



Los Angeles County – Department of Health Services
EMERGENCY MEDICAL SERVICES
ANNUAL UPDATE 2020
(Fiscal Year 2018-2019)



EXECUTIVE SUMMARY

Health and Safety Code, Division 2.5, Section 1797.254, requires the Emergency Medical Services (EMS) Agency to submit an EMS Plan to the State EMS Authority and follow it with annual updates thereafter. Attached is the Los Angeles County FY 2018-2019 Annual Update which provides the required information on the status of our system and the EMS Agency's progress toward meeting long-range goals.

Communications:

The EMS Agency continues to be an active participant and voting member of the governing body of the Los Angeles Regional Interoperable Communications System (LA-RICS) Board of Directors. LA-RICS' mission is to provide the finest mission-critical communication system with unwavering focus on the needs of the public safety professional. It is being designed and built to serve law enforcement and fire service first responders, along with health service professionals throughout Los Angeles County.

With over 80 public safety agencies with approximately 34,000 first-responders, and encompassing a sprawling terrain of over 4,060 square miles that approximately 10 million people call home, the Los Angeles region seeks a modern interoperable public safety broadband network that allows multiple agencies to respond to the widest possible variety of emergencies. The LA-RICS Authority (JPA) is proposing to deploy a 700 MHz public safety mobile broadband network across all of Los Angeles County, featuring almost 300 wireless 700 MHz public safety broadband sites utilizing new and existing infrastructure, fixed microwave backhaul rings, and 100-miles of high-capacity fiber backbone. The network would enable computer-aided dispatch, rapid law-enforcement queries, real-time video streaming, medical telemetry, patient tracking, geographic information systems services for first responders, and many other broadband-specific applications.

LA-RICS is partnered with AT&T/First-Net, a nationwide first responder network authority to ensure coordination with the broadband network on a national level for public safety and first responders.

Data:

Efforts to incorporate the STEMI and stroke databases into a combined database with the three (3) core EMS Agency databases (EMS, base hospital, and trauma center) continue. To further enhance reporting and access capability, the EMS Agency continues to explore opportunities to improve TEMIS, such as a web-based solution.

Of the ~700,000 EMS responses in the County, 100% of patient care records from public EMS providers are now collected through an electronic patient care report (ePCR).

NEMSIS COMPLIANT (78% of system data)

Los Angeles County Fire District – (46% of system data) utilized STRYKER through June 29, 2020 and converted to Image Trend's ePCR platform on June 30, 2020.

City of Los Angeles Fire Department – (31% of system data) utilizes STRYKER

Cities of Torrance and Redondo Beach Fire Departments (2% of system data) – utilizes W.A.T.E.R.

NON NEMSIS COMPLIANT (21% of system data)

The remaining 26 fire departments are utilizing DIGITAL EMS

DIGITAL EMS is in the process of becoming NEMSIS complaint. Because of the work involved we expect completion in FY 2020-2021.

The EMS Agency is in the process of finalizing an export that will allow for the submission of EMS data to the EMSA, the anticipated completion date is in October 2020.

Sidewalk CPR:

The EMS Agency Sidewalk CPR annual program is held during National CPR and AED Awareness Week. On June 1, 2017, in collaboration with the American Heart Association and community partners, over 5,000 citizens received training on “hands-only” cardiopulmonary resuscitation (CPR). This is a system-wide community effort with many of the fire departments, hospitals, and ambulance companies providing valuable public education in this life-saving technique to improve bystander CPR response for victims of sudden cardiac arrest.

Exclusive Operating Areas (EOA) for 9-1-1 transportation:

The nine (9) EOAs in Los Angeles County are served by the following ambulance companies to provide 9-1-1 transportation services as follows:

- **EOA 1:** Santa Clarita Valley, Antelope Valley (3 cities, 46 unincorporated areas)
Awarded to: American Medical Response, Inc. (AR) as Agreement #H-707043.
- **EOA 2:** City of Monrovia
Care Ambulance Service, Inc. (CA) as Agreement #H-707291
- **EOA 3:** East County, Pomona Valley (11 incorporated cities, 10 unincorporated areas)
Care Ambulance Service, Inc. (CA) as Agreement #H-707284
- **EOA 4:** San Gabriel Valley (10 incorporated cities, 10 unincorporated areas)
Care Ambulance Service, Inc. (CA) as Agreement #H-707284

- ***EOA 5:** Southeast County, Gateway Cities (19 cities, 12 unincorporated areas)
Care Ambulance Service, Inc. (CA) as Agreement #H-707284
- **EOA 6:** City of Compton
Westmed/McCormick Ambulance (WM) as Agreement #H-707042
- **EOA 7:** South Bay Cities (9 incorporated cities, 12 unincorporated areas)
Westmed/McCormick Ambulance (WM) as Agreement #H-707042
- **EOA 8:** City of Redondo Beach
Westmed/McCormick Ambulance (WM) as Agreement #H-707042
- **EOA 9:** West County (10 incorporated cities, 31 unincorporated areas)
Westmed/McCormick Ambulance (WM) as Agreement #H-707042

EMS System Data Report:

Our 7th issue of the annual *EMS System Data Report* was presented in December, 2018.

The goals of the system-wide data report include:

- Provide EMS data to our system participants, and in doing so encourage them to recognize the importance of their data in managing our system.
- Highlight data gaps and their impact on our ability to make data driven decisions and to properly evaluate the quality of patient care provided.
- Demonstrate how the EMS system design parallels the healthcare needs of the community in addressing the leading causes of death and disability (heart attack, stroke, and trauma) as reported by Public Health.

A copy of the *EMS System Data Report* is included in the documents submitted with this annual update.

Los Angeles County Disaster Health Care Coalition (HCC):

The HCC was established in October 2013 to coordinate strategic planning activities amongst healthcare facilities in various healthcare delivery sectors, public health agencies, other government entities and community partners to prepare for, respond to, and recover from emergencies and other incidents that impact the public's health.

LA County's HCC has an advisory committee with representatives from acute care hospitals, community health centers, long-term care facilities, dialysis centers, ambulatory surgery centers, home health/hospice agencies, EMS providers, volunteer organizations, and government agencies that support Emergency Support Function 8 (ESF 8) functions. The advisory committee is co-chaired by the LA County EMS Agency and Department of Public Health and meets three times per year to facilitate:

- Strategic planning
- Identification of gaps and mitigation strategies
- Operational planning and response
- Information sharing for improved situational awareness
- Resource coordination and management

In 2018/2019, LA County's HCC membership was comprised of:

Acute Care Hospitals	81
Behavioral Health	1
Dialysis Centers	144
Emergency Management Organizations	2
EMS Providers	39
Federal Facilities	2
Home Health Agencies	93
Medical Reserve Corps (ESAR-VHP)	3
Non-Governmental Organizations	3
Outpatient Health Care Centers (Ambulatory Care, Clinics, FQHC, Urgent Care)	160
Professional Healthcare Trade Organizations	4
Public Health Departments	3
Skilled Nursing Facilities	203

Annual EMS Update:

EMS Update 2018 was from June 1, 2018 through November 30, 2018. All active paramedics and Mobile Intensive Care Nurses (MICNs) in LAC are required to attend EMS Update on an annual basis. The educational content is developed by LAC EMS Agency staff in collaboration with representatives from LAC Base Hospitals and Provider Agencies.

EMS Update is presented by Base Hospital and Provider Agency educators to EMS personnel. There were 4574 licensed/accredited paramedics and 876 certified Mobile Intensive Care Nurses (MICNs) educated in the following topics:

- Introduction to New Treatment Protocols
- Choosing Provider Impression
- Role of the Base / Paramedic
- Base Contact and Notification Tape Review
- Documentation Review
- Scenario-based learning

PROVIDER CHANGES:

Licensed Ambulance Operators (total of 37) licensed companies, new providers are indicated in **BOLD**. Reference No. 401.1, Licensed Ambulance Operators, is included with the documents submitted for the following providers:

- All Town Ambulance, LLC
- Ambulife Ambulance, Inc.
- Ambulnz Health, LLC
- Ambuserve, Inc.
- American Medical Response, Inc.
- American Professional Ambulance, Corp.
- Amwest, Inc. dba Amwest Ambulance
- Antelope Ambulance Service, Inc.
- Care Ambulance Service, Inc.
- California Medical Response, Inc.
- College Coastal Care, LLC
- EastWestProto, Inc. Lifeline Ambulance
- Emergency Ambulance Service, Inc.
- Explorer-1 Ambulance, Inc.
- Firstmed Ambulance Service, Inc.
- First Rescue Ambulance, Inc.
- **Go Green Ambulance, Corp**
- Guardian Ambulance Service, Inc.
- **Journey via Gurney, LLC dba Journey Ambulance**
- Liberty Ambulance Service, Inc.
- Filyn Corporation, Inc. dba Lynch EMS
- Mauran Ambulance Service, Inc.
- MedCoast Medservice, Inc. dba Medcoast Ambulance Service
- MedReach, Inc.
- MedResponse, Inc. dba MedResponse
- Premier Medical Transport, Inc.
- PRN Ambulance, Inc.
- Rescue Services International, Ltd. dba Medic-1 Ambulance
- Royalty Ambulance Services, Inc.
- DiBiassi, Inc. dba Symbiosis
- Symons Emergency Specialties, Inc. dba Symbiosis
- Trinity Ambulance and Medical Transportation, LLC
- Viewpoint Ambulance, Inc.
- **Vital Care Ambulance, Inc.**
- West Coast Ambulance, Inc.
- Westmed Ambulance, Inc. dba McCormick Ambulance

CHANGES TO DESTINATION POLICIES

The City of Los Angeles Fire Department was approved to participate in the OSHPD pilot project to transport patients meeting specific criteria to Sobering and Psychiatric Urgent Care Centers designated by the LEMSA. As part of this process the EMS Agency has added these centers to our Resource Directory - facilities list included. The EMS Agency will be moving forward to add these centers to our patient destination policy and develop criteria, protocols, monitoring, and quality improvement for this program. Draft copies of the policies and proposed training curriculum are attached. As this program is developed, all protocols, policies, monitoring, and quality improvement plans will go through our committee process and submitted to our EMS Commission for approval and/or recommendations. Our goal is to continue with the City of Los Angeles Fire Department's program, and then bring new departments on board once they meet all of the criteria for education and monitoring. The use of Sobering and Psychiatric Centers as destinations will be limited by the number and location of the designated centers.