical Center (2003-2009) • Active Emergency Room Physician, Methodist Hospital of Southern California (1999-2003) • Active Emergency Room Physician, Glendale Memorial Hospital (1999-2003) • Active Emergency Room Physician, Huntington Memorial Hospital (2000-2002) • Active Emergency Room Physician, Woodland Hills Kaiser Permanente and Panorama City Kaiser Permanente (1998-2000) <p><u>Drew Hood, MD</u></p> <ul style="list-style-type: none"> • Emergency Room Physician, Sutter Amador Hospital (1987-present) • Emergency Department Medical Director, Sutter Amador Hospital (1991-2000) • Chief of Staff, Sutter Amador Hospital (1986-1987) • Valley Emergency Physician Board Member, No company listed on CV (2004-2008) • Emergency Department lead physician on Electronic Health Record transition, No company listed on CV (2013-present) • Medical Director, Rescue One Ambulance (2014-present) • Medical Director, Premier Ambulance (2013-present) • Medical Director, Independent CCT transport in Los Angeles (2009-2014) • Medical Director, American Legion Ambulance (1991-present) • EMS Base Physician, Amador County (1988-present) <p><u>David Hector Alvarez, QA & QI Coordinator</u></p> <ul style="list-style-type: none"> • QA & QI Coordinator/E.M.T, Rescue One Ambulance (3/10-present) • E.M.T, F.T.O., Field Supervisor, Operations Supervisor, PRN Ambulance (3/02-1/10) • Sales Rep., Lakshmi Intl. (6/98-5/01)

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<p><u>Adherence to Rules and Regulations</u> Submit the following:</p> <ul style="list-style-type: none"> • Affirmation (page 1) forms for the QA/QI Coordinator and new Medical Director • Affirmation (page 2) forms for the QA/QI Coordinator and new Medical Director • Written and signed agreement of ongoing adherence to all rules and regulations for the former and new Medical Directors 	<p>On July 10, 2014, the following documents were received:</p> <ul style="list-style-type: none"> • Affirmation (page 1) forms for the QA/QI Coordinator and new Medical Director • Affirmation (page 2) forms for the QA/QI Coordinator and new Medical Director • A letter of explanation for previous conviction from QA/QI Coordinator • Written and signed agreements of ongoing adherence to all rules and regulations from the former and new Medical Directors
<p><u>Statement of Work</u> Submit all updated business licenses and the status of those licenses.</p>	<p>On July 10, 2014, a document titled "Rescue One Ambulance List of City Licenses" was received with the following information:</p> <p>Paramount (expires 6/1/15) Los Angeles (expires 4/9/15 and 7/1/15) Torrance (expires 12/31/14) Lakewood (expires 6/30/15) (issued 7/1/14) Gardena (expires 12/31/14) Lynwood (expires 12/31/14) Compton (expires 1/31/15) Long Beach (expires 12/31/14) Montebello (expires 12/31/14) (issued 3/26/14) Bell (expires 12/31/14) (issued 6/30/14) Norwalk (expires 12/31/14) Rancho Palos Verdes (12/31/14) Lomita (expires 2/18/14) San Gabriel (expires 12/31/14) South El Monte (expires 5/31/15) Alhambra (expires 9/30/14) Pasadena (expires 4/30/15) Cerritos (expires 10/1/14) Baldwin Park (expires 10/31/14) West Covina (expires 12/31/14) Monterey Park (expires 12/31/14) Cudahy (expires 7/1/15) (issued 5/13/14) Huntington Park (expires 5/31/15) (issued 6/4/14) Inglewood (expires 12/31/14) (issued 5/30/14)</p>

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	<p>Carson (expires 5/31/15) (issued 6/1/14) Pico Rivera (No license, pending) South Gate (expires 12/31/14) Covina (expires 12/31/14) (issued 7/3/14) Whittier (expires 12/31/14) Downey (expires 12/31/14)</p> <p>A document titled “Monitoring of Licenses and Certificates” was also submitted that indicates Rescue One has implemented a City Business License and Employee Certification tracking system to ensure compliance with LA County EMS policy. There is neither a date on the document nor a date indicating when this system became effective.</p> <p>Rescue One did not have business licenses for a number of cities identified above during the period of April 1, 2014 – July 2, 2014. A review of dispatch logs From April 1, 2014 through July 2, 2014 indicates that they had 72 pickups in cities for which they did not have a license for, which has been previously identified in Dispatch Log Compliance Reports. Rescue One indicated that they had implemented a corrective action plan to address this issue during the EMS Agency Unannounced Site Visit on June 20, 2014. The review of the dispatch logs from June 20 – July 2, 2014 post corrective action plan found 5 pickups in cities for which Rescue One did not have a business license including:</p> <ul style="list-style-type: none"> • Culver City: 1 • El Monte: 3 • Santa Monica: 1
<p><u>Quality Improvement</u> Submit the following:</p> <ul style="list-style-type: none"> • The first quarter trending, tracking and analysis of data for at least one (1) of the identified Rescue One indicators. 	<p>On July 10, 2014, Rescue One submitted the following QI related data:</p> <ul style="list-style-type: none"> • Rescue One QA Log for Jan 2014 – May 2014 for the indicator “No second set of vital signs” • Rescue One QA Log for Jan 2014 – June 2014 for the indicator “Restraint Usage & Documentation” • A document titled “QA Indicators Memo sign off sheet 4/25/14” which included a list of employees signatures and an attached memo dated 4/25/14

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<ul style="list-style-type: none"> • Provide a copy of the most current QI committee meeting agenda, minutes and sign-in roster. QI minutes should include information about decisions made, next steps, identification and tracking of action items, outcomes of any projects, and information on all new indicators and the procedure for following those. New minutes should reflect the new model and indication of what the plan is for QI in the future. 	<p>“1st Quarter QA Indicators Results”. The memo discusses deficiencies in the documentation of vital signs and that one-on-one education would occur with employees to correct the issues.</p> <ul style="list-style-type: none"> • Copies of 25 patient care records that the Medical Director, Dr. Chavoshi, reviewed and commented on (all dated 7/1/14). Some of these were duplicates (same call reviewed more than once) and at least three indicated that ALS transport should have been utilized. <p>The documents submitted are data collection tools only; there is no evidence of trending, tracking and analysis of the data submitted for QI purposes. Additionally, all documents indicate QA rather than QI, which are two different processes, as previously identified. QA remains inconsistent with requirements of Reference No. 620, EMS Quality Improvement Plan and the California Code of Regulations, Title 22, Chapter 12 which requires EMS providers to have a QI program.</p> <p>Rescue One submitted Staff Meeting Agendas for the following dates:</p> <ul style="list-style-type: none"> • Staff Meeting with sign-in sheet (dated 4/3/14), agenda only, no minutes • Staff Meeting with sign-in sheet (dated 4/17/14), agenda only, no minutes • Staff Meeting with sign-in sheet (dated 5/1/14), agenda only, no minutes • Staff Meeting with sign-in sheet (dated 5/15/14), agenda only, no minutes • Staff Meeting with sign-in sheet (dated 5/29/14) agenda with minimal minutes • Staff Meeting with sign-in sheet (dated 6/12/14) agenda with minimal minutes • Staff Meeting with sign-in sheet (dated 6/26/14) agenda with minimal minutes <p>Rescue One did not submit the most current QI committee meeting agenda, minutes and sign-in roster as previously requested and specifically requested by the Hearing Board on July 2, 2014. It does not appear that the former Medical Director was present at any of the above listed meetings.</p>

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<p><u>Non 9-1-1 Medical Dispatch Policies and Procedures</u> Submit the following:</p> <ul style="list-style-type: none"> • Dispatch logs that include omitted sequential numbering of calls (can be on separate disks) • Sign-in sheet verifying dispatch training related to referral of calls that are out of Rescue One's service area (i.e., unincorporated areas and cities not licensed for) • The new Medical Director's signature on the Communications Manual indicating that he has read it and approves the dispatch policies and procedures, including QI and compliance standards • An updated Communications Manual that includes the following items: <ul style="list-style-type: none"> 1. A clear definition of the procedures for a dispatcher to determine calls based on chief complaint are referred to the 9-1-1 jurisdictional provider and Reference No. 808 	<p>On July 10, 2014, the following was submitted by Rescue One:</p> <ul style="list-style-type: none"> • Dispatch logs for the period April 1- July 2, 2014. The logs appear to be in sequential order although submitted in three different reports. Review of the dispatch logs, as indicated above in Scope of Work, demonstrates that Rescue One continues to pick up patients in cities which they are not licensed. • Copies of a document titled "Comm. Center Memo sign-off sheet 6/26/14" and a Memo dated 6/26/14 for a "Mandatory meeting" scheduled on 6/30/14 was provided. Copies of a document titled "Comm. Center sign off sheet 6/30/14" and a document titled "Meeting Minutes" dated 6/30/14 was provided. The "Meeting Minutes" is an agenda not minutes. It is difficult to determine what specific training was provided based on the agenda. • A separate sheet of paper that states "I, Dr. Drew Hood have read and approve the Communications Training Manual for Rescue One Ambulance, which includes Dispatching policies and procedures." Signed by Dr. Drew Hood on 7/9/14. • A copy of the Rescue One Communications Training Manual dated 7/5/14 was reviewed for the items requested by the Hearing Board as follows: <ul style="list-style-type: none"> 1. Page 24 – Addresses referral of a private citizen who meets Ref. No. 808 criteria but there are no procedures for 9-1-1 patient referrals from health facilities, such as a skilled nursing facility.

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<p>2. Clear procedures for EMTs to refuse calls that should be referred to the 9-1-1 jurisdictional provider</p> <p>3. All references to “ALS” need to be removed as Rescue One is not an ALS provider</p> <p>4. Clear policies and procedures for refusing a patient at a skilled nursing facility if it warrants 9-1-1 referral</p> <p>5. Clear procedures for field units to identify if they are being dispatched to a city in which Rescue One does not have a business license</p> <ul style="list-style-type: none"> • The Communications Logbook for calls that were out of your service area, canceled, or referred to the 9-1-1 system. 	<p>2. Page 24- There are no clear procedures regarding when and how EMTs are to handle calls that require referral to the jurisdictional 9-1-1 provider. Further, it states “if on scene personnel determine immediate transport is indicated, the 9-1-1 provider shall be notified and justification shall be documented on the unit EMS Report Form.” It is unclear how this is determined by EMTs and what criteria (i.e., life threatening conditions, such as uncontrollable hemorrhage or inability to manage the patient’s airway) would warrant immediate transport.</p> <p>3. All references to “ALS” have been removed</p> <p>4. Not addressed as requested by the Hearing Board on July 2, 2014</p> <p>5. Not addressed as requested by the Hearing Board on July 2, 2014</p> <ul style="list-style-type: none"> • The Communications Logbook was not received as requested by the Hearing Board on July 2, 2014.
<p><u>Background Checks</u> Submit the following completed documents for the new Medical Director:</p> <ul style="list-style-type: none"> • Request for Live Scan Service Form • LASD Personal Information Form • Photo Identification (State issued driver’s license or identification card or passport) 	<p>On July 10, 2014, a request for Live Scan Services form was submitted for Dr. Drew Hood, new Medical Director for Rescue One.</p> <p>The LASD Personal Information Form and photo identification was not received. Due to lack of required documents, a background check could not be completed for Dr. Hood.</p>

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<p><u>Miscellaneous</u> Additional documents not requested by the Hearing Board.</p>	<p>On July 10, 2014, Rescue One submitted the following documents:</p> <ul style="list-style-type: none"> • A letter on “Pride Medical Service, LLC” letterhead, signed by Patrick Hernandez indicating that Rescue One has subcontracted this organization to conduct the following trainings: <ol style="list-style-type: none"> 1. Sexual Harassment/Discrimination 2. HIPAA Privacy and Security 3. Emergency Action Plan (EAP) 4. Blood borne/Airborne Pathogens 5. N-95 Fit Testing 6. Haz Mat Awareness Training • Sign-in sheets for the following were also submitted: <ol style="list-style-type: none"> 1. HIPAA Class (June 10, 2014) 2. Sexual Harassment & Discrimination (June 24, 2014) 3. Emergency Action Plan (EAP) Training (June 24, 2014) 4. BBP/ATD Training (July 1, 2014) • A document titled “Required OSHA Training Attendance” sheet was also submitted printed 7/8/14, which is a list of employees and the training attended as outlined above. • A letter from Bowers Ambulance dated 7/1/14 signed by Aaron Sundstrom, Communications Manager, indicating support of Rescue One to be licensed by the County.