

The Future of California's Emergency Medical Services System

September 11, 2023



Welcome

Carrie Harcharik
Education Program Manager
California Hospital Association



Questions: At any time, submit your questions in the Q&A box at the bottom of your screen and press enter. We will take questions at the end of the presentation.



Sheree Lowe
Vice President, Policy
California Hospital Association

Sheree Lowe has been a vice president on CHA's policy team since 2003. In 2022, she began providing leadership in developing, communicating, and implementing CHA policy related to nursing, emergency services, trauma, and medication safety. Previously she managed the policy interests of Acute Psychiatric Hospitals (APH), behavioral health units in medical/surgical hospitals, and Chemical Dependency Recovery Hospitals.



Elizabeth “Liz” Basnett
Director

California Emergency Medical Services Authority

Elizabeth “Liz” Basnett, of Sacramento, was appointed Director of the California Emergency Medical Services Authority in August 2023, where she has been Acting Director since 2021. Basnett was Chief Resilience Officer at the California Health and Human Services Agency from 2020 to 2021, and a Senior Managing Associate at Hagerty Consulting from 2018 to 2020. Liz’s previous positions include Chief of Planning and Preparedness at the Missouri State Emergency Management Agency, Disaster Preparedness Program Representative for the New York State Department of Homeland Security and Emergency Services, and Deputy Director for the Callaway County Emergency Management Agency.



James “Jimmy” Pierson
Immediate Past President
California Ambulance Association

James “Jimmy” Pierson serves as Medic Ambulance Service’s (Medic) President and COO. Jimmy started his EMS career with Medic in 2001 and has worked his way up through every department. Over the last 10 years, he has led Medic’s exponential growth from 32,000 transports per year to over 90,000 transports per year. In 2019, Jimmy became a Fellow of the American College of Paramedic Executives (FACPE) and has also been certified as an Ambulance Compliance Officer (CACO) and Ambulance Privacy Officer (CAPO). Jimmy is a Board of Director and the Immediate Past President of the California Ambulance Association, is a member of the California Hospital Association’s EMS/Trauma Committee, and serves on several other state and local committees.



Nick Clay
President

Emergency Medical Services Administrators' Association of California

Nick Clay is a passionate leader in health care with over two decades of experience in EMS and global health care. He worked his way up through the ranks in the private ambulance industry, leaving to launch the industry's first paramedic/EMS program in the large passenger cruise space. During his career, he has been recognized for his ability to simultaneously manage multiple initiatives and for his talent at cross-functional collaboration. Nick serves as President for the Emergency Medical Services Administrators' Association of California.



Katherine Staats, M.D., FACEP, FAEMS
President

Emergency Medical Services Directors' Association of California

Katherine Staats, M.D. is an emergency medicine physician, dual board certified in Emergency Medicine and Emergency Medical Services (EMS). During her fellowship, Dr. Staats was the Base Station Medical Director in Imperial County, and since 2018 has served as the Imperial County EMS Medical Director. Most recently, Dr. Staats helped lead the multi-faceted Imperial County COVID response during their significant 2020 and 2021 surges. Dr. Staats works clinically in San Diego and Imperial Counties with UCSD. Dr. Staats serves as the President of the Emergency Medical Services Directors' Association of California.

California Emergency Medical Services System 10-Year Strategic Plan

CHA Webinar



CA EMS System 10-Year Strategic Plan

Agenda:

- Acknowledgments
- Introduction and Background
- Strategic Planning Methodology
- CA EMS System Vision, Mission, and Guiding Principles
- CA EMS System Strategic Priorities and Objectives
- Implementation Considerations and Plan Maintenance
- Conclusion

Acknowledgments



CA EMS System 10-Year Strategic Plan

Thank you!



California
Commission on EMS



Introduction and Background



CA EMS System 10-Year Strategic Plan

Introduction and Background:

Emergency and disaster medical services in CA are rooted in the skills and commitment of the public safety, first responders, emergency medical technicians, paramedics, nurses, physicians, and administrators who deliver care to the public and operate the system. For high quality services to be delivered in a well-organized manner, all aspects of the CA EMS system must collaboratively work together.

In early 2022, EMSA initiated the strategic planning process with stakeholders throughout the California EMS System to collaborate meaningfully and determine a collective path forward. Because the EMS and healthcare systems are more dependent on each other than ever, a collaborative partnership amongst these systems is critical in order to build resiliency and mitigate future challenges.

Strategic Planning Methodology



CA EMS System 10-Year Strategic Plan

Strategic Planning Methodology:

- **Mission:** Enable partner collaboration towards a common Vision, Mission, and Strategic Priorities, under an agreed upon set of Guiding Principles, to establish Objectives, which bring to life a vision for the future of the CA EMS System.
- **Purpose:** Support and advise EMSA on the drafting of a CA EMS Strategic Plan no later than April 2023.

STRATEGIC PLANNING PROCESS CORE VALUES



TRANSPARENCY



INCLUSIVITY



RESPECT



INNOVATION



COLLABORATION



INTEGRITY

PERSON-CENTERED!



CA EMS System 10-Year Strategic Plan

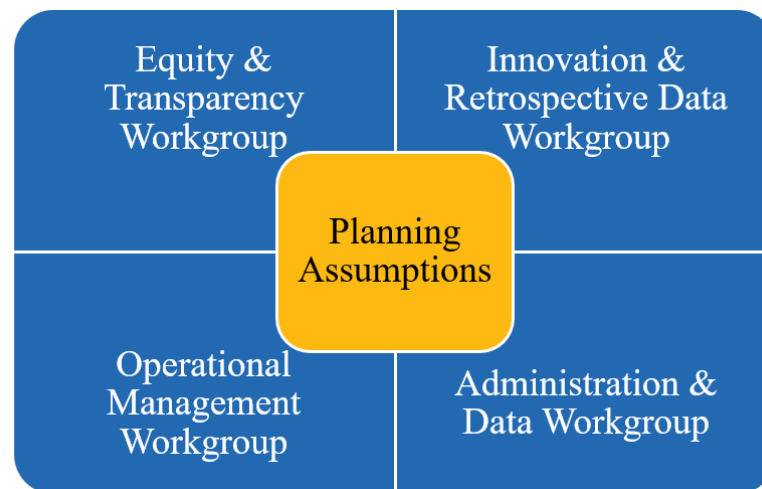
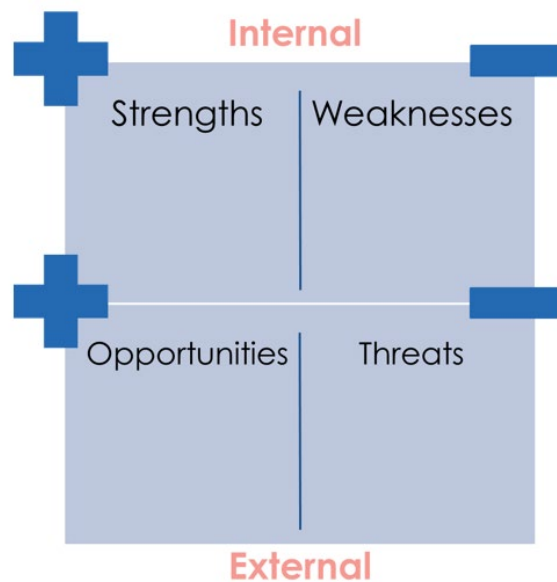
Strategic Planning Methodology:



CA EMS System 10-Year Strategic Plan

Strategic Planning Methodology:

- Each working group went through the same process of participating in SWOT Analysis, Planning Assumptions, and drafting a Vision, Mission, Guiding Principles, and Priorities & Objectives.



CA EMS System Vision, Mission, and Guiding Principles



CA EMS System 10-Year Strategic Plan

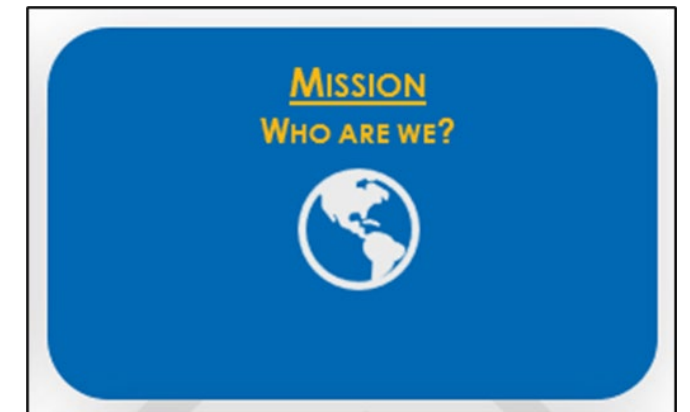
CA EMS System Vision Statement:

The California EMS System is a person-centered and evidence-based healthcare system that provides, with dignity, respect, and the highest level of safety and care, the best possible outcomes for all patients and professionals.



CA EMS System Mission Statement:

The California EMS System provides equitable, high-quality emergency medical care and seamlessly integrates with the continuum of healthcare services.

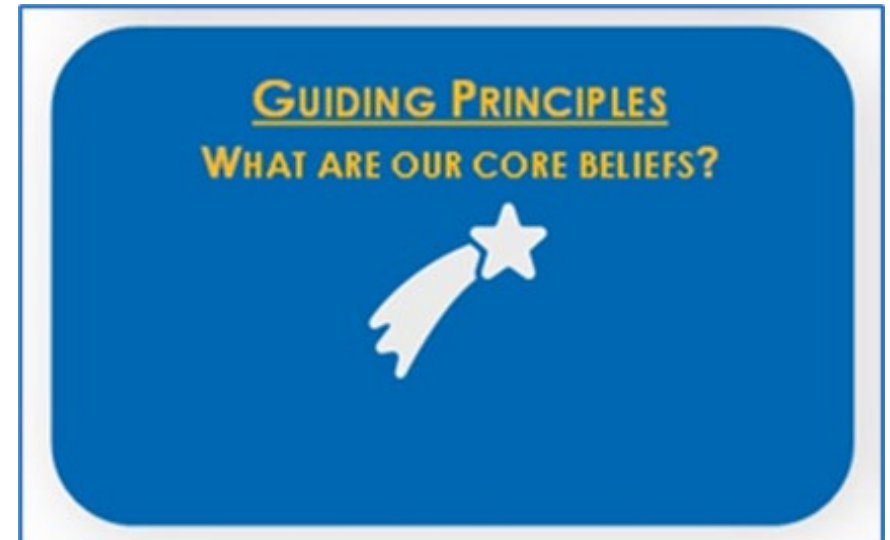


CA EMS System 10-Year Strategic Plan

CA EMS System Guiding Principles:

As a person-centered EMS system, the California EMS System embraces the following eight Guiding Principles:

- Safe and Effective
- Data-Driven and Transparent
- Sustainable and Efficient
- Accessible and Equitable
- Integrated and Coordinated
- Prepared and Resilient
- Professional and Quality-Focused
- Adaptable and Innovative



CA EMS System Strategic Priorities



CA EMS System 10-Year Strategic Plan

CA EMS System Priorities:

- Ensure the California EMS System is equitable and transparent.
- Develop an innovative and data-driven approach to lead the future of the California EMS System policy making.
- Maintain, evaluate, and adapt disaster medical response operations to meet the challenges of the future.
- Establish a real-time Health Information Exchange (HIE) for patient transportation, care, and analytics.
- Create a resilient California EMS System by identifying and mitigating current and future vulnerabilities.
- Unify and synchronize the administrative practices within the California EMS System, ensuring integration and coordination.



CA EMS System Objectives

CA EMS System 10-Year Strategic Plan

Implementation Considerations and Plan Maintenance



CA EMS System 10-Year Strategic Plan

Implementation Considerations and Plan Maintenance:

A Responsible, Accountable, Consulted, and Informed (RACI) matrix will be used to assign responsibilities for the Priorities and Objectives identified in the CA EMS System Strategic Plan.

Responsible	Accountable	Consulted	Informed
The stakeholder(s) directly responsible for successfully completion of a task or deliverable.	The stakeholder(s) with final authority over successful completion of the specific task or deliverable.	The stakeholder(s) with unique insights with whom the team will consult.	The stakeholder(s) to whom the outcome is communicated following completion.
Who has the action on this activity?	Who is “on the hook” for this activity?	With whom do we have to clear this? What is their input?	Who needs to know about this?

R = Responsible													
A = Accountable													
C = Consulted													
I = Informed													
Priority 1:													
Objective 1.0:													
	EMSA	EMDAC	EMSAAC	Commission	CNA	CHA	CAA	CAL FIRE	CFCA	Cal ACEP	CPF	NAEMSP	Other
Task, Activity, or Deliverable													

The progress toward and effectiveness of the Priorities and Objectives outlined in the CA EMS System Strategic Plan will be assessed and shared publicly at least every other year.

CA EMS System 10-Year Strategic Plan

Implementation Considerations and Plan Maintenance:

- The progress toward and effectiveness of the Priorities and Objectives outlined in the California EMS System Strategic Plan will be assessed and shared publicly at least every other year.
- Additional resources to implement objectives that result in a state cost will be pursued through the normal state budget process.
- The California EMS System Strategic Plan will be iterated upon at least every other year through a comprehensive analysis.
- Changes to the strategic plan will be discussed and agreed upon by consensus of an advisory committee, with approval from the Director, and with input and in consultation with other stakeholders as needed.
- Any changes made to the plan will be recorded and approved by the Director or an appropriate designee in accordance with standard plan maintenance practices.
- The goal of this review process is to ensure that the CA EMS Strategic Plan remains relevant and appropriately adaptable over the next ten years.

California Ambulance Association

The Voice for EMS in California



Who am I?

James Pierson

Immediate Past President, California Ambulance Association

Member of CHA EMS-T Committee

President, Medic Ambulance Service

- ▶ Family Owned and Operated since 1979
- ▶ Solano, Sacramento, Sonoma, Napa, El Dorado, Yolo, Sutter, Yuba, and Placer Counties (California)
- ▶ CAAS Accredited (First in Northern California)
- ▶ ACE Accredited (one of 30 in world to have ACE/CAAS)
- ▶ 85,000 Calls/year
- ▶ 2,800,000 Miles traveled
- ▶ 130 Vehicles in fleet
- ▶ 420+ Employees
- ▶ CCT/ALS/BLS/Wheelchair and Gurney Services

CAA Leadership

- **Jaison Chand**, President, CAA
Regional Director – City Ambulance of Eureka/GMR
- **Steve Grau**, Vice President, CAA
CEO – Royal Ambulance
- **Melissa Harris**, Secretary/Treasurer, CAA
CEO – AmbuServe Ambulance
- **Brian Henricksen**, Director, CAA
Senior Regional Director – AMR/GMR
- **Sean Sullivan**, Director, CAA
Managing Partner – LIFEwest Ambulance
- **Carly Alley**, Director, CAA
COO – SEMSA/RIGGS Ambulance
- **Todd Valeri**, Director, CAA
President/COO – American Ambulance
- **James Pierson**, Immediate Past President, CAA
President/COO – Medic Ambulance Service
- **Rob Lawrence**, Executive Director, CAA

CAA

Founded in 1948, CAA champions the leadership, advocacy, and education that empower California's private ambulance and mobile healthcare services.



CAA

- 86 Active/Associate/ Commercial Members
- **CAA Members operate over 2,400 of the 3,600 licensed ambulances in California**
- HR Consultant
- Medi-care/Payer Issues Consultant
- Media Consultant
- Legislative Advocate

CAA

- Other Ambulance Associations (not affiliated with CAA):
 - 9-1-1 Ambulance Providers Alliance
 - Los Angeles County Ambulance Association (LACA)
 - Orange County Ambulance Association (OCAA)
 - San Diego County Ambulance Association (SDCAA)
 - LACA and OCAA are in discussions to become Southern California Ambulance Associations

CAA

Standing Quarterly/Monthly Meetings with:

- California Hospital Association
- State of CA EMS Authority
- Fire Chiefs Association

CAA Representatives currently sit on many State Boards and Committees, including:

- EMS Commission (Todd Valeri)
- State EMS Personnel Discipline Review Board (David Konieczny)
- State Strategic Plan Review and Development (Jaison Chand and Jimmy Pierson)

Legislative

AB 55 – a workforce adjustment, serving as an additional payment, for each ground ambulance transport performed by a provider of medical transportation services, excluding the above-described public entity providers.

Passed Assembly Health 15-0/Held in Suspense by
Assembly Appropriations, 2 Year Bill

Legislative

AB1376 — This bill would provide that a private provider of ambulance services, and employees of that provider, when operating in accordance with the standards, regulations, policies, and protocols of local emergency medical services agencies, shall not be criminally or civilly liable for the continued detainment of a person when that detainment is requested by a peace officer, facility staff, or other professionals authorized to detain persons in specified circumstances involving the transport and continued containment of a person who requires mental health evaluation and treatment, as specified.

Passed Committees in Assembly and Senate, Passed and approved by Senate Appropriations on 9/1/23

Legislative

AB 902 – This bill would clarify that the owner or operator of a toll facility is required to enter into an agreement for the use of a toll facility upon the request of a private or public local emergency service provider.

**Passed both Houses, Signed by Governor and
Chaptered by Secretary of State**

Legislative

CAA Defense/Amendments:

SB 525 – \$25.00 Health Care Minimum Wage

AB 716 – Balanced Billing Prohibition

**AB1168 – .201 Rights amendments bill, City of
Oxnard/County of Ventura**

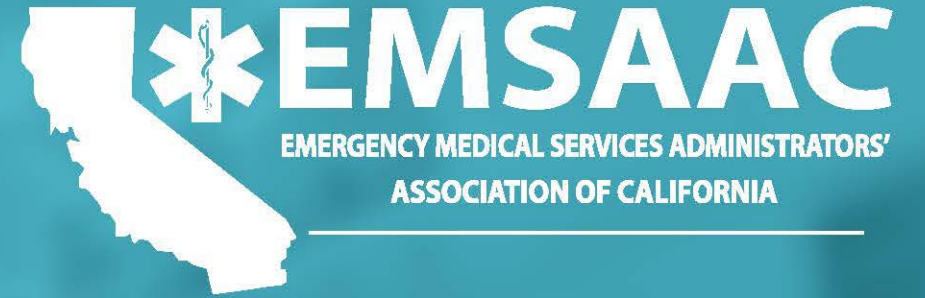
Legislative

OUR FOCUS

Building on our relationships:

- Labor
- CHA
- EMSA
- Fire

There is so much more we can do together, to build a better more collaborative future for EMS. We may not always agree, but we have to have a platform to communicate



What's Next in EMS?

Nick Clay
EMSAAC President
EMS Agency Director, Santa Barbara County

What's EMSAAC?

- EMS Administrators' Association of California (EMSAAC)
- All 34 Local EMS Agencies (LEMSAs) & 58 Counties
- EMS Advocacy
- Advice to EMS Commission and State EMS Authority
- Support the two-tiered system of Governance in State EMS
- Maintain independent local medical oversight of EMS unique to the needs of each community

What's a LEMSA?



Before the Call

- Training program standards
- Credentialing of EMS providers
- Public Education
- System design, implementation, and evaluation



The Response

- EMD standards
- Medical protocols
- Scope of Practice standards
- Destination standards & specialty care systems



After the Call

- Data collection & analysis
- Quality assurance and medical oversight
- Community Outreach
- Interfacility patient movement



Disasters

- Response
- Planning
- Regional coordination and mutual-aid
- Public Health & health care infrastructure support

It's about partnerships



Today's EMS Systems



Photo Credit: [growing plants - OU News](#)

Tomorrow's EMS Systems



**CALIFORNIA EMERGENCY MEDICAL
SERVICES AUTHORITY**



Tangible Steps

- Creating more accessible alternatives to 9-1-1
- Developing more dynamic career pathways for paramedics
- Evaluating how we use paramedics
- Exploring the impact of mental health patients on EMS



Photo Credit: [A Walk Through the 9/11 Museum, by David Muir - ABC News \(go.com\)](#)

A moment to remember:

- Almost 3,000 victims between all 3 events
 - 343 FDNY members
 - 8 private ambulance providers
 - 71 law enforcement officers
- Up to 3,000 scene responders have died since Sept. 11, 2001
 - With thousands more suffering from related illnesses



EMDAC



EMS Medical Directors' Association of California CHA Presentation

What is EMDAC? And What's Next?

Kathy Staats, MD, FACEP, FAEMS

EMDAC President

September 11, 2023





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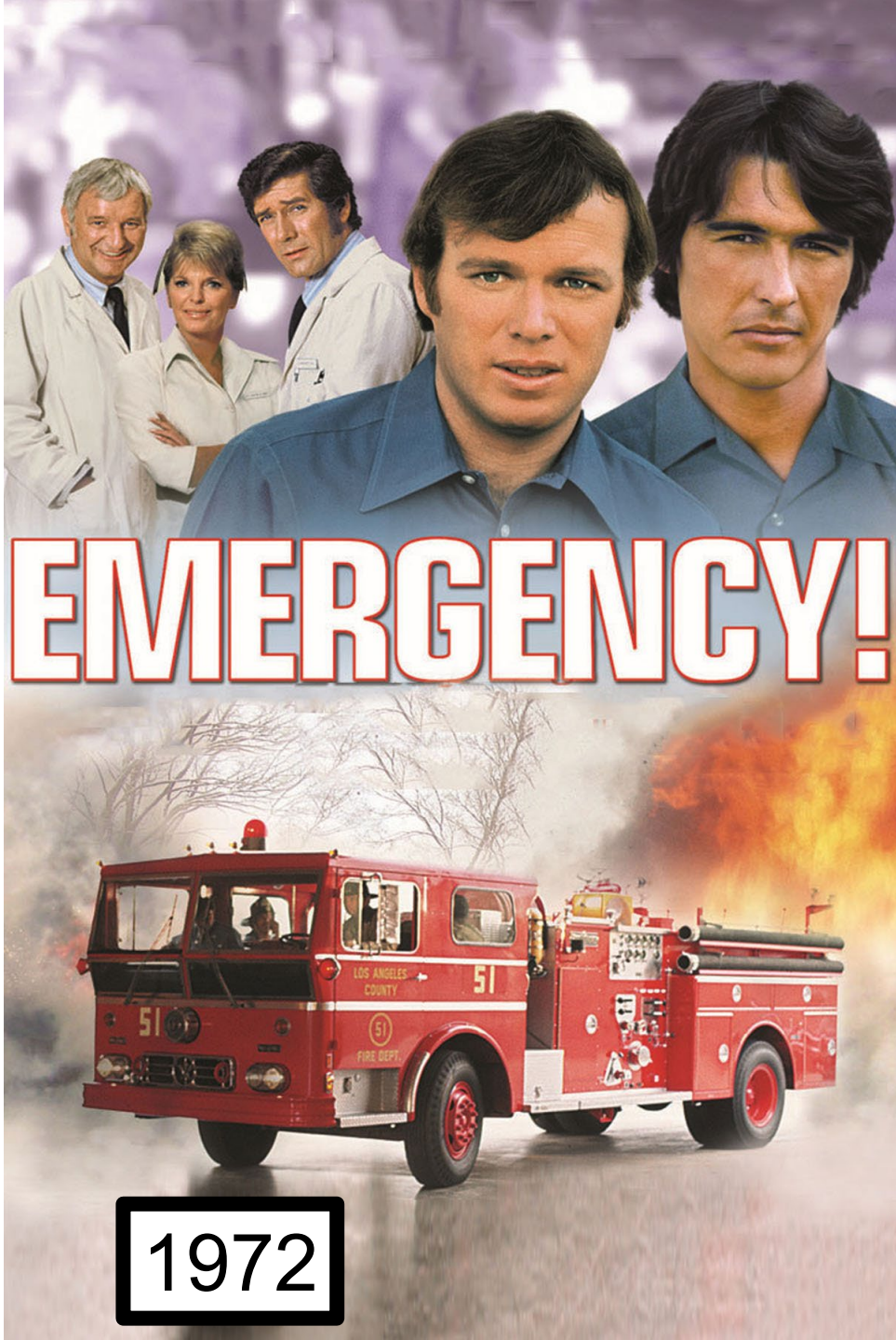
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What is an EMS Medical Director?
And what do they do?



What is EMDAC?



1972

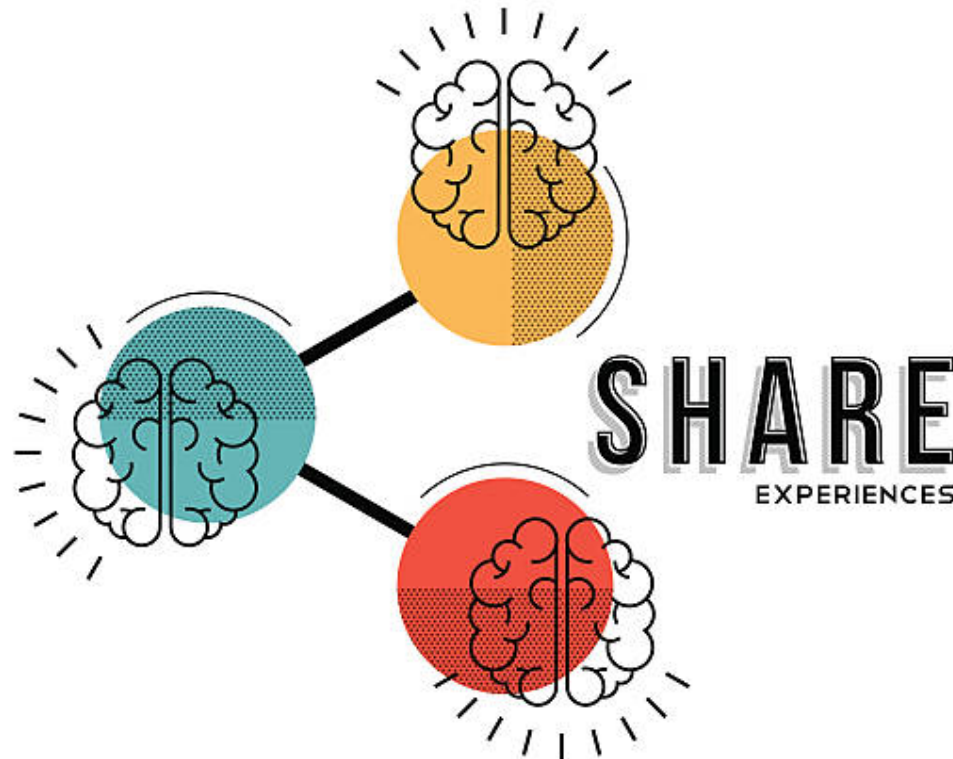
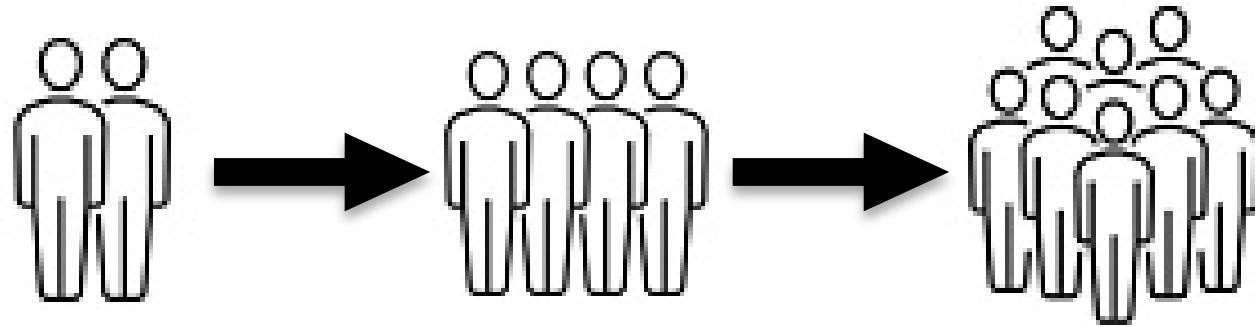
1966 - White Paper on Highway Deaths in US -
Beginning of EMS System Expansion in the US

The Emergency Medical Services Systems Act of 1973
is signed, establishing federal funding for EMS
systems

**In 1980, California has the creation of the
Emergency Medical Services System and
Prehospital Emergency
Medical Care Personnel Act**

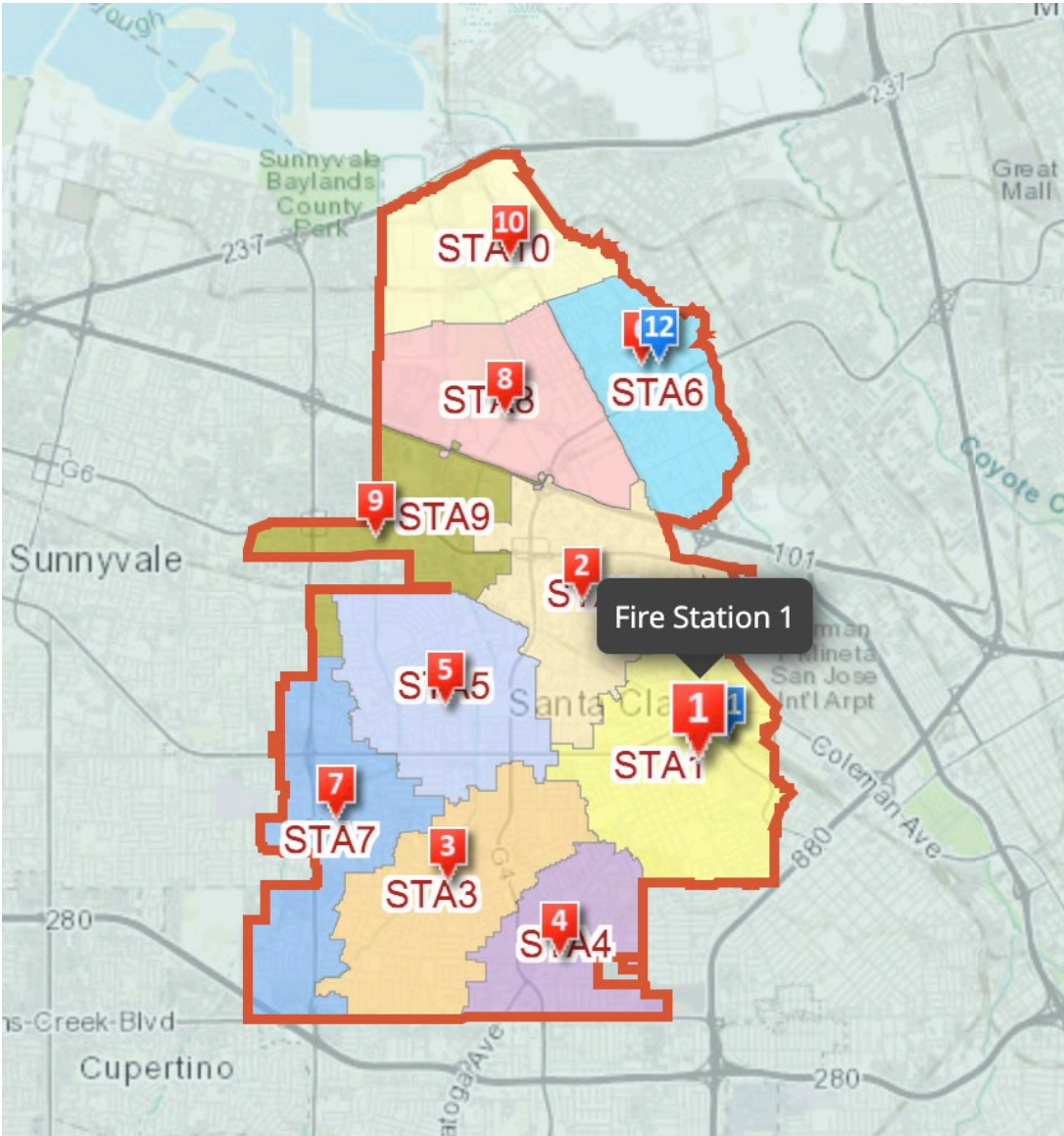
**EMSA and LEMSAs were created
through this law**

1980 – The EMS Medical Directors' Association of California is formed



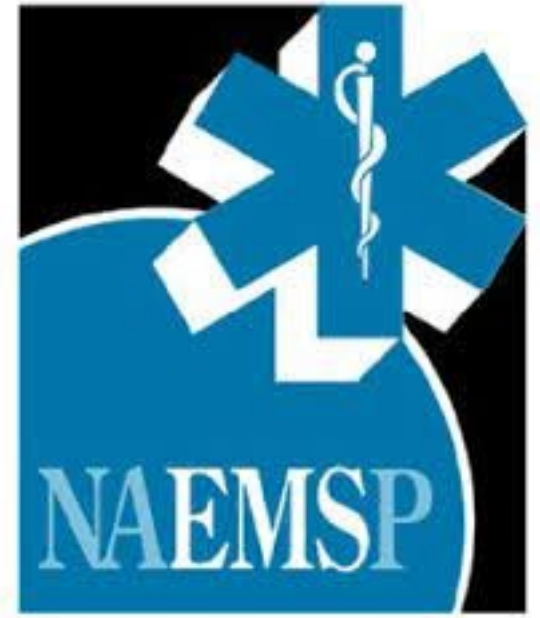


LEMSA Medical Director



Agency Medical Director

Medical Director Objective

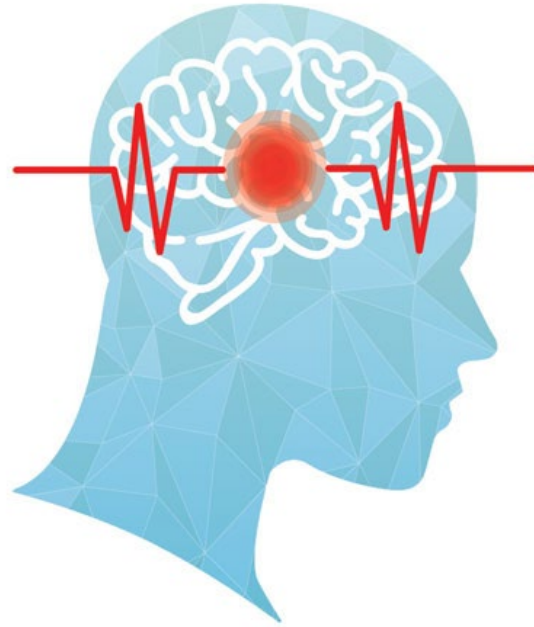


The primary role of the EMS medical director is to promote continuous quality improvement and patient centered delivery of medical care by the EMS service.

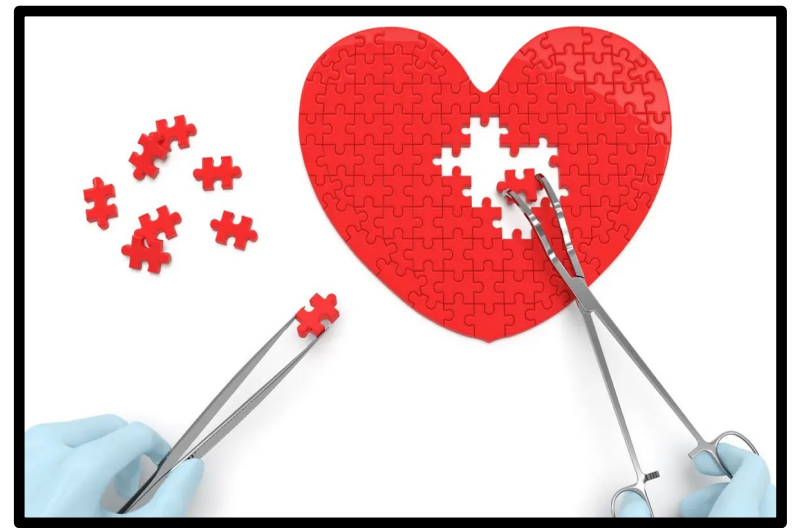
Quality Assurance



Trauma



Stroke



STEMI

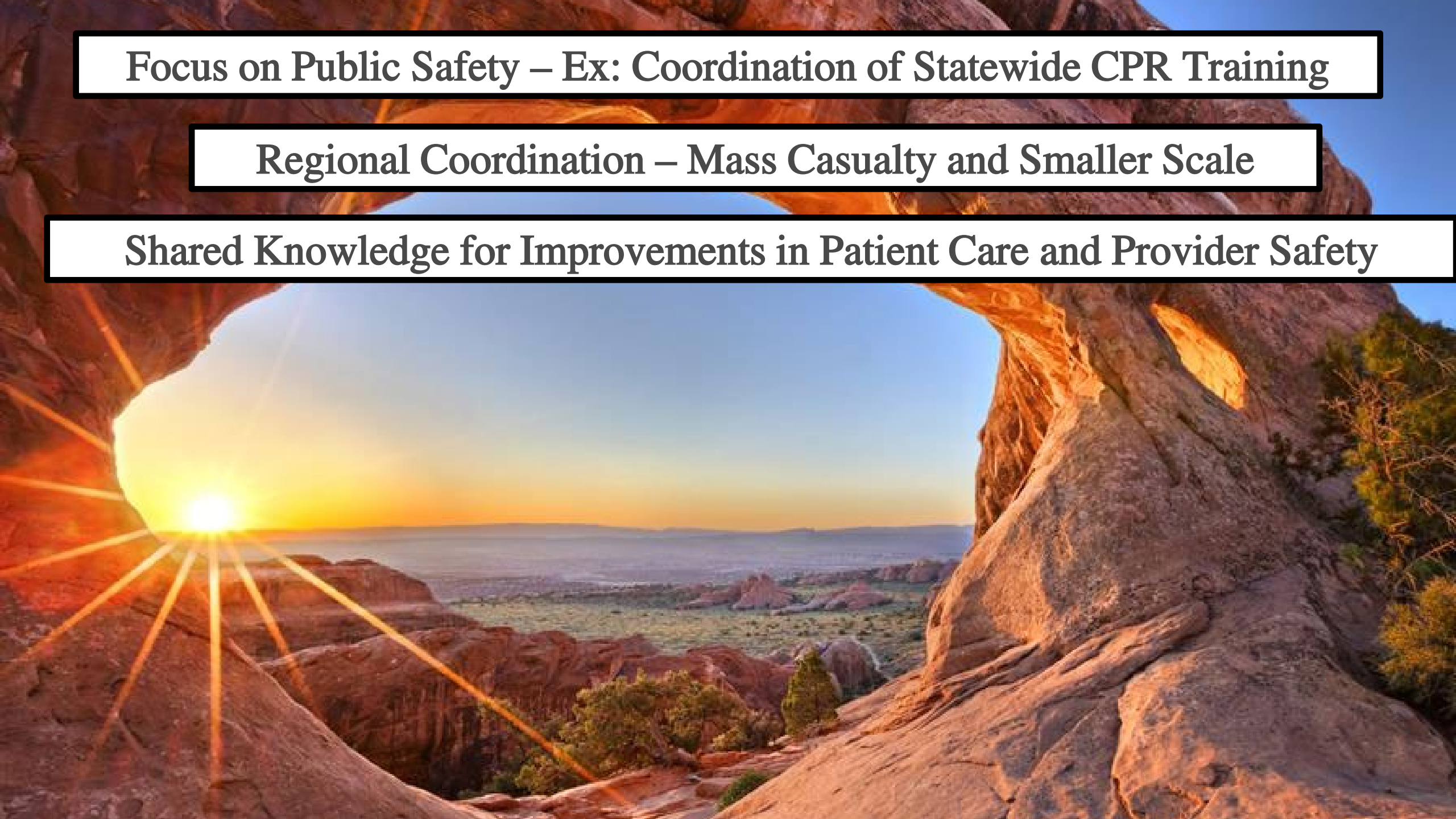


Pediatrics

Focus on Public Safety – Ex: Coordination of Statewide CPR Training

Regional Coordination – Mass Casualty and Smaller Scale

Shared Knowledge for Improvements in Patient Care and Provider Safety





New Initiatives





14 Coated Tablets

TA 4115

ZYPREXATM
5 mg Coated Tablets
Olanzapine

Lilly





**Community
Paramedic**







Thank You for All You Do!



Questions

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Thank You

Thank you for participating in today's webinar.

For education questions, contact: education@calhospital.org