

What Keeps You Up at Night? A Panel Discussion with Prehospital Leaders

May 6, 2024



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Panel Introductions

- **Name**
- **Position | Title | Brief description of job duties and years of service**
- **Organization Representation | Position | Term Expiration**
- **Background of Organization**
 - Mission Statement
 - Number/Type of Members
 - Type of Governance
 - Meeting Frequency
 - 2024 Priorities
 - Website



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Panel Participants

Name	Current Position	Representing
Sean Burrows, EMT-P	Captain, Alameda County Fire Department	Chair, Emergency Medical Services Authority (EMSA) Commission California Professional Firefighters
Nick Clay	Santa Barbara Emergency Medical Services (EMS) Agency	President, Emergency Medical Services Administrators' Association of California (EMSAAC)
Steve Grau	CEO Royal Ambulance	Vice President, California Ambulance Association (CAA)
Alex Hamilton	Fire Chief at Oxnard Fire Department	California Fire Chiefs Association (CALChiefs)
Dr. Zita Konik, M.D., FAEMS	Emergency Medical Services (EMS) Medical Director Alameda County	President Elect, Emergency Medical Services Directors' Association of California (EMDAC)
Sheree Lowe	VP, Policy, California Hospital Association (CHA)	Moderator



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Sean Burrows, EMT-P

- Chair – California Commission on EMS
- Represent California Professional Firefighters
- 29 years as a paramedic
- 28 years as a firefighter
- Working Fire Captain and Paramedic for the Alameda County Fire Department



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Affiliations

Commission on Emergency Medical Services

- The Commission on Emergency Medical Services (EMS) for the State of California was created in the Health and Welfare Agency effective January 1, 1981. The Commission consists of 18 appointed members.

California Professional Firefighters

- Mission – California Professional Firefighters (CPF) represents 35,000 professional firefighters and emergency medical service personnel across the state.



Nick Clay

- President, Emergency Medical Services Administrators' Association of California (EMSAAC)
 - Term: October 2022 – July 1, 2024
- Director, Santa Barbara County EMS Agency
 - July 2017 – Present



EMSAAC

- EMS in CA governed by a two-tiered system
 - *CA EMS Authority*: State-level guardrails
 - *Local EMS Agencies*: Local medical oversight, administrative oversight, and some operational oversight of EMS
- What does local EMS agency regulatory oversight include?
 - 9-1-1 EMD dispatch centers; EMT/Paramedic training programs; pre-hospital protocols; emergency department & specialty care center designation; provide coordination in disasters (to name a few things)
- What is EMSAAC?
 - Represent all 34 LEMSAs
 - 40 million Californians in 58 counties
 - Provide subject matter expertise and legislative advocacy across CA
 - Ensure the growth of emergency medical services is coordinated and based on quality



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Steve Grau

- Founder and CEO of Royal Ambulance
- Vice President, California Ambulance Association

Royal Ambulance – Proudly serving 31 California Hospitals

- Vision – To modernize health care transportation by inspiring and empowering a community of thousands of health care professionals who will impact 10s of millions of lives.
- Mission – To positively impact the patient’s journey, make our customer’s jobs easier, and develop health care leaders.
- Values – Driven | Empathetic | Engaging | Adaptable



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California Ambulance Association



Representing Health Care's Front-Line Providers

Founded in 1948, the California Ambulance Association represents the interests of emergency and non-emergency ambulance service providers serving nearly every county of the state of California.

Our Mission

To serve as the voice and resource on behalf of ground ambulance services while promoting effective and fiscally responsible EMS systems and standards

Our Membership – 42 EMS organizations, ranging from small rural to large multi-national.

We transport over 70% of all EMS patients



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Alex Hamilton, MBA

- Fire Chief for City of Oxnard Fire Department
- Immediate Past President, CA League of Cities – Fire Department Section
- EMS Branch Director, California Fire Chiefs Association EMS Section

Oxnard Fire Department

- Protects a population of 2080,000
- 8 fire stations
- 151 personnel, 120 assigned to emergency response
- ~24,000 emergency responses



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California Fire Chiefs Association

- Vision – Be the voice of the California Fire Service.
- Mission – To strengthen and advocate for the California Fire Service through leadership, unity, and collaboration.
- Values – Integrity | Professionalism | Credibility | Innovation | Competency
- Membership – More than 800 fire agencies operating in California



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Zita Konik, M.D., FAEMS

- President-elect of EMDAC (Emergency Medical Services Directors' Association of CA)
- Vice-President of Cal-NAEMSP (California chapter of National Association of EMS Physicians)
- Alameda County EMS Medical Director
- Previously Napa County EMS Medical Director, Novato Fire Protection District Medical Director, physician with The Permanente Medical Group



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Emergency Medical Services Directors' Association of CA

- The Mission of EMDAC is to provide leadership and expert opinion in the medical oversight, direction, and coordination of Emergency Medical Services for the people of the State of California.



- **Objectives**

- Advisory body to CA EMSA and CA Medical Services Commission
 - Provide expert medical advice to state, local, community, and professional organizations in EMS
 - To improve systems' integrity: manpower, training, communications, facilities, public education, data, research, and disaster medical planning
 - To create standards for quality control of EMS system clinicians: field care, base hospital, continuing education, training, and disciplinary actions
 - Promote legislation to support these goals
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- Quarterly state meetings (Anaheim, Sacramento, San Diego, San Francisco)



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What Keeps You Up At Night?

Please answer from both your regular job duties and as a representative of your respective association.

- **What keeps you up at night?**
- **Why?**
- **If you were in charge, how would you fix it?**



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Questions



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Data Validation – Data Drives Change

AB 40 requires an audit tool to improve data accuracy regarding the transfer of care.

- **QUESTION 1** – What is your organization doing to advance the improvement in data collection? Is automation (removing the human factor) the best answer, if not, what is and why?
- **QUESTION 2** – Level Loading – What is your organization doing in this space to improve ambulance distribution, decrease surges at hospitals, and decrease the use of diversion?



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Interfacility Transfers

Hospitals report time delays for interfacility transfers from an average of 2 hours pre-pandemic to 6-8 hours currently.

- **QUESTION** – Is your organization evaluating the impact these delays have on hospital throughput and subsequent APOT delays?



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911 Community Abuse

77% of the individuals brought by ambulance to hospital EDs have low acuity needs.

- **QUESTION 1** – Has your organization addressed this issue? If yes, how, and if no, why not?
- **QUESTION 2** – Many community residential providers (board and care/assisted living/intermediate care) and long-term care facilities have a history of inappropriately using the 911 system. Are there best practices to reduce this? If so, what are they and where in the state? If none, what could your organization recommend for improvement?
- **QUESTION 3** – ED diversion practices vary across the state/LEMSAs. Does your organization have a position on diversion, yes or no, and please explain why?



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Community Paramedicine (CP)/Alternate Destination (AD)

- **QUESTION 1** – Is either program functioning currently in your local jurisdiction? Please explain why or why not.
- **QUESTION 2** – What barriers, if any, have your organizations identified impacting the implementation of these concepts?
- **QUESTION 3** – What can hospitals do to help increase the use and availability of CP/AD?



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