

# County of Riverside

## EMS Plan



Submitted by  
The

Emergency Medical Services Agency

~~December 2005~~ 2010

**RIVERSIDE COUNTY EMS PLAN  
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## SECTION I - EXECUTIVE SUMMARY

This is the 2005 ~~2010~~ update to the 1999 ~~2005~~ revision of Riverside County's first EMS Plan approved by the County Board of Supervisors on ~~September 21, 1994~~ December 20, 2005. This plan, with its updates, is the result of cooperation and collaboration among EMS system participants. It identifies how the Riverside County EMS system addresses various components and state requirements for local EMS and trauma systems. Key points specified components in the EMS Plan are: emergency ambulance Exclusive Operating Areas (EOAs), EMS advisory committee structures, roles of first responders, law enforcement agencies, hospitals, trauma centers, STEMI centers, and all other system stakeholders. As we reevaluate and update the EMS Plan, the process continues to be a joint effort among system participants.

~~The 2005 EMS Plan~~ The initial EMS plan and its updates have been completed with the collaborative ~~the following~~ input from Riverside County EMS stakeholder organizations: American Medical Response (AMR), Cathedral City Fire Department, Corona Fire Department, Eisenhower Medical Center, Emergency Medical Care Committee (EMCC), Idyllwild Fire Protection District, Hemet Fire Department, Riverside County Fire Chiefs' Association, Hospital Association of Southern California (HASC), Mercy Air, Murrieta Fire Department, Prehospital Medical Advisory Committee (PMAC), Riverside City Fire Department, Riverside County Fire Department, Riverside County Ambulance Association, Riverside County Regional Medical Center and the EMS Agency. The Plan reveals how our system measures up to established standards and guidelines, as well as identifying accomplishments and needs to keep our EMS system current and poised for future growth. Additionally, by identifying accomplishments and needs this plan helps us to keep our EMS system current and poised for future growth.

### Major Accomplishments

- 1) ~~EMS Advisory Committees: EMCC, Prehospital Care Advisory Committee (PCAC), the Emergency Department Directors' Advisory Committee (EDDAC) and the Trauma Audit Committee (TAC) meet regularly to discuss system issues, make recommendations for improvement and evaluate how the system is performing. In March of 2004, PCAC was combined with EDDAC to form one committee—the Prehospital Medical Advisory Committee (PMAC).~~

~~The Riverside County EMS Agency (REMSA) is playing a leadership role in Regional Trauma Care Committee (RTCC) development of trauma triage criteria, data collection, funding, repatriation and CQI.~~

- 2) ~~In December 2000 Riverside County EMS Agency contracted with the Abaris Group to complete an independent site survey of Riverside County Regional Medical Center (RCRMC). The focus of this survey was to evaluate the capability of RCRMC relative to designation as a Level II Pediatric Trauma Center provider under the California Code of Regulations and Riverside County's Trauma Plan. RCRMC was designated as Provisional Level II Pediatric Trauma~~

Center on March 1, 2001. This designation is contingent on successful completion of the California Children's Service (CCS) approval of the Pediatric Intensive Care Unit.

In 2007 REMSA updated Riverside County's Trauma Plan.

- 3) ~~Riverside County EMS Agency submitted a Revised Trauma System Plan to the EMS Authority on December 7, 2001 pursuant to the Trauma System regulations (CCR, Title 22, Div. 9, Chapter 7, Sections 100236-100266). The EMS Agency received approval of the Trauma Plan from the EMS Authority on October 25, 2002. The next planned revision of the Trauma Plan will take place in 2007.~~

In 2008 REMSA completed a contract extension with Blythe Ambulance Services for the Palo Verde Zone for ALS ambulance services. In 2009 REMSA renewed its contract with AMR for exclusive ALS ambulance services for seven of the eleven EOAs. Additionally in 2009, REMSA renewed its agreement with Idyllwild Fire Protection District.

- 4) ~~The EMS Injury Prevention Services (IPS) program grew so big it became its own branch in 2002. The IPS branch has implemented programs with grants received from the state Office of Traffic Safety, state Department of Health Services, state Emergency Medical Services Authority, and local community organizations, including First 5 Riverside. This branch continues to educate the public on preventing injuries and death to children with programs such as Child Car Seat Safety, Pedestrian / Bicycle Safety, Teen Impaired Driving, Home Safety, Swimming Pool/ Water Safety, and Suicide Prevention for Teens.~~

In the last five years, Riverside County has expanded its two-tier system by providing first responder ALS services to all areas except Calimesa, Hemet and Rubidoux.

- 5) ~~In June 2002 the County established an agreement with Blythe Ambulance Service to provide emergency ambulance services to the Palo Verde area. This agreement was extended an additional three years in 2005. In addition, the County has renewed its agreements with Idyllwild Fire Protection District to service the communities of Idyllwild and Pine Cove and AMR to service seven zones containing 18 of the county's 24 cities and a majority of its unincorporated areas. The latest agreement with AMR, established on April 1, 2004, required AMR to add ALS ambulances, and implement a 12 lead EKG program within six months. Additionally, this agreement shortened AMR's response time requirements in six zones. Since 1998, EMS calls for service have increased by 50 percent.~~

Riverside County Public Health Emergency Preparedness and Response (PHEPR) Branch expanded from REMSA in 2002. The PHEPR Branch is grant funded by the Centers for Disease Control and Prevention's Public Health Preparedness and Response to Bioterrorism; Department of Homeland Security, State Homeland Security Program; Health Resources Services Administration; and the Metropolitan Medical Response System. REMSA works closely with the PHEPR Branch to improve the County's responses to acts of terrorism and other public health emergencies / hazards.

- 6) ~~The EMS Agency, in conjunction with the Institute of Critical Care Medicine in Rancho Mirage, AMR, fire agencies and volunteer organizations has promoted CPR and Public Access Defibrillation (PAD) throughout Riverside County.~~

In 2008 REMSA established a STEMI center system which currently includes five STEMI receiving centers. The first phase was training and implementation of prehospital 12 lead ECGs. Phase 2 was the designation of five STEMI receiving centers and development and implementation of protocols establishing for triage and transport destination.

- 7) ~~AMR has implemented an electronic data collection system in Riverside County. Recently, Corona Fire Department and Blythe Ambulance Service have implemented electronic data collection systems and currently other organizations within Riverside County are in the process. The countywide electronic data collection system should be fully implemented by all EMS providers in Riverside County by January 2007.~~

Both AMR and the City of Corona Fire Department have implemented electronic data collection systems in Riverside County. Since the last EMS Plan update, Riverside County Fire Department, Pechanga Fire Department, the City of Norco Fire Department, and Murrieta Fire Department have also implemented electronic data collection systems. The Countywide electronic data collection system should be fully implemented by all ALS EMS transport providers in Riverside County by January of 2011.

- 8) ~~Riverside County Department of Public Health Bioterrorism Preparedness and Response Branch (BTPR) expanded from the EMS Agency in 2002. BTPR is grant funded by the Centers for Disease Control and Prevention's Public Health Preparedness and Response to Bioterrorism; Department of Homeland Security, State Homeland Security Program; Health Resources Services Administration; and the Metropolitan Medical Response System. The EMS Agency works closely with BTPR to improve the County's responses to acts of terrorism and other public health emergencies / hazards.~~

A policy based on California's Emergency Medical Services Dispatch Program Guidelines has been established to enable all participating Public Service Answering Points (PSAP) to process calls in accordance with standard Emergency Medical Dispatch (EMD) practices. This process requires caller interrogation, prioritization of calls and responses and standardized pre-arrival and post-dispatch instructions to callers. To date, City of Corona and City of Riverside have implemented EMD systems, and other PSAPs are currently exploring the implementation and adoption of EMD.

- 9) ~~Research continues to be an ongoing focal point of involvement for our EMS system. Recent studies include: JAMA published Public Access Defibrillation (PAD) Trial Study, Advanced Resuscitation of Refractory VF/VT/IV Amiodarone Evaluation (ARRIVE) study published in the Journal of Emergency Medical Services (JEMS), and the Efficacy and Skill Retention for Needle Cricothyrotomy Using the Melker Kit. Currently the EMS Agency is coordinating two studies; one regarding the use of Continuous Positive Airway Pressure (CPAP) in the field setting for patients in respiratory distress and the other on the reliability and accuracy of 12 lead EKG interpretations by paramedics in the field for patients suffering from heart attacks.~~

In June 2008, the State EMS Authority approved REMSA's CQI plan. Additionally, REMSA has established a Countywide CQI Technical Advisory Group (TAG). The CQI TAG is multidisciplinary, representing all aspects of the EMS System in Riverside County. The TAG monitors, collects data on, reports on and evaluates state and locally required and optional EMS system indicators, identifies and develops Riverside County EMS specific indicators for system evaluation and improvement, and prepares plans for improving REMSA's CQI Program.

- ~~10) Since 2001, Riverside County EMS participants have coordinated and hosted the Annual Southern California EMS Conference. The conference is the result of many hours of planning and collaboration of representatives from many EMS organizations. In addition, the following organizations have been sponsors: Riverside County Department of Public Health EMS Agency, American Medical Response, Riverside County Department of Public Health Injury Prevention Services, Hospital Association of Southern California/ReddiNet, Desert Regional Medical Center, Eisenhower Medical Center, California EMS Authority, EMS for Children, Respironics, HealthWare Solutions, Riverside County Regional Medical Center, Riverside Community Hospital, Riverside City Police Department, First 5 Riverside, Cathedral City Fire Department, California Speedway, Riverside County Office of Education, Riverside County Fire Chief's Association, Riverside County Fire/California Department of Forestry, Symons Emergency Specialties, Loma Linda University Medical Center and Los Robles Medical Center. Each year the conference features dynamic and esteemed speakers lecturing on popular and current topics. There were two hundred eight six participants at the 4<sup>th</sup> Annual Southern California EMS Conference on May 2-6, 2005 at the Doral Desert Princess in Cathedral City. In 2006, the 5<sup>th</sup> Annual Southern California EMS Conference will be held on May 9-12, 2006 at the Riviera Resort in Palm Springs.~~

## Future Challenges

Many components of the EMS Plan have been implemented but much remains to be done. REMSA has developed its own agency specific strategic plan that includes goals for improving the overall effectiveness of REMSA. Additionally, the following challenges have been incorporated into REMSA's strategic plan:

- 1) ~~Hospital overcrowding and Emergency Department (ED) wait times continue to impact Riverside County. On January 11, 2004 the Abaris Group completed a survey and reported on hospital crowding and ED wait times in Riverside County. A countywide taskforce was established to implement the Abaris Group's recommendations. Representatives from hospitals shared best practices and methods to improve patient movement and reduce crowding in hospitals. The EMS Agency's diversion policy was changed to decrease diversion hours and improve cooperation among hospitals in Riverside County. Hospital overcrowding and ED wait times in Riverside County will continue to be monitored so changes can be made to improve this situation.~~

Over the years, hospital overcrowding and Emergency Department (ED) wait times have increased and continued to impact Riverside County's EMS system. In 2004, a Countywide taskforce was established to make system changes based on the Abaris Group's 2004 report on hospital crowding and ED wait times in Riverside County. REMSA's diversion policy was modified to encourage cooperation and the use of best practices among hospitals. On February 15, 2008 Riverside County implemented a diversion moratorium for all hospitals in Riverside County except for the three hospitals in the desert region. On June 23, 2008, the Prehospital Medical Advisory Committee (PMAC) recommended to modify REMSA's diversion policy to no longer allow ED diversions due to ED saturation in Riverside County. On November 1, 2008, REMSA modified the diversion policy to not allow ED diversions due to ED saturation in Riverside County.

- 2) Many calls for 9-1-1 medical responses are not life threatening and cause limited resources to be depleted. Educating the public about appropriate use of 9-1-1 is essential to help ensure timely responses to medical emergencies. ~~A system-wide approach based on California's Emergency Medical Services Dispatch Program Guidelines must be established to ensure that all medical calls received by Public Service Answering Points (PSAPs) are processed in accordance with standard Emergency Medical Dispatch (EMD) practices, including caller interrogation, prioritization of calls and responses, and standardized post-dispatch instructions to callers.~~ A system-wide implementation of EMD for the 17 remaining PSAPs will be explored.
- 3) EMS Clinical Data System –A Countywide Data System Advisory Group has been established to exchange information and promote the use of the Countywide electronic data collections system to be used by all ALS providers in Riverside County by January ~~2007~~ 2011. The Advisory Group will address the options to expand data collection including patient outcome data from hospitals. To this end, a Request For Proposal (RFP) has been issued to find an appropriate vendor. Integration of California Emergency Medical Services Information System (CEMSIS) has been established with current ALS transport providers. REMSA will continue to work with the rest of the EMS providers to establish CEMSIS as basis of data collection.
- 4) The formulation of agreements with all emergency ambulance providers and receiving facilities is needed. REMSA must still establish ~~an~~ agreements with Cathedral City Fire, ~~Riverside County Fire and Mercy Air~~. In addition to the contracts now in place with Base Hospitals, ~~the EMS Agency~~ REMSA is pursuing written agreements for all other receiving ~~facilities~~ hospitals.
- 5) Surge Capacity – ~~The EMS Agency~~ REMSA needs to coordinate and increase integration of non-9-1-1 resources into the County's disaster response preparedness. ~~The EMS Agency~~ REMSA is working closely with ~~Riverside County Department of Public Health Bioterrorism Preparedness and Response Branch~~ the PHEPR Branch ~~in working with~~ to ensure hospitals, clinics and other health care providers ~~to~~ increase their available medical resources in the response to a disaster. Using Hospital Preparedness Program (HPP) funds, REMSA contracted with a vendor and will partner with system participants to implement a plan. Additional plans needing to be developed will focus on patient distribution and tracking.



- 6) ~~Countywide Quality Improvement Program~~ The EMS Agency is in the process of establishing a Countywide Quality Improvement Program in accordance with California Emergency Medical Services Authority's new regulations. This program will make certain that a coordinated and collaborated process will be in place for all Riverside County EMS providers, focusing on continued high quality patient care throughout Riverside County. The program is expected to be established by January 2007.

Countywide Quality Improvement Program-REMSA continues to work with EMS stakeholders to develop a fully functional CQI program throughout Riverside County. The overall goal is to provide high quality patient care in Riverside County. This will be accomplished through standardized measurements and processes that will identify examples of excellence as well as areas needing improvement.

- 7) ~~Mental Health~~ The EMS Agency and other stakeholders have formed a taskforce to address ways to mitigate the impact that decreasing mental health resources has on the healthcare system in the Coachella Valley. This taskforce is comprised of representatives from Riverside County EMS Agency, Riverside County Mental Health, Desert Regional Medical Center, Eisenhower Medical Center, John F. Kennedy Memorial Hospital, Riverside County Sheriff's Office, Indio Police Department and Hospital Association of Southern California. This group plans to work closely with a new taskforce formed by the Board of Supervisors and chaired by Supervisor Wilson to address mental health services countywide.

Mental Health –REMSA is in collaboration with City of Riverside Police Department and Riverside County Mental Health Department to study a process model for mental health patients subjected to section 5150 of the Welfare and Institutions Code (WIC) in Riverside County. It will focus on a new transport model that minimizes utilization of EMS 9-1-1 resources by exploring alternative means of transporting mental health patients under WIC 5150. It will focus on getting WIC 5150 patients to the right destination the first time; matching the appropriate mental care resources for a patient's mental condition from the beginning.

- 8) EMS Radio and Data Communication- In 2008 REMSA, in cooperation with the Public Health Emergency Preparedness and Response Branch, completed a preliminary needs assessment of the EMS radio and data communications system. Since completion, REMSA has drafted a scope of work to address the identified system needs including the hire of an expert radio communications consultant to perform a comprehensive needs assessment. REMSA plans to redesign and develop the current radio and data communications infrastructure, building a robust EMS communications system and a multi-year plan to implement an EMS Communications Center based upon the operational concept of the LA County Medical Alert Center (MAC) within the Agency.

- 9) We must continue to refine and expand the STEMI system by adding on new STEMI Receiving Centers and monitoring STEMI Center Data. STEMI Receiving system participants are exploring funding mechanisms for STEMI system improvements such as ECG transmission capabilities and additional training for prehospital providers.

10) REMSA staffing and resources must be aligned with the Agency mission to continuously assure optimal delivery of EMS. In the last 10 years EMS call volume has grown by 10%, the number of ALS provider agencies has more than doubled, the number of paramedics in the system has increased by 200%, and specialty care centers have been implemented. During this period two base Hospitals were also lost, electing to remain paramedic receiving hospitals only. The pace of system growth and subsequent growth in medical oversight requirements and activities has not been met with commensurate growth in REMSA staff or resources. As a result, quality assurance, regulatory monitoring, and system management infrastructure is sub-optimal in some areas. REMSA will continue to secure support for staffing and resources that will provide adequate infrastructure to meet mission requirements.

**SECTION II - ASSESSMENT OF SYSTEM**

TABLE 1: SUMMARY OF SYSTEM STATUS

**A. SYSTEM ORGANIZATION AND MANAGEMENT**

		<b>Does not currently meet standard</b>	<b>Meets minimum standard</b>	<b>Meets recommended guidelines</b>	<b>Short-range plan</b>	<b>Long-range plan</b>
<b>Agency Administration:</b>						
1.01	LEMSA Structure		X	N/A		
1.02	LEMSA Mission		X	N/A		X
1.03	Public Input		X	N/A		
1.04	Medical Director		X	X		
<b>Planning Activities:</b>						
1.05	System Plan		X	N/A		
1.06	Annual Plan Update	X	X	N/A		X
1.07	Trauma Planning		X	X		
1.08	ALS Planning		X	N/A		
1.09	Inventory of Resources		X	N/A		X
1.10	Special Populations		X	X		X
1.11	System Participants		X			X
<b>Regulatory Activities:</b>						
1.12	Review & Monitoring		X	N/A		
1.13	Coordination		X	N/A		
1.14	Policy & Procedures Manual		X	N/A		
1.15	Compliance w/Policies		X	N/A		
<b>System Finances:</b>						
1.16	Funding Mechanism		X	N/A		X

**A. SYSTEM ORGANIZATION AND MANAGEMENT (continued)**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Medical Direction:</b>						
1.17	Medical Direction		X	N/A		
1.18	QA/QI		X	X		✗
1.19	Policies, Procedures, Protocols		X	X		X
1.20	DNR Policy		X	N/A		✗
1.21	Determination of Death		X	N/A		✗
1.22	Reporting of Abuse		X	N/A		
1.23	Interfacility Transfer		X	N/A		
<b>Enhanced Level: Advanced Life Support</b>						
1.24	ALS Systems	✗	✗	✗		✗
1.25	On-Line Medical Direction		X			X
<b>Enhanced Level: Trauma Care System:</b>						
1.26	Trauma System Plan		X	N/A		X
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
1.27	Pediatric System Plan		X	N/A		
<b>Enhanced Level: Exclusive Operating Areas:</b>						
1.28	EOA Plan		X			✗

## B. STAFFING/TRAINING

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Local EMS Agency:</b>						
2.01	Assessment of Needs		X	N/A		
2.02	Approval of Training		X	N/A		
2.03	Personnel		X			X
<b>Dispatchers:</b>						
2.04	Dispatch Training	X				X
<b>First Responders (non-transporting):</b>						
2.05	First Responder Training		X			X
2.06	Response		X			
2.07	Medical Control		X	N/A		
<b>Transporting Personnel:</b>						
2.08	EMT-I Training		X			
<b>Hospital:</b>						
2.09	CPR Training		X			
2.10	Advanced Life Support		X	X		
<b>Enhanced Level: Advanced Life Support:</b>						
2.11	Accreditation Process		X			X
2.12	Early Defibrillation		N/A			
2.13	Base Hospital Personnel		X	N/A		X

## C. COMMUNICATIONS

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Communications Equipment:</b>						
3.01	Communication Plan	X	✗	X		X
3.02	Radios		X	X		X
3.03	Interfacility Transfer		X	N/A		X
3.04	Dispatch Center	X		N/A		X
3.05	Hospitals		X	X	X	
3.06	MCI/Disasters		X	N/A		
<b>Public Access:</b>						
3.07	9-1-1 Planning/Coordination		X	X		
3.08	9-1-1 Public Education	X	✗	N/A		X
<b>Resource Management:</b>						
3.09	Dispatch Triage		X			X
3.10	Integrated Dispatch		X			X

## D. RESPONSE/TRANSPORTATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>					
4.01	Service Area Boundaries	X	X		
4.02	Monitoring	X	X		
4.03	Classifying Medical Requests	X	N/A		
4.04	Prescheduled Responses	X	N/A		
4.05	Response Time Standards	X	X		X
4.06	Staffing	X	N/A		
4.07	First Responder Agencies	X	N/A		X
4.08	Medical & Rescue Aircraft	X	N/A		
4.09	Air Dispatch Center	X	N/A		
4.10	Aircraft Availability	X	X		X
4.11	Specialty Vehicles	X			
4.12	Disaster Response	X	N/A	X	
4.13	Intercounty Response	X			X
4.14	Incident Command System	X	N/A	X	
4.15	MCI Plans	X	N/A	X	
<b>Enhanced Level: Advanced Life Support:</b>					
4.16	ALS Staffing	X			X
4.17	ALS Equipment	X	N/A		

**D. RESPONSE/TRANSPORTATION (continued)**

	<b>Does not currently meet standard</b>	<b>Meets minimum standard</b>	<b>Meets recommended guidelines</b>	<b>Short-range plan</b>	<b>Long-range plan</b>
<b>Enhanced Level: Ambulance Regulation:</b>					
4.18 Compliance		X	N/A		X
<b>Enhanced Level: Exclusive Operating Permits:</b>					
4.19 Transportation Plan		X	N/A		
4.20 "Grandfathering"		X	N/A		
4.21 Compliance		X	N/A		
4.22 Evaluation		X	N/A		



**E. FACILITIES/CRITICAL CARE**

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>						
5.01	Assessment of Capabilities		X		X	X
5.02	Triage & Transfer Protocols		X	N/A		X
5.03	Transfer Guidelines		X	N/A		
5.04	Specialty Care Facilities		X	N/A		
5.05	Mass Casualty Management		X	X		
5.06	Hospital Evacuation		X			
<b>Enhanced Level: Advanced Life Support:</b>						
5.07	Base Hospital Designation		X			
<b>Enhanced Level: Trauma Care System:</b>						
5.08	Trauma System Design		X			
5.09	Public Input		X			
<b>Enhanced Level: Pediatric Emergency Medical and Critical Care System:</b>						
5.10	Pediatric System Design		X			X
5.11	Emergency Departments		X	X		X
5.12	Public Input		X			
<b>Enhanced Level: Other Specialty Care Systems:</b>						
5.13	Specialty System Design		X			
5.14	Public Input		X			

## F. DATA COLLECTION/SYSTEM EVALUATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>						
6.01	QA/QI Program		✗	X		X
6.02	Prehospital Records		X			
6.03	Prehospital Care Audits		X			X
6.04	Medical Dispatch		X			
6.05	Data Management System		X			X
6.06	System Design Evaluation		x			X
6.07	Provider Participation		X			
6.08	Reporting		X			
<b>Enhanced Level: Advanced Life Support:</b>						
6.09	ALS Audit		X	X		X
<b>Enhanced Level: Trauma Care System:</b>						
6.10	Trauma System Evaluation		X			
6.11	Trauma Center Data		X			

## G. PUBLIC INFORMATION AND EDUCATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>						
7.01	Public Information Materials		X	X		
7.02	Injury Control		X	X		
7.03	Disaster Preparedness		X	X		
7.04	First Aid & CPR Training		X	X		

## H. DISASTER MEDICAL RESPONSE

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
<b>Universal Level:</b>						
8.01	Disaster Medical Planning		X			
8.02	Response Plans		X	X		
8.03	Haz Mat Training		X			
8.04	Incident Command System		X			
8.05	Distribution of Casualties		X			X
8.06	Needs Assessment		X	X		
8.07	Disaster Communications		X			
8.08	Inventory of Resources		X			X
8.09	DMAT Teams		X	X		
8.10	Mutual Aid Agreements		X			
8.11	CCP Designation		X			
8.12	Establishment of CCPs		X			
8.13	Disaster Medical Training		X			X
8.14	Hospital Plans		X			
8.15	Interhospital Communications		X			X
8.16	Prehospital Agency Plans		X			X
<b>Enhanced Level: Advanced Life Support:</b>						
8.17	ALS Policies		X			
<b>Enhanced Level: Specialty Care Systems:</b>						
8.18	Specialty Center Roles		X			
<b>Enhanced Level: Exclusive Operating Areas/Ambulance Regulations:</b>						
8.19	Waiving Exclusivity		X			

# MINIMUM STANDARDS AND RECOMMENDED GUIDELINES

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Agency Administration

#### 1.01 LEMSA Structure

#### STANDARD:

Each local EMS Agency shall have a formal organizational structure which includes both agency staff and non-agency resources and which includes appropriate technical and clinical expertise.

#### CURRENT STATUS:

Meets the standard. REMSA has a formal organizational structure which includes a Director, Assistant Director, one Senior EMS Specialist, one Trauma System Manager, three EMS Specialists, one Secretary, one Staff Analyst, two Office Assistants and a Medical Director. EMS Specialists are required to possess either an EMT-I, paramedic license or be licensed as an R.N. REMSA was designated by the Riverside County Board of Supervisors to be a division of the Riverside County Department of Public Health. REMSA's affiliation with the Department of Public Health gives it many non-agency resources, including injury prevention, bioterrorism, environmental health, health statistics, and epidemiology.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

The Agency will continue to: Identify staffing needs, review and modify job descriptions and employee classifications; evaluate non-agency resources and establish relationships that would enhance the technical and clinical expertise available to the EMS Agency REMSA. Immediate staff need is for a certification/enforcement position to implement and maintain new statutory requirements for background checks and administrative law proceedings.

#### OBJECTIVE:

- 1 Continue to align staffing positions, finances, and tasks to meet the purpose of the standard.
- 2 Hire a new position for certification/enforcement commensurate with responsibilities for implementing EMT 2010. Target Date July, 2010.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Agency Administration

#### 1.02 LEMSA Mission

##### **STANDARD:**

Each local EMS agency shall plan, implement, and evaluate the EMS system. The agency shall use its quality assurance/ quality improvement and evaluation processes to identify needed system changes.

##### **CURRENT STATUS:**

Meets the standard. REMSA facilitates a system-wide CQI Plan to monitor, review, evaluate and improve the delivery of prehospital care services using prospective, concurrent, retrospective and reporting/feedback activities. In addition, performance-based contract reviews provide comprehensive oversight and control of EMS providers.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

To further continue to enhance the QA/QI EMS system, REMSA will work with all EMS participants to update current CQI efforts to ensure compliance with October 2004 guidelines EMSA CQI requirements.

##### **OBJECTIVE:**

1. Continue contract review and provide appropriate feedback to individual providers and system participants.
2. Coordinate a working group to update QA/QI programs at the provider and LEMSA levels. Continue to work with providers to update CQI programs.
3. Use the information developed in the above processes to identify and implement needed system changes. ; continue to execute the QA/QI program

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Agency Administration

#### 1.03 Public Input

**STANDARD:**

Each local EMS agency shall have a mechanism (including the emergency medical care committee(s) and other sources) to seek and obtain appropriate consumer and health care provider input regarding the development of plans, policies, and procedures, as described throughout this document.

**CURRENT STATUS:**

Meets the standard. The EMS Agency currently utilizes the Emergency Medical Care Committee (EMCC), and the Prehospital Medical Advisory Committee (PMAC) to receive consumer and health care provider input and advice. The EMCC is made up of representatives from Riverside County Supervisory Districts and representatives from other stakeholder organizations. The EMCC prepares annual reports to the Board of Supervisor on the current and anticipated conditions of emergency medical services within Riverside County.

PMAC membership consists of representatives from: provider agencies, hospitals, medical directors and EMS training institutions within Riverside County. Representatives from this committee provide advice on various system activities based on their expertise and direct interaction with the public.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

Continue to seek out public input from various sources and venues.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Agency Administration

#### 1.04 Medical Director

**STANDARD:**

Each local EMS agency shall appoint a medical director who is a licensed physician who has substantial experience in the practice of emergency medicine.

**RECOMMENDED GUIDELINES:**

The local EMS agency medical director should have administrative experience in emergency medical services systems.

Each local EMS agency medical director should establish clinical specialty advisory groups composed of physicians with appropriate specialties and non-physician providers (including nurses and prehospital providers), and/or should appoint medical consultants with expertise in trauma care, pediatrics, and other areas, as needed.

**CURRENT STATUS:**

Meets Standard and Recommended Guidelines. The EMS Agency's medical director is engaged by contract. The terms of the contract specify and require that the medical director's qualifications, roles and responsibilities meet this standard and the recommended guidelines.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Meets standards

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.05 System Plan

##### **STANDARD:**

Each local EMS agency shall develop an EMS system plan based on community need and utilization of appropriate resources, and shall submit it to the EMS Authority.

The plan shall:

- a) Assess how the current system meets these guidelines
- b) Identify system needs for patients within each of the targeted clinical categories (as defined in Section II), and provide a methodology and time line for meeting these needs.

##### **CURRENT STATUS:**

Meets the standard. This is a Countywide EMS Plan developed by Riverside County for submission to the State EMS Authority. The plan assesses how the County EMS system meets the State guidelines, identifies system needs and provides clearly identified objectives with timeframes for addressing identified needs.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

##### **OBJECTIVE:**

Utilize the EMS Plan as a basis for providing objectives and time lines for meeting EMS system needs.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.06 Annual Plan Update

**STANDARD:**

Each local EMS agency shall develop an annual update to its EMS System Plan and shall submit it to the EMS Authority. The update shall identify progress made in plan implementation and changes to the planned system design.

**CURRENT STATUS:**

Will meet Standard with the submission and approval of this document. This is the third update of Riverside County's EMS Plan since its original submission in 1994. Upon completion of this process, ~~the agency will submit annual updates to the EMS Authority~~ REMSA will monitor the plan.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):****OBJECTIVE:**

Provide annual updates.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.07 Trauma Planning

##### STANDARD:

The local EMS agency shall plan for trauma care and shall determine the optimal system design for trauma care in its jurisdiction.

##### RECOMMENDED GUIDELINES

The local EMS agency should designate appropriate facilities or execute agreements with trauma facilities in other jurisdictions.

##### CURRENT STATUS:

Meets Standard and Recommended Guidelines. The Riverside County Trauma Plan has been adopted by the County Board of Supervisors and approved by the State EMS Authority. This Trauma plan designates trauma centers in Riverside and San Bernardino Counties is inclusive of MOU's with the specialty care centers provided by contiguous trauma centers for Level I pediatrics and regional burn center. The Trauma Audit Committee (TAC) is comprised of representatives from stakeholder organizations within these counties. These representatives provide for CQI, oversight and make recommendations that influence the trauma system.

##### COORDINATION WITH OTHER EMS AGENCIES:

Coordination is accomplished through formal and informal communication with adjacent EMS agencies, , as well as participation with the local Office of Emergency Services (OES) utilizing the Region VI Plan.

The EMS Agency is playing a leadership role in the Southwest Regional Trauma Coordinating Committee (RTCC) which was formed in 2008.

##### NEED(S):

Continuously refine the trauma plan and complete initiatives begun by the RTCC.

##### OBJECTIVE:

Continue to utilize the approved, comprehensive Trauma Plan, and modify this plan as necessary to meet the systems needs and support RTCC goals.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.08 ALS Planning

**STANDARD:**

Each local EMS agency shall plan for eventual provision of advanced life support services throughout its jurisdiction.

**CURRENT STATUS:**

Meets the standard. All emergency ambulances that respond to 9-1-1 calls within Riverside County provide ALS service. First responder service is provided at either the ALS or BLS level throughout the County.

**COORDINATION WITH OTHER EMS AGENCIES:**

By informal reciprocal agreement with adjacent counties, mutual aid is provided as well as received.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.09 Inventory Resources

**STANDARD:**

Each local EMS agency shall develop a detailed inventory of EMS resources (e.g., personnel, vehicles, and facilities) within its area and, at least annually, shall update this inventory.

**CURRENT STATUS:**

Meets Standard and Recommended Guidelines. Our annual permit process requires EMS provider agencies to furnish detailed information regarding EMS personnel and vehicles. The EMS Agency maintains an inventory of receiving facilities, including their special care capabilities.

**COORDINATION WITH OTHER EMS AGENCIES:**

~~Not applicable for this Standard.~~

EMS resources available for multiple/mass casualty incidents (MCI) is catalogued and provided to the Regional Disaster Medical Health Specialist (RDMHS).

**NEED(S):**

The EMS Agency REMSA needs to develop a coordinated mechanism to ensure timely updates of facility's special care capabilities and detailed plan for the rapid deployment of resources during large MCIs.

**OBJECTIVE:**

Survey all facilities on at least an a bi-annual basis to determine if there have been any changes in special care capabilities.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.10 Special Populations

##### STANDARD:

Each local EMS agency shall identify population groups served by the EMS system requiring specialized service (e.g., elderly, handicapped, children, non-English speakers).

##### RECOMMENDED GUIDELINES

Each local EMS agency should develop services, as appropriate, for special population groups served by the EMS system which require specialized services (e.g., elderly, handicapped, children, non-English speakers).

##### CURRENT STATUS:

Meets the standard. The EMS agency REMSA participates in programs that service special populations such as the Emergency Medical Services for Children (EMSC) program and Curtailing Abuse Related to the Elderly (CARE) program and we are partnering with PHEPR on the outreach program to the deaf community. The Trauma System Manager participates in the Child Death Review and Domestic Violence and Elder Abuse Death Review Teams. Additionally, paramedics working for contracted EMS providers are required to have a recognized pediatric program certification. REMSA facilitates exposure to specialized population training, such as Geriatric Emergency Medical Services. REMSA has served as a distribution point for literature that seeks to educate and assist EMS providers in serving special needs populations. The Trauma System Manager has developed a team for reviewing the concern of elder falls. Injury Prevention Branch participates in data collection and active preventive measures in near drowning and drowning events.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard. Currently REMSA incorporates a regional approach within the Trauma System.

##### NEED(S):

##### OBJECTIVE:

1. Identification and development of additional EMS training programs focusing on geriatric, handicapped and non-English speaking populations.
2. Coordination of delivery of training programs to EMS providers.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Planning Activities

#### 1.11 System Participants

**STANDARD:**

Each local EMS agency shall identify the optimal roles and responsibilities of system participants.

**RECOMMENDED GUIDELINES:**

Each local EMS agency should ensure that system participants conform to their assigned EMS system roles and responsibilities, through mechanisms such as written agreements, facility designations, and exclusive operating areas.

**CURRENT STATUS:**

Meets Standard and Recommended Guidelines. Standards have been developed and executed for the contracted system participants, identifying roles and responsibilities. Adherence to standards is ensured through ~~EMS Agency~~ REMSA quality assurance activities and contract compliance reviews. ~~The EMS Agency~~ REMSA has developed standards for air ambulance providers.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Formal agreements need to be developed and put into practice with air ambulance service providers, receiving centers and some non-transporting first responder agencies. ~~The EMS Agency is currently updating its agreements/contracts with base facilities.~~

**OBJECTIVE:**

Develop and execute agreements with aforementioned parties.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Regulatory Activities

#### 1.12 Review and Monitoring

**STANDARD:**

Each local EMS agency shall provide for review and monitoring of EMS system operations.

**CURRENT STATUS:**

Meets the standard. EMS system operations are routinely reviewed and monitored through EMS and trauma data surveillance, CQI reviews, and performance-based contract reviews. REMSA provides ongoing and direct review and monitoring of system components and service providers participating in the EMS system; documents compliance with performance-based contracts; enforces penalties for noncompliance; communicates findings of system reviews to affected system participants; and facilitates programs to improve operations efficiency and effectiveness.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this standard.

**NEED(S):**

Future data collection efforts must be directed toward monitoring and reporting of 9-1-1 call intake and dispatch times so that the total time from initial call to arrival on scene of all EMS resources can be continuously evaluated, benchmarked and improved.

**OBJECTIVE:**

Develop and implement a comprehensive process for the organized capture, reporting, analysis and management of all response time data elements from initiation of a 9-1-1 call through on-scene arrival of all EMS resources.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Regulatory Activities

#### 1.13 Coordination

**STANDARD:**

Each local EMS agency shall coordinate EMS system operations.

**CURRENT STATUS:**

Meets the standard. System operations are coordinated and refined on a continuous basis. REMSA accomplishes this by coordinating the development of EMS planning documents, policies and procedures, review of compliance by EMS provider agencies and individuals, coordination and staffing of various committees and task forces, and monitoring of performance-based contracts and agreements.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

The EMS Agencies capability to coordinate and manage the EMS system during day-to-day and Multiple/Mass Casualty Incidents must be improved. Infrastructure for the coordination of information and activities between Medical Health Operational Area Coordinator (MHOAC) and the Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S) must be implemented. Both internal OA and mutual aid systems for patient distribution require robust communication and information management capability.

**OBJECTIVE:**

~~Continue to refine coordination of system operations, provide regular contact with all EMS system participants; promptly respond to all requests for information and assistance.~~

Design, develop and implement a comprehensive communication and information management system that can be utilized by the EMS Agency to maintain countywide situational awareness, coordinate EMS patient destinations during large MCIs, interface with and support the Regional Disaster Medical/Health function and support day-to-day operation of the EMS interfacility transportation system.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Regulatory Activities

#### 1.14 Policy and Procedures Manual

**STANDARD:**

Each local EMS agency shall develop a policy and procedures manual, which includes all EMS agency policies and procedures. The agency shall ensure that the manual is available to all EMS system providers (including public safety agencies, ambulance services, and hospitals) within the system.

**CURRENT STATUS:**

Meets the standard. REMSA policies and procedures manual is a dynamic document that is under continuous review, development and revision, and will include input from REMSA and advice and consent of the Prehospital Medical Advisory Committee (PMAC).

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

The Agency will continue to develop and refine the EMS policy and procedures manual to meet this standard.

**OBJECTIVE:**

Continue to maintain a comprehensive policy and procedure manual and make it available to all EMS system participants; review and modify on a regular basis.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Regulatory Activities

#### 1.15 Compliance with Policies

**STANDARD:**

Each local EMS agency shall have a mechanism to review, monitor, and enforce compliance with system policies.

**CURRENT STATUS:**

Meets the standard. ~~The EMS Agency~~ REMSA has contracts and agreements in place with base hospitals and transportation providers to enforce compliance with local EMS policies and procedures. California State statutes and Riverside County Ambulance Ordinance compliance is monitored through regular quality assurance reviews and performance-based contract reviews. Unusual occurrences are reviewed by ~~the EMS Agency~~ REMSA; corrective actions are taken when deemed appropriate.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

Continue to monitor, review and enforce compliance with system policies.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### System Finances:

#### 1.16 Funding Mechanism

#### **STANDARD:**

Each local EMS agency shall have a funding mechanism, which is sufficient to ensure its continued operation and shall maximize use of the Emergency Medical Services Fund.

#### **CURRENT STATUS:**

Meets the standard. ~~The EMS Agency~~ REMSA is fully funded by a combination of dollars from various sources, including general funds and the EMS Fund. Occasionally, ~~the EMS Agency~~ REMSA receives grant funds for specific projects. In the past decade, ~~the EMS Agency~~ REMSA's budget has either grown or, at a minimum, maintained previous year funding levels.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

Continue to seek out additional sources of EMS funding and ensure continued EMS Agency operations.

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.17 Medical Direction

**STANDARD:**

Each local EMS agency shall plan for medical direction within the EMS system. The plan shall identify the optimal number and role of base hospitals and alternative base stations and the roles, responsibilities, and relationships of prehospital and hospital providers.

**CURRENT STATUS:**

Meets the standard. Medical control is accomplished through development and enforcement of EMS system protocols, policies and procedures, Base Hospital agreements, and quality assurance reviews of service delivery. The EMS Medical Director exercises indirect medical control over the County EMS system. ~~The County has~~ REMSA has designated Base Hospital roles and responsibilities identified in base hospital agreements. Roles and relationships between prehospital and hospital providers are established in the EMS system protocols, policies and procedures, Base Hospital agreements, and provider agreements. ~~The optimal number and role of base hospitals was identified in a previous version of Riverside County's EMS plan and that information is still recognized as current. Significant increases in population or other demographics affecting the EMS system will prompt review of the optimal level of such resources as necessary.~~

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~Meets the standard.~~

Communications between Hospitals, medical facilities and the EMS Agency needs improvement.

**OBJECTIVE:**

Develop and implement a Hospital liaison or coordinator position within the EMS Agency.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.18 QA/QI

##### **STANDARD:**

Each local EMS agency shall establish a quality assurance/ quality improvement QA/QI program. This may include use of provider-based programs which are approved by the local EMS agency and which are coordinated with other system participants.

##### **RECOMMENDED GUIDELINES:**

Prehospital care providers should be encouraged to establish in-house procedures identifying methods of improving the quality of care provided.

##### **CURRENT STATUS:**

Meets Standard and Recommended Guidelines. ~~The EMS Agency~~ REMSA facilitates a system-wide ~~quality assessment/improvement~~ CQI program to monitor, review, evaluate and improve the delivery of prehospital care services. This program involves all system participants and involves prospective, concurrent, retrospective, and reporting/feedback mechanisms. Each provider agency is required to submit a ~~QA/QI~~ CQI program to ~~the EMS Agency~~ REMSA for review and approval. Annual reviews and updates of each ~~agency's QA/QI~~ organization's CQI plans are to be submitted to ~~agency's QA/QI~~ REMSA for approval. ~~The EMS Agency will be coordinating~~ REMSA coordinates the effort with all EMS participants to update CQI plans and procedures to comply with the October 2004 regulations.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

Lead the discussions and processes necessary for updating CQI plans at all levels of the EMS System. Continue to assist provider organizations to develop CQI plans and processes that meet the updated requirements of the October 2004 regulations.

##### **OBJECTIVE:**

~~Continue to work with providers to update CQI plans.~~

Work in collaboration with all EMS system participants to jointly develop a standardized template for QA/QI EMS provider agencies.

Work in collaboration with this same group to update The Riverside County EMS Agency's QA/QI plan and processes.

##### **TIME FRAME FOR MEETING OBJECTIVE:**



Short-range plan (one year or less)



Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.19 Policies, Procedures and Protocols

##### **STANDARD:**

Each local EMS agency shall develop written policies, procedures, and/or protocols including, but not limited to:

- a) triage,
- b) treatment,
- c) medical dispatch protocols,
- d) transport,
- e) on-scene treatment times,
- f) transfer of emergency patients,
- g) standing orders,
- h) base hospital contact,
- I) on scene physicians and other medical personnel,
- j) local scope of practice for prehospital personnel.

##### **RECOMMENDED GUIDELINES:**

Each local EMS agency should develop (or encourage the development of) pre-arrival/post dispatch instructions.

##### **CURRENT STATUS:**

Meets Standard and Recommended Guidelines. Policies, procedures and protocols are in place for all of the above listed system components, as well as other clinical and operational situations. ~~An EMD Guidelines Tasks Force recently completed the update of EMD guidelines for Riverside County EMD Dispatch agencies.~~ REMSA has approved of two dispatch agencies that give pre-arrival / post dispatch instructions.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

##### **OBJECTIVE:**

Continue to promote and encourage all Riverside County EMS dispatch agencies to use established Emergency Medical Dispatch (EMD) guidelines.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.20 DNR Policy

#### **STANDARD:**

Each local EMS agency shall have a policy regarding "Do Not Resuscitate (DNR)" situations in the prehospital setting, in accordance with the EMS Authority's DNR guidelines.

#### **CURRENT STATUS:**

Meets the standard. A "Do Not Resuscitate" (DNR) policy is in place in accordance with the EMS Authority DNR guidelines. **Physicians Orders for Life Sustaining Treatment (POLST) form was implemented in 2009.**

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

Continue to update DNR policy to reflect changing legal precedents and advances in medical knowledge in conjunction with the EMS physician community.

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.21 Determination of Death

**STANDARD:**

Each local EMS agency in conjunction with the county coroner(s) shall develop a policy regarding determination of death, including deaths at the scene of apparent crimes.

**CURRENT STATUS:**

Meets the standard. A “Determination of Death” policy is in place.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

Continue to update “Determination of Death” policy in conjunction with county coroner and EMS physician community to reflect changing legal precedents and advances in medical knowledge.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.22 Reporting of Abuse

**STANDARD:**

Each local EMS agency shall ensure that providers have a mechanism for reporting child abuse, elder abuse, and suspected SIDS deaths.

**CURRENT STATUS:**

Meets the standard. Reporting of Abuse policy is in place.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Medical Direction

#### 1.23 Interfacility Transfer

**STANDARD:**

The local EMS medical director shall establish policies and protocols for scope of practice of all prehospital medical personnel during interfacility transfers.

**CURRENT STATUS:**

Meets the standard. Policies and procedures have been developed and are in place for identifying the scope of practice for prehospital medical personnel during interfacility transfers (IFT).

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Interfacility EMS care and transportation policies require updating.

**OBJECTIVE:**

Form a protocol development committee comprised of a broad group of IFT providers and medical facilities to update the IFT policies.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Advanced Life Support

#### 1.24 ALS Systems

##### STANDARD:

1.24 Advanced life support services shall be provided only as an approved part of a local EMS system and all ALS providers shall have written agreements with the local EMS agency.

##### RECOMMENDED GUIDELINES:

Each local EMS agency, based on state approval, should, when appropriate, develop exclusive operating areas for ALS providers.

##### CURRENT STATUS:

~~Meets Standard and Recommended Guidelines.~~ Does not meet standard. All but one (1) ALS services in Riverside County have written agreements with ~~The Riverside County EMS Agency~~ REMSA. Riverside County is divided into twelve (12) operational zones. All zones are served by ALS provider agencies. Exclusive operating area agreements are in place for nine (9) of the twelve (12) zones. In the remaining three (3) zones, ALS services are furnished by two (2) provider agencies that historically served those areas.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

##### NEED(S):

An ALS provider authorization agreement is needed with Cathedral City Fire Department be fully compliant with Title 22, Chapter 4, Article 7, 100167(b)(4).

##### OBJECTIVE:

Obtain a written ALS agreement with Cathedral City Fire Department.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)       Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Advanced Life Support

#### 1.25 On-Line Medical Direction

**STANDARD:**

Each EMS system shall have on-line medical direction, provided by a base hospital (or alternative base station) physician or authorized registered nurse/ mobile intensive care nurse.

**RECOMMENDED GUIDELINES:**

Each EMS system should develop a medical control plan which determines:

- a) the base hospital configuration for the system,
- b) the process for selecting base hospitals, including a process for designation which allows all eligible facilities to apply, and
- c) the process for determining the need for in-house medical direction for provider agencies.

**CURRENT STATUS:**

Meets the standard. Seven (7) acute care facilities in Riverside County have been designated as base hospitals. They provide on-line medical control by physicians or certified mobile intensive care nurses. Base hospital agreements are in place.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

~~Develop and formalize a process for determining the need for in-house medical direction for provider agencies. Review and update other agreements as needed. Develop and formalize a process for selecting and reviewing base hospitals.~~

Review and update agreements as needed. Update and formalize a process for selecting and reviewing base hospitals.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Trauma Care System

#### 1.26 Trauma System Plan

**STANDARD:**

The local EMS agency shall develop a trauma care system plan, based on community needs and utilization of appropriate resources, which determines:

- a) the optimal system design for trauma care in the EMS area, and
- b) the process for assigning roles to system participants, including a process which allows all eligible facilities to apply.

**CURRENT STATUS:**

Meets the standard. The ~~Riverside County~~ Trauma Plan has been adopted by the Riverside County Board of Supervisors and approved by the State EMS Authority. The Trauma Plan was reviewed, revised and updated in 2007.

**COORDINATION WITH OTHER EMS AGENCIES:**

~~Not applicable for this Standard.~~

Accomplished through the Regional Trauma Coordinating Committee (RTCC)

**NEED(S):**

Continue work on the Regionalization of trauma services through the RTCC.

**OBJECTIVE:**

~~Review and update the Trauma Plan as required.~~

Continue work on the Regionalization of trauma services through the RTCC.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Pediatric Emergency Medical and Critical Care System

#### 1.27 Pediatric System Plan

##### **STANDARD:**

The local EMS agency shall develop a pediatric emergency medical and critical care system plan, based upon community needs and utilization of appropriate resources, which determines:

- a) the optimal system design for pediatric emergency medical and critical care in the EMS area, and
- b) the process for assigning roles to system participants, including a process which allows all eligible facilities to apply.

##### **CURRENT STATUS:**

Meets the standard. As a result of an EMSC review in 1995 and in 2008 using California Children's Services (CCS) standards, a determination was made that all receiving facilities and prehospital providers in the county met or exceeded the standards for basic pediatric emergency medical care. Regional facilities have been identified as destinations for critical pediatric patients. Riverside County Regional Medical Center (RCRMC) is in process of CCS approval for their PICU, at which point they will meet all requirements for full designation as a Level II pediatric Trauma Center.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

~~Not applicable for this Standard.~~

Each Trauma Center has an MOU with Inland Counties Emergency Medical Authority (ICEMA)'s Level I Pediatric Trauma Center.

##### **NEED(S):**

Review and update all facilities in Riverside County for EMSC standards.

##### **OBJECTIVE:**

Continue to review and evaluate pediatric critical care commensurate with EMSC initiatives and recommendations.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## A. SYSTEM ORGANIZATION AND MANAGEMENT

### Exclusive Operating Areas

1.28 EOA Plan

#### STANDARD:

The local EMS agency shall develop, and submit for state approval, a plan based on community needs and utilization of appropriate resources, for granting of exclusive operating areas which determines:

- a) the optimal system design for ambulance service and advanced life support services in the EMS area, and
- b) the process for assigning roles to system participants, including a competitive process for implementation of exclusive operating areas.

#### CURRENT STATUS:

Meets the standard. Riverside County is divided into twelve (12) operational zones. All zones are served by ALS provider agencies. Exclusive Operating Area (EOA) agreements are in place for ~~nine (9)~~ eleven (11) of the twelve (12) zones. County ordinances require a competitive bidding process prior to the awarding of any exclusive operating agreement.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

#### OBJECTIVE:

Continue to monitor all zones to determine any needed changes.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)



## B. STAFFING / TRAINING

### Local EMS Agency

#### 2.01 Assessment of Needs

**STANDARD:**

The local EMS agency shall routinely assess personnel and training needs.

**CURRENT STATUS:**

Meets the standard. ~~The EMS Agency monitors and assesses training needs for all prehospital personnel working in the County. Initial training and continuing education programs for prehospital providers are approved, monitored and reviewed regularly. Additional training needs are identified by QA/QI processes, changes or additions to existing policies and procedures, and in preparation for clinical studies and trials.~~

Initial training and continuing education programs for prehospital providers are approved, monitored and reviewed regularly. Additional training needs are identified by CQI processes.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Uniform field performance standards and objective evaluation tools that can be utilized through the CQI process to benchmark core competencies of field providers. State adoption of National Registry (NREMT) standards has established baseline core competencies for initial/entry level EMTs and Paramedics, however no consistent standard currently exists at either the State or LEMSA level for benchmarking continuing core competencies. This is of critical importance to maintain proficient patient care particularly for paramedic skills defined as low frequency and high risk. Development of standards by which personnel can be objectively and consistently assessed will enable all agencies to ensure optimal patient care and implement focused and cost effective continuing EMS education/training.

**OBJECTIVE:**

The CQI Technical Advisory Group (TAG) will evaluate, design, develop and implement field performance standards and objective evaluation processes for low frequency/high risk skills to be included into the Countywide CQI plan.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Local EMS Agency

#### 2.02 Approval of Training

**STANDARD:**

The EMS Authority and/or local EMS agencies shall have a mechanism to approve EMS education programs which require approval (according to regulations) and shall monitor them to ensure that they comply with state regulations.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA has systems in place to approve and monitor EMS training and prehospital continuing education (CE) programs. EMS training programs are reviewed regularly to ensure compliance with standards. ~~The Riverside County EMS Agency~~ REMSA collects and analyzes data to determine educational needs and compliance with regulations pertaining to program availability.

**COORDINATION WITH OTHER EMS AGENCIES:**

~~The Riverside County EMS Agency~~ REMSA coordinates with ICEMA to provide MICN training.

**NEED(S):**

All EMS education programs must make curriculum adjustments to conform to the National EMS Education Guidelines in 2010.

**OBJECTIVE:**

All programs must submit updated curricula and a list of proposed courses to the EMS Agency for approval by June 1, 2010.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Local EMS Agency

#### 2.03 Personnel

##### **STANDARD:**

The local EMS Agency shall have mechanisms to accredit, authorize, and certify prehospital medical personnel and conduct certification reviews, in accordance with state regulations. This shall include a process for prehospital providers to identify and notify the local EMS Agency of unusual occurrences which could impact EMS personnel certification.

##### **CURRENT STATUS:**

Meets the standard. Policies and personnel are in place for ~~the EMS Agency~~ REMSA to accredit, authorize and certify prehospital emergency medical personnel, according to State regulations. Specific policies are in place requiring that unusual occurrences which could impact EMS personnel certification be reported to ~~The Riverside County EMS Agency~~ REMSA.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

~~The Riverside County EMS Agency~~ REMSA routinely works with other LEMSAs and the EMSA on accreditation and certification issues for purposes of information sharing and to ensure consistency with respect to certification decisions.

##### **NEED(S):**

All re-certification, re-verification and re-authorization policies must be evaluated and updated based upon changes to the Countywide Quality Improvement Plan (QIP)

##### **OBJECTIVE:**

~~Continue to review the mechanisms to accredit, authorize and certify prehospital personnel and conduct certification reviews in accordance with State regulations.~~

Update all re-certification, re-verification and re-authorization policies based upon changes to the Countywide Quality Improvement Plan (QIP).

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Dispatchers

#### 2.04 Dispatch Training

##### **STANDARD:**

Public safety answering point (PSAP) operators with medical responsibility shall have emergency medical orientation and all medical dispatch personnel (both public and private) shall receive emergency medical dispatch training in accordance with the EMS Authority's Emergency Medical Dispatch Guidelines.

##### **RECOMMENDED GUIDELINES:**

Public safety answering point (PSAP) operators with medical dispatch responsibilities and all medical dispatch personnel (both public and private) should be trained and tested in accordance with the EMS Authority's Emergency Medical Dispatch Guidelines.

##### **CURRENT STATUS:**

~~While The Riverside County EMS Agency REMSA~~ has existing policies in place for training of EMD personnel, operations of an EMD provider agency and quality assurance for these activities, this level of service has not been mandated within the County. ~~Therefore, it is likely that some of the answering points may not have received this orientation and training. The Riverside County EMS Agency's EMD Task Force recently completed working on updates to our EMD policies to reflect the EMS Authority's latest Emergency Medical Dispatch Guidelines.~~

Through the EMD approval process, medical dispatch personnel are oriented and receive training according to emergency medical dispatch guidelines through EMD approval process.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable with this Standard.

##### **NEED(S):**

~~The Riverside County EMS Agency REMSA~~ needs ~~should continue~~ to work collaboratively with all organizations that operate PSAPs to ensure that appropriate orientation and emergency medical dispatch training has been provided to all emergency medical dispatch personnel in accordance with EMSA EMD guidelines.

##### **OBJECTIVE:**

To work towards ensuring that 100% of all medical 9-1-1 calls are handled by a PSAP operating in accordance with EMSA EMD guidelines.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### First Responders (non-transporting)

#### 2.05 First Responder Training

**STANDARD:**

At least one person on each non-transporting EMS first response unit shall have been trained to administer first aid and CPR within the previous three years.

**RECOMMENDED GUIDELINES:**

At least one person on each non-transporting EMS first response unit should be currently certified to provide defibrillation and have available equipment commensurate with such scope of practice, when such a program is justified by the response times for other ALS providers.

**CURRENT STATUS:**

Meets the standard. All non-transporting EMS first response personnel are required to maintain current first aid and CPR certification. ~~Defibrillation equipment is not currently provided by some EMS first response units.~~

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~Encourage placement of defibrillation equipment on all EMS first response units that are not currently so equipped.~~

Monitor and ensure the training levels for current and new personnel.

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### First Responders (non-transporting)

2.06 Response

#### STANDARD:

Public safety agencies and industrial first aid teams shall be encouraged to respond to medical emergencies and shall be utilized in accordance with local EMS agency policies.

#### RECOMMENDED GUIDELINES:

At least one person on each non-transporting EMS first response unit should be currently certified at the EMT-I level and have available equipment commensurate with such scope of practice.

#### CURRENT STATUS:

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA assists public safety agencies and industrial first aid teams upon request.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

~~The Riverside County EMS Agency~~ REMSA needs to consider additional efforts to incorporate public safety agencies and industrial first aid teams into the overall EMS system response mechanism where such coordination does not currently exist.

#### OBJECTIVE:

1. Build relationships with entities providing first responders that may be operating outside the current sphere of the formal EMS system.
2. Encourage all such entities to request recognition by ~~the Riverside County EMS Agency~~ REMSA and to operate in a manner that is consistent with all local EMS agency policies.
3. Develop and enter into written agreements with such entities as deemed appropriate.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## **B. STAFFING / TRAINING**

### **First Responders (non-transporting)**

2.07 Medical Control

#### **STANDARD:**

Non-transporting EMS first responders shall operate under medical direction policies, as specified by the local EMS agency medical director.

#### **CURRENT STATUS:**

Meets the standard. All non-transporting EMS first responder organizations recognized by The Riverside County EMS Agency operate under medical direction policies specified by the Agency Medical Director.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Transporting Personnel

#### 2.08 EMT-I Training

**STANDARD:**

All emergency medical transport vehicle personnel shall be currently certified at least at the EMT-I level.

**RECOMMENDED GUIDELINES:**

If advanced life support personnel are not available, at least one person on each emergency medical transport vehicle should be trained to provide defibrillation.

**CURRENT STATUS:**

Meets Standard. All emergency medical transport vehicles have personnel currently certified at the EMT-I level. While all emergency medical transport personnel have basic CPR / AED training, most transport provider agencies have not sought AED Provider approval from ~~The Riverside County EMS Agency~~ REMSA.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable with this Standard.

**NEED(S):**

Defibrillation capability on all EMS transport vehicles.

**OBJECTIVE:**

Promote defibrillation capability on all EMS transport vehicles by encouraging BLS transport provider agencies to seek approval as AED providers.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## **B. STAFFING / TRAINING**

### **Hospital**

2.09 CPR Training

**STANDARD:**

All allied health personnel who provide direct emergency patient care shall be trained in CPR.

**CURRENT STATUS:**

Meets the standard. Current CPR certification is required for all personnel who provide direct emergency patient care.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Hospital

#### 2.10 Advanced Life Support

**STANDARD:**

All emergency department physicians and registered nurses who provide direct emergency patient care shall be trained in advanced life support.

**RECOMMENDED GUIDELINES:**

All emergency department physicians should be certified by the American Board of Emergency Medicine.

**CURRENT STATUS:**

Meets the standard. All emergency department physicians and registered nurses who provide direct emergency patient care are trained in advanced life support.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Encourage all emergency department physicians to become certified by the American Board of Emergency Medicine.

**OBJECTIVE:**

Develop written agreements with all receiving facilities to promote standards for training and certification of physicians and nurses.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Advanced Life Support

#### 2.11 Accreditation Process

**STANDARD:**

The local EMS agency shall establish a procedure for accreditation of advanced life support personnel which includes orientation to system policies and procedures, orientation to the roles and responsibilities of providers within the local EMS system, testing in any optional scope of practice, and enrollment into the local EMS agency's quality assurance/quality improvement process.

**CURRENT STATUS:**

Meets the standard. By current policy, all ALS provider organizations are required to provide orientation to advanced life support personnel regarding system policies and procedures, and roles and responsibilities of providers within the local EMS, including quality assurance/quality improvement the CQI process.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~Not applicable for this Standard.~~

ALS accreditation and re-verification policies must be evaluated and updated based upon changes to the Countywide Quality Improvement Plan (QIP)

**OBJECTIVE:**

~~Not applicable for this Standard.~~

Update ALS accreditation and re-verification policies based upon changes to the Countywide Quality Improvement Plan (QIP)

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **B. STAFFING / TRAINING**

### **Advanced Life Support**

#### 2.12 Early Defibrillation

**STANDARD:**

The local EMS agency shall establish policies for local accreditation of public safety and other basic life support personnel in early defibrillation.

**CURRENT STATUS:**

Meets the standard

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## B. STAFFING / TRAINING

### Advanced Life Support

#### 2.13 Base Hospital Personnel

**STANDARD:**

All base hospital/alternative base station personnel who provide medical direction to prehospital personnel shall be knowledgeable about local EMS agency policies and procedures and have training in radio communications techniques.

**CURRENT STATUS:**

Meets the standard. Local EMS Agency policies and contracts with base hospitals require base hospital personnel who provide medical direction to prehospital personnel to be knowledgeable in local EMS Agency policies and procedures and radio communications techniques.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

MICN authorization policy must be evaluated and updated based upon changes to the Countywide Quality Improvement Plan (QIP)

**OBJECTIVE:**

Update the MICN authorization policy based upon changes to the Countywide Quality Improvement Plan (QIP)

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Communications Equipment

#### 3.01 Communications Plan

##### **STANDARD:**

The local EMS agency shall plan for EMS communications. The plan shall specify the medical communications capabilities of emergency medical transport vehicles, non-transporting advanced life support responders, and acute care facilities and shall coordinate the use of frequencies with other users.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency's communications plan should consider the availability and use of satellites and cellular telephones.

##### **CURRENT STATUS:**

Meets the Standard and the Recommended Guidelines. In 2008 REMSA the Riverside County EMS Agency updated its communication policies to require that all the entities listed in the standard to have communications capabilities among themselves, with the exception of BLS ambulances, which currently do not have 9-1-1 responsibilities within our system. The purpose of these policies is to define standard radio frequencies for ALS providers and guidelines to be observed by prehospital and hospital personnel operating in Riverside County during normal and multi-casualty and disaster operations. The standard includes requirements for provider communications centers for dispatch, support and tactical (car-to-car) operations. A universal Countywide radio frequency annex was also implemented.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

The Riverside County EMS Agency needs to work to include non 9-1-1 BLS ambulances in the communications plan. Although these resources do not have 9-1-1 responsibilities, they represent the surge capacity for our system in the event of a disaster and they should have common frequencies that allow them to communicate with appropriate agencies during such operations.

The current infrastructure has components that are over 30 years old. REMSA is meeting with the Countywide communications group in order to accomplish current and future EMS communications needs. Current reviews have shown that the EMS communications infrastructure is inadequate to support EMS management requirements during disaster operations. The following needs have been identified:

1. A single point of contact for field providers to receive patient destinations and coordinate patient distribution across the operational area and the region during mass casualty events.
2. Communications infrastructure and a staffing within a centralized venue to support the single point of contact model.
3. An operational area EMS/ambulance dispatch center.
4. An EMS Communications Plan for coordinated Countywide management of EMS assets during mass casualty events. This plan will provide for functional and operational elements consisting of multiple radio communications redundancies as not rely on cell phones.

##### **OBJECTIVE:**

~~Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.~~

~~The Riverside County EMS Agency shall consider the recommendations of the task force in making determinations about necessary updates to our County's Ambulance Ordinance and communications policies.~~

Through the Countywide Communications group we will assess, design, develop and implement improved radio communications infrastructure and a Countywide EMS communications plan.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Communications Equipment

#### 3.02 Radios

**STANDARD:**

Emergency medical transport vehicles and non-transporting advanced life support responders shall have two-way radio communications equipment which complies with the local EMS communications plan and which provides for dispatch and ambulance-to-hospital communication.

**RECOMMENDED GUIDELINES:**

Emergency medical transport vehicles should have two-way radio communications equipment which complies with the local EMS communications plan and which provides for vehicle-to-vehicle (including both ambulances and non-transporting first responder units) communication.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA requires that all of the entities listed in the standard have two-way radio equipment. ~~BLS ambulances are not currently required to have ambulance to hospital communications capabilities, although they are able to contact hospitals through their respective dispatch centers or, in some cases, directly by cell phone~~

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~The Riverside County EMS Agency needs to further examine the need for non 9-1-1 ambulances to have direct vehicle to hospital communications.~~

To upgrade all radio communications infrastructure to meet growing coverage and traffic needs.

**OBJECTIVE:**

~~Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.~~

~~The Riverside County EMS Agency shall consider the recommendations of the task force in making determinations about necessary updates to our County's Ambulance Ordinance and communications policies.~~

To assess, design, develop and implement an improved radio communications infrastructure and a Countywide EMS communications plan through the Countywide Communications group.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## C. COMMUNICATIONS

### Communications Equipment

#### 3.03 Interfacility Transfer

**STANDARD:**

Emergency medical transport vehicles used for interfacility transfers shall have the ability to access both the sending and receiving facilities. This could be accomplished by cellular telephone.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA requires that all ALS emergency medical transport vehicles and BLS ambulances have two-way communications capabilities with all sending and receiving facilities. ~~BLS ambulances are not currently required to have ambulance to hospital radio communications capabilities, although they are able to contact sending and receiving facilities through their respective dispatch centers or, in some cases, directly by cell phone.~~

**COORDINATION WITH OTHER EMS AGENCIES:**

See below.

**NEED(S):**

~~The Riverside County EMS Agency needs to further examine the need for non 9-1-1 ambulances to have direct vehicle to hospital communications.~~

REMSA needs to enhance communications for interfacility transfers

**OBJECTIVE:**

~~Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.~~

To cooperate with other LEMSAs in order to design and develop a single source of contact for arranging interfacility transfers such as they do in Los Angeles County with their Medical Alert Center (MAC). ~~The Riverside County EMS Agency shall consider the recommendations of the task force in making determinations about necessary updates to our County's Ambulance Ordinance and communications policies.~~

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Communications Equipment

#### 3.04 Dispatch Center

**STANDARD:**

All emergency medical transport vehicles where physically possible (based on geography and technology), shall have the ability to communicate with a single dispatch center or disaster communications command post.

**CURRENT STATUS:**

Does not meet standard. ~~The Riverside County EMS Agency requires that emergency medical transport vehicles that operate within the sphere of our 9-1-1 system have the ability to communicate with a single dispatch center or disaster communications command post. Non 9-1-1 BLS ambulances are not currently required to meet this standard.~~ REMSA has implemented a communication policy that standardizes the criteria for frequency use and provider requirements for radio interoperability. However, the EMS communications infrastructure “backbone” is inadequate at this time to support Countywide coverage enabling communications with a single center. Countywide communications of this type currently depend upon coordination and cooperation between PSAPs and provider agency dispatch centers.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~The Riverside County EMS Agency needs to further examine the need for non 9-1-1 ambulances to have the ability to communicate with a single dispatch center or disaster communications command post.~~ To upgrade all radio communications infrastructure to meet growing coverage and traffic needs. Air medical providers currently do not have sufficient communications capability with a designated in-County communications center or receiving Hospitals.

**OBJECTIVE:**

~~Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.~~

~~The Riverside County EMS Agency shall consider the recommendations of the task force in making determinations about necessary updates to our County’s Ambulance Ordinance and communications policies.~~

To assess, design, develop and implement an improved radio communications infrastructure and a Countywide EMS communications plan through the Countywide Communications group.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Communications Equipment

#### 3.05 Hospitals

##### **STANDARD:**

All hospitals within the local EMS system shall (where physically possible) have the ability to communicate with each other by two-way radio.

##### **RECOMMENDED GUIDELINES:**

All hospitals should have direct communications access to relevant services in other hospitals within the system (e.g., poison information, pediatric and trauma consultation).

##### **CURRENT STATUS:**

Meets the Standard and the Recommended Guidelines. All Riverside County hospitals are on the ReddiNet system which allows for them to have real-time communications with each other in the event of a disaster or to ascertain services from another hospital. ~~Our Bioterrorism Preparedness and Response Branch is currently in the process of managing the installation of 800 MHz radio equipment in all hospitals in Riverside County.~~

800 MHz radios have been installed in all acute care hospitals. ReddiNet will be upgraded in 2011 to include satellite and internet redundancies.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

1. Training is needed for users of the 800 MHz radio system.
- 2.

##### **OBJECTIVE:**

~~Our Bioterrorism Preparedness and Response Branch is currently in the process of managing the installation of 800 MHz radio equipment in all hospitals in Riverside County.~~

To improve efficiency of using the 800 MHz radio and ReddiNet systems through the use of focused exercises and drills

##### **TIME FRAME FOR MEETING OBJECTIVE:**



Short-range plan (one year or less)



Long-range plan (more than one year)

## C. COMMUNICATIONS

### Communications Equipment

3.06 MCI / Disasters

#### STANDARD:

The local EMS agency shall review communications linkages among providers (prehospital and hospital) in its jurisdiction for their capability to provide service in the event of multi-casualty incidents and disasters.

#### CURRENT STATUS:

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA reviews its communication capabilities on a regular basis through county wide disaster drills and review of communications policies.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

~~The Riverside County EMS Agency needs to further examine the need for non 9-1-1 BLS ambulances to have the ability to communicate during multi-casualty incidents and disasters.~~

A current review indicates that the EMS communications infrastructure is inadequate to support EMS command and control requirements during disaster operations. The following needs have been identified:

1. A single point of contact for field providers to receive patient destinations and coordinate patient distribution across the operational area and the region during mass casualty events.
2. Communications infrastructure and a staffing within a centralized venue to support the single point of contact model.
3. An operational area EMS/ambulance dispatch center.
4. An EMS Communications Plan for coordinated Countywide command and control of EMS assets during mass casualty events.

#### OBJECTIVE:

1. Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.
2. ~~The Riverside County EMS Agency~~ REMSA shall consider the recommendations of the task force in making determinations about necessary updates to our County's Ambulance Ordinance and communications policies.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Public Access

3.07 9-1-1 Planning / Coordination

#### **STANDARD:**

The local EMS agency shall participate in on-going planning and coordination of the 9-1-1 telephone service.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should promote the development of enhanced 9-1-1 systems.

#### **CURRENT STATUS:**

Meets the standard. Enhanced 9-1-1 system is already in place in Riverside County.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Public Access

#### 3.08 9-1-1 Public Education

#### **STANDARD:**

The local EMS agency shall be involved in public education regarding the 9-1-1 telephone service as it impacts system access.

#### **CURRENT STATUS:**

~~Meets the standard. Written agreements with EMS providers throughout Riverside County include the requirement for public education regarding the use of the 9-1-1 telephone system.~~

REMSA is not directly involved in 9-1-1 public education. However, other offices within Riverside County Public Health Department (REMSA's parent agency) provide age-and language-appropriate education.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

REMSA recognizes that the public misuse of the 9-1-1 system for EMS is a growing problem in Riverside County. Efforts must be made to continue with programs that educate the public on the proper use of 9-1-1. Additionally, the use of EMD by PSAPs would help to alleviate this problem.

#### **OBJECTIVE:**

To ascertain the effectiveness and feasibility of 9-1-1 public educational programs.

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Resource Management

#### 3.09 Dispatch Triage

**STANDARD:**

The local EMS agency shall establish guidelines for proper dispatch triage which identifies appropriate medical response.

**RECOMMENDED GUIDELINES:**

The local EMS agency should establish an emergency medical dispatch priority reference system, including systemized caller interrogation, dispatch triage policies, and post-dispatch instructions.

**CURRENT STATUS:**

Meets the standard. Currently there is no mandate for organizations to be EMD provider agencies. Organizations requesting approval of their EMD program must submit a request to ~~The Riverside County EMS Agency~~ REMSA which must include a complete set of protocols to be utilized, program performance objectives, and other program and quality assurance information. Our BLS Utilization Guidelines assist BLS ambulance providers to determine appropriate level of medical response. In 2008 the City of Riverside, the largest City in the County, fully implemented an EMD program.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

To establish EMD as the standard for all PSAPs and EMS/Ambulance dispatch centers. Mass casualty dispatch triage protocols need to be developed for implementation during disaster events.

**OBJECTIVE:**

~~Continue to promote and encourage all Riverside County EMS agencies to use established Emergency Medical Dispatch (EMD) guidelines.~~

1. To establish a Countywide plan to include all PSAPs and EMS/Ambulance dispatch centers to be EMD approved.
2. Develop and implement dispatch triage protocols for disaster response.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## C. COMMUNICATIONS

### Resource Management

#### 3.10 Integrated Dispatch

**STANDARD:**

The local EMS system shall have functionally integrated dispatch with system-wide emergency services coordination, using standardized communications frequencies.

**RECOMMENDED GUIDELINES:**

The local EMS agency should develop a mechanism to ensure appropriate system-wide ambulance coverage during periods of peak demand.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency's~~ REMSA's communication standard policy establishes a system-wide integrated dispatch for ALS providers using standardized communication frequencies. Contracts with major ALS providers address adequate coverage during periods of peak demand in most areas of the county.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~The Riverside County EMS Agency's~~ REMSA needs to further examine the communications needs for non 9-1-1 BLS ambulances and interoperability between EMS provider agencies.

**OBJECTIVE:**

~~Establish a task force to consider all communications issues relating to non 9-1-1 BLS ambulances within our system.~~

~~The Riverside County EMS Agency shall consider the recommendations of the task force in making determinations about necessary updates to our County's Ambulance Ordinance and communications policies.~~

Assess, design, develop and implement an improved radio communications infrastructure and a Countywide EMS communications plan through the services of a communications consultant.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.01 Service Area Boundaries

#### **STANDARD:**

The local EMS agency shall determine the boundaries of emergency medical transportation service areas.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should secure a county ordinance or similar mechanism for establishing emergency medical transport service areas (e.g., ambulance response zones).

#### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Riverside County is divided into twelve (12) operational zones. All zones are served by ALS provider agencies. Exclusive operating area agreements are in place for nine (9) of the twelve (12) zones. In the remaining three (3) zones, ALS services are furnished by provider agencies that historically served those areas. The boundaries of emergency medical transportation service areas were established by the Riverside County Board of Supervisors in coordination with the Western Riverside Council of Governments and the Coachella Valley Association of Governments. ~~All ALS services in Riverside County have written agreements with The Riverside County EMS Agency.~~

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.02 Monitoring

#### STANDARD:

The local EMS agency shall monitor emergency medical transportation services to ensure compliance with appropriate statutes, regulations, policies, and procedures.

#### RECOMMENDED GUIDELINES:

The local EMS agency should secure a county ordinance or similar mechanism for licensure of emergency medical transport services. These should be intended to promote compliance with overall system management and should, wherever possible, replace any other local ambulance regulatory programs within the EMS area.

#### CURRENT STATUS:

Meets the standard and recommended guidelines. ~~The Riverside County EMS Agency's~~ REMSA's policies and licensing measures provide for retrospective, concurrent, and prospective quality assurance to ensure compliance.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

#### OBJECTIVE:

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## **D. RESPONSE AND TRANSPORTATION**

### **Universal Level**

#### 4.03 Classifying Medical Requests

**STANDARD:**

The local EMS agency shall determine criteria for classifying medical requests (e.g., emergent, urgent, and non-emergent) and shall determine the appropriate level of medical response to each.

**CURRENT STATUS:**

Meets the standard. Our BLS Utilization Guidelines assists BLS ambulance providers to determine appropriate level of transport. Policies are in place providing EMS responders with appropriate response and transport criteria. Such policies include, but are not limited to: EMD Provider Agency Guidelines, Cancellation/Reduction of Ambulance Equipment at Scene, and Determination of Death criteria. General BLS Treatment Guidelines provide direction to BLS providers for requesting ALS response.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **D. RESPONSE AND TRANSPORTATION**

### **Universal Level**

#### 4.04 Prescheduled Responses

#### **STANDARD:**

Service by emergency medical transport vehicles which can be pre-scheduled without negative medical impact shall be provided only at levels which permit compliance with EMS agency policy.

#### **CURRENT STATUS:**

Meets the standard. Pre-scheduled ambulance transports can only be done by permitted providers and vehicles.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.05 Response Time Standards

##### STANDARD:

Each local EMS agency shall develop response time standards for medical responses. These standards shall take into account the total time from receipt of the call at the primary public safety answering point (PSAP) to arrival of the responding unit at the scene, including all dispatch intervals and driving time.

##### RECOMMENDED GUIDELINES:

Emergency medical service areas (response zones) shall be designated so that, for ninety percent of emergent responses:

- a. the response time for a basic life support and CPR capable first responder does not exceed:  
Metro/urban--5 minutes Suburban/rural--15 minutes  
Wilderness--as quickly as possible
- b. the response time for an early defibrillation-capable responder does not exceed:  
Metro/urban--5 minutes  
Suburban/rural--as quickly as possible  
Wilderness--as quickly as possible
- c. the response time for an advanced life support capable responder (not functioning as the first responder) does not exceed:  
Metro/urban--8 minutes  
Suburban/rural--20 minutes  
Wilderness--as quickly as possible
- d. the response time for an EMS transportation unit (not functioning as the first responder) does not exceed:  
Metro/urban--8 minutes  
Suburban/rural--20 minutes  
Wilderness--as quickly as possible.

##### CURRENT STATUS:

Does not meet the standard. ~~The Riverside County EMS Agency~~ REMSA has adopted a standard of ALS Ambulance response within 9 minutes and 59 seconds for at least 90% of 9-1-1 responses. Current written agreements require that contracted ALS Ambulance providers arrive at the scene within 9 minutes and 59 seconds for at least 90% of 9-1-1 responses. No such agreements are currently in place with respect to BLS first response or for other non-contracted ALS Ambulance providers. Countywide response time criteria has not been established for first responder services.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable to this standard.

##### NEED(S):

Agreements need to be developed to establish response time criteria for all ~~BLS first response and non-contracted ALS Ambulance providers.~~ EMS providers. Metrics need to be developed to track the time interval from receipt of call at the primary PSAP to receipt by the agency dispatch center that can complete the response. With this being said, REMSA recognizes that tracking response times can be used as an insufficient substitute for measuring EMS performance. EMS performance measurements based on clinical outcomes and Continuous Quality Improvement (CQI) indicators are superior for

evaluating EMS performance.

**OBJECTIVE:**

1. Identify appropriate response time standards for Riverside County.
2. Develop and enact written agreements that ensure compliance with the adopted response time standards.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.06 Staffing

**STANDARD:**

All emergency medical transport vehicles shall be staffed and equipped according to current state and local EMS agency regulations and appropriately equipped for the level of service provided.

**CURRENT STATUS:**

Meets the standard. Policies, procedures, contracts, and county ordinance establish staffing and equipment requirements. All emergency medical transports vehicles currently meet state and local regulations for staffing and equipment.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.07 First Responder Agencies

##### STANDARD:

The local EMS agency shall integrate qualified EMS first responder agencies (including public safety agencies and industrial first aid teams) into the system.

##### CURRENT STATUS:

Meets the standard. All fire department first responders are integrated into the EMS System. A First Responder AED policy is in place. Industrial first aid teams are integrated through our disaster preparedness programs.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

##### NEED(S):

~~The Riverside County EMS Agency~~ REMSA needs to continue to increase its efforts in incorporating Public Safety agencies and industrial first aid teams into the overall EMS system response mechanism where such coordination does not currently exist.

##### OBJECTIVE:

1. Build relationships with entities providing first responders that have been determined to be operating outside the current sphere of the formal EMS system.
2. Encourage all such entities to operate in a manner that is consistent with all local EMS agency policies.
3. Develop and enter into written agreements with such entities as deemed appropriate.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)



## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.08 Medical & Rescue Aircraft

##### STANDARD:

The local EMS agency shall have a process for categorizing medical and rescue aircraft and shall develop policies and procedures regarding:

- a) authorization of aircraft to be utilized in prehospital patient care,
- b) requesting of EMS aircraft,
- c) dispatching of EMS aircraft,
- d) determination of EMS aircraft patient destination,
- e) orientation of pilots and medical flight crews to the local EMS system, and
- f) addressing and resolving formal complaints regarding EMS aircraft.

##### CURRENT STATUS:

Meets the standard. Current policies make provisions for the authorization of aircraft operations, including requesting of EMS aircraft, dispatching of EMS aircraft and patient destination. Air Ambulances operating in Riverside County are permitted by ~~Riverside County EMS Agency~~ REMSA, so they have familiarity with the local EMS system standards.

All EMS providers are required to report unusual occurrences, and REMSA collects all PCRs relating to patients transported by air.

Air utilization CQI review and policy level guidance has been placed under the auspices of the Trauma Audit Committee (TAC).

##### COORDINATION WITH OTHER EMS AGENCIES:

~~Riverside County EMS Agency~~

An EMSA coordinated Air Medical Task Force is in the process of developing regional air utilization within the trauma region.

##### NEED(S):

To update the current air utilization policy. Assesses current and develop air utilization policies to comply with EMSA's Air Medical Taskforce's recommended guidelines.

##### OBJECTIVE:

REMSA is currently working with EMSA to rework air medical guidelines

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.09 Air Dispatch Center

#### STANDARD:

The local EMS agency shall designate a dispatch center to coordinate the use of air ambulances or rescue aircraft.

#### CURRENT STATUS:

Meets the standard. Current policy mandates that all EMS aircraft requests shall be made through Riverside County Fire Department's Emergency Command Center.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

The permit process will assure that providers are utilizing the National Transportation Safety Board (NTSB) recommended formalized dispatch and flight following procedures.

#### OBJECTIVE:

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.10 Aircraft Availability

**STANDARD:**

The local EMS agency shall identify the availability and staffing of medical and rescue aircraft for emergency patient transportation and shall maintain written agreements with aeromedical services operating within the EMS area.

**CURRENT STATUS:**

Does not meet the standard. Current policies require aeromedical services operating within the EMS area to notify ~~The Riverside County EMS Agency~~ REMSA when there is an interruption in their availability. ~~Air Ambulance providers responding to EMS incidents in Riverside County operate under a permit.~~ Agreements are in development with out-of-state providers.

**COORDINATION WITH OTHER EMS AGENCIES:**

Out of state and regional EMS organizations

**NEED(S):**

To formulate contracts with all air providers

**OBJECTIVE:**

All permitted air providers will be required to have a contract with REMSA

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.11 Specialty Vehicles

**STANDARD:**

Where applicable, the local EMS agency shall identify the availability and staffing of all-terrain vehicles, snowmobiles, and water rescue and other transportation vehicles.

**RECOMMENDED GUIDELINES:**

The local EMS agency should plan for response by and use of all-terrain vehicles, snow mobiles, and water rescue vehicles in areas where applicable. This plan should consider existing EMS resources, population density, environmental factors, dispatch procedures and catchment area.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA is made aware of specialized vehicles for EMS response through our association with our providers. We do not currently maintain a formal inventory of this equipment. Such equipment is available throughout the EMS system via mutual aid agreements.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

Establish and maintain a formal inventory of this equipment.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.12 Disaster Response

**STANDARD:**

The local EMS agency, in cooperation with the local office of emergency services (OES), shall plan for mobilizing response and transport vehicles for disaster.

**CURRENT STATUS:**

Meets the standard. All permitted ambulance provider organizations must agree to respond during disaster situations. The multi-hazard, functional Emergency Operation Plan (EOP), maintained by the County's Office of Emergency Services, addresses and plans for sufficient capacity of resources in the event of disaster situations.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

To develop a more prescriptive disaster medical response plan inclusive of a Multiple Patient Management / MCI Plan.

**OBJECTIVE:**

To write an all hazards disaster medical health response plan inclusive of patient distribution protocols as a function of the Multiple Patient Management Plan /MCI Plan that aligns with the California Disaster Medical Operations Manual.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.13 Inter-county Response

**STANDARD:**

The local EMS agency shall develop agreements permitting inter-county responses of emergency medical transport vehicles and EMS personnel.

**RECOMMENDED GUIDELINES:**

The local EMS agency should encourage and coordinate development of mutual aid agreements which identify financial responsibility for mutual aid responses.

**CURRENT STATUS:**

Meets the standard.

**COORDINATION WITH OTHER EMS AGENCIES:**

The ~~Riverside County EMS Agency~~ REMSA needs to coordinate with surrounding Local Emergency Medical Services Agencies (LEMSA) to review and update written agreements as deemed necessary.

**NEED(S):**

To ensure updated written agreements for all jurisdictions contiguous to Riverside County.

**OBJECTIVE:**

The ~~Riverside County EMS Agency~~ REMSA will coordinate with surrounding LEMSAs and the State of Arizona to review and update written agreements as deemed necessary

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.14 Incident Command System

**STANDARD:**

The local EMS agency shall develop multi-casualty response plans and procedures which include provisions for on-scene medical management, using the Incident Command System (ICS).

**CURRENT STATUS:**

Meets the standard. Currently this standard is met by a singular policy that establishes a flexible medical management and documentation strategy for multi-casualty incidents to improve medical management and decrease scene time. REMSA policy is incorporated into the County's overall disaster plans. ICS is included in all levels of operational planning.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

The current MCI policy has been updated to be consistent with FIRESCOPE. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs.

**OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Universal Level

#### 4.15 MCI Plans

**STANDARD:**

Multi-casualty response plans and procedures shall utilize state standards and guidelines

**CURRENT STATUS:**

Meets the standard. The multi-casualty policy was developed through a multi-disciplinary Task Force. The policy follows applicable state standards and guidelines.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

The current MCI policy has been updated to be consistent with FIREScope. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs.

**OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## D. RESPONSE AND TRANSPORTATION

### Advanced Life Support

#### 4.16 ALS Staffing

**STANDARD:**

All ALS ambulances shall be staffed with at least one person certified at the advanced life support level and one person staffed at the EMT-I level.

**RECOMMENDED GUIDELINES:**

The local EMS agency should determine whether advanced life support units should be staffed with two ALS crew members or with one ALS and one BLS crew members.

On any emergency ALS unit which is not staffed with two ALS crew members, the second crew member should be trained to provide defibrillation, using available defibrillators.

**CURRENT STATUS:**

Meets the standard. ~~By County Ordinance and through contracts, all ALS ambulances are staffed with at least one person certified at the advanced life support level and one person staffed at the EMT-I level. While EMT-Is have the necessary defibrillation training by means of the AED training associated with their CPR certification, the defibrillation equipment available on ALS ambulances does not fall within their accepted scope of practice~~ Minimum staffing for an ALS ambulance is one certified EMT-I and one Riverside County accredited paramedic.

The Riverside County EMS Agency REMSA has made the determination that this staffing configuration meets the needs of our local EMS system.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Establish a mechanism mandating all EMT-Is working on ALS ambulances to be AED certified.

**OBJECTIVE:****TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Advanced Life Support

#### 4.17 ALS Equipment

**STANDARD:**

All emergency ALS ambulances shall be appropriately equipped for the scope of practice of its level of staffing.

**CURRENT STATUS:**

Meets the standard. Current Local EMS Agency policies ensure that all emergency ALS ambulances are appropriately equipped for the ALS scope of practice.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Ambulance Regulation

#### 4.18 Compliance

**STANDARD:**

The local EMS agency shall have a mechanism (e.g., an ordinance and/or written provider agreements) to ensure that EMS transportation agencies comply with applicable policies and procedures regarding system operations and clinical care

**CURRENT STATUS:**

Meets the standard. County Ordinance and written agreements ensure compliance by EMS transportation agencies. Policies and procedures govern other elements of clinical care and system operations. In 2008 the EMS Agency added a compliance officer position to the staff. The compliance officer works with the ambulance permit officer to ensure provider agency compliance with policies. In 2008, REMSA established a clinical data set that complies with CEMSIS for obtaining online clinical data for system-wide enhancements.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

To establish metrics in order to measure compliance criteria.

**OBJECTIVE:**

1. To develop system performance standards and benchmarks
2. To develop a standardized set of metrics for measuring compliance

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Exclusive Operating Permits

#### 4.19 Transportation Plan

**STANDARD:**

Any local EMS agency which desires to implement exclusive operating areas, pursuant to Section 1797.224, H&SC, shall develop an EMS transportation plan which addresses:

- a) minimum standards for transportation services,
- b) optimal transportation system efficiency and effectiveness, and
- c) use of a competitive process to ensure system optimization.

**CURRENT STATUS:**

Meets the standard. ~~Through a competitive process, exclusive operating areas have been awarded to certain EMS provider organizations~~ Pursuant to the statute, exclusive operating areas have been awarded to certain EMS provider organizations. Through contracts, permits and the County Ambulance Ordinance, the above standards for transportation services are met.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Exclusive Operating Permits

#### 4.20 "Grandfathering"

##### **STANDARD:**

Any local EMS agency which desires to grant an exclusive operating permit without use of a competitive process shall document in its EMS transportation plan that its existing provider meets all of the requirements for non-competitive selection ("grand fathering") under Section 1797.224, H&SC.

##### **CURRENT STATUS:**

Meets the standard. ~~Through a competitive process, exclusive operating areas have been awarded to certain EMS provider organizations.~~ Eleven of the 12 ambulance operating areas have been awarded under the grandfathering clause of Section 1797.224 of the H&SC.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Exclusive Operating Permits

#### 4.21 Compliance

**STANDARD:**

The local EMS agency shall have a mechanism to ensure that EMS transportation and/or advanced life support agencies to whom exclusive operating permits have been granted, pursuant to Section 1797.224, H&SC, comply with applicable policies and procedures regarding system operations and patient care.

**CURRENT STATUS:**

Meets the standard. By County Ordinance and written agreements, all EMS transportation and/or ALS agencies with exclusive operating permits must comply with applicable policies and procedures regarding system operations and patient care. In 2008 the EMS Agency added a compliance officer position to the staff. The compliance officer works with the ambulance permit officer to ensure provider agency compliance with policies.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

To establish metrics in order to measure compliance criteria.

**OBJECTIVE:**

1. To develop system performance standards and benchmarks
2. To develop a standardized set of metrics for measuring compliance

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## D. RESPONSE AND TRANSPORTATION

### Exclusive Operating Permits

#### 4.22 Evaluation

**STANDARD:**

The local EMS agency shall periodically evaluate the design of exclusive operating areas.

**CURRENT STATUS:**

Meets the standard. Through review of mandated performance reports, ~~The Riverside County EMS Agency~~ REMSA continually evaluates the design of exclusive operating areas and the performance of each area's permit holder. Modifications to the exclusive operating areas have been made on a periodic basis as a result of this review.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Universal Level

#### 5.01 Assessment of Capabilities

##### **STANDARD:**

The local EMS agency shall assess and periodically reassess the EMS-related capabilities of acute care facilities in its service area.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should have written agreements with acute care facilities in its services area.

##### **CURRENT STATUS:**

~~The Riverside County EMS Agency~~ REMSA regularly evaluates the EMS-related capabilities of acute care facilities and maintains an updated inventory of specialty care capabilities as well as patient capacity. REMSA maintains ongoing communications with all acute care facilities through various means, including direct polling and reports through advisory committees.

~~The Riverside County EMS Agency~~ REMSA maintains written agreements with all Base Hospitals and Trauma Centers in the county. There are no current written agreements with the remaining acute care receiving facilities.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

To have written agreements with all acute care facilities in the county.

##### **OBJECTIVE:**

To develop, negotiate and enter into agreements with the remaining acute care facilities.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## E. FACILITIES / CRITICAL CARE

### Universal Level

#### 5.02 Triage & Transfer Protocols

#### STANDARD:

The local EMS agency shall establish prehospital triage protocols and shall assist hospitals with the establishment of transfer protocols and agreements.

#### CURRENT STATUS:

Meets the standard. Prehospital triage protocols are established by policy. ~~The Riverside County EMS Agency~~ REMSA maintains an inventory of specialty care facilities to assist hospitals in making determinations about patient transfer destinations. Trauma Centers have agreements in place for transfer of care to higher levels of capability.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

STEMI Centers agreements for transfer of care.

#### OBJECTIVE:

The STEMI System Group will draft transfer guidelines.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Universal Level

#### 5.03 Transfer Guidelines

#### **STANDARD:**

The local EMS agency, with the participation of acute care hospital administrators, physicians and nurses, shall establish guidelines to identify patients who should be considered for transfer to facilities of higher capability and shall work with acute care hospitals to establish transfer agreements with such facilities.

#### **CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA maintains an inventory of specialty care facilities to assist hospitals in making determinations about patient transfer destinations. ~~The Riverside County EMS Agency~~ REMSA assisted Trauma Centers in developing agreements for transfer of care to higher levels of capability.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Universal Level

#### 5.04 Specialty Care Facilities

**STANDARD:**

The local EMS agency shall designate and monitor receiving hospitals and, when appropriate, specialty care facilities for specified groups of emergency patients.

**CURRENT STATUS:**

Meets the standard. Riverside County EMS Policy includes an inventory of all receiving and specialty care facilities currently recognized by ~~the Riverside County EMS Agency~~ REMSA.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Continued consideration of other types of specialty care centers, such as cardiac centers, brain attack centers, etc. Promote expansion of existing specialty care capacity as necessary.

**OBJECTIVE:****TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Universal Level

#### 5.05 Mass Casualty Management

##### **STANDARD:**

The local EMS agency shall encourage hospitals to prepare for mass casualty management.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should assist hospitals with preparation for mass casualty management, including procedures for coordinating hospital communications and patient flow

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Regularly scheduled drills test readiness for the management of mass casualties, communications and patient flow. ~~The Riverside County EMS Agency~~ REMSA monitors the ReddiNet System on a daily basis to facilitate hospital communications and to monitor diversion status. Through the PHEPR Branch, the Hospital Emergency Incident Command System training is provided. Personal protective equipment and training is supplied to hospitals. Decontamination training is included.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

The current MCI policy has been updated to be consistent with FIREScope. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs

##### **OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **E. FACILITIES / CRITICAL CARE**

### **Universal Level**

#### 5.06 Hospital Evacuation

#### **STANDARD:**

The local EMS agency shall have a plan for hospital evacuation, including its impact on other EMS system providers.

#### **CURRENT STATUS:**

Meets the standard. Individual hospitals have their own disaster and multi-casualty plans and periodically conduct drills to assess their plan(s). Existing diversion criteria is in place for potentially affected hospitals. PHEPR maintains a liaison with the Riverside County Office of Emergency Services in reviewing and updating the multi-hazard functional Emergency Response Plan. This plan includes consideration and planning for hospital evacuations.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Advanced Life Support

#### 5.07 Base Hospital Designation

**STANDARD:**

The local EMS agency shall, using a process which allows all eligible facilities to apply, designate base hospitals or alternative base stations as it determines necessary to provide medical direction of prehospital personnel.

**CURRENT STATUS:**

Meets the standard. ~~The Riverside County EMS Agency~~ REMSA has designated base hospitals and alternative base stations throughout the county, using an application process that is non-exclusionary. ~~The Riverside County EMS Agency~~ REMSA monitors the EMS system to determine if ample medical direction of prehospital personnel exists.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Trauma Care System

#### 5.08 Trauma Care System Design

**STANDARD:**

Local EMS agencies that develop trauma care systems shall determine the optimal system (based on community need and available resources) including, but not limited to:

- a) the number and level of trauma centers (including the use of trauma centers in other counties);
- b) the design of catchment areas (including areas in other counties, as appropriate), with consideration of workload and patient mix;
- c) identification of patients who should be triaged or transferred to a designated center, including consideration of patients who should be triaged to other specialty care centers;
- d) the role of non-trauma center hospitals, including those that are outside of the primary triage area of the trauma center;
- e) and a plan for monitoring and evaluation of the system.

**CURRENT STATUS:**

Meets the standard. The Riverside County Trauma Plan addresses all of the listed elements.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **E. FACILITIES / CRITICAL CARE**

### **Trauma Care System**

5.09 Public Input

**STANDARD:**

In planning its trauma care system, the local EMS agency shall ensure input from both providers and consumers.

**CURRENT STATUS:**

Meets the standard. A public comment period was provided before finalization of the county's Trauma Plan. The Trauma Audit Committee provides quality assurance and feedback from providers on an ongoing basis.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## E. FACILITIES / CRITICAL CARE

### Pediatric Emergency Medical Care System

#### 5.10 Pediatric Design

##### **STANDARD:**

Local EMS agencies that develop pediatric emergency medical and critical care systems shall determine the optimal system, including:

- a) the number and role of system participants, particularly of emergency departments;
- b) the design of catchment areas (including areas in other counties, as appropriate), with consideration of workload and patient mix;
- c) identification of patients who should be primarily triaged or secondarily transferred to a designated center, including consideration of patients who should be triaged to other critical care centers;
- d) identification of providers who are qualified to transport such patients to a designated facility;
- e) identification of tertiary care centers for pediatric critical care and pediatric trauma;
- f) the role of non-pediatric critical care hospitals including those which are outside of the primary triage area;
- g) and a plan for monitoring and evaluation of the system.

##### **CURRENT STATUS:**

Meets the standard.

- a) Providers have been surveyed and the number and role of system participants have been determined.
- b) No catchment areas have been designed for pediatric patients.
- c) Pediatric trauma patients are triaged and/or secondarily transferred to designated trauma centers.
- d) Standards are in place for ensuring adequate staffing and equipment for care and transfer of pediatric trauma patients.
- e) Tertiary care centers have been established for pediatric trauma patients.
- f) Lacking designation of any such facilities, all receiving hospitals treat and transfer critical pediatric patients as indicated by clinical presentation.
- g) Pediatric Trauma care is monitored and evaluated.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

Monitor the system to develop additional pediatric emergency medical and critical care systems plans as necessary.

##### **OBJECTIVE:**

1. Develop methods to evaluate the need for non-traumatic pediatric critical care systems
2. Establish tertiary care centers as needed for other emergency medical and critical care pediatric patients.
3. Establish catchment areas as needed for such patients.
4. Establish triage and transport criteria as needed such patients.
5. Develop methods to evaluate and monitor any additional pediatric critical care systems established.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Pediatric Emergency Medical Care System

#### 5.11 Emergency Departments

##### **STANDARD:**

Local EMS agencies shall identify minimum standards for pediatric capability of emergency departments including:

- a) staffing,
- b) training,
- c) equipment,
- d) identification of patients for whom consultation with a pediatric critical care center is appropriate,
- e) quality assurance/quality improvement, and
- f) data reporting to the local EMS agency.

##### **RECOMMENDED GUIDELINES:**

Local EMS agencies should develop methods of identifying emergency departments which meet standards for pediatric care and for pediatric critical care centers and pediatric trauma centers.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Under the auspices of an EMS-C grant, ~~The Riverside County EMS Agency~~ REMSA completed a survey of all county emergency departments and EMS providers to determine pediatric capability. As a result of the survey, all emergency departments and EMS providers in the County were recognized as meeting EMS-C Guidelines for pediatric emergency medical care.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

~~The Riverside County EMS Agency~~ REMSA needs to perform a periodic review of the pediatric care capabilities of receiving facilities.

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **E. FACILITIES / CRITICAL CARE**

### **Pediatric Emergency Medical Care System**

#### 5.12 Public Input

**STANDARD:**

In planning its pediatric emergency medical and critical care system, the local EMS agencies shall ensure input from the prehospital and hospital providers and consumers.

**CURRENT STATUS:**

Meets the standard. EMS advisory committees are in place to ensure input from prehospital, hospital providers and consumers. Public Comment periods are provided before substantial modifications are made to the county's EMS policies and procedures.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## E. FACILITIES / CRITICAL CARE

### Other Specialty Care Systems

#### 5.13 Specialty System Design

**STANDARD:**

Local EMS agencies developing specialty care plans for EMS-targeted clinical conditions shall determine the optimal system, for the specific condition involved including:

- a) the number and role of system participants;
- b) the design of catchment areas (including inter-county transport, as appropriate), with consideration of workload and patient mix;
- c) identification of patients who should be triaged or transferred to a designated center;
- d) the role of non-designated hospitals, including those which are outside of the primary triage area;
- e) A plan for monitoring and evaluation of the system.

**CURRENT STATUS:**

Meets the standard. Specialty care plans for trauma and burn victims have been developed by ~~Riverside County EMS Agency~~ REMSA. These plans address the above components.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **E. FACILITIES / CRITICAL CARE**

### **Other Specialty Care Systems**

#### 5.14 Public Input

**STANDARD:**

In planning other specialty care systems, the local EMS agency shall ensure input from both prehospital and hospital providers and consumers.

**CURRENT STATUS:**

Meets the standard. EMS advisory committees are in place to ensure input from prehospital, hospital providers and consumers. Public Comment periods are provided before substantial modifications are made to the county's EMS policies and procedures.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.01 QA/QI Program

##### **STANDARD:**

The local EMS agency shall establish an EMS quality assurance/quality improvement (QA/QI) program to evaluate the response to emergency medical incidents and the care provided to specific patients. The programs shall address the total EMS system, including all prehospital provider agencies, base hospitals, and receiving hospitals. It shall address compliance with policies, procedures, and protocols and identification of preventable morbidity and mortality and shall utilize state standards and guidelines. The program shall use provider-based QI/QA programs and shall coordinate them with other providers.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should have the resources to evaluate the response to, and the care provided to, specific patients.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. An entire section of the ~~Riverside County EMS Agency~~ REMSA policy and procedures manual is dedicated to the county's EMS CQI program. The program addresses the entire EMS system and includes all of its participants. The program evaluates incident specific data as well as aggregate system data. ~~The Riverside County EMS Agency~~ REMSA coordinated with EMS system participants to develop the EMS QI plan which in compliance with the October 2004 EMSA regulations.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

~~To review and refine the existing EMS QA/QI plan to conform to the newest standards dictated by the latest regulations.~~

All EMS providers to have REMSA approved CQI plans

##### **OBJECTIVE:**

~~The Riverside County EMS Agency will:~~

- ~~1. Spearhead a Task Force that has representation of all EMS system participants to assess necessary updates in the current EMS QA/QI plan.~~
- ~~2. Revise and promulgate the updated plan.~~

1. To assist all EMS system participants in Riverside County in developing EMS CQI plans which are compliant with the October 2004 EMSA regulations.
2. REMSA will continue to spearhead the Technical Advisory Group (TAG) which represents all EMS system participants to assess and promote necessary updates in the CQI plans.
3. REMSA will utilize the data derived from approved CQI plans for system improvements.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.02 Prehospital Records

#### STANDARD:

Prehospital records for all patient responses shall be completed and forwarded to appropriate agencies as defined by the local EMS agency.

#### CURRENT STATUS:

Meets the standard. Per ~~Riverside County EMS Agency~~ REMSA policy, Patient Care Records are completed on all patient responses and are maintained by the EMS provider organizations. They are made available to ~~Riverside County EMS Agency~~ REMSA as needed. The goal to have all patient care records electronically submitted and immediately accessible by the ~~Riverside County EMS Agency~~ REMSA staff by ~~2007~~ 2012.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

Development of an improved patient care report and documentation policy.

#### OBJECTIVE:

1. By March 2010, REMSA will procure a data system with the necessary components to accomplish the EMS system needs.
2. An improved REMSA policy for PCR documentation consistent with the Countywide QIP will be implemented in 2010.

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.03 Prehospital Care Audits

**STANDARD:**

Audits of prehospital care, including both system response and clinical aspects, shall be conducted.

**RECOMMENDED GUIDELINES:**

The local EMS agency should have a mechanism to link prehospital records with dispatch, emergency department, in-patient and discharge records.

**CURRENT STATUS:**

Meets the standard. Base Hospitals are required by county policy and written agreement to provide review and evaluation of system response and clinical performance through prehospital care audits. Through our CQI efforts, ~~Riverside County EMS Agency~~ REMSA regularly reviews system response and clinical data, and takes appropriate action as necessary. The county's EMS data system is nearing its next stage of development with the goal of linking all but the hospital data by the end of this year. The county's Trauma Registry includes all of the listed elements, including hospital data.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

To complete the current stage of development to the county's EMS data system. To foster further development of the county's EMS data system to include the ability to link prehospital records with emergency department, in-patient and discharge records.

**OBJECTIVE:**

1. Finalize acquisition of necessary hardware and software to upgrade prehospital providers.
2. Assess the status and ability of the prehospital data registry.
3. Expand the registry to link prehospital records with emergency department, in-patient and discharge records.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.04 Medical Dispatch

##### STANDARD:

The local EMS agency shall have a mechanism to review medical dispatching to ensure that the appropriate level of medical response is sent to each emergency and to monitor the appropriateness of pre-arrival/ post dispatch directions.

##### CURRENT STATUS:

Meets the standard. Currently, Emergency Medical Dispatch (EMD) is not mandated in the County of Riverside. However, through existing EMD policies, ~~the Riverside County EMS Agency~~ REMSA has the mechanism to obtain medical dispatching activities and appropriateness of pre-arrival and post dispatch directions for CQI purposes from agencies that choose to participate as EMD provider agencies.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

##### NEED(S):

~~Additional development of this component of the system is planned to incorporate those dispatch agencies that do not currently practice EMD and to consider alternative resource deployment options as indicated by the medical dispatch triage activity.~~

To establish a timeline for Countywide adoption of EMD by all EMS PSAPs and EDCs

##### OBJECTIVE:

~~Conduct a feasibility study for the remaining PSAPs regarding the costs and operational steps necessary to elevate those call centers to EMD status.~~

~~Secure or promote the funding necessary for the additional training, personnel and equipment necessary to upgrade those call centers.~~

To establish a timeline for Countywide adoption of EMD by all EMS PSAPs and EDCs

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.05 Data Management System

##### **STANDARD:**

The local EMS agency shall establish a data management system which supports its system-wide planning and evaluation (including identification of high risk patient groups) and the QA/QI audit of the care provided to specific patients. It shall be based on state standards (when they are available).

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should establish an integrated data management system which includes system response and clinical (both prehospital and hospital) data.

The local EMS agency should use patient registries, tracer studies, and other monitoring systems to evaluate patient care at all stages of the system.

##### **CURRENT STATUS:**

Meets the standard. Using the California Emergency Medical Services Information System (CEMSIS) Data set as a core, the Riverside County EMS Agency REMSA has implemented a county-wide CEMSIS DATA system for reporting prehospital data. Trauma Registry is utilized for capturing hospital data.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

~~To work towards the inclusion of emergency department, in-hospital and discharge data in the prehospital registry.~~

To complete the current stage of development to the county's EMS data system. To foster further development of the county's EMS data system to include the ability to link prehospital records with emergency department, in-patient and discharge records

##### **OBJECTIVE:**

- ~~1. Develop or adopt the necessary data elements and linkages to acute care facilities.~~
- ~~2. Enter into agreements with hospitals for data sharing.~~
1. Finalize acquisition of necessary hardware and software to upgrade prehospital providers.
2. Assess the status and ability of the prehospital data registry.
3. Expand the registry to link prehospital records with emergency department, in-patient and discharge records.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.06 System Design Evaluation

##### STANDARD:

The local EMS agency shall establish an evaluation program to evaluate EMS system design and operations, including system effectiveness at meeting community needs, appropriateness of guidelines and standards, prevention strategies that are tailored to community needs, and assessment of resources needed to adequately support the system. This shall include structure, process, and outcome evaluations, utilizing state standards and guidelines.

##### CURRENT STATUS:

~~Meets the standard. Many existing processes are used to evaluate EMS system design and operations, including response time data, QA/QI reviews, surveillance reports, and monitoring of contractor performance. The prehospital registry currently provides certain baseline data, and we anticipate having the ability to view more comprehensive information by the end of this year as the next phase of the data system is implemented.~~

System design is evaluated by review of response times, patient outcomes and other operational performance standards.

##### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

##### NEEDS:

~~To work towards the inclusion of emergency department, in hospital and discharge data in the prehospital registry.~~

Re-evaluate Riverside County EMS system for future design.

##### OBJECTIVE:

- ~~1. Develop or adopt the necessary data elements and linkages to acute care facilities.~~
- ~~2. Enter into agreements with hospitals for data sharing.~~

Hire a consulting firm to perform a complete EMS system design and operations evaluation.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

#### 6.07 Provider Participation

##### **STANDARD:**

The local EMS agency shall have the resources and authority to require provider participation in the system wide evaluation program.

##### **CURRENT STATUS:**

Meets the standard. ~~Existing policies require all system participants to provide data.~~ Written agreements, the County's Ambulance Ordinance and CQI policies require provider participation. Additionally, County EMS policies require all system participants to provide data and , The Riverside County EMS Agency REMSA is providing financial assistance, software licensing and / or technical direction to all EMS providers for the purposes of ensuring their participation. ~~Current QA/QI policies require provider participation. Further compliance is accomplished by written agreements and through enforcement of the county's Ambulance Ordinance.~~

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Universal Level

6.08 Reporting

#### STANDARD:

The local EMS agency shall, at least annually, report on the results of its evaluation of EMS system design and operations to the Board(s) of Supervisors, provider agencies, and Emergency Medical Care Committee(s).

#### CURRENT STATUS:

Meet the standard. ~~The Riverside County EMS Agency~~ REMSA provides reports on a quarterly basis to the Board of Supervisors through the Emergency Medical Care Committee that includes a standing report on the EMS system. ~~An annual report is provided directly to the Board of Supervisors that encompasses all elements of the EMS system.~~ Existing advisory committees are utilized to share information to provider agencies and solicit their input.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEED(S):

#### OBJECTIVE:

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Advanced Life Support

6.09 ALS Audit

#### STANDARD:

The process used to audit treatment provided by advanced life support providers shall evaluate both base hospital (or alternative base station) and prehospital activities.

#### RECOMMENDED GUIDELINES:

The local EMS agency's integrated data management system should include prehospital, base hospital, and receiving hospital data.

#### CURRENT STATUS:

Meets the standard. Current QA/QI processes are in place to evaluate base hospital and prehospital activities. Available data currently includes transport agency dispatch and prehospital elements. Emergency Department and in-hospital data are available upon request.

#### COORDINATION WITH OTHER EMS AGENCIES:

Not applicable for this Standard.

#### NEEDS:

~~An annual report is provided directly to the Board of Supervisors that encompasses all elements of the EMS system~~

1. Continue to work towards the inclusion of emergency department, in-hospital and discharge data in the prehospital registry.
2. Establish timelines for the inclusion of ALS First Responder data submission

#### OBJECTIVE:

- ~~1. Develop or adopt the necessary data elements and linkages to acute care facilities.~~
- ~~2. Enter into agreements with hospitals for data sharing.~~

1. To develop linkage to acute care facilities.
2. To continue to enter into agreements with hospitals for data sharing.
3. Establish timelines for the inclusion of ALS First Responder data submission

#### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Trauma Care System

#### 6.10 Trauma System Evaluation

**STANDARD:**

The local EMS agency, with participation of acute care providers, shall develop a trauma system evaluation and data collection program, including:

- a) a trauma registry;
- b) a mechanism to identify patients whose care fell outside of established criteria;
- c) and a process of identifying potential improvements to the system design and operation.

**CURRENT STATUS:**

Meets the standard. The county's Trauma Registry captures all necessary data elements for evaluating trauma care. The Trauma Audit Committee evaluates the county wide trauma system using this data.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

Updating County registry with regional elements.

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## F. DATA COLLECTION SYSTEM EVALUATION

### Trauma Care System

#### 6.11 Trauma Center Data

**STANDARD:**

The local EMS agency shall ensure that designated trauma centers provide required data to the EMS agency, including patient-specific information, which is required for quality assurance/quality improvement and system evaluation.

**RECOMMENDED GUIDELINES:**

The local EMS agency should seek data on trauma patients who are treated at non-trauma center hospitals and shall include this information in their quality assurance/quality improvement and system evaluation program.

**CURRENT STATUS:**

Meets the standard. Designated Trauma Centers are required to submit data to the county's Trauma Registry. The county's Trauma Audit Committee uses this data for CQI and system evaluation. TAC also reviews trauma cases where care originates at non-trauma centers for purposes of evaluating triage decisions and transfers to higher levels of care.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

~~The Riverside County EMS Agency needs to complete its current effort to finalize a method for non-trauma centers to submit trauma data.~~

REMSA needs to complete its current effort to finalize a method for non-trauma centers to submit trauma data.

**OBJECTIVE:**

Incorporate the requirement for submission of trauma data into written agreements with receiving facilities.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## **G. PUBLIC INFORMATION AND EDUCATION**

### **Universal Level**

#### 7.01 Public Information Materials

#### **STANDARD:**

The local EMS agency shall promote the development and dissemination of informational materials for the public which addresses:

- a) understanding of EMS system design and operation;
- b) proper access to the system;
- c) self help (e.g., CPR, first aid, etc.);
- d) patient and consumer rights as they relate to the EMS system;
- e) health and safety habits as they relate to the prevention and reduction of health risks in target areas;
- f) and appropriate utilization of emergency departments.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should promote targeted community education programs on the use of emergency medical services in its service area.

#### **CURRENT STATUS:**

Meets the standard and recommended guidelines. The primary contractor for ALS ambulance service in the county is required by contract to perform monthly activities related to public information, education and awareness. The Department of Public Health's Injury Prevention program is responsible for increasing the public's awareness of causes and methods to prevent trauma.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **G. PUBLIC INFORMATION AND EDUCATION**

### **Universal Level**

#### 7.02 Injury Control

#### **STANDARD:**

The local EMS agency, in conjunction with other local health education programs, shall work to promote injury control and preventive medicine.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should promote the development of special EMS educational programs for targeted groups at high risk of injury or illness.

#### **CURRENT STATUS:**

Meets the standard and recommended guidelines. The Department of Public Health's Injury Prevention Program is the lead agency for promoting public awareness related to car seats, bicycle safety, helmet use, home safety, drowning prevention, and other safety hazards.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## G. PUBLIC INFORMATION AND EDUCATION

### Universal Level

#### 7.03 Disaster Preparedness

##### **STANDARD:**

The local EMS agency, in conjunction with the local office of emergency services, shall promote citizen disaster preparedness activities.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency, in conjunction with the local office of emergency services (OES), should produce and disseminate information on disaster medical preparedness.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. The EMS Agency REMSA and Bioterrorism Preparedness and Response (BTPR) Branch PHEPR staff is are routinely involved in disaster preparedness education activities in the community by participating in health fairs, requests to speak at engagements, an active website with informational brochures available for downloading by the public and through requests from the Health Education Branch within the Department of Public Health or by the Office of Emergency Services (OES). Additionally ~~The EMS Agency, REMSA and BTPR Branch~~ PHEPR staff regularly participates in multiple monthly community based disaster preparedness meetings.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

~~The EMS Agency REMSA and the Bioterrorism Preparedness and Response (BTPR) Branch~~ PHEPR routinely coordinates with multiple public safety agencies including fire departments, law enforcement agencies, and first responder/ EMS providers for training, education dissemination and preparedness activities.

##### **NEED(S):**

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## G. PUBLIC INFORMATION AND EDUCATION

### Universal Level

#### 7.04 First Aid & CPR Training

#### **STANDARD:**

The local EMS agency shall promote the availability of first aid and CPR training for the general public.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should adopt a goal for training of an appropriate percentage of the general public in first aid and CPR. A higher percentage should be achieved in high risk groups.

#### **CURRENT STATUS:**

~~Meets the standard and recommended guidelines. The Riverside County EMS Agency participated in a nationwide study for Public Access Defibrillation (PAD)/CPR beginning late 2001. PAD/CPR training has been provided county wide and has improved the outcome of care delivered in the field by civilians. Multiple public safety agencies have adopted the PAD program and have increased training to the local community residents. The Riverside County Department of Public Health, Health Education Branch supports and offers community PAD/CPR courses. Additionally, the American Red Cross and the American Heart Association offer community based CPR programs on a regular basis supported by The Riverside County EMS Agency and BTPR Branch.~~

The Riverside County Department of Public Health, Health Education Branch supports and offers community PAD/CPR courses. Additionally, the American Red Cross and the American Heart Association offer community based CPR programs on a regular basis supported by REMSA and PHEPR.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.01 Disaster Medical Planning

##### **STANDARD:**

In coordination with the local office of emergency services (OES), the local EMS agency shall participate in the development of medical response plans for catastrophic disasters, including those involving toxic substances.

##### **CURRENT STATUS:**

Meets the standard. ~~The EMS Agency and BTPR Branch~~ REMSA and PHERP participate in multiple meetings that have multi-agency and multi-disciplinary representation. In addition, planning efforts are presented at multiple committees, including the PHEPR Steering Committee; the Operational Area Planning Committee (OAPC); Terrorism Early Warning Group (TEWG); Riverside County Committee on Terrorism (RCCOT); Terrorism Oversight Committee (TOC); Western Regional Emergency Council (WREC); Coachella Communications Committee; Prehospital Medical Advisory Committee (PMAC); and the Emergency Medical Care Committee (EMCC). These committees continue to meet regularly and are committed to the ongoing development of overall Operational Area preparedness, response, and training for Weapons of Mass Destruction/ Hazardous Material incidents, natural disasters, or mass casualty incidents.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

As per the State's SEMS, planning and drills for large scale operations include scenarios that would involve surrounding counties and their respective LEMSAs.

##### **NEED(S):**

The current MCI policy has been updated to be consistent with FIRESCOPE. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs

##### **OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.02 Response Plans

##### **STANDARD:**

Medical response plans and procedures for catastrophic disasters shall be applicable to incidents caused by a variety of hazards, including toxic substances.

##### **RECOMMENDED GUIDELINES:**

The California Office of Emergency Services' multi-hazard functional plan should serve as the model for the development of medical response plans for catastrophic disasters.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Riverside County has a well-developed multi-hazard functional Emergency Operations Plan (EOP) and that is maintained by the County's Office of Emergency Services (OES). The EOP provides for the coordination of all County departments, volunteer organizations, individuals and other political jurisdictions within Riverside County in the performance of emergency tasks.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

As per the State's SEMS, planning and drills for large scale operations include scenarios that would involve surrounding counties and their respective LEMSAs.

##### **NEED(S):**

The current MCI policy has been updated to be consistent with FIRESCOPE. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs

##### **OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.03 Haz Mat Training

#### **STANDARD:**

All EMS providers shall be properly trained and equipped for response to hazardous materials incidents, as determined by their system role and responsibilities.

#### **CURRENT STATUS:**

Meets the standard. Riverside County Fire Department has a FIRESCOPE Type 1 Hazardous Materials Team. Cathedral City Fire Department, Corona City Fire Department and Riverside City Fire Department have Hazardous Materials Level-A Teams. Hemet City Fire Department has a Level-B team. Riverside County Department of Environmental Health (DEH) also responds to all Hazardous Material incidents with the County Fire Department. DEH is the regulatory agency for business and household hazardous material waste management, environmental safety. DEH ensures that the environment and personnel are safe after an event.

American Medical Response (AMR) is the primary ALS ambulance provider in Riverside County. AMR has personnel trained in WMD/Haz Mat Operations and participate in training offered throughout the County on a regular basis. All AMR personnel are trained to Department of Transportation standards for first responders' awareness level. EMS providers throughout the county are being provided with Escape Hoods. The EMS Policy and Procedures Manual has been updated to reflect the use of this equipment.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.04 Incident Command System

#### **STANDARD:**

Medical response plans and procedures for catastrophic disasters shall use the Incident Command System (ICS) as the basis for field management.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should ensure that ICS training is provided for all medical providers.

#### **CURRENT STATUS:**

Meets the standard. All agencies involved in terrorism and disaster preparedness follow the Standardized Emergency Management System (SEMS) during a WMD incident, natural disaster or mass casualty incident. The Incident Management System (IMS) is well developed and practiced within Riverside County. An IMS provides a common language for agencies and lends focus and direction during an incident. The Incident Command System (ICS) is used at the field level, the Hospital Emergency Incident Command System (HEICS) is used within the hospitals, and SEMS is utilized at the Operational Area level. Within the Emergency Operations Center (EOC) unified command is utilized, with participating command staff being determined by the nature of the incident. Use of an IMS creates integration with both the County and State Emergency Operations Plans. The use of these standardized systems across response entities ensures that all responder agencies are able to communicate effectively and that response plans are written with these standard systems as a base.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

#### **NEED(S):**

The current MCI policy has been updated to be consistent with FIREScope. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs

#### **OBJECTIVE:**

Develop and implement a multiple patient management / MCI plan.

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)



## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.05 Distribution of Casualties

##### **STANDARD:**

The local EMS agency, using state guidelines, shall establish written procedures for distributing disaster casualties to the medically most appropriate facilities in its service area.

##### **RECOMMENDED GUIDELINES:**

The ~~Riverside County EMS Agency-REMSA~~, using state guidelines, and in consultation with Regional Poison Centers, should identify hospitals with special facilities and capabilities for receipt and treatment of patients with radiation and chemical contamination and injuries.

##### **CURRENT STATUS:**

Meets the standard. ReddiNet allows communication between ~~Riverside County EMS Agency-REMSA~~, the local EMS providers and the hospitals. This system can be used to obtain hospital diversion status, manage mass casualty incidents, and send polls and memos to each of the hospitals. During an incident, EMS providers on scene will make base station contact to notify the hospital(s) of the MCI or potential MCI. Local base stations will initiate an MCI on the ReddiNet and will coordinate the distribution of casualties to the closest most appropriate facility. If the local base station becomes overwhelmed, ~~Riverside County EMS Agency-REMSA~~ or ~~BTPR PHEPR~~ Branch is available to assist with coordination activities. ~~The HRSA Hospital Bioterrorism Preparedness Program provides states with funding via cooperative agreements for hospital and supporting health care systems to deliver coordinated and effective care to victims of terrorism and other public health emergencies. To ensure that all preparedness activities are coordinated and integrated at the state and local levels, the CDC and HRSA cooperative agreements have several cross-cutting activities. To date, equipment purchased through this funding stream has been relatively standardized among response entities. Given that DOPH is the lead in medical disaster planning, equipment for the medical, public health and EMS communities has been standardized and is interoperable across the CDC, HRSA, DHS and MMRS programs.~~

##### **COORDINATION WITH OTHER EMS AGENCIES:**

The PHEPR Branch and ReddiNet offer training on a regular basis to all local hospitals, fire departments, and AMR personnel to ensure staff is familiar with ReddiNet usage.

##### **NEED(S):**

1. To identify hospitals with special facilities and capabilities for receipt and treatment of patients with radiation and chemical contamination and injuries.
2. The current MCI policy has been updated to be consistent with FIREScope. However, a Countywide multiple patient management / MCIs plan, that is consistent with the California Disaster Medical Operations Manual (CDMOM), is needed to address system wide MCIs

##### **OBJECTIVE:**

~~To use state guidelines to identify hospitals with special facilities and capabilities for receipt and treatment of patients with radiation and chemical contamination and injuries.~~

~~To update the EMS Policy and Procedures manual to reflect the special capabilities of those facilities identified.~~

1. To establish a patient distribution plan supported by an operational area distribution center (OARDC)

that coordinates the movement of patients during MCIs. This OATDC will be based upon the Los Angeles County Medical Alert Center (MAC) model.

2. Develop and implement a multiple patient management / MCI plan.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.06 Needs Assessment

#### STANDARD:

The local EMS agency, using state guidelines, shall establish written procedures for early assessment of needs and shall establish a means for communicating emergency requests to the state and other jurisdictions.

#### RECOMMENDED GUIDELINES:

The local EMS agency's procedures for determining necessary outside assistance should be exercised yearly.

#### CURRENT STATUS:

Meets the standard and recommended guidelines. ReddiNet allows communication between REMSA, the local EMS providers (including fire), and the hospitals. This system can be used to obtain hospital diversion status, manage mass casualty incidents, and send polls and memos to each of the hospitals. During an incident, EMS providers on scene will make base station contact to notify the hospital(s) of the MCI or potential MCI. The local base station hospital will initiate an MCI program on the ReddiNet System and will coordinate the distribution of casualties to the closest most appropriate medical facility. If the local base station becomes overwhelmed, ~~The Riverside County EMS Agency~~ REMSA or BTPR PHEPR Branch is available to assist with coordination activities.

The HRSA Hospital Bioterrorism Preparedness Program provides states with funding via cooperative agreements for hospital and supporting health care systems to deliver coordinated and effective care to victims of terrorism and other public health emergencies. To ensure that all preparedness activities are coordinated and integrated at the state and local levels, the CDC and HRSA cooperative agreements have several cross-cutting activities. To date, equipment purchased through this funding stream has been relatively standardized among response entities. Given that DOPH is the lead in medical disaster planning, equipment for the medical, public health and EMS communities has been standardized and is interoperable across the CDC, HRSA, DHS and MMRS programs.

#### COORDINATION WITH OTHER EMS AGENCIES:

#### NEED(S):

#### OBJECTIVE:

#### TIME FRAME FOR MEETING OBJECTIVE

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.07 Disaster Communications

##### **STANDARD:**

A specific frequency (e.g., CALCORD) or frequencies shall be identified for interagency communication and coordination during a disaster.

##### **CURRENT STATUS:**

Meets the standard. Riverside County has several alert and notification systems in place, including Rapid Emergency Digital Data Information Network (ReddiNet), a collaborative system with Riverside County Medical Association (RCMA), and the California Health Alert Network (CAHAN). Each of the sixteen hospitals, fire dispatch centers, and AMR are all linked to the ReddiNet system. ReddiNet is an alert and information system that is operated on a microwave frequency and/or via the Internet. ReddiNet allows communication between the EMS Agency REMSA, the local EMS providers (including fire), and the hospitals. This system can be used to obtain hospital diversion status, manage mass casualty incidents, and send polls and memos to each of the hospitals.

The State of California Department of Health Services (CDHS) has developed the California Health Alert Network (CAHAN). The web-based CAHAN system is designed to broadcast key health, medical, disaster, or terrorism related information to local health departments. CAHAN is capable of sending alerts by email, telephone, fax, alphanumeric pagers, and cell phones with short message service capability, and is based on the “find me, follow me” technology. Users are able to set their own profile that dictates the contact sequence from CAHAN. CAHAN also provides a collaborative on-line environment where sensitive disaster planning and emergency response information may be securely shared between California local and state health agencies.

Sixty-one 800 MHz radios are being purchased with funding from the Department of Homeland Security, Domestic Preparedness Program to ensure effective communication between DOPH, EMS, fire departments, law enforcement and hospitals. Of the sixty-one 800 MHz radios purchased, 25 are portable radios and 36 are fixed-base radios. Nineteen portable radios will be issued to DOPH and 6 will be issued to American Medical Response. Each of the 16 hospitals within the County will receive 2 fixed-base radios and DOPH will receive 4 fixed-base radios. The radios will be linked to three talk groups including a DOPH group, an Emergency Group comprised of hospitals and emergency medical service providers, and a general group. Areas of operation will include the 5 regions of the County (West, Central, Valley, Desert, and Blythe).

Radio Amateur Civil Emergency Service (RACES) is a public service provided by a reserve (volunteer) communications group within government agencies in times of extraordinary need. The primary mission of RACES during an emergent event or disaster is to provide communication services that include the use of portable stations, either as a back up or as a fill-in where communications do not normally exist or offer redundancy in communication. Each of the Counties 16 hospitals, DOPH, and OES have RACES capabilities.

Riverside County DOPH has developed a Crisis and Emergency Risk Communication Plan (CERC) for public health emergencies. A public relations firm has been contracted by the department to develop crisis and risk communication messages for dissemination to the public during a public health emergency, including information about the establishment of quarantine/isolation areas.

**COORDINATION WITH OTHER EMS AGENCIES:**

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.08 Inventory of Resources

##### **STANDARD:**

The local EMS agency, in cooperation with the local OES, shall develop an inventory of appropriate disaster medical resources to respond to multi-casualty incidents and disasters likely to occur in the service area.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should ensure that emergency medical providers and health care facilities have written agreements with anticipated providers of disaster medical resources.

##### **CURRENT STATUS:**

Meets the standard. Through numerous grants funding Riverside County has gained many necessary resources to mitigate natural or man-made disasters, or mass casualties due to weapons of mass destruction. Each Grant specifies what type of equipment or preparedness efforts are appropriate. The PHEPR Branch has inventory lists per grant, and has allocated equipment to agencies and specific locations such as hospitals and caches dispersed throughout the County. The DOC, ~~BTPR~~ PHEPR Branch and the EMS Agency REMSA have a current list of all resources available to the community, public safety, first responders and or hospital/clinic systems. Protocols are being established to discern levels or response and the distribution of resources. When a request is made it will then be coordinated and appropriate to the event at hand.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable to this standard.

##### **NEED(S):**

The ~~BTPR~~ PHEPR Branch is currently establishing protocols revolving around the request and distribution of resources appropriate to any potential event in Riverside County. The resource protocol will be made available to all healthcare related agencies or providers.

##### **OBJECTIVE:**

To develop an inventory of appropriate disaster medical resources to respond to multi-casualty incidents and disasters likely to occur in the service area.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.09 DMAT Teams

#### **STANDARD:**

The local EMS agency shall establish and maintain relationships with DMAT teams in its area.

#### **RECOMMENDED GUIDELINES:**

The local EMS agency should support the development and maintenance of DMAT teams in its area.

#### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Should an event occur in Riverside County, additional health care professionals would be needed to implement a local mass casualty/ surge care response. The National Disaster Medical System (NDMS) would be able to provide Disaster Medical Assistance Teams (DMAT), Disaster Mortuary Operational Response Teams (DMORT), National Pharmacy Response Team (NPRT), National Nurse Response Team (NNRT) and Veterinary Medical Assistance Teams (VMAT). Members of these teams include nurses, physicians, pharmacists, emergency medical technicians (EMT), paramedics, and respiratory therapist. Additional health care providers that would be needed will depend on the scope and magnitude of the WMD incident. Although federal assets have been identified and incorporated into the planning process, Riverside County is preparing to be self-sustaining for 72 hours. Additionally, the Regional Disaster Medical and Health Specialists (RDMHS) are represented in planning and preparedness efforts within the County.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.10 Mutual Aid Agreements

##### **STANDARD:**

The local EMS agency shall ensure the existence of medical mutual aid agreements with other counties in its OES region and elsewhere, as needed, which ensure that sufficient emergency medical response and transport vehicles, and other relevant resources will be made available during significant medical incidents and during periods of extraordinary system demand.

##### **CURRENT STATUS:**

Meets the standard. The state of California has adapted into law (Government Code 8607 and the Emergency Services Act) the Standardized Emergency Management System (SEMS) in order to manage any disaster or large scale incident. California already has an established Master Mutual Aid Agreement that includes Fire, Law Enforcement, the EMS Authority and all state agencies, including the University of California (UC) system. California is well organized into six mutual aid regions. These regions assist with Mutual Aid requests and assistance. If an incident occurs at the local level, and additional resources are needed, SEMS must be followed. The SEMS levels include the local jurisdiction (cities), then the operational area (county), then the regional area, then the state, and finally the federal government. Resources are exhausted at each level prior to requesting at the next higher level. Region I (Los Angeles, Orange, Santa Barbara, Ventura, and San Luis Obispo Counties) and Region VI (Riverside, San Bernardino, San Diego, Imperial, Mono, and Inyo Counties) have also developed a Medical Assistance Agreement between the two Regions. A Health Officer in Region I or VI can call another Health Officer in Region I or VI and request medical assistance. This Medical Assistance Agreement is the only one of its kind in California, and has been signed by 11 Board of Supervisors in Regions I and VI.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Riverside County OES is the overall coordinator for disaster preparedness, response, and recovery. All agencies in Riverside County will follow SEMS for Mutual Aid requests. Coordination with other LEMSAs in monitoring agreements will continue.

##### **NEED(S):**

To maintain continuous ICS/SEMS training and education on the California Mutual Aid System.

##### **OBJECTIVE:**

~~The Riverside County EMS Agency~~ REMSA shall ensure the existence of medical mutual aid agreements with other counties in its OES region and elsewhere, as needed, which ensure that sufficient emergency medical response and transport vehicles, and other relevant resources will be made available during significant medical incidents and during periods of extraordinary system demand.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)



## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.11 CCPs Designation

##### **STANDARD:**

The local EMS agency, in coordination with the local OES and county health officer(s), and using state guidelines, shall designate casualty collection points (CCPs).

##### **CURRENT STATUS:**

Meets the standard. Riverside County OES is the overall coordinator for disaster preparedness, response, and recovery. CCPs will be established in locations based on the scope and magnitude of the event, number of victims, and weather. CCP sites include parks, recreational areas, community centers, libraries, large non-emergency type County facilities, major shopping centers, fire stations and other facilities. Under most circumstances, CCPs will be established near hospitals to make use of their resources.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

##### **NEED(S):**

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.12 Establishment of CCPs

#### **STANDARD:**

The local EMS agency, in coordination with the local OES, shall develop plans for establishing CCPs and a means for communicating with them.

#### **CURRENT STATUS:**

Meets the standard. Riverside County OES is the overall coordinator for disaster preparedness, response, and recovery. CCPs will be established in locations based on the scope and magnitude of the event, number of victims, and weather. CCP sites include parks, recreational areas, community centers, libraries, large non-emergency type County facilities, major shopping centers, fire stations and other facilities. In all cases possible, CCP sites will be established at or near hospitals to make use of their resources, including the 800 MHz radio equipment the county has procured for establishing this communication link.

#### **COORDINATION WITH OTHER EMS AGENCIES:**

#### **NEED(S):**

#### **OBJECTIVE:**

#### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.13 Disaster Medical Training

##### **STANDARD:**

The local EMS agency shall review the disaster medical training of EMS responders in its service area, including the proper management of casualties exposed to and/or contaminated by toxic or radioactive substances.

##### **RECOMMENDED GUIDELINES:**

##### **CURRENT STATUS:**

Meets the standard. The maintenance of trained personnel is a critical issue in ensuring a competent workforce that is ready to respond during an emergency. In order to address this issue, the DOPH strives to offer on-going training for the first responder, medical, public health and emergency management communities. DOPH routinely brings in the Weapons of Mass Destruction/EMS Operations and Planning class offered by Texas A&M to the County; enrollment in the class is open to all response entities. In addition, DOPH has brought in Unified Command and Threat and Vulnerability Classes for County agencies. All of these classes have been well attended and continue to be one part of our continuing education program. MMRS funding was used to provide Haz Mat specific training during the initial contract period.

The ~~DOPH BTPR~~ PHEPR Branch has a staff of health educators and community partners to provide training on topics such as the biological agents, chemical agents, radiological response, public health response to a terrorism incident, and mass prophylaxis distribution. This group can be requested by any agency in the County, free of charge, and is available for on-going training.

The California Emergency Medical Authority (EMSA) produced a Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Training CD-ROM with Year 1 of the HRSA Hospital Bioterrorism Preparedness Program. The CD-ROM has been sent to every hospital in the state, and includes continuing education information, training handouts, and a tiered training program that encompasses introductory information for administrators through four hour classes for hospital emergency/disaster managers. This curriculum is critical to ensuring a competent medical workforce and is standardized throughout the state of California.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

##### **NEED(S):**

The ~~BTPR~~ PHEPR Branch will continue to offer disaster medical training to EMS, first responders, public health, healthcare providers and community partners.

##### **OBJECTIVE:**

The ~~Riverside County EMS Agency~~ REMSA shall review the disaster medical training of EMS responders in its service area, including the proper management of casualties exposed to and/or contaminated by toxic or radioactive substances.

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.14 Hospital Plans

##### **STANDARD:**

The local EMS agency shall encourage all hospitals to ensure that their plans for internal and external disasters are fully integrated with the county's medical response plan(s).

##### **RECOMMENDED GUIDELINES:**

At least one disaster drill per year conducted by each hospital should involve other hospitals, the local EMS agency, and prehospital medical care agencies.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. Each of the 46 15 hospitals in Riverside County is accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and as such, each hospital maintains robust disaster plans including provisions for internal and external disasters. Each of the 46 15 hospitals utilizes the Hospital Emergency Incident Command System (HEICS) and is integrated into the County's medical response plans. Riverside County is committed to disaster and emergency preparedness. To ensure a capable and robust response system, exercise of plans and procedures in place remains a critical component of preparedness efforts. Each year, the Hospital Association of Southern California (HASC), the DOPH and many of the hospitals in the County participate in the Statewide Disaster Drill, a Western Region Emergency Council (WREC) disaster drill or terrorism exercise, and an exercise coordinated by Coachella Communications for the east end of the county. Each hospital is required to participate in two disaster exercises per year in order to maintain JCAHO accreditation.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

During disaster exercises, the DOPH DOC, County OES EOC, AMR, and local fire all participate encompassing every possible venue for disasters and to standardize a system-wide response.

##### **NEED(S):**

Hospital plans are integrated with the County's medical response plans and disaster drills are conducted bi-annually.

##### **OBJECTIVE:**

The Riverside County EMS Agency REMSA will ensure all hospitals plans for internal and external disasters are fully integrated with the county's medical response plan(s). At least one disaster drill per year is conducted by each hospital and involves other hospitals, The Riverside County EMS Agency REMSA, and prehospital medical care agencies.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.15 Interhospital Communications

##### STANDARD:

The local EMS agency shall ensure that there is an emergency system for inter-hospital communications, including operational procedures.

##### CURRENT STATUS:

Meets the standard. Each of the sixteen hospitals, fire dispatch centers, and AMR are all linked to the ReddiNet system. ReddiNet is an alert and information system that is operated on a microwave frequency. ReddiNet allows communication between ~~the EMS Agency~~ REMSA, the local EMS providers (including fire), and the hospitals. This system can be used to obtain hospital diversion status, manage mass casualty incidents, and send polls and memos to each of the hospitals in order to have interhospital communications during a disaster.

Sixty-one 800 MHz radios are being purchased with funding from the Department of Homeland Security, Domestic Preparedness Program to ensure effective communication between DOPH, EMS, fire departments, law enforcement and local hospitals. Of the sixty-one 800 MHz radios purchased, 25 are portable radios and 36 are fixed-base radios. Nineteen portable radios will be issued to DOPH and 6 will be issued to American Medical Response (AMR). Each of the ~~46~~ 15 hospitals within the County will receive 2 fixed-base radios and DOPH will receive 4 fixed-base radios. The radios will be linked to three talk groups including a DOPH group, an Emergency Group comprised of hospitals and emergency medical service providers, and one general group. Areas of operation will include the five regions of the County (West, Central, Valley, Desert, and Blythe).

Radio Amateur Civil Emergency Service (RACES) is a public service provided by a reserve (volunteer) communications group within government agencies in times of extraordinary need. The primary mission of RACES during an emergent event or disaster is to provide communication services that include the use of portable stations, either as a back up or as a fill-in where communications do not normally exist. Each of the County's ~~46~~ 15 hospitals, DOPH, and OES has RACES capabilities.

##### COORDINATION WITH OTHER EMS AGENCIES:

Communications during a disaster will include all of the above agencies coordinating with the DOPH DOC and County OES EOC.

##### NEED(S):

Communications during a disaster are essential. Systems will be reviewed for interoperability and redundancy in order to ensure communications remain intact during a disaster.

##### OBJECTIVE:

~~The Riverside County EMS Agency~~ REMSA shall ensure that there is an emergency system for inter-hospital communications, including operational procedures.

##### TIME FRAME FOR MEETING OBJECTIVE:

Short-range plan (one year or less)       Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Universal Level

#### 8.16 Prehospital Agency Plans

##### **STANDARD:**

The local EMS agency shall ensure that all prehospital medical response agencies and acute care hospitals in its service area, in cooperation with other local disaster medical response agencies, have developed guidelines for the management of significant medical incidents and have trained their staffs in their use.

##### **RECOMMENDED GUIDELINES:**

The local EMS agency should ensure the availability of training in management of significant medical incidents for all prehospital medical response agencies and acute-care hospital staffs in its service area.

##### **CURRENT STATUS:**

Meets the standard and recommended guidelines. As with the hospitals, each fire department and EMS provider in Riverside County is committed to disaster and emergency preparedness. To ensure a capable and robust response system, exercise of plans and procedures in place remains a critical component of preparedness efforts. Through cooperative planning and exercising, the County is better prepared for a major emergency. The purpose exercising plans is to test the response and recovery plans of local first responder and emergency management agencies, the medical and public health communities, private sector agencies, and local government. Interagency coordination, cooperation and communication are strengthened as a result of disaster exercises. Disaster exercises also provided an opportunity to identify policy decisions that would need to be made during an event, and allow response agencies to orient employees to their likely role during the response and recovery phases. Exercises provide field experience in the response to an event for both public and private organization personnel, and satisfied JCAHO requirements for hospital emergency preparedness. Most importantly, exercises test inter- and intra-agency cooperation and communication. Exercising plans and response systems provides an invaluable learning experience, and the identification of lessons learned from each exercise enhances the probability that a jurisdiction will be operational when an event occurs. It has been said that people play like they practice; therefore practice often to ensure a fluid response.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Coordination of activities with other LEMSAs as applicable.

##### **NEED(S):**

~~The Riverside County EMS Agency~~ REMSA and ~~BTPR~~ PHEPR Branch will continue to participate in exercises throughout the County to ensure that all prehospital and hospital personnel are familiar with their agency plans.

##### **OBJECTIVE:**

~~The Riverside County EMS Agency~~ REMSA shall ensure that all prehospital medical response agencies and acute care hospitals in its service area, in cooperation with other local disaster medical response agencies, have developed guidelines for the management of significant medical incidents and have trained their staffs in their use.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## **H. DISASTER MEDICAL RESPONSE**

### **Advanced Life Support**

#### 8.17 ALS Policies

##### **STANDARD:**

The local EMS agency shall ensure that policies and procedures allow advanced life support personnel and mutual aid responders from other EMS systems to respond and function during significant medical incidents.

##### **CURRENT STATUS:**

Meets the standard. Existing mutual aid agreements provide for response from other EMS systems. These agreements allow for ALS providers to perform according to their defined scope of practice as established by their county of origin.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

Coordination/reciprocity of accepted policies and procedures with surrounding LEMSAs.

##### **NEED(S):**

##### **OBJECTIVE:**

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)       Long-range plan (more than one year)



## H. DISASTER MEDICAL RESPONSE

### Special Care Systems

#### 8.18 Specialty Center Roles

##### **STANDARD:**

Local EMS agencies developing trauma or other specialty care systems shall determine the role of identified specialty centers during significant medical incidents and the impact of such incidents on day-to-day triage procedures.

##### **CURRENT STATUS:**

Meets the standard. The Riverside County hospital system includes 46 ~~16~~ **15** facilities that provide basic emergency services. ~~Included in these 16 hospitals are 3 hospital systems, including Tenet (2 hospitals in the desert), Valley Health System (3 hospitals in the southern and mid County), and Southwest Healthcare System (3 hospitals in the southern and western end of the County).~~ Of the 46 ~~16~~ **15** hospitals, 3 hospitals are Level II Trauma Centers and one is a Level III Trauma Center, all of which are base stations. Current licensed bed capacity in Riverside County is approximately 3,080. Riverside County has approximately 132 Negative Pressure Isolation Rooms within the 15 hospitals and Community Health Agency Clinics. As medical surge capacity is key to the response to a natural disaster or terrorism incident, surge capacity issues are being addressed from a regional approach. Surge capacity equipment will be a main component of seven proposed equipment caches that will be purchased with Year 2 HRSA funding and will be strategically located throughout the County. With Year 3 HRSA funds, each hospital will obtain surge capacity equipment. Each hospital in Riverside County is familiar with the START (Simple Triage and Rapid Treatment) Triage System and is utilized by fire and EMS first responders. During a disaster, all hospitals will utilize the START Triage system in conjunction with the first responders in the field. This will ensure continuity of care.

##### **COORDINATION WITH OTHER EMS AGENCIES:**

~~The EMS Agency and the Bioterrorism Preparedness and Response (BTPR) Branch routinely coordinates with multiple public safety agencies including fire departments, law enforcement agencies, and first responder/ EMS providers for training and preparedness activities.~~

##### **NEED(S):**

Riverside County is committed to the ongoing development of overall Operational Area preparedness, response, and training. Ongoing needs assessments will be done to ensure that Riverside County remains prepared.

##### **OBJECTIVE:**

The local EMS agencies developing trauma or other specialty care systems will determine the role of identified specialty centers during significant medical incidents and the impact of such incidents on day-to-day triage procedures.

##### **TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

## H. DISASTER MEDICAL RESPONSE

### Exclusive Operating Areas / Ambulance Regulations

#### 8.19 Waiving Exclusivity

**STANDARD:**

Local EMS agencies which grant exclusive operating permits shall ensure that a process exists to waive the exclusivity in the event of a significant medical incident.

**CURRENT STATUS:**

Meets the standard. Contracts with providers holding exclusive operating areas require that the contractors participate in the county's mutual aid program and also require that the contractors develop their own mutual aid agreements.

**COORDINATION WITH OTHER EMS AGENCIES:**

Not applicable for this Standard.

**NEED(S):**

**OBJECTIVE:**

**TIME FRAME FOR MEETING OBJECTIVE:**

Short-range plan (one year or less)

Long-range plan (more than one year)

### SECTION III – SYSTEM RESOURCES AND OPERATIONS

**TABLE 2: SYSTEM RESOURCES AND OPERATIONS-System Organization and Management**

EMS System: Riverside County EMS Agency  
 Reporting Year: ~~2005~~ 2009

**NOTE:** Number (1) below is to be completed for each county. The balance of Table 2 refers to each agency.

1. Percentage of population served by each level of care by county:  
 (Identify for the maximum level of service offered; the total of a, b, and c should equal 100%.)

**County: Riverside County**

A.	Basic Life Support (BLS)	<u>0</u>	%
B.	Limited Advanced Life Support (LALS)	<u>0</u>	%
C.	Advanced Life Support (ALS)	<u>100</u>	%

2. Type of agency

a -	Public Health Department	<u>a</u>	
b -	County Health Services Agency		
c -	Other (non-health) County Department		
d -	Joint Powers Agency		
e -	Private Non-Profit Entity		
f -	Other: _____		

3. The person responsible for day-to-day activities of the EMS agency reports to

a -	Public Health Officer		
b -	Health Services Agency Director/Administrator		
c -	Board of Directors		
d -	Other: <u>Deputy Director of Public Health</u>	<u>d</u>	

4. Indicate the non-required functions which are performed by the agency:

Implementation of exclusive operating areas (ambulance franchising)	X
Designation of trauma centers/trauma care system planning	X
Designation/approval of pediatric facilities	X
Designation of other critical care centers	X
Development of transfer agreements	X
Enforcement of local ambulance ordinance	X
Enforcement of ambulance service contracts	X
Operation of ambulance service	
Continuing education	X
Personnel training	
Operation of oversight of EMS dispatch center	
Non-medical disaster planning	

**TABLE 2-System Organization and Management (continued)**

Administration of critical incident stress debriefing team (CISD)

Administration of disaster medical assistance team (DMAT)

Administration of EMS Fund [Senate Bill (SB) 12/612]

X

Other: \_\_\_\_\_

Other: \_\_\_\_\_

Other: \_\_\_\_\_

5. REMSA agency budget for FY	<u>2004/2005</u>	<u>2009/ 2010</u>
A. EXPENSES		
Salaries and benefits (All but contract personnel)	\$ <u>835,000</u>	<u>\$1,074,000</u>
Contract Services (e.g. medical director)	<u>760,500</u>	<u>230,400</u>
Operations (e.g. copying, postage, facilities)	<u>278,000</u>	<u>532,000</u>
Travel	<u>34,550</u>	<u>31,000</u>
Fixed assets	0	<u>0</u>
Indirect expenses (overhead)	<u>307,500</u>	<u>330,000</u>
Ambulance subsidy	<u>1,086,000</u>	<u>774,000</u>
EMS Fund payments to physicians/hospital	0	<u>0</u>
Dispatch center operations (non-staff)	<u>75,000</u>	<u>125,000</u>
Training program operations	0	<u>0</u>
Other: _____		_____
Other: _____		_____
Other: _____		_____
<b>TOTAL EXPENSES</b>	<u>\$3,376,550</u>	<u>\$ 3,096,400</u>

**Table 2 - System Organization & Management (cont.)**

**B. SOURCES OF REVENUE**

Special project grant(s) [from EMSA }

Preventive Health and Health Services (PHHS) Block Grant	\$ <del>53,800</del>	\$ <u>0</u>
Office of Traffic Safety (OTS)	<u>0</u>	<u>0</u>
State general fund	<u>0</u>	<u>0</u>
County general fund	<u>1,096,750</u>	<u>105,000</u>
Other local tax funds (e.g., EMS district)	<u>85,000</u>	<u>93,000</u>
County contracts (e.g. multi-county agencies)	<u>0</u>	<u>0</u>
Certification fees	<u>40,000</u>	<u>41,000</u>
Training program approval fees	<u>0</u>	<u>0</u>
Training program tuition/Average daily attendance funds (ADA)	<u>0</u>	<u>0</u>
Job Training Partnership ACT (JTPA) funds/other payments	<u>0</u>	<u>0</u>
Base hospital application fees	<u>0</u>	<u>0</u>
Trauma center application fees	<u>0</u>	<u>0</u>
Trauma center designation fees	<u>0</u>	<u>0</u>
Pediatric facility approval fees	<u>0</u>	<u>0</u>
Pediatric facility designation fees	<u>0</u>	<u>0</u>
Other critical care center application fees	<u>0</u>	<u>0</u>
Type: _____		
Other critical care center designation fees	<u>0</u>	<u>0</u>
Type: _____		
Ambulance service/vehicle fees	<u>85,000</u>	<u>130,000</u>
Contributions	<u>0</u>	
EMS Fund (SB 12/612)	<u>325,000</u>	<u>999,000</u>
Other grants: _____	<u>0</u>	<u>0</u>
Other fees: <u>Misc. Revenues</u>	<u>1,000</u>	<u>0</u>
Other (specify): <u>Mental Health, Fines, Contract Monitoring,</u>	<u>1,640,000</u>	<u>1,829,000</u>
<u>Data Base Oversight</u>		
<b>TOTAL REVENUE</b>	<b><u>\$3,376,550</u></b>	<b><u>\$3,097,000</u></b>

*TOTAL REVENUE SHOULD EQUAL TOTAL EXPENSES.  
IF THEY DON'T, PLEASE EXPLAIN BELOW.*

**Table 2 - System Organization & Management (cont.)**

Fee structure for FY 2009

\_\_\_\_\_ We do not charge any fees

\_\_\_\_\_ Our fee structure is:

First responder certification	<u>\$0</u>
EMS dispatcher certification	<u>\$0</u>
EMT-I certification	<u>\$25.00</u>
EMT-I recertification	<u>\$15.00</u>
EMT-defibrillation certification	<u>N/A</u>
EMT-defibrillation recertification	<u>N/A</u>
EMT-II certification	<u>N/A</u>
EMT-II recertification	<u>N/A</u>
EMT-P accreditation	<u>\$75.00</u>
EMT-P Re verification	<u>\$50.00</u>
Mobile Intensive Care Nurse/ Authorized Registered Nurse (MICN/ARN) certification	<u>\$75.00</u>
MICN/ARN recertification	<u>\$50.00</u>
EMT-I training program approval	<u>\$0</u>
EMT-II training program approval	<u>\$0</u>
EMT-P training program approval	<u>\$0</u>
MICN/ARN training program approval	<u>\$0</u>
Base hospital application	<u>\$0</u>
Base hospital designation	<u>\$0</u>
Trauma center application	<u>\$0</u>
Trauma center designation	<u>\$0</u>
Pediatric facility approval	<u>\$0</u>
Pediatric facility designation	<u>\$0</u>
Other critical care center application	
Type: <u>None</u>	
Other critical care center designation	
Type: <u>None</u>	
ALS Ambulance service license	<u>\$6,000.00</u>
BLS Ambulance service license	<u>\$3,000.00</u>
Ambulance vehicle permits	<u>\$250.00</u>
Complete policy manual	<u>\$50.00</u>
Policy manual updates	<u>\$5.00</u>

**Table 2 - System Organization & Management (cont.)**

EMS System: Riverside County EMS

Reporting year: 2004-2009

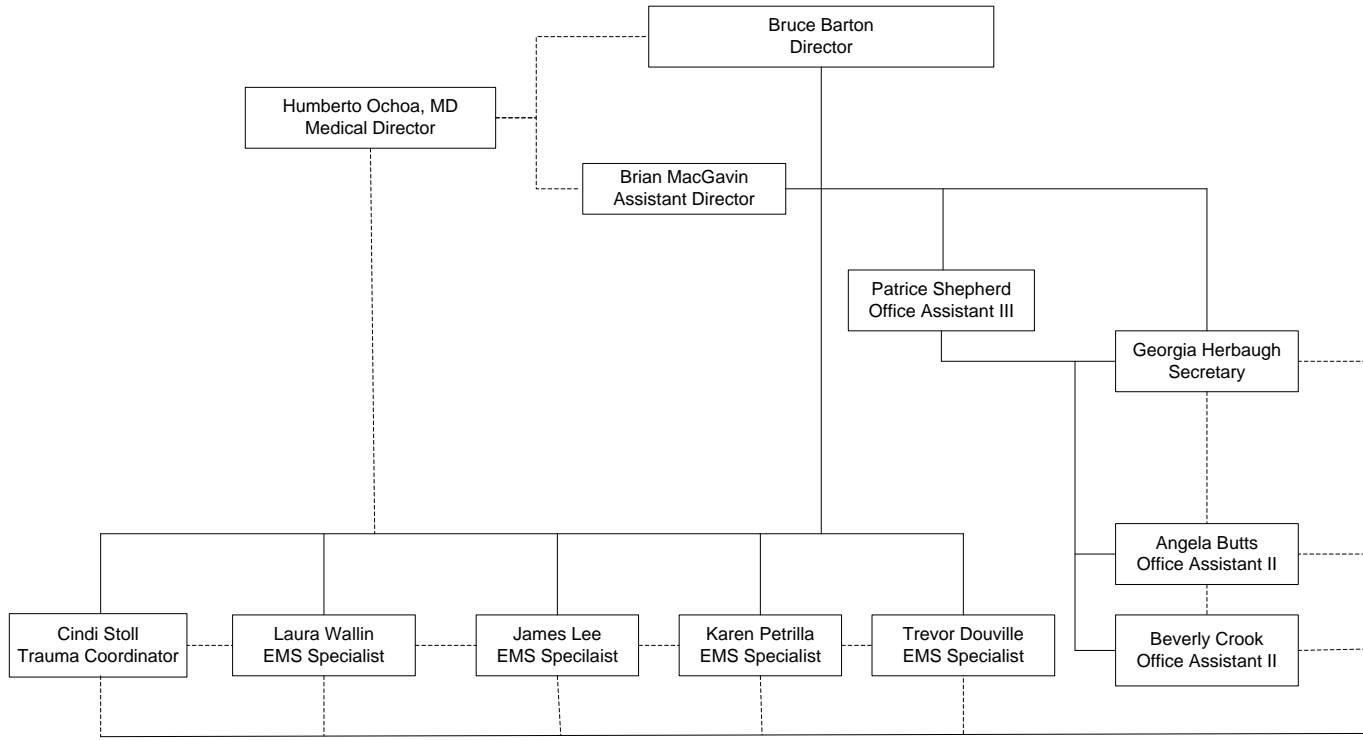
CATEGORY	ACTUAL TITLE	FTE POSITIONS (EMS ONLY)	TOP SALARY BY HOURLY EQUIVALENT	BENEFITS (%of Salary)	COMMENTS
EMS Admin./Coord./Director	REMSA Director	1	<del>\$45.22</del> \$55.05	45%	
Asst. Admin./Admin. Asst./Admin. Mgr.	Assistant REMSA Director	1	\$41.11	45%	
ALS Coord./Field Coord./ Training Coordinator	EMS Specialist	1	<del>\$29.65</del> \$32.89	45%	
Program Coordinator/ Field Liaison (Non-clinical)	Senior EMS Specialist	1	<del>\$31.26</del> \$34.65	45%	
Trauma Coordinator	EMS Specialist RN V	1	<del>\$29.65</del> \$39.65	45%	
Medical Director	EMS Agency REMSA Medical Director	0.25	\$100.00	N/A	Contracted
Other MD/Medical Consult/ Training Medical Director					
Disaster Medical Planner	EMS Specialist	1	<del>\$29.65</del> \$32.89	45%	

**Table 2 - System Organization & Management (cont.)**

<b>CATEGORY</b>	<b>ACTUAL TITLE</b>	<b>FTE POSITIONS (EMS ONLY)</b>	<b>TOP SALARY BY HOURLY EQUIVALENT</b>	<b>BENEFITS (%of Salary)</b>	<b>COMMENTS</b>
Dispatch Supervisor					
Medical Planner					
Data Evaluator/Analyst	EMS Specialist	1	<del>\$29.65</del> \$32.89	45%	
QA/QI Coordinator	EMS Specialist	1	<del>\$29.65</del> \$32.89	45%	
Public Info. & Education Coordinator	EMS Specialist	1	<del>\$29.65</del> \$32.89	45%	
Executive Secretary	Secretary I	1	<del>\$16.75</del> \$21.35	45%	
Other Clerical	Office Assistant III	1	<del>\$14.29</del> \$18.08	45%	
Other Clerical	Office Assistant II	1	<del>\$12.54</del> \$16.28	45%	
Data Entry Clerk					
Other	Staff Analyst	4	\$22.16	45%	



# EMS AGENCY



**TABLE 3: SYSTEM RESOURCES AND OPERATIONS - Personnel/Training**

EMS System: Riverside County EMS

Reporting Year: 2004-2009 Calendar year

**NOTE:** Table 3 is to be reported by agency.

	EMT - Is	EMT – IIs	EMT - Ps	MICN	EMS Dispatchers
Total Certified	2458 1398		842 465	94 107	0
Number newly certified this year	365 478		110 93	69 29	0
Number recertified this year	1044 920		77 372	25 78	0
Total number of accredited personnel on July 1 of the reporting year	2926 2,445		637 857	164 211	0
Number of certification reviews resulting in:					
a) formal investigations	10 31			0	0
b) probation	14 11				
c) suspensions	1 6				
d) revocations	2 3				
e) denials	4 2				
f) denials of renewal	0 4				
g) no action taken	9 10				

1. Number of EMS dispatchers trained to EMSA standards: N/A
2. Early defibrillation:
  - a) Number of EMT=I (defib.) certified 1150
  - b) Number of public safety (defib.) certified (non-EMT-I) 45
3. Do you have a first responder training program  yes  no

**TABLE 4: SYSTEM RESOURCES AND OPERATIONS - Communications**

EMS System: Riverside County EMS

County: Riverside County

Reporting Year: ~~2004~~ 2009

**Note:** Table 4 is to be answered for each county. 2004    2009

- |  | <u>2004</u>   | <u>2009</u> |
|--|---------------|-------------|
| 1. Number of primary Public Service Answering Points (PSAP)  | <del>16</del> | <u>17</u>   |
| 2. Number of secondary PSAPs   | <u>1</u>      | <u>3</u>    |
| 3. Number of dispatch centers directly dispatching ambulances  | <del>14</del> | <u>4</u>    |
| 4. Number of designated dispatch centers for EMS Aircraft  | <u>1</u>      | <u>1</u>    |
| 5. Do you have an operational area disaster communication system?    Yes <u>X</u> No _____                         |               |             |
| a. Radio primary frequency <u>156.075 CALCORD</u>  |               |             |
| b. Other methods <u>CAHAN, RACES</u>   |               |             |
| c. Can all medical response units communicate on the same disaster communications system?<br>Yes <u>X</u> No _____ |               |             |
| d. Do you participate in OASIS?    Yes <u>X</u> No _____   |               |             |
| e. Do you have a plan to utilize RACES as a back-up communication system?<br>Yes <u>X</u> No _____                 |               |             |
| 1) Within the operational area?    Yes <u>X</u> No _____   |               |             |
| 2) Between the operational area and the region and/or state?    Yes <u>X</u> No _____                              |               |             |
| 6. Who is your primary dispatch agency for day-to-day emergencies? <u>Riverside County Fire Department</u>         |               |             |
| 7. Who is your primary dispatch agency for a disaster? <u>Riverside County Fire Department</u>                     |               |             |

**TABLE 5: SYSTEM RESOURCES AND OPERATIONS - Response/Transportation**

EMS System: Riverside County EMS

Reporting Year: ~~2004~~ 2008

**Note:** Table 5 is to be reported by agency.

<b>TRANSPORTING AGENCIES</b>	<u>2004</u>	<u>2008</u>
1. Number of exclusive operating areas	<u>12</u>	<u>11</u>
2. Percentage of population covered by Exclusive Operating Areas (EOA)	<u>100%</u>	<u>83%</u>
3. Total number responses	<u>176,410</u>	<u>209,640</u>
a) Number of emergency responses (Code 2: expedient, Code 3: lights and siren)	<u>134,255</u>	<u>151,044</u>
b) Number non-emergency responses (Code 1: normal)	<u>unknown</u>	<u>58,596</u>
4. Total number of transports	<u>134,460</u>	<u>164,802</u>
a) Number of emergency transports (Code 2: expedient, Code 3: lights and siren)	<u>94,655</u>	<u>109,973</u>
b) Number of non-emergency transports (Code 1: normal)	<u>39,805</u>	<u>54,829</u>

**Early Defibrillation Provider Organizations**

5. Number of public safety defibrillation providers	<u>1</u>	<u>1</u>
a) Automated	<u>1</u>	<u>1</u>
b) Manual	<u>0</u>	<u>0</u>
6. Number of EMT-Defibrillation providers	<u>1</u>	<u>9</u>
a) Automated	<u>1</u>	<u>9</u>
b) Manual	<u>0</u>	<u>0</u>

**Air Ambulance Services**

7. Total number of responses	<u>764</u>	<u>802</u>
a) Number of emergency responses	<u>389</u>	<u>268</u>
b) Number of non-emergency responses	<u>375</u>	<u>533</u>
8. Total number of transports	<u>582</u>	<u>559</u>
a) Number of emergency (scene) responses	<u>207</u>	<u>269</u>
b) Number of non-emergency responses	<u>375</u>	<u>553</u>

**TABLE 5: SYSTEM RESOURCES AND OPERATIONS - Response/Transportation (cont'd.)**

**SYSTEM STANDARD RESPONSE TIMES (90<sup>TH</sup> PERCENTILE)**

Enter the response times in the appropriate boxes	<b>METRO/URBAN</b>	<b>SUBURBAN/RURAL</b>	<b>WILDERNESS</b>	<b>SYSTEMWIDE</b>
BLS and CPR capable first responder	-	-	-	No Standard
Early defibrillation responder	-	-	-	No Standard
Advanced life support responder	10 minutes			
Transport Ambulance	10 minutes*	14/20/30 minutes	Best Effort	N/A

\* Adjusted by 2 minutes per written agreements with cities of Corona, Norco and Riverside. In these settings Fire Department ALS resources provide first responder services.

**TABLE 6: SYSTEM RESOURCES AND OPERATIONS - Facilities/Critical Care**

EMS System: Riverside County EMS  
 Reporting Year: 2004 2008

**NOTE:** Table 6 is to be reported by agency.

<b>Trauma</b>	<u>2004</u>	<u>2008</u>
Trauma patients:		
a) Number of patients meeting trauma triage criteria	<u>4459</u>	<u>4618</u>
b) Number of major trauma victims transported directly to a trauma center by ambulance (ground ambulance)	<u>3886</u>	<u>3516</u>
c) Number of major trauma patients transferred to a trauma center	<u>373</u>	<u>230</u>
d) Number of patients meeting triage criteria who weren't treated at a trauma center	<u>Data not available</u>	<u>27</u>
 <b>Emergency Departments</b>		
Total number of emergency departments	<u>15</u>	<u>15</u>
a) Number of referral emergency services	<u>0</u>	<u>0</u>
b) Number of standby emergency services	<u>1</u>	<u>1</u>
c) Number of basic emergency services	<u>14</u>	<u>14</u>
d) Number of comprehensive emergency services	<u>0</u>	<u>0</u>
 <b>Receiving Hospitals</b>		
1. Number of receiving hospitals with written agreements	<u>0</u>	<u>0</u>
2. Number of base hospitals with written agreements	<u>9</u>	<u>7</u>

**TABLE 7: SYSTEM RESOURCES AND OPERATIONS - Disaster Medical**

EMS System: Riverside County EMS

County: Riverside County

Reporting Year: ~~2005~~ 2009 (No change)

**NOTE:** Table 7 is to be answered for each county.

**SYSTEM RESOURCES**

- 1. Casualty Collections Points (CCP)
  - a) Where are your CCPs located? ~~They are established when the disaster hits. None are specifically designated at any site.~~ REMSA is completing a draft for Field Treatment Sites (FTS).
  - b) How are they staffed? American Red Cross EMS Personnel
  - c) Do you have a supply system for supporting them for 72 hours?      yes X    no \_\_\_
  
- 2. CISD
  - Do you have a CISD provider with 24-hour capability?      yes X    no \_\_\_
  
- 3. Medical Response Team
  - a) Do you have any team medical response capability?      yes \_\_\_    no X
  - b) For each team, are they incorporated into your local response plan?      yes \_\_\_    no X
  - c) Are they available for statewide response?      yes \_\_\_    no X
  - d) Are they part of a formal out-of-state response system?      yes \_\_\_    no X

Medical Reserve Corps is currently being formed under the Volunteer Center of Riverside County, however, this team is currently not operational.
  
- 4. Hazardous Materials
  - a) Do you have any Haz Mat trained medical response teams?      yes X    no \_\_\_
  - b) At what Haz Mat level are they trained?      Type A Haz Mat Team
  - c) Do you have the ability to do decontamination in an emergency room?      yes X    no \_\_\_
  - d) Do you have the ability to do decontamination in the field?      yes X    no \_\_\_

**OPERATIONS**

- 1. Are you using a Standardized Emergency Management System (SEMS) that incorporates a form of Incident Command System (ICS) structure?      yes X    no \_\_\_
  
- 2. What is the maximum number of local jurisdiction EOCs you will need to interact with in a disaster?      2





**SECTION IV – RESOURCES DIRECTORY**

**TABLE 8: RESOURCES DIRECTORY - Providers**

EMS System: Riverside County EMS County: Riverside County Reporting Year: 2004/2008 2008/2009

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

<b>Name, address &amp; telephone:</b> AmbuServe Ambulance 15105 S. Broadway Gardena, CA 90248 (310) 644-0500			<b>Primary Contact:</b> Melissa Harris President		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib. 9 BLS      _____ EMT-D _____ LALS      _____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>1</u>

<b>Name, address &amp; telephone:</b> <b>American Medical Response</b> <b>879 Marlborough Avenue</b> <b>Riverside, CA 92507-2133</b> <b>(951) 782-5200</b>			<b>Primary Contact:</b> <b>Bruce Barton</b> <b>Tom McEntee</b> <b>Director, Riverside County</b>		
<b>Written Contract:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS    _____ PS-Defib. <u>374</u> <del>246</del> BLS    _____ EMT-D _____ LALS <u>256</u> <del>243</del> ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>122</u> <del>97</del>

<b>Name, address &amp; telephone:</b> <b>Blythe Ambulance Service</b> <b>P.O. Box 1271</b> <b>Blythe, CA 92226</b> <b>(760) 922-8460</b>			<b>Primary Contact:</b> <b>Leslie Jessop-Watkins</b> <b>Vice President</b>		
<b>Written Contract:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS    _____ PS-Defib <u>8</u> BLS    _____ EMT-D _____ LALS <u>7</u> ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>6</u>

<b>Name, address &amp; telephone:</b> <b>California Highway Patrol</b> <b>56-850 Higgins Drive</b> <b>Thermal, CA 92274</b> <b>(760) 399-0085</b>			<b>Primary Contact:</b> <b>Bill Winterhalter</b> <b>Flight Officer</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input type="checkbox"/> Ground <input checked="" type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input checked="" type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input checked="" type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib <u>8</u> BLS      _____ EMT-D _____ LALS <u>23</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input checked="" type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>1</u>

<b>Name, address &amp; telephone:</b> <b>Cathedral City Fire Department</b> <b>32-100 Desert Vista</b> <b>Cathedral City, CA 92224</b> <b>(760) 770-8200</b>			<b>Primary Contact:</b> <b>Robert Van Nortrick</b> <b>Interim Division Chief</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib <del>13</del> <u>10</u> BLS      _____ EMT-D _____ LALS <del>18</del> <u>24</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>4</u>

<b>Name, address &amp; telephone:</b> <b>Cavalry Ambulance</b> <b>420 N. McKinley Street</b> <b>Corona, CA 92879</b> <b>(888) 774-9900</b>			<b>Primary Contact:</b> <b>Kent Knopf</b> <b>CEO</b>		
<b>Written Contract:</b> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>15</u> <del>4</del> BLS      _____ EMT-D _____ LALS      _____ ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>6</u> <del>5</del>

<b>Name, address &amp; telephone:</b> <b>Cole-Schaefer Ambulance Services, Inc.</b> <b>324 N. Towne Ave</b> <b>Pomona, CA 91767</b> <b>(800) 582-2258</b>			<b>Primary Contact:</b> <b>Simon J. Conception</b> <b>Jimmy McNeal</b> <b>President</b>		
<b>Written Contract:</b> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>52</u> <del>8</del> BLS      _____ EMT-D _____ LALS      _____ ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>3</u>

<b>Name, address &amp; telephone:</b> <b>Corona Fire Department</b> <b>815 W. Sixth Street</b> <b>400 S. Vicentia Ave.</b> <b>Corona, CA 92882</b> <b>(951) 736- 2460</b>			<b>Primary Contact:</b> <b>Michael Samuels</b> <b>Mike Porter</b> <b>EMS Battalion Chief</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib _____ BLS <u>70</u> EMT-D _____ LALS <u>30</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>0</u>

<b>Name, address &amp; telephone:</b> <b>C.R.A.</b> <b>11690 Pacific Ave Suite 301</b> <b>Fontana, CA 92337</b> <b>(800) 907-3728</b>			<b>Primary Contact:</b> <b>Logan Cromwell</b> <b>President</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib <u>31</u> BLS      _____ EMT-D _____ LALS      _____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>9</u>

<b>Name, address &amp; telephone:</b> Desert CCT 140 N. Broadway Blythe, CA 92226 760-922-5911			<b>Primary Contact:</b> Trina Davis-Sartin President		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: ____ PS      ____ PS-Defib <u>4</u> BLS      ____ EMT-D ____ LALS      ____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>2</u>

<b>Name, address &amp; telephone:</b> Hemet Fire Department 510 E. Florida Ave. Hemet, CA 92543 (951)765-2450			<b>Primary Contact:</b> Robert Verberg Matt Shobert Fire Chief		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: ____ PS      ____ PS-Defib ____ BLS <u>54</u> EMT-D ____ LALS      ____ ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>0</u>

<b>Name, address &amp; telephone:</b> <b>Idyllwild Fire Protection District</b> <b>54160 Maranatha Drive</b> <b>Idyllwild, CA 92549-0656</b> <b>(951) 659-2153</b>			<b>Primary Contact:</b> <del>Steve Kunkle</del> <b>Mike Mulhull</b> <b>Interim Fire Chief</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS _____ PS-Defib <u>11</u> <u>19</u> BLS _____ EMT-D _____ LALS <u>10</u> <u>21</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input checked="" type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>3</u>

<b>Name, address &amp; telephone:</b> <b>Southland Medical Response</b> <b>1721 Production Circle</b> <b>Riverside, CA 92507</b> <b>(877) 789-0053</b>			<b>Primary Contact:</b> <b>Edwin Calayag</b> <b>Dir. of Business Management</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS _____ PS-Defib <u>6</u> BLS _____ EMT-D _____ LALS _____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>2</u>

<b>Name, address &amp; telephone:</b> Symons Ambulance 18592 Cajon Blvd. San Bernardino, CA 92427 (866) SAVE-LIVES			<b>Primary Contact:</b> Jeff Grange CEO		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS _____ PS-Defib <u>10</u> BLS _____ EMT-D _____ LALS _____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>1</u>

<b>Name, address &amp; telephone:</b> Mercy Air Services Inc. 1670 Miro Way Rialto, CA 92376			<b>Primary Contact:</b> <del>Pam Steen</del> Roy Cox		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input type="checkbox"/> Ground <input checked="" type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input checked="" type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input checked="" type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS _____ PS-Defib _____ BLS _____ EMT-D _____ LALS <u>51</u> ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>5</u>



<b>Name, address &amp; telephone:</b> <b>Mission Ambulance, Inc</b> <b>10555 Third Street</b> <b>Corona, CA 92879</b> <b>(800) 899-9100</b>			<b>Primary Contact:</b> <b>Dan Gold</b> <b>President</b>		
<b>Written Contract:</b> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>51</u> <del>44</del> BLS      _____ EMT-D _____ LALS      _____ ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>14</u> <del>7</del>

<b>Name, address &amp; telephone:</b> <b>Murrieta Fire Department</b> <b>41825 Juniper Street</b> <b>Murrieta, CA 92562</b> <b>(951) 461-6162</b>			<b>Primary Contact:</b> <b>Art Durbin</b> <b>EMS Coordinator</b>		
<b>Written Contract:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>30</u> BLS      _____ EMT-D _____ LALS <u>9</u> ALS
<b>Ownership:</b> <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>0</u>

<b>Name, address &amp; telephone:</b> <b>Norco Fire Department</b> <b>3367 Corydon Avenue</b> <b>Norco, CA 92860</b> <b>(951) 737-8097</b>			<b>Primary Contact:</b> <b>Frank deBoer</b> <b>EMS Coordinator</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS <u>300</u> PS-Defib <u>18</u> BLS    _____ EMT-D _____ LALS <u>6</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>0</u>

<b>Name, address &amp; telephone:</b> <b>Palm Springs Fire Department</b> <b>300 N. El Cielo Road</b> <b>Palm Springs, CA 92262</b> <b>(760) 323-8181</b>			<b>Primary Contact:</b> <b>Blake Goetz</b> <b>Fire Chief</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS    _____ PS-Defib _____ BLS <u>46</u> EMT-D _____ LALS <u>9</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>0</u>

<b>Name, address &amp; telephone:</b> <b>Pechanga Fire Department</b> <b>48240 Pechanga Road</b> <b>Temecula, CA 92592</b> <b>(951) 506-5332</b>			<b>Primary Contact:</b> <b>Jason Keeling</b> <b>Fire Chief</b>		
<b>Written Contract:</b> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>31</u> BLS      _____ EMT-D _____ LALS      _____ ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input checked="" type="checkbox"/> Other explain: <u>Tribal Fire</u>	<b>If public:</b> <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>0</u>

<b>Name, address &amp; telephone:</b> <b>Priority One Medical Transport</b> <b>8540 Archibald Avenue</b> <b>Rancho Cucamonga, CA 91730</b> <b>(800) 600-3370</b>			<b>Primary Contact:</b> <b>Michael Parker</b> <b>President</b>		
<b>Written Contract:</b> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>Service:</b> <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	<b>Air classification:</b> <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	<b>If Air:</b> <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	<b>Number of personnel providing services:</b> _____ PS      _____ PS-Defib <u>9</u> BLS      _____ EMT-D _____ LALS      _____ ALS
<b>Ownership:</b> <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	<b>Medical Director:</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>If public:</b> <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	<b>If public:</b> <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	<b>System available 24 hours?</b> <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<b>Number of ambulances:</b> <u>3</u>

<b>Name, address &amp; telephone:</b> <b>Premier Medical Services</b> <b>575 Maple Ct. Suite A</b> <b>Colton, CA 92234</b> <b>(909) 433-3939</b>			<b>Primary Contact:</b> <b>Robert Camarena</b> <b>Vice President</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib <u>5</u> BLS      _____ EMT-D _____ LALS      _____ ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>2</u>

;

<b>Name, address &amp; telephone:</b> <b>REACH Air Medical Services</b> <b>1097 Airport Road</b> <b>Imperial, CA 92251</b> <b>(877) 644-4042</b>			<b>Primary Contact:</b> <b>Sean Rogoff</b> <b>Operations Base Manager</b>		
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input type="checkbox"/> Ground <input checked="" type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input checked="" type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input checked="" type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS      _____ PS-Defib _____ BLS      _____ EMT-D _____ LALS <u>3</u> ALS
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>1</u>

<b>Name, address &amp; telephone:</b> <b>Riverside County Fire</b> <b>3423 Davis Avenue</b> <b>16902 Bundy Ave.</b> <b>Riverside, CA 92518</b> <b>(951) 486-5105 4753</b>			<b>Primary Contact:</b> <b>Bruce Stumreiter</b> <b>EMS Battalion Chief</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input checked="" type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input checked="" type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS <u>300</u> PS-Defib <u>900 1100</u> BLS    _____ EMT-D _____ LALS <u>350 129</u> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city <input checked="" type="checkbox"/> county <input checked="" type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>12</u> <b>17</b>

<b>Name, address &amp; telephone:</b> <b>Riverside City Fire Department</b> <b>3775 Fairmont Blvd. 3085 St. Lawrence St</b> <b>Riverside, CA 92504 4</b> <b>(951) 826-5321</b>			<b>Primary Contact:</b> <b>Mare Andrews</b> <b>Jeff Dredla</b> <b>Battalion Chief</b>		
Written Contract: <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Service: <input checked="" type="checkbox"/> Ground <input type="checkbox"/> Air <input type="checkbox"/> Water	<input type="checkbox"/> Transport <input checked="" type="checkbox"/> Non-Transport	Air classification: <input type="checkbox"/> auxiliary rescue <input type="checkbox"/> air ambulance <input type="checkbox"/> ALS rescue <input type="checkbox"/> BLS rescue	If Air: <input type="checkbox"/> Rotary <input type="checkbox"/> Fixed Wing	Number of personnel providing services: _____ PS <u>300</u> PS-Defib <u>53 135</u> BLS    _____ EMT-D _____ LALS <u>17</u> <b>48</b> ALS
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city <input type="checkbox"/> county <input type="checkbox"/> state <input type="checkbox"/> fire district <input type="checkbox"/> Federal	System available 24 hours? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Number of ambulances: <u>0</u>

**TABLE 9: RESOURCES DIRECTORY - Approved Training Programs**

EMS System: Riverside County EMS County: Riverside Reporting Year: 2008/2009 ~~2005~~

NOTE: Table 9 is to be completed by county. Make copies to add pages as needed.

<b>Training Institution Name</b>	<u>College of the Desert</u>	<b>Contact Person telephone no.</b>	<u>Cindi Hay</u> <del>Sandi Emerson</del>
<b>Address</b>	<u>44-500 Monterey Ave., Palm Desert, CA 92260-2499</u>		<u>(760) 773-2578</u>
<b>Student Eligibility: *</b> General Public	<b>Cost of Program</b> Basic <u>\$194.00 (tuition only)</u> <del>\$85.00</del> Refresher <u>\$55.00 (tuition only)</u> <del>\$25.00</del>	<b>**Program Level: EMT-I</b> Number of students completing training per year: Initial training / Refresher: <u>90</u> <del>152</del> Cont. Education <u>unknown</u> Expiration Date: <u>May 2010</u> <del>Feb. 2005</del> Number of courses: Initial training: <u>3</u> Refresher: <u>2</u> Cont. Education: <u>0</u>	
<b>Training Institution Name</b>	<u>Mt. San Jacinto College</u>	<b>Contact Person</b>	<u>Art Durbin</u>
<b>Address</b>	<u>28237 La Piedra Road Menifee, CA 92584</u>	<b>Telephone no.</b>	<u>(951) 672-6752 x2613</u>
<b>Student Eligibility: *</b> General Public	<b>Cost of Program</b> Basic <u>\$100.00 (tuition only)</u> <del>\$55.00</del> Refresher <u>\$60.00 (tuition only)</u> <del>\$22.00</del>	<b>**Program Level: <u>EMT -I</u></b> Number of students completing training per year: Initial training / Refresher: <u>320</u> <del>190</del> Cont. Education: <u>unknown</u> <del>0</del> Expiration Date: <u>June. 2010</u> <del>Feb. 2005</del> Number of courses: <u>unknown</u> Initial training: <u>10</u> <del>9</del> Refresher: <u>2</u> Cont. Education: <u>unknown</u> <del>0</del>	

- Open to general public or restricted to certain personnel only.
- \*\* Indicate whether EMT-I, EMT-II, EMT-P, or MICN; if there is a training program that offers more than one level complete all information for each level.

**TABLE 9: RESOURCES DIRECTORY - Approved Training Programs**

EMS System: Riverside County EMS County: Riverside Reporting Year: 2008/2009 ~~2005~~

NOTE: Table 9 is to be completed by county. Make copies to add pages as needed.

<b>Training Institution Name</b>	<u>Palo Verde College</u>	<b>Contact Person</b>	<u>Sharron Berguson</u> <del>Sue Valenzuela</del>
<b>Address</b>	<u>1 College Drive Blythe, CA 92225</u>	<b>Telephone no.</b>	<u>(760) 921-5444</u>
<b>Student Eligibility: *</b> General Public	<b>Cost of Program</b> Basic <u>\$72.00 (tuition only)</u> Refresher <u>\$20.00 + book \$27.00</u>	<b>**Program Level: EMT-I</b> Number of students completing training per year: Initial training / Refresher: <u>33</u> <del>18</del> Cont. Education <u>0</u> Expiration Date: <u>May 2010</u> <del>Feb 2005</del> Number of courses: _____ Initial training: <u>2</u> Refresher: <u>0</u> <u>Offered</u> Cont. Education: <u>0</u>	
<b>Training Institution Name</b>	<u>Riverside County Fire Department Ben Clark Training Center</u>	<b>Contact Person</b>	<u>Ann Yoshinaga</u> <del>Bruce Stumreiter</del>
<b>Address</b>	<u>16902 Bundy Ave 3423 Davis Road, B-2 Riverside, CA 92518</u>	<b>Telephone no.</b>	<u>(951) 486-4682</u> <del>(951) 486-2874</del>
<b>Student Eligibility: *</b> Preference to: 1.Co. Fire 2.Fire 3.Non-Fire	<b>Cost of Program</b> Basic <u>Not offered</u> Refresher <u>\$60.00 (non-Co. Fire)</u> Upgrade <u>N/A \$100.00</u>	<b>**Program Level: EMT-I</b> Number of students completing training per year: Initial training /Refresher: <u>90</u> <del>388</del> Cont. Education: <u>450</u> <del>0</del> Expiration Date: <u>May 2010</u> <del>Feb. 2005</del> Number of courses: <u>0</u> Initial training: <u>0</u> Refresher: <u>4</u> <del>13</del> Cont. Education: <u>22</u> <del>0</del> Upgrade Classes: <u>0</u> <del>11</del>	

- Open to general public or restricted to certain personnel only.
- \*\* Indicate whether EMT-I, EMT-II, EMT-P, or MICN; if there is a training program that offers more than one level complete all information for each level.

**TABLE 9: RESOURCES DIRECTORY - Approved Training Programs**

Riverside County EMS

County: Riverside

Reporting Year: 2008/2009 ~~2005~~

NOTE: Table 9 is to be completed by county. Make copies to add pages as needed.

<b>Training Institution Name</b>	<u>Riverside Community College</u>	<b>Contact Person</b>	<u>Chris Nollette</u>
<b>Address</b>	<u>Ben Clark Training Center <del>March Education Center</del> 1688 Bundy Ave Building 3407 <del>14745 Riverside Dr.</del> Riverside, CA 92518</u>	<b>telephone no.</b>	<u>(951) 222-8000 x 4609</u>

<b>Student Eligibility: *</b> General Public	<b>Cost of Program</b>	**Program Level: <u>EMT-I</u> Number of students completing training per year: Initial training: / Refresher: <u>30</u> <del>338</del> Cont. Education Expiration Date: <u>April 2010</u> <del>Feb. 2005</del> Number of courses: _____ Initial training: <u>2</u> <del>9</del> Refresher: <u>0</u> Cont. Education:
	Basic <u>\$100.00</u>  Refresher <u>0 offered</u>	

<b>Training Institution Name</b>	<u>Riverside Community College</u>	<b>Contact Person</b>	<u>Chris Nollette</u>
<b>Address</b>	<u>Ben Clark Training Center <del>March Education Center</del> 1688 Bundy Ave Building 3407 <del>14745 Riverside Dr.</del> Riverside, CA 92518</u>	<b>telephone no.</b>	<u>(951) 222-8000 x 4609</u>

<b>Student Eligibility: *</b>	<b>Cost of Program</b>	**Program Level: <u>EMT-P</u> Number of students completing training per year: Initial training: <u>66</u> Refresher: <u>0</u> Cont. Education: <u>?</u> Expiration Date: <u>Feb. 2010</u> <del>Jan. 2006</del> Number of courses: _____ Initial training: <u>2</u> Refresher: <u>0</u> Cont. Education: <u>?</u>
	Basic <u>\$1000.00</u>  Refresher _____	



**TABLE 9: RESOURCES DIRECTORY - Approved Training Programs**

Riverside County EMS

County: Riverside

Reporting Year: 2008/2009

**NOTE:** Table 9 is to be completed by county. Make copies to add pages as needed.

**Training Institution Name** Riverside County Office of Education **Contact Person telephone no.** Margie Shamblin  
**Address** 3939 13<sup>th</sup> Street  
Riverside, CA 92502-0868

<b>Student Eligibility: *</b> General Public	<b>Cost of Program</b>  Basic <u>\$120.00</u> \$245 for uniform Refresher <u>0 offered</u>	**Program Level: <u>EMT-I</u> Number of students completing training per year: Initial training: / Refresher: <u>40</u> Cont. Education Expiration Date: <u>May 2010</u>  Number of courses: _____ Initial training: <u>2</u> Refresher: <u>0</u> Cont. Education:
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- Open to general public or restricted to certain personnel only.
- \*\* Indicate whether EMT-I, EMT-II, EMT-P, or MICN; if there is a training program that offers more than one level complete all information for each level.

**TABLE 10: RESOURCES DIRECTORY - Facilities**

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 2005

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Desert Regional Medical Center, 1150 N. Indian Canyon Drive, Palm Springs, CA 92220		<b>Primary Contact:</b> Heidi Anderson RN, Prehospital Liaison Nurse (760) 323-6511		
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If Trauma Center what Level:**** _____II_____

<b>Name, address &amp; telephone:</b> Eisenhower Medical Center, 39000 Bob Hope Drive, Rancho Mirage, Ca 92270		<b>Primary Contact:</b> Shellee Fetters, RN, Prehospital Liaison Nurse (760) 340-3911		
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 2005

NOTE: Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Hemet Valley Medical Center, 1117 E. Devonshire Ave., Hemet, CA 92543 <b>Primary Contact:</b> Karen Gross King, RN, Nurse Manager (951) 652-6173 <b>Prehospital Liaison Nurse</b>				
Written Contract <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

<b>Name, address &amp; telephone:</b> Inland Valley Medical Center, 36485 Inland Valley Drive, Wildomar, CA 92595 <b>Primary Contact:</b> Michael Murphy, RN, PLN (951) 677-1111				
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If Trauma Center what Level:**** _____ III _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

Name, address & telephone:		Primary Contact:	
JFK Memorial Medical Center, 47111 Monroe St, Indio, CA 92201		Sharonda Brown Agnes Jove PLN (760) 775-8413 <del>775-8045</del>	
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If Trauma Center what Level:**** _____			

Name, address & telephone:		Primary Contact:	
Menifee Valley Medical Center, 28400 McCall Blvd, Sun City, CA 92586		Jan Nelson ED Manager <del>Karen King, RN, PLN</del> (951) 679-8888	
Written Contract <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If Trauma Center what Level:**** _____			

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Palo Verde Hospital, 250 N. 1 <sup>st</sup> Street, Blythe, CA 92225		<b>Primary Contact:</b> Sandy Maga Lee-Cherbonnier ED Manager (760) 921- 5123 8138		
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input checked="" type="checkbox"/> Basic emergency service <input type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

<b>Name, address &amp; telephone:</b> Riverside Community Hospital, 4445 Magnolia Ave, Riverside, CA		<b>Primary Contact</b> Sabrina Magallanes, RN, PLN (951) 371-2229		
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If Trauma Center what Level:**** _____II_____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 2005

NOTE: Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Riverside County Regional Medical Center, 26520 Cactus Ave, Moreno Valley, CA 92555		<b>Primary Contact:</b> Kay Schulz, RN, PLN (951) 485-4397		
Written Contract <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	If Trauma Center what Level:**** II <u>with Peds designation</u>

<b>Name, address &amp; telephone:</b> San Gorgonio Memorial Hospital, 600 N. Highland Springs Blvd, Banning, CA 92220		<b>Primary Contact:</b> Trish Ritarita, RN David Dorman, RN ED Director (951) 845-1121		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Corona Regional Medical Center, 800 S. Main St, Corona, CA 92882		<b>Primary Contact:</b> Stephanie Jones, RN <del>Penny Coleman, RN</del> ED Nurse Manager (951) 737-4343		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

<b>Name, address &amp; telephone:</b> Kaiser Permanent-Riverside, 10800 Magnolia Ave, Riverside, CA 92505		<b>Primary Contact:</b> Victoria Costa Montiel-RN ED Assistant Administrator (951) 353-5670 3800		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:* <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 2005

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

<b>Name, address &amp; telephone:</b> Moreno Valley Community Hospital, 27300 Iris Ave., Moreno Valley, CA 92555		<b>Primary Contact:</b> Bill Herbert, RN Yvonne Nugent, RN ED Nurse Manager (951) 243-0811		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital:  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:*  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

<b>Name, address &amp; telephone:</b> Parkview Community Hospital, 3865 Jackson St, Riverside, CA 92503		<b>Primary Contact:</b> Toni Culver, Rebecca Babcock RN, ED Director (951) 688-2211		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital:  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center:*  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP:** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU:*** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level:**** _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.



EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 2005

**NOTE:** Make copies to add pages as needed. Complete information for each facility by county.

Name, address & telephone:		Primary Contact:		
Rancho Springs Medical Center, 25500 Medical Center Dr, Murrieta, CA 92562		Debbie Clark, <del>Michael Murphy</del> RN (951) 696-6000		
Written Contract <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Referral emergency service <input type="checkbox"/> Standby emergency service <input type="checkbox"/> Basic emergency service <input checked="" type="checkbox"/> Comprehensive emergency service <input type="checkbox"/>	Base Hospital:  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Pediatric Critical Care Center: *  <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
EDAP: ** <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	PICU: *** <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Burn Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Trauma Center: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	If Trauma Center what Level: ****  _____

- \* Meets EMSA *Pediatric Critical Care Center (PCCC) Standards.*
- \*\* Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards.
- \*\*\* Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards.
- \*\*\*\* Levels I, II, III and Pediatric.

**TABLE 11: RESOURCES DIRECTORY - Dispatch Agency**

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact: Mark Karlin	
American Medical Response - Riverside: 879 Marlborough Ave., Riverside, CA 92507, 951-782-5234			
Written Contract: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>22</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

**TABLE 11: RESOURCES DIRECTORY - Dispatch Agency**

EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
Banning Police Department, 225 East Ramsey Street, Banning, CA 92220, (951) 955-3170 2828		Chelsea Youngblood <del>Gail Grady</del> Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>8</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Beaumont Police Department, 660 Orange Street, Beaumont, CA 92223, (951) 769-8500 6062		Jill Dominguez, Lead Dispatcher <del>Patrick Smith, Police Chief</del>	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>14</u> <u>8</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

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Name, address & telephone:		Primary Contact:	
<del>Blythe Police Department 940 Spring Street Blythe, CA 92225, (760) 922-6111</del>		Cecilia Navarro, Dispatch Supervisor	
River Medical/AMR: 415 El Camino Way, Lake Havasu City, AZ 86403, 928-855-7777		Jim Wolf: Comm. Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>5</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input checked="" type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Cathedral City 68-700 Avenida Lalo Guerrero, Cathedral City, CA 92234, (760) 770-0371		Sandra Hatfield, Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>17</u> <del>44</del> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:							
Corona City 849 W. Sixth Street Corona, CA 92882, (951) 736-2394		Hope Young, Dispatch Supervisor							
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: <table border="0"> <tr> <td><u>19</u> EMD Training</td> <td><u>      </u> EMT-D</td> <td><u>      </u> ALS</td> </tr> <tr> <td><u>      </u> BLS</td> <td><u>      </u> LALS</td> <td><u>      </u> Other</td> </tr> </table>	<u>19</u> EMD Training	<u>      </u> EMT-D	<u>      </u> ALS	<u>      </u> BLS	<u>      </u> LALS	<u>      </u> Other
<u>19</u> EMD Training	<u>      </u> EMT-D	<u>      </u> ALS							
<u>      </u> BLS	<u>      </u> LALS	<u>      </u> Other							
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal						

Name, address & telephone:		Primary Contact:							
Hemet City 450 E. Latham Ave. Hemet, CA 92543 (951) 765-2400		<del>Sgt. Ron Cottingham</del> Jennifer Homer Dispatch Supervisor							
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: <table border="0"> <tr> <td><u>      </u> EMD Training</td> <td><u>      </u> EMT-D</td> <td><u>      </u> ALS</td> </tr> <tr> <td><u>      </u> BLS</td> <td><u>      </u> LALS</td> <td><u>14</u> Other</td> </tr> </table>	<u>      </u> EMD Training	<u>      </u> EMT-D	<u>      </u> ALS	<u>      </u> BLS	<u>      </u> LALS	<u>14</u> Other
<u>      </u> EMD Training	<u>      </u> EMT-D	<u>      </u> ALS							
<u>      </u> BLS	<u>      </u> LALS	<u>14</u> Other							
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal						

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
Indio City 4680 Jackson Street Indio, CA 92201 (760) 347-8522 Ext.5		245 Richard Blackwell, <del>Cathleen Murray</del> , Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>12</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Murrieta City 24701 Jefferson Street Murrieta, CA 92562 (951) 696-3615		Chris Martinez, <del>Kelly Thoman</del> . Lead Dispatcher	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>21</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
Palm Springs City PO Box 1830 Palm Springs, CA 92263 (760) 327-1441 <del>788-8404</del>		Betty Blythe, <del>Allen Mader</del> , Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>17</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Riverside County Sheriff, Blythe 260 Spring Street Blythe, CA 92225 (760) 921-7900		Christine Wade, <del>James Carney</del> , Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>5 6</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input checked="" type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

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**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
Riverside County Sheriff, Palm Desert 73520 Fred Waring Dr. Palm Desert, CA 92260 (760) 836-1600		Heather Woods, <del>Lorie Thompson</del> , Com. Manager	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>27</u> <del>18</del> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input checked="" type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Riverside County Sheriff, Riverside 4095 Lemon Street Riverside, CA 92501 (951) 776-1099		Heather Woods, <del>Lorie Thompson</del> Com. Manager	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>77</u> <del>60</del> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input checked="" type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal



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EMS System: RIVERSIDE COUNTY EMS

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**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
Riverside County Fire Department Emergency Communications Center (ECC) 210 W. San Jacinto Ave. Perris, CA 9370		Todd Williams, Battalion Chief  (951) 940-6900	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>59</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input checked="" type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
Riverside City 4102 Orange Street Riverside, CA 92510 (951) 787-7911		John Wright, Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>41</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input checked="" type="checkbox"/> city; <input type="checkbox"/> county; <input type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

County: RIVERSIDE

Reporting Year: 2009 ~~2005~~

**NOTE:** Make copies to add pages as needed. Complete information for each provider by county.

Name, address & telephone:		Primary Contact:	
UCR PD 3500 Canyon Crest Dr. Riverside, CA 92521 (951) 827-5212 Patty Smith, Dispatch Supervisor			
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>8 6</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input type="checkbox"/> county; <input checked="" type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
CHP Indio Dispatch Center 79-650 Varner Rd. Indio, CA 92203-9704 (760) 772-8900 Pat Layton			
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>25 30</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain: _____	If public: <input type="checkbox"/> city; <input type="checkbox"/> county; <input checked="" type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

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EMS System: RIVERSIDE COUNTY EMS

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Reporting Year: 2009 ~~2005~~

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Name, address & telephone:		Primary Contact:	
CHP Border Communications Center 7183 Opportunity Rd. San Diego, CA 92111 (858) 637-3800		Steven Taylor, Dispatch Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>50</u> Other
Ownership: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain:_____	If public: <input type="checkbox"/> city; <input type="checkbox"/> county; <input checked="" type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

Name, address & telephone:		Primary Contact:	
CHP Inland Communications Center 847 E. Brier Drive San Bernardino, CA 92404-2820 (909) 388-8000		Lt. Patricia Shearer, Disp. Supervisor	
Written Contract: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Medical Director: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input checked="" type="checkbox"/> Day-to-day <input checked="" type="checkbox"/> Disaster	Number of Personnel providing services: _____ EMD Training      _____ EMT-D      _____ ALS _____ BLS                      _____ LALS <u>41</u> Other
Ownership: <input type="checkbox"/> Public <input checked="" type="checkbox"/> Private		If public: <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Law <input type="checkbox"/> Other explain:_____	If public: <input type="checkbox"/> city; <input type="checkbox"/> county; <input checked="" type="checkbox"/> state; <input type="checkbox"/> fire district; <input type="checkbox"/> Federal

## SECTION V – DESCRIPTION OF PLAN DEVELOPMENT PROCESS

The EMS Plan was completed through the collaborative efforts from representatives from the following organizations: American Medical Response (AMR), Cathedral City Fire Department, Corona Fire Department, Eisenhower Medical Center, Emergency Medical Care Committee (EMCC), Idyllwild Fire Protection District, Hemet Fire Department, Riverside County Fire Chiefs' Association, Hospital Association of Southern California (HASC), Mercy Air, Murrieta Fire Department, Prehospital Medical Advisory Committee (PMAC) Riverside County Fire Department, Riverside County Ambulance Association, Riverside County Regional Medical Center and the EMS Agency REMSA. Riverside County EMS Agency staff compiled and completed the final version of the EMS Plan, with assistance from the Riverside County Health Department's Bio-Terrorism Preparedness and Response Unit, who completed all sections dealing with Disaster Operations.

This EMS Plan 2010 update has been reviewed has been reviewed and approved by the Riverside County Emergency Medical Care Committee (EMCC) and Riverside County Board of Supervisors, and is now being other stakeholders before submission submitted to the State EMS Authority for review and action.

**BOARD OF SUPERVISORS RESOLUTION**

142



**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

**FROM:** Community Health Agency, Department of Public Health / EMS Agency  
**SUBJECT:** Riverside County EMS Plan-2005 Update

**SUBMITTAL DATE:**  
December 9, 2005

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Receive and file the Emergency Medical Services (EMS) Plan-2005 Update.
- 2) Direct the EMS Agency to send the document to the State EMS Authority for their records.

**BACKGROUND:** In 1994 the Board of Supervisors approved the County's first EMS Plan. Since that time updates have been required and in 1998, at the direction of the Board-appointed Emergency Medical Care Committee (EMCC), the EMS Agency and EMS system stakeholders developed the EMS Plan Assessment. This document was approved by the Board of Supervisor and submitted to the State EMS Authority in May 1999 and approved in 2002. Since that time, a comprehensive update has been completed resulting in the EMS Plan-2005 Update. This document reflects numerous hours of cooperation among EMS participants, which included personnel from ambulance providers, fire departments, hospitals, law enforcement, city and county agencies.

(continued)

SM:bm

*Susan D. Harrington*  
Susan Harrington  
Director of Public Health

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ 0	For Fiscal Year:	05/06

<b>SOURCE OF FUNDS:</b> N/A	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**  
**APPROVE**

**County Executive Office Signature** *Sam McArthur*

**MINUTES OF THE BOARD OF SUPERVISORS**  
On motion of Supervisor Stone, seconded by Supervisor Wilson and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.  
Ayes: Buster, Tavaglieri, Stone, Wilson and Ashley  
Nays: None  
Absent: None  
Date: December 20, 2005  
xc: CHA/Public Health/EMS  
Nancy Romero  
Clerk of the Board  
*Nancy Romero*  
Deputy

Prev. Agn. Ref.: 2.6 06/23/00      District: All      Agenda Number: **3.12**

Dept. Referred:  Policy  
Per. Elected:  Policy  
Consent:   
Consent:   
120905A

Background (continued)

This updated EMS Plan indicates how our system measures up to established standards and guidelines. It gives our EMS participants direction for keeping our EMS System current and poised for future growth. The Executive Summary highlights major accomplishments and future challenges for Riverside County's EMS system. Major recent accomplishments to our EMS system include: the formation of the Prehospital Medical Advisory Committee; the provisional designation of Riverside County Regional Medical Center as a Level II Pediatric Trauma Center; the trauma plan revision in 2001; the branching out of the Injury Prevention Program and Bioterrorism Preparedness and Response; the establishing of new contracts with American Medical Response, Blythe Ambulance Service and Idyllwild Fire Protection District; the involvement in research through the JAMA published Public Access Defibrillation (PAD) study, the Amiodarone (ARRIVE) study, the Continuous Positive Air Pressure (CPAP) study, the Melker Kit Needle-Cricothyrotomy study, and the 12 lead EKG study; and the coordination of the Annual Southern California EMS Conference since 2001.

Future challenges mentioned in this EMS Plan update will be: the continued diligence in addressing the hospital overcrowding in Riverside County; the educating of the public in appropriate use of 9-1-1; the completion and full implementation of a countywide data system; the development and updating of agreements with all emergency medical providers, receiving facilities and base hospitals; the implementation of a countywide Continuous Quality Improvement (CQI) plan according to the State Emergency Medical Services Authority's new guidelines; working towards increased surge capacity in the County's response to a disaster; and mitigating the impact that decreasing mental health resources has on the EMS system.

The EMS system's stakeholder involvement in this EMS Plan update and the information it provides makes it a valuable tool for Riverside County's EMS participants. It is the collaborative efforts and this planning process among the EMS providers in Riverside County that helps to reinforce the direction this plan provides for our system's future growth. The development process of the updates is what enhances this EMS plan making it a template for the challenges ahead.

## SECTION VI – AB 3153 COMPLIANCE: EXCLUSIVE OPERATING AREAS

### AMBULANCE ZONE SUMMARY FORMS\*

\* Riverside County has 12 ambulance zones. There has been no change in the geographic configuration of these zones nor has there been any change with respect to the providers for the respective zones since our last EMS Plan update in ~~1999~~ 2005.

**EMS PLAN  
AMBULANCE ZONE SUMMARY FORM**

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<p><b>Local EMS Agency or County Name:</b> Riverside County EMS Agency.</p>
<p><b>Area or sub-area (Zone) Name or Title:</b> Central Zone.</p>
<p><b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>American Medical Response (AMR) / Since 1997. Goodhew Ambulance Service from the 1970s to 1995. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.</b></p>
<p><b>Area or sub-area (Zone) Geographic Description:</b> Cities of Moreno Valley and Perris and surrounding unincorporated areas.</p>
<p><b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b></p>
<p><b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>ALS And all calls requiring emergency ambulance service.</b></p>
<p><b>Method to Achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Grandfathered. Goodhew Ambulance Service provided emergency ambulance services to the Central Zone since the 1970s. In 1995, Laidlaw/MedTrans purchased Goodhew Ambulance Service, and then merged with AMR in 1997 with no interruption in service. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Central Zone being one of them. On April 1, 2004, a new contract with AMR was established to provide ALS emergency ambulance services to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.</b></p>



**EMS PLAN  
AMBULANCE ZONE SUMMARY FORM**

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<p><b>Local EMS Agency or County Name:</b> Riverside County EMS Agency.</p>
<p><b>Area or sub-area (Zone) Name or Title:</b> Desert Zone.</p>
<p><b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>American Medical Response (AMR) / Since 1997. Springs Ambulance Service from 1966 to 1997. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.</b></p>
<p><b>Area or sub-area (Zone) Geographic Description:</b> Cities of Palm Springs, Desert Hot Springs, La Quinta, Coachella, and surrounding unincorporated areas east to Desert Center.</p>
<p><b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b></p>
<p><b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>ALS and all calls requiring emergency ambulance service.</b></p>
<p><b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Grandfathered. Springs Ambulance Service provided emergency ambulance services to the Desert Zone from 1966 to 1996. In 1996, AMR purchased Springs Ambulance Service then merged with Laidlaw/MedTrans in 1997 with no interruption in service. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Desert Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance services to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.</b></p>

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<b>Local EMS Agency or County Name:</b> <b>Riverside County EMS Agency.</b>
<b>Area or sub-area (Zone) Name or Title:</b> <b>Northwest Zone.</b>
<b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>American Medical Response (AMR) / Since 1996. Goodhew Ambulance Service from the 1970s to 1995. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.</b>
<b>Area or sub-area (Zone) Geographic Description:</b> <b>Cities of Riverside, Corona, Norco and the surrounding unincorporated areas.</b>
<b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b>
<b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>ALS and all calls requiring emergency ambulance service.</b>
<b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Goodhew Ambulance Service provided ALS ambulance services to the Northwest Zone from the 1970s to 1995. In 1995, Laidlaw/MedTrans purchased Goodhew Ambulance Service, and then merged with AMR in 1997 with no interruption in service. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Northwest Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance service to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.</b>

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<b>Local EMS Agency or County Name:</b> Riverside County EMS Agency.
<b>Area or sub-area (Zone) Name or Title:</b> Pass Zone.
<b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. American Medical Response (AMR) / Since 1997. Lifecare Medical Transport from prior to 1981 to 1996. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.
<b>Area or sub-area (Zone) Geographic Description:</b> Cities of Banning, Beaumont, Calimesa and surrounding unincorporated areas.
<b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.
<b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). ALS and all calls requiring emergency ambulance service.
<b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  Lifecare Medial Transport provided ALS ambulance services to the Pass Zone from prior to 1981 to 1996. In 1995, Careline Ambulance won the Pass Zone from an RFP but Lifecare obtained a federal court injunction against the awarding of the contract. In 1995, Laidlaw/MedTrans purchased Careline Ambulance and in 1996 AMR purchased Lifecare. In 1997, AMR and Laidlaw/MedTrans merged with no interruption in service and the federal court injunction was dropped. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Pass Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance service to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<p><b>Local EMS Agency or County Name:</b> <b>Riverside County EMS Agency.</b></p>
<p><b>Area or sub-area (Zone) Name or Title:</b> <b>Mountain Plateau Zone.</b></p>
<p><b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>American Medical Response (AMR) / Since 1997. Hemet Valley Ambulance Service from the 1970s to 1995. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.</b></p>
<p><b>Area or sub-area (Zone) Geographic Description:</b> <b>Mountain Plateau area except the communities of Idyllwild, and Pine Cove.</b></p>
<p><b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b></p>
<p><b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>ALS and all calls requiring emergency ambulance service.</b></p>
<p><b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Hemet Valley Ambulance Service provided ALS ambulance services to the Mountain Zone from the 1970s to 1995. The Mountain Plateau Zone went out for an RFP in 1995 and Careline Ambulance won the bid. Careline was purchased by Laidlaw/MedTrans in 1995 and then merged with AMR in 1997. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Mountain Plateau Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance service to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.</b></p>

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

**Local EMS Agency or County Name:**

**Riverside County EMS Agency.**

**Area or sub-area (Zone) Name or Title:**

**Southwest Zone.**

**Name of Current Provider(s):**

Include company name(s) and length of operation (uninterrupted) in specified area or sub-area.

**American Medical Response (AMR) / Since 1997. Predecessor companies from the 1970s. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.**

**Area or sub-area (Zone) Geographic Description:**

**Cities of Canyon Lake, Lake Elsinore, Murrieta, Temecula and the surrounding unincorporated areas.**

**Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):**

Include intent of local EMS agency and Board action.

**Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.**

**Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):**

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

**ALS and all calls requiring emergency ambulance service.**

**Method to achieve Exclusivity, if applicable (HS 1797.224):**

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

**Grandfathered. In 1984, Goodhew Ambulance Service bought John's Ambulance serving Lake Elsinore and parts of Murrieta. In 1985, Goodhew bought Sun City Ambulance Service serving unincorporated areas in the Southwest Zone. In 1995, Laidlaw/MedTrans purchased Goodhew Ambulance Service and then merged with AMR in 1997 with no interruption in service. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Pass Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance services to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.**

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

**Local EMS Agency or County Name:**

**Riverside County EMS Agency.**

**Area or sub-area (Zone) Name or Title:**

**San Jacinto Valley / Hemet Zone.**

**Name of Current Provider(s):**

Include company name(s) and length of operation (uninterrupted) in specified area or sub-area.

**American Medical Response/ Since 1997. Hemet Valley Ambulance Service from the 1970s to 1997. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.**

**Area or sub-area (Zone) Geographic Description:**

**Cities of San Jacinto, Hemet and the surrounding unincorporated areas.**

**Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):**

Include intent of local EMS agency and Board action.

**Exclusive. American Medical Response is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.**

**Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):**

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

**ALS and all calls requiring emergency ambulance service.**

**Method to achieve Exclusivity, if applicable (HS 1797.224):**

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

**Grandfathered. Hemet Valley Ambulance Service provided ALS ambulance services to the San Jacinto Valley Zone from the 1970s to 1997. In 1997, Laidlaw/MedTrans purchased Hemet Valley Ambulance Service and then merged with AMR with no interruption in service. In September 1998, Riverside County EMS Agency established its first contract with AMR for seven zones, the Mountain Plateau Zone being one of them. On April 1, 2004, a new contract was established with AMR to provide ALS emergency ambulance services to seven zones in Riverside County. On June 23, 2009, this agreement was modified and approved for a three year extension until June 30, 2012.**

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<b>Local EMS Agency or County Name:</b> <b>Riverside County EMS Agency.</b>
<b>Area or sub-area (Zone) Name or Title:</b> <b>Palo Verde Valley Zone.</b>
<b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>Blythe Ambulance Service / From 1979 to present.</b>
<b>Area or sub-area (Zone) Geographic Description:</b> <b>Cities of Blythe and the surrounding unincorporated areas in the Palo Verde Valley region from state and county boundaries west to Desert Center.</b>
<b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. Blythe Ambulance Service is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b>
<b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>ALS and all calls requiring emergency ambulance service.</b>
<b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Grandfathered. Blythe Ambulance Service has been providing emergency ambulance services from 1979 to the present. On July 1, 2002, Blythe Ambulance Service entered into its first contract with Riverside County to provide emergency ambulance services for the Palo Verde Valley Zone. On June 24, 2008 this agreement was approved for a second three year extension until June 30, 2011.</b>



## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<b>Local EMS Agency or County Name:</b> <b>Riverside County EMS Agency.</b>
<b>Area or sub-area (Zone) Name or Title:</b> <b>Idyllwild Fire Protection District (IFPD).</b>
<b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>Idyllwild Fire Protection District / ALS ambulance services from 1980 to present.</b>
<b>Area or sub-area (Zone) Geographic Description:</b> <b>Idyllwild Fire Protection District.</b>
<b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. IFPD is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b>
<b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>All calls requiring emergency ambulance service.</b>
<b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Grandfathered. IFPD has been providing uninterrupted ALS ambulance services since 1980. IFPD entered into its first contract with Riverside County for ALS ambulance services for Idyllwild Fire Protection District on July 1, 1997. On July 1, 2004, a new contract was formed between Riverside County and IFPD. On September 29, 2009 this agreement was modified and approved for a three year term ending June 30, 2012.</b>



## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<b>Local EMS Agency or County Name:</b> Riverside County EMS Agency.
<b>Area or sub-area (Zone) Name or Title:</b> Cathedral City Zone.
<b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. Cathedral City Fire Department / from June 1988 to present. Springs Ambulance Service provided emergency ambulance services to Cathedral City from 1966 to 1988.
<b>Area or sub-area (Zone) Geographic Description:</b> Cathedral City.
<b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Non-Exclusive.</b> Cathedral City Fire Department is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005. However, Cathedral City Fire started providing ALS Ambulances services after January 1, 1981 which constitutes a change in the scope and manner of services.
<b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). <b>All calls requiring emergency ambulance service.</b>
<b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b>  If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Cathedral City Fire Department has provided emergency ambulance services since 1988. Springs Ambulance Service provided emergency ambulance services to Cathedral City from 1966 to 1988. Cathedral City Fire had a mutual-aid agreement with Springs Ambulance Service. American Medical Response bought Springs Ambulance Service in November of 1996 and there have been no changes in scope of manner since 1988.</b>  <b>Other:</b> Cathedral City claims their zone is technically "non-exclusive" because a 9-1-1 caller can specifically request another EMS Agency approved ALS ambulance provider which they will dispatch.

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

<p><b>Local EMS Agency or County Name:</b> Riverside County EMS Agency.</p>
<p><b>Area or sub-area (Zone) Name or Title:</b> Indio City Zone.</p>
<p><b>Name of Current Provider(s):</b> Include company name(s) and length of operation (uninterrupted) in specified area or sub-area. <b>Riverside County Fire/<del>CDF</del> CAL FIRE emergency ambulance services from 1997 to present. See below under Method to Achieve Exclusivity for chronology of uninterrupted service.</b></p>
<p><b>Area or sub-area (Zone) Geographic Description:</b> Indio City.</p>
<p><b>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):</b> Include intent of local EMS agency and Board action. <b>Exclusive. Riverside County Fire/ <del>CDF</del> CAL FIRE is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.</b></p>
<p><b>Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):</b> All calls requiring emergency ambulance service.</p>
<p><b>Method to achieve Exclusivity, if applicable (HS 1797.224):</b> If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.  If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.  <b>Springs Ambulance provided emergency ambulance service to Indio from 1966 to 1981. In 1981, Indio Fire Department started to provide emergency ambulance services to the City of Indio. In 1997, the City of Indio contracted with Riverside County Fire Department/<del>CDF</del> CAL FIRE to provide emergency ambulance services to the City of Indio.</b></p>

## AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or sub-area, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

**Local EMS Agency or County Name:**

**Riverside County EMS Agency.**

**Area or sub-area (Zone) Name or Title:**

**Coves Cities Zone**

**Name of Current Provider(s):**

Include company name(s) and length of operation (uninterrupted) in specified area or sub-area.

**Riverside County Fire Department/~~CDF~~ CAL FIRE. Uninterrupted since before 1981.**

**Area or sub-area (Zone) Geographic Description:**

**Indian Wells, Palm Desert and Rancho Mirage**

**Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):**

Include intent of local EMS agency and Board action.

**Exclusive without competitive bid process. Riverside County Fire/ ~~CDF~~ CAL FIRE is an authorized part of the Riverside County EMS System promulgated by the approval of the EMS Plan by the Riverside County Board of Supervisors in 1994, 1999 and 2005.**

**Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85):**

**All calls requiring emergency ambulance services.**

**Method to achieve Exclusivity, if applicable (HS 1797.224):**

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

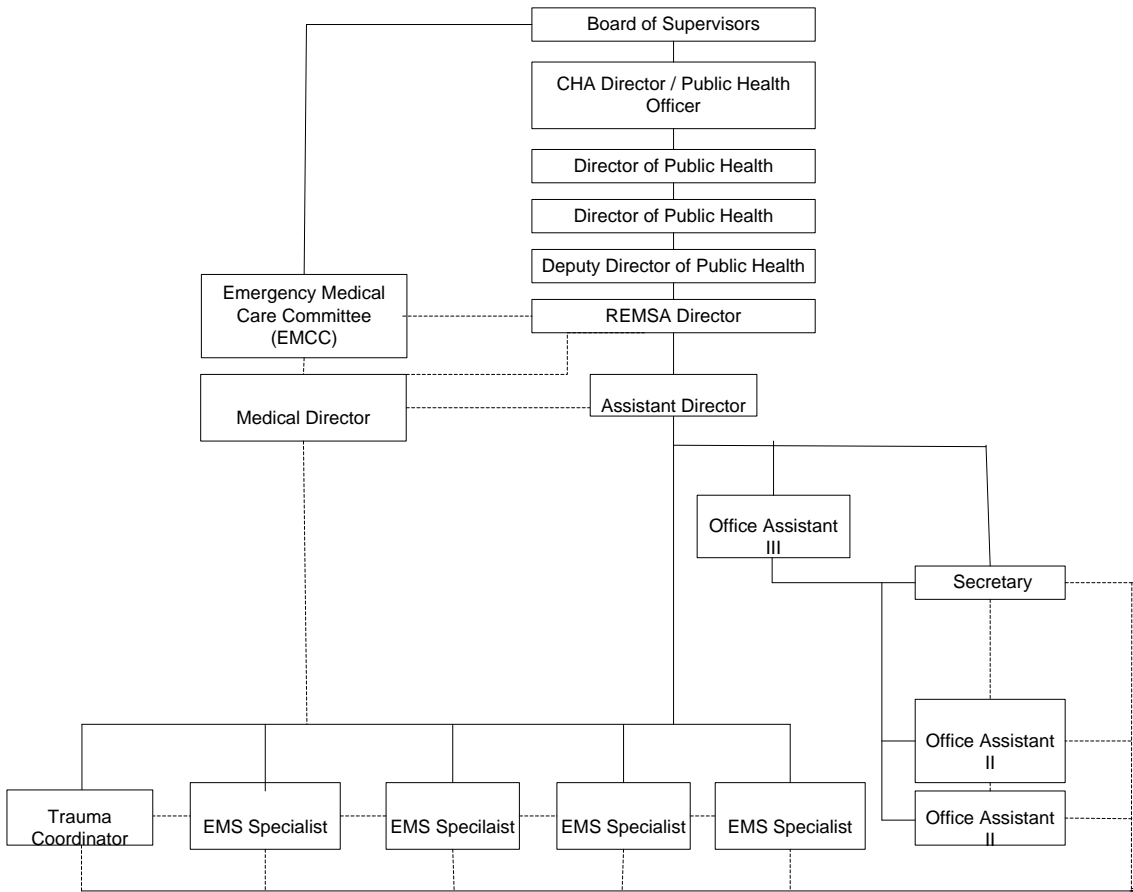
If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

**Grandfathered. Uninterrupted service with no changes in scope and manner since prior to 1981. The voters approved the fire tax measure on April 8 1980. The ambulance operation commenced prior to June 1, 1980, qualifying as Grandfather under §1797.201, §1797.226 and §1797.244.**

**Springs Ambulance Service provided emergency ambulance service to these areas prior to 1981. In 1981, the cities of Rancho Mirage, Indian Wells and Palm Desert combined to form the Cove Communities Services Commission in order to provide municipal emergency ambulance to these three cities. Prior to 1981, the Cove Communities Services Commission contracted with Riverside County Fire Department/~~CDF~~ CAL FIRE in order to provide municipal emergency ambulance services in these three cities. In 1981 1984, Springs Ambulance Service filed a lawsuit claiming the Cove Communities Services Commission violated federal antitrust laws. Springs Ambulance Service lost the lawsuit.**

**SECTION VII – APPENDICES**

**APPENDIX A – ORGANIZATIONAL CHARTS**



Nov 2009

## APPENDIX B – PRIMARY SHELTER SITES (CCPs)

In Riverside County, CCPs are established when and where the disaster hits, none are specifically pre-designated at any site. CCP sites will include parks, recreational areas, community centers, libraries, large non-emergency type County facilities, major shopping centers, fire stations and other facilities. Under most circumstances, CCPs will be established at or near hospitals to make use of their resources.

## APPENDIX C – DEFINITIONS AND ABBREVIATIONS

The following terms and abbreviations are utilized throughout this plan. The definitions are provided for clarification and enhanced understanding by the reader of the references to these terms and/or abbreviations.

AED – Automated External Defibrillation.

Advanced Life Support (ALS) – Special services designed to provide definitive prehospital emergency medical care as defined in Health and Safety Code Section 1797.52, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital.

Ambulance – Any vehicle specially constructed, modified or equipped and used for transporting sick, injured, infirm or otherwise incapacitated person and capable of supporting BLS or a higher level of care.

Basic Life Support (BLS) – As defined in Health and Safety Code Section 1797.60.

Bio-Terrorism (BT) - The use, or threatened use, of biological agents to promote or spread fear or intimidation upon an individual, a specific group, or the population as a whole for religious, political, ideological, financial, or personal purposes.

CCP – Casualty Collection Points (Primary Shelter Sites) as defined by the California EMS Authority.

Computer-Aided Dispatch or CAD – Computer-Aided Dispatch system consisting of associated hardware and software to facilitate call taking, system status management, unit selection, ambulance coordination resource dispatch and deployment, event time stamping, creation and real time maintenance of incident database, and providing management information.

CPR – Cardiopulmonary Resuscitation.

COI – Continuous Quality Improvement.

Emergency Medical Dispatch (EMD) – Personnel trained to state and national standards on emergency medical dispatch techniques including call screening, resource priority and pre-arrival instruction.

Emergency Medical Technician - I - or EMT-I – An individual trained in all facets of basic life support according to standards prescribed by the California Code of Regulations and who has a valid certificate issued pursuant to this part. This definition shall include, but not be limited to, EMT-I (FS) and EMT-I.

Emergency Medical Services (EMS) - Emergency Medical Service is widely regarded as including the full spectrum of emergency care from recognition of the emergency, telephone access of the system, provision of prehospital care, through definitive care in the hospital. It often also includes medical response to disasters, planning for and provision of medical coverage at mass gatherings, and interfacility transfers of patients. It includes prehospital health care for patients with real or perceived emergencies from the time point of emergency telephone access until arrival and transfer of care to the hospital.

EMS Agency – Riverside County Emergency Medical Services Agency, established by the County Riverside, which monitors the medical control and standards of the county EMS system.

Emergency Medical Technician - Defibrillator (EMT-D) – Personnel trained to initiate automatic or semiautomatic defibrillator procedures.

Emergency Medical Technician - Paramedic - or EMT-P – Individual whose scope of practice to provide advanced life support is according to the California Code of Regulations and who has a valid license issued pursuant to this division.

EOA – Exclusive operating area as provided for by Section 1797.224 of the Health and Safety Code.

DMAT – Disaster medical assistance teams as defined by the Federal Emergency Management Association.

First Responder - An agency with equipment and staff (e.g. fire department, police or non-transporting ambulance unit) with personnel capable of providing appropriate first responder prehospital care.

Local EMS Agency (LEMSA) – An agency established and designated by a county or group of counties for the administration of emergency medical services as per Section 1797.200 of the Health and Safety Code.

MCI – Multi-Casualty Incident.

MICN or Mobile Intensive Care Nurse -- A Registered Nurse who is authorized to give medical direction to advanced life support personnel from a base hospital under direction of a base hospital physician.

OES – Office of Emergency Services.

PCR – Patient Care Report.

PSAP- Public Service Answering Point

QA – Quality Assurance.

QI – Quality Improvement.

ReddiNet®- Rapid Emergency Digital Data Information Network

SEMS – Standardized Emergency Management System as required by California State Statute.