



## **Emergency Medical Services EOA Development Project Meeting Minutes**

December 16, 2019 – 10:00 am -11:30 am  
Sonoma County Water Agency  
Redwood Conference Rooms B and C  
404 Aviation Blvd.  
Santa Rosa, CA 95403

### **MEETING OBJECTIVE**

The purpose of the meeting is to receive input from interested stakeholders on the proposed structure of the Department's Request of Proposal.

Stakeholder input received today will inform the Department's development of the Request for Proposal for advanced life support and emergency services with the Sonoma County Exclusive Operating Area.

### **Meeting Minutes**

#### **1. Introductions**

Sonoma County Department of Health Services (DHS) Assistant Director Rod Stroud opened the meeting with introductions around the room and from call-in participants. Rod explained that this meeting represents a resumption of the stakeholder engagement process to solicit input from community partners to inform the development process of an RFP for the next contracted ambulance provider to serve the Sonoma County Exclusive Operating Area (EOA)

EndPoint EMS Consulting principals Nancy Lapolla and John Eaglesham provided their background in Emergency Medical Services as retired EMS Administrators from Santa Barbara and San Mateo Counties having a broad range of experience in serving varied systems. John and Nancy spoke of the EndPoint team of clinical and fiscal experts who will be working with DHS staff on the project of system assessment and the development of recommendations for the RFP process.

#### **2. High Level Overview of Progress to Date**

EndPoint provided a presentation for meeting participants. Webex issues limited viewing to those present in the room; staff will post the slides to the website for review as well. Nancy went over a set of proposed ground rules for meetings going forward that included a commitment to silence mobile devices, and other common meeting rules including respecting others' opinions and viewpoints in the discussions to follow. Nancy asked for consensus on the proposed ground rules and for any stakeholder additions. Steve Suter (Santa Rosa Fire Department) mentioned that in previous meetings sometimes 1.5 hours could be insufficient time to address agenda items and asked what the process would be (if agenda items were unfinished) to ensure items on the agenda were addressed. Nancy said EndPoint would take

their cue from DHS leadership on agenda setting and were open to being as flexible as possible while respecting participants' time commitments. Another point was the provision of meeting materials for discussion sent to stakeholders with a week lead time to allow time for participants to process the information and develop questions ahead of the meeting. Staff agreed to follow this practice whenever possible.

### 3. Unresolved and Resolved Issues from the Ordinance

EndPoint has been provided a summary of input gathered from previous RFP input session and the larger EMS system project meetings related to EOA contract or RFP process. EndPoint reviewed a high level list of issues staff noted to be unresolved and/or needing development in the current process. Those included:

- Number of EOAs and EOA boundaries;
- Response time requirements;
- Community paramedic integration;
- Clinical care performance measures; and
- Contract terms – length of agreement.

Endpoint noted issues resolved in the ordinance process included:

- Minimum experience requirements;
- Permissive subcontracting; and
- 1st responder agencies within EOA may increase to ALS non-transport - EOA exclusivity is for ambulance service only.

Endpoint asked if stakeholder present had additional items to add to the "unresolved" list.

Tim Aboudara, California Professional Firefighters Local 1401 added minimum deployment of ambulances, in the context of not allowing the EOA system to get to level zero, stressing the need to specify minimum system strength to service an EOA.

Another expressed concern was availability of Critical Care Transport resources in the system. Hospitals recently are struggling to get CCT ambulances; could this be a problem addressed in the next contracting process? A potential conflicting concern that including ALS interfacility transfers as an exclusive service within the EOA was detrimental to availability of 911 ambulances.

Art Hsieh, SRJC Paramedic Program brought forward the role of training institutions and educational process and the need to ensure access for EMS programs' students required ride-along with an EOA provider.

### 4. Completed Emergency and Pre-Hospital EMS System Ordinance

James Salvante (CVEMSA) provided a brief ordinance overview. James thanked the members of the group that participated in the ordinance stakeholder process for an amazing effort. Participation is important and terms of engagement are a little different for RFP, but equally important or a good outcome. James mentioned the ordinance revision improves public health and safety in a number of ways. More than just regulating 911 ambulances, also CCT and BLS are included in the permitting process. The ordinance provides rules to guide the

RFP development and evaluation process, requirements for getting data, methods of cost recovery for LEMSA, and defines how we will work together to do rule making. The ordinance places EOA RFP development with the LEMSA in accordance with state law, but also clearly states it has no impact on the Board of Supervisors' ability to enter into contracts. The ordinance also affirms the right of all jurisdictions to provide first response within their jurisdictional boundaries.

## 5. Process for Stakeholder Engagement

EndPoint went over the timelines for RFP process. Looking at meetings to gather stakeholder input through April 2020. Evaluation of information and development of recommendations to follow, leading to an RFP release on January 6, 2021. Rod Stroud stated the intent is to have a six month response timeframe after release to allow all potential bidders ample opportunity to develop proposal submissions. The proposed timeline allows for transition of provider agencies.

Nancy Lapolla mentioned a data questionnaire had been sent to CVEMSA requesting a wide-ranging selection of information on the local EMS system. Information requested includes, patient outcomes, call volume and where 911 calls occur in the system.

CVEMSA has provided some responses and EndPoint is reviewing the data. CVEMSA will continue to work with EndPoint to provide the requested data and address any follow up requests that develop during the process.

Based on the input provided, EndPoint went over a proposed list of discussion areas for more detailed stakeholder input related to the EOA development process. These included:

- Financial sustainability
- Response times (urban, suburban, rural, wilderness)
- Clinical care & response times response times Are there more? Besides STEMI, stroke, trauma. Inebriate contacts.
- Contract terms and length
- Community paramedics
- Uniqueness of areas
- 911 transport and ALS inter-facility
- CCT as a critical function and a gap in current system
- Distribution of psych patient destinations and/or alternate destination for these pts.
- Training facilities and placing of interns for EMR, EMT and Paramedic for Sonoma County training facilities SRJC and CLSD

EndPoint shared a timeline for listening and receiving input over 8 meetings in the next 4 months.

Nancy stressed a commitment to adhere to clear goals and objectives, share materials before meetings, focus on the topic at hand and dig into it. Nancy mentioned the use of priority ranking to better understand stakeholders recommendations, and also expectations that participants would do any assigned homework and come prepared to discuss the topic at the meeting.

- To summarize: There will be 8 stakeholder meetings.

- The meeting structure and agenda for all meetings will be provided up front so everyone knows what is coming.
- Materials will be out by Wednesday prior to each meeting so all can review.

Next meeting January 6, EndPoint will share all information that they have asked CVEMSA for and where they are in the process of receiving that information.

## 6. Agenda for the January 6<sup>th</sup>, Meeting

EndPoint asked for suggestion on the first topics to address at the January 6<sup>th</sup> meeting. Dean Anderson (AMR) mentioned consolidations of fire service agencies may impact the EOA, or multiple EOAs. EOA boundaries and how providers outside the area may be impacted needs discussion. Jeff Schach (City of Petaluma Fire Department) brought up the potential for growth in an EOAs and the impacts on 911 exclusivity.

EndPoint recommendation for 1st topic was to discuss response times both desired performance and performance by category. Are stakeholders satisfied with current response time standards? What are the clinical considerations? What about community paramedics?

Steve Herzberg (EMCC, Bodega Bay Fire Protection District) asked what is the plan to find out what revenue is available within the system and how to allocate it to the best advantage for each provider. Steve felt the response time discussion would require fiscal information to be relevant. He also proposed discussion on all-risk coverage, 24/7 all risk, redundancy to cover back up, "victims vs patients". Heavy reliance on private providers and subsidies. Cross trained provers desirable? Level of service; what do we want in our service.

For future discussion: response times. Bring national standards and compare to the local system. What are impacts on clinical outcomes; not all driven by response times. Dispatch performance is part of the picture as well.

A closing suggestion was for smaller groups to delve in to topics and bring back findings to the larger group for discussion.

Hospital partners mentioned they have specific issues that may not be getting time in the larger meeting and were interested in such a group. Hospitals will get together and bring back issues on February 3<sup>rd</sup>, including alternate destination, CCT.

Steve Herzberg mentioned he has a consultant with information to share on inclusion of 24/7 all-risk considerations such as rescues. The group agreed to discuss all-risk at the January 6<sup>th</sup> meeting and Steve indicated he would share a "white paper" for review prior to the next meeting.

EndPoint indicated they would develop the list of topic for discussion and share it with the group at the next meeting.,

Meeting adjourned. Next meeting will be January 6<sup>th</sup> 2020 at Sonoma County Water Agency 404 Aviation Blvd from 10:00 AM-11:30 AM in the Redwood Conference Rooms.

**Project Website:** all information will be posted to the site below.

<https://www.coastalvalleysems.org/about-us/committees/sonoma-county-ems-systems-workgroup.html>