NAPA COUNTY PUBLIC HEALTH

Emergency Medical Services Agency (EMS)

Public Health
Prevent. Promote. Protect.

MISSION STATEMENT

Incorporate multiple emergency medical services agencies and healthcare facilities into a dynamic emergency medical care delivery system that is focused on rapid access, quality assessment, stabilization and transportation when emergency services are necessary.

PROGRAM SUMMARY

We plan, implement and evaluate the local emergency medical services (EMS) system that meets or exceeds the minimum standards developed by the California EMS Authority (EMSA). State law (H&SC 1797.105) requires EMS agencies to develop plans for the delivery of emergency medical services (paramedic treatment, ambulance transport, trauma services, etc.) to the victims of sudden illness or injury with in the geographic area served by the EMS Agency.

MAIN ACTIVITIES

The Napa County EMS Agency is responsible for the following:

- Authorizing, planning, implementing, monitoring and evaluating emergency medical services including a trauma system and advanced life support (ALS) programs.
- Approving and monitoring training programs for Emergency Medical Technicians (EMT), Paramedics and Emergency Medical Dispatchers (EMD).
- Certification, accreditation, and authorization for all EMS personnel in Napa County.
- Establishing policies and procedures for medical control and quality improvement of the EMS system, including dispatch, patient care, patient destination, clinical systems of care, and ALS designations.
- Establishing ordinances and/or exclusive operating areas for the regulation of ambulance services; licensing the ambulance providers; coordinating and monitoring both air and ground ambulances.

DEMOGRAPHICS AND NO. SERVED

- In 2018, there were 16,606 ambulance transports in Napa County. Eight different EMS providers performed these transports: the county's emergency operational area (EOA) provider, American Medical Response-Napa, two EMS aircraft providers (California Highway Patrol and REACH Air Medical Services); a former volunteer ambulance company (Angwin Community Ambulance); a Department of State Hospitals fire department; and four basic life support /critical care transport inter-facility providers. The total number of patient transports represents 9-1-1 and inter-facility transports.

- In 2018, the Napa County EMS Agency issued 99 EMT re-certifications, 38 new EMT certifications, and 20 paramedic accreditations. The EMT certification/paramedic accreditation process involves a comprehensive evaluation of continuing education certificates, skills competency verification, American Heart Association certification in pediatric care, basic and advanced cardiac care, certification in trauma care, and for new EMTs a full Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background report.

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PERFORMANCE MEASURES

The Napa County EMS Agency measures ambulance patient offload times (APOT) to ensure patients are offloaded to emergency departments in a timely manner and to ensure ambulances are returning to the 9-1-1 system in an efficient way. This data is measured in the 90th percentile, per month, and per emergency department. Our goal is to have every ambulance return to service in < 20 minutes of arriving to their destination 95% of the time. In 2018, we accomplished that goal 98.12% of the time.

The Napa County EMS Agency is continuing to measure and adjust a recent Continuous Quality Improvement (CQI) project around pediatric medication administration. Our goal is to administer medications to the pediatric population within a 5% variance of expected dose, 95% of the time. In 2018, the Napa County EMS system accurately administered weight-based medications to pediatric patients 78.95% of the time.

QUALITY IMPROVEMENT PROJECTS

Continuous Quality Improvement (CQI) is a formal approach to the analysis of system performance and efforts to improve it. The Napa County EMS Agency is committed to the process of CQI. The Napa County EMS Agency monitors the CQI activities of all the different components of the EMS System in a prospective (protocols, research), concurrent (ride-along, Field Training Officers) and retrospective (incident investigation, random audits) manner. Many of the CQI activities take place at the organizational level.

The Napa County EMS Agency is currently working on:

- Revising and updating Policies and Treatment Guidelines
- Pediatric Medication Project (CQI)
- Intubation Performance
- Stroke System of Care
- Healthcare Coalition (HCC)[1]

ADMINISTRATIVE INFORMATION

The budget for the EMS Agency in FY17-18 was $1,045,906. The EMS system management is the responsibility of the local and regional EMS agencies. The State of California has a two-tiered regulatory oversight process that includes the State-level EMS Authority and these county or regional-level Local EMS Agencies (LEMSAs). State law establishes the authority of the local EMS agency (H&SC 1797.200 – 1797.276).

[1] The primary mission of the HCC is to support healthcare organizations in Napa County to prepare for, respond to, and recover from emergencies and disasters. For more information about the role of the HCC please click here.

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Position	FTE
EMS Administrator	1 FTE
EMS Medical Director	.25 FTE
EMS Specialist	2 FTE
EMS Tech II	1 FTE

GOALS FOR UPCOMING FISCAL YEAR: 2019-2020

- Increase paramedic provider competency with airway management, resulting in increased intubation success rates.
- Increase engagement with the Healthcare Coalition (HCC) to continue to improve readiness and response to local disasters, including wildfires and public safety power shutoffs (PSPS).
- Develop a new Multiple Casualty Incident (MCI) plan to improve field-level coordination of treatment and patient movement.

FOR PROGRAM INFORMATION, PLEASE CALL:

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