



El Dorado County Emergency Services Authority

JPA Systems Status Management Committee Meeting

Wednesday, March 18, 2015 – 9:00 a.m.

DS/ED Fire Station #49, Conference Room, 501 Main Street, Diamond Springs, CA

AGENDA

| <i>Item</i> | <i>Presenter</i> |
|---|------------------|
| 1. Approval of Agenda | Ransdell |
| 2. Approve SSMC Meeting Minutes of February 18, 2015 | Ransdell |
| 3. Training | Ransdell |
| 4. New Business | Hackett |
| 4.1 Response Time Reports February | |
| 4.1.1 Medical Response Times | |
| 4.1.2 Mutual Aid | |
| 4.1.3 Move Up & Covers | |
| 4.1.4 IFTs | |
| 4.2 Discuss and recommend changes to Continuous Quality Improvement Program | |
| 4.3 Odometer Verification | |
| 4.4 EPI-pens update | |
| 4.5 Mutual Aid assistance for bariatric patients | |
| 4.6 New gurney van service in West Slope | |
| 4.7 Discuss and approve surplus of iPad 2s | |
| 5. Old Business | Wood Hackett |
| 5.1 Report on trial move up and cover plan | |
| 5.2 Long distance non-medical necessity 5150 transports | |
| 6. Committee Reports | Hackett |
| 6.1 EPCR Working Group | |
| 6.1.1 Demo project | |
| 6.2 MAC Committee | |
| 6.3 Ambulance Spec Committee | |
| 6.3.1 M25 update | |
| 6.3.2 Remount and new ambulance purchase update | |
| 6.4 Equipment and Supply | |
| 6.5 Technology | |
| 7. Standing Items | |
| 7.1 Upcoming Events | |
| 7.1.1 CSFA Live Fire Training – Saturday, April 18 1200-1630 hours & Sunday, April 19 0800-1730 hours. Location: Training Center at 7331 Wentworth Springs Road, Georgetown, CA 95634 | Schwab |
| 7.1.2 Memorial Day Weekend Staffing – May 22-25 | Schwab |
| 8. Adjournment | Ransdell |

Next Meeting ~ April 15, 2015

* Please park at the Fireman's Hall or the JPA parking lot as the commercial businesses need their parking available for customers. ~ Thank you *



El Dorado County Emergency Services Authority

JPA Systems Status Management Committee Meeting

Wednesday, February 18, 2015 – 9:00 a.m.

DS/ED Fire Station #49, Conference Room, 501 Main Street, Diamond Springs, CA

Minutes

Attendees:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Cameron Park Fire, BC Bob Counts or | <input type="checkbox"/> Alternate Cameron Park Fire Division Chief Mike Webb |
| <input checked="" type="checkbox"/> Diamond Springs Fire, Chair , Asst. Chief Bryan Ransdell or | <input type="checkbox"/> Alternate Chief Rob Combs |
| <input checked="" type="checkbox"/> El Dorado County Fire, Vice Chair , Division Chief Tim Cordero or | <input type="checkbox"/> Alternate Chief Mike Hardy |
| <input type="checkbox"/> El Dorado Hills Fire, Chief Dave Roberts or | <input type="checkbox"/> Alternate Division Chief Mike Lilienthal |
| <input type="checkbox"/> Garden Valley Fire, Chiefs Bill Dekker or | <input type="checkbox"/> Alternate Assistant Chief Bob Bement |
| <input checked="" type="checkbox"/> Georgetown Fire, Chief Greg Schwab | <input type="checkbox"/> Pioneer Fire, Chief Jack Daniels |
| <input checked="" type="checkbox"/> Rescue Fire, Chief Tom Keating or | <input type="checkbox"/> Alternate Director Anne Walker |
| <input type="checkbox"/> Mosquito Fire, Open Position | <input checked="" type="checkbox"/> JPA, Executive Director Marty Hackett |

Guests: DC Dave Wood, CalFire; Rich Todd, EMSA

Pledge of Allegiance and Meeting called to order at **09:05** a.m.

Quorum was present.

DRAFT

1. Approval of Agenda

Motion to approve agenda by Chief Cordero seconded by Chief Schwab and motion carries unanimously.

2. Approve SSMC Meeting Minutes of January 21, 2015

Motion to approve the minutes by Chief Counts seconded by Chief Cordero and motion carries unanimously.

3. Training Update

- Chief Counts received very positive feedback on recent 2015 Skills Day training on January 29 at the Marshall educational services center in Cameron Park.
- Next Skills training dates are May 18, 20 & 28 2015. Details available on the [EMS website](#)

4. New Business

4.1 Response Time Reports January

- 4.1.1 Medical Response Times
- 4.1.2 Mutual Aid
- 4.1.3 Move Up & Covers
- 4.1.4 IFTs

- Executive Director Hackett provided an oral summary of the statistic to the Committee.
- Mutual aid is trending higher at this time and warrants further analysis.
- The Committee discussed the number of exceptions that were submitted to the EMSA for waiver in comparison to those generated. Executive Director Hackett indicated the FC34 must be corrected with notes or over-ride if responder indicates a time stamp issue. Mr. Todd won't consider a waiver if not noted in the FC34. Additionally exceptions indicating reduced to code 2 but not noted on the FC34 are also not considered for waiver. Mr. Todd further clarified they need to know specifically *when* it was reduced to code 2.
- Chief Wood of the ECC offered to research exceptions sent to him for those issues if sent to him by the JPA administration. He can pull the audio and note the actual time reduced

- to code 2.
- The JPA administration will provide additional report detail to the Committee at the next meeting.

5. Old Business

5.1 Report on trial move up and cover plan

- Chief Wood indicated if we look at the number of exceptions that were attributed to movements to the CORE for M28 we could determine if an impact. Overall month is higher for from sheer volume. This trial will continue unless otherwise warranted.

5.2 Long distance non-medical necessity 5150 transport

- Executive Director Hackett – Marshall (Michelle Williams) has asked for direction on out of town IFTs/5150 non-medical transports that would be asked of the JPA. Long distance non-medical transports are not an obligation of our ALS system. We are contractually responsible for medical 911 and IFTs that originate and end in the County. Executive Director Hackett indicated the Sheriffs' Office takes them to MMH for medical clearance but are unwilling to accompany the medic unit on the transport.
- It is this Committee's recommendation that we accept zero non-medical transports. It takes resources from our ALS system.

6. Committee Reports

6.1 EPCR Working Group –

6.1.1 Image Trend demo project

- Riverside is using Sansio and that integrates with the CAD system and there was a question if we can piggyback on that contract. Executive Director Hackett indicated he was told ImageTrend is integrated with CalFire also. Chief Wood would like to know which agency so he can verify this information. The Committee instructed Executive Director Hackett to move forward with demo of both products.

6.2 MAC Committee –

- Executive Director Hackett's summarized the discussions at MAC or 5150 transports, EPI-pen administration. Cost of \$1K for each non-provider agency engine for the EPI-pens and the JPA can cover those costs and we'll have to budget for that. Executive Director Hackett indicated Dr. Brazzel said the state LEMSA mentioned them exploring an expanded scope of practice for EMTs to administer the epinephrine. Chief Schwab would like to volunteer to lead an effort for us in that trial. Rich Todd will discuss the trial with Dr. Brazzel.
- Executive Director Hackett handed out instructions from EMS billing on how to fill out a complete, accurate and timely PCR. Rich Todd will send out emails to all agencies to redo their CQI plans as required annually and provide examples so look for those from your CQI reps.

6.3 Ambulance Spec Committee –

6.3.1 M25 Update

- Executive Director Hackett provided an update on the repairs in progress. Still three weeks out minimum as parts have been a problem.

6.3.2 Remount and new ambulance purchase update

- Remount completion is approximately two months out. Subsequent remounts this fiscal year are hindered by availability of new chassis.
- Chief Cordero has been researching other purchase options and has a line on one with 20 inch longer and 6 inch shorter box than we currently have. Our options are limited because of our 4x4 4500 needs.

6.4 Equipment and Supply –

- Executive Director Hackett indicated each medic unit has two iPads and he wants at least one back as he understands some agencies are using them for Active 911 and mapping. All iPads must have software uninstalled so will need to rotate those into the JPA.
- ECC did a great job coordinating medic units in for the required mileage certification tests. Only 5 units were not done and mostly reserve units. County officials and weights and measures conducted the tests. We bill for mileage and so odometers must be certified.

Sticker is placed on windshield once certified.

- Discussion of the need for bariatric specialized transport. AMR and ALPA 1 and Priority Transport have so equipped units. If it starts as 911 call and it is a bariatric patient we will respond and treat patient while bariatric transport unit is en route. Chief Counts asked if the ECC can flag specific addresses for that response type. Concern over having engines tied up for hours when they can't transport. He will work with Carmel at the ECC to fine tune the specific response needs. The JPA will have to enter into a mutual aid agreement with AMR, ALPHA 1 or Priority Transport for those services. LVAP patient entered last week County Fire 72 Koda road.

6.5 Technology –

- LVAP patient entered into the system last week in station 72 response area.
- Zoll has vest defibrillator in use. Emergency response personnel should be able to identify this device.

7. Standing Items

7.1 Upcoming Events –

- Rich Todd indicated there are several upcoming training opportunities and all are listed on the [EMS website](#).

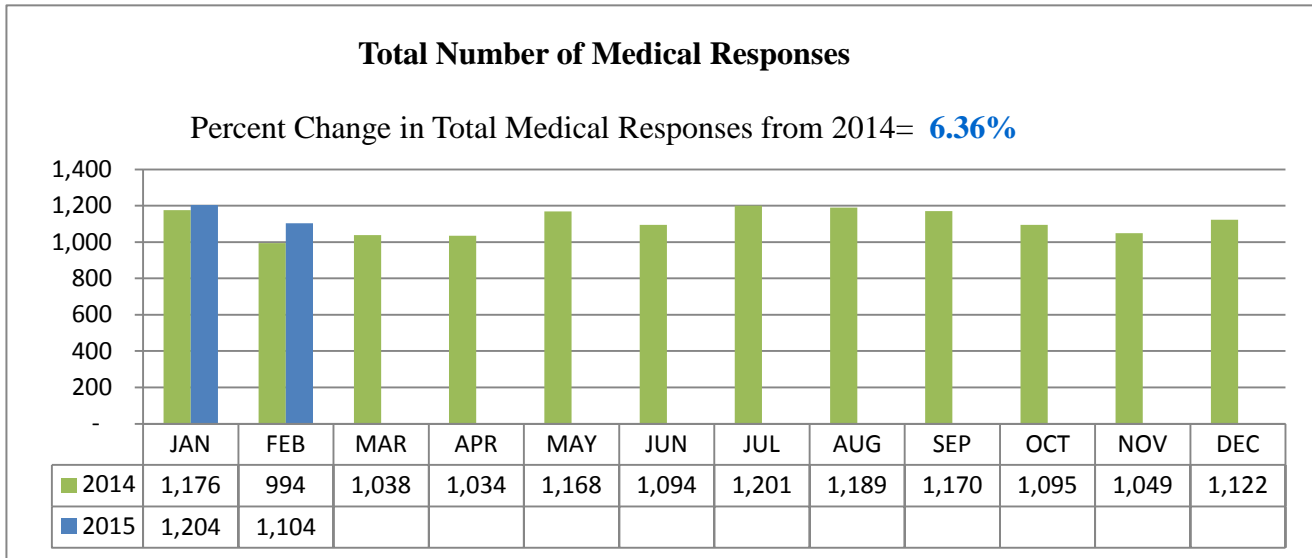
8. Adjournment – 10:32 a.m.

Motion to adjourn meeting by Chief Cordero seconded by Chief Keating and motion carries unanimously.

DRAFT

February 2015 Incident Summary Report

Total Number of Ambulance Responses to Date 2015 3,544
 Total Number of **Medical** Responses Date 2015 2,308

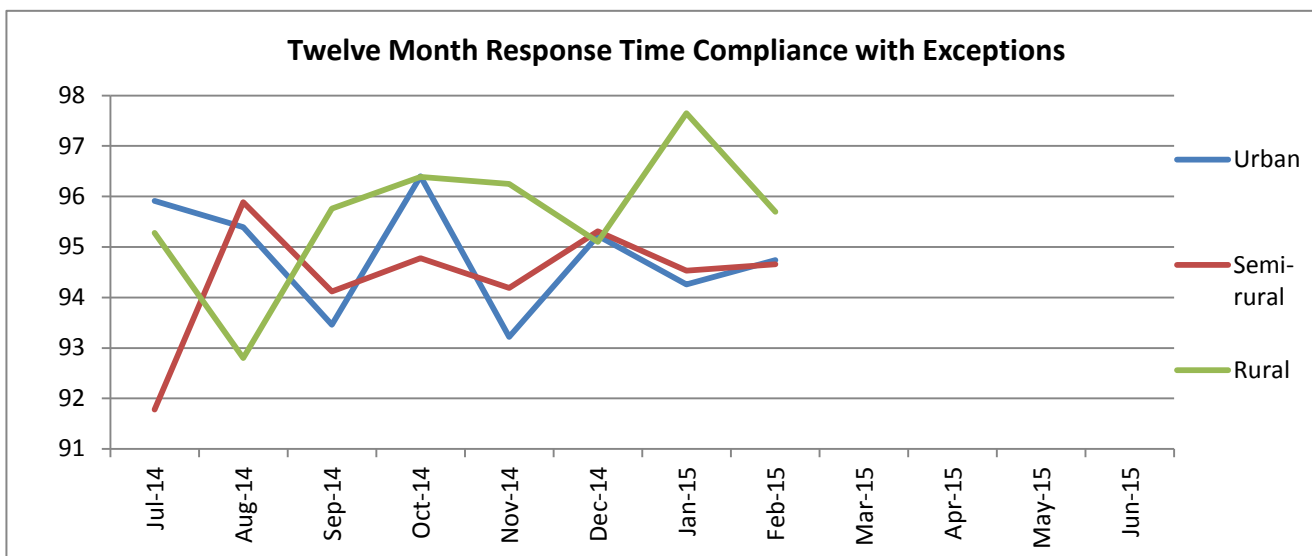


Response Times

| | Before Exception Waivers | With Waivers |
|------------|--------------------------|--------------|
| Urban | 92.11% | 97.74% |
| Semi-Rural | 92.88% | 94.66% |
| Rural | 89.25% | 95.70% |
| Wilderness | 100.00% | 100.00% |

Exception Reports by Response Area

| | Generated | Submitted to EMSA | Waiver |
|------------|-----------|-------------------|--------|
| Urban | 17 | 6 | 6 |
| Semi-Rural | 24 | 8 | 6 |
| Rural | 10 | 6 | 6 |
| Wilderness | 0 | 0 | 0 |



Incident Summary Report for February 2015

Exception Reports by Area and Reason

Total Number of Exception Reports: 51

Response Area

| North | |
|------------------|---|
| 51 Garden Valley | 1 |
| 72 Cool | 2 |
| 74 Coloma | 2 |
| 66 Georgetown | 1 |

| Core | |
|--------------------|---|
| 25 Placerville | 8 |
| 28 Shingle Springs | 4 |
| 49 Diamond | 2 |
| 75 Mosquito | 4 |

| East | |
|-------------------|---|
| 17 Pollock | 2 |
| 18 Sierra Springs | 3 |
| 21 Camino | 3 |

| West | |
|-----------------|---|
| 81 Rescue | 6 |
| 83 Rescue | 1 |
| 84 EDH | 2 |
| 85 EDH | 1 |
| 86 EDH | 1 |
| 88 Cameron Park | 4 |
| 89 Cameron Park | 1 |

| South | |
|--------------|---|
| 38 Mt. Aukum | 3 |

| Reason for Exception Report | Urban | Semi-Rural | Rural |
|------------------------------------|-------|------------|-------|
| 2nd unit to MCI | | | |
| Alert malfunction | | | |
| Dispatched C-2 | 4 | 1 | |
| Distance | 5 | 8 | 6 |
| Gate | | 1 | |
| GSA to GSA | 3 | 6 | |
| Had to search for patient location | | | |
| Incorrect address | | | |
| Incorrect time stamp | | 4 | 1 |
| Interfacility transfer | | | |
| Move-Up | | | |
| On cover assignment | | | |
| Pager malfunction | | | |
| Patient left original location | | | |
| Poor road conditions | | | |
| Quick Call did not work | | | |
| Reduced to C-2 | | | |
| Road construction | | | |
| Road conditions | | 1 | 2 |
| Staging | | | |
| Unmarked/No visible address | | | |
| Weather | 2 | 2 | 2 |

Amador/El Dorado Unit - Camino Emergency Command Center

Emergency Response Summary - Medic Units Response Time - El Dorado

Reporting Period: 2/1/2015 to 2/28/2015

| | | | | | | | | | Submitted to EMSA | |
|------------|-----------------|------|---------------|-----------|---------------|---------------|---------|----------|---------------------|-------------------|
| Region | Incid # | Unit | Incident Type | Resp Area | Dispatch Time | At Scene Time | Elapsed | JPA Rcvd | Exemption Requested | Exemption Granted |
| Semi-Rural | 15-CAAEU 002812 | M17 | | 21A | 2/2/15 12:16 | 2/2/15 12:32 | 16.02 | x | | |
| Rural | 15-CAAEU 004621 | M17 | | 18A | 2/21/15 13:00 | 2/21/15 13:27 | 26.57 | x | | |
| Semi-Rural | 15-CAAEU 004660 | M17 | | 18A | 2/21/15 16:46 | 2/21/15 17:12 | 19.15 | x | | |
| Semi-Rural | 15-CAAEU 003275 | M19 | | 18A | 2/6/15 19:34 | 2/6/15 19:54 | 20.88 | x | Yes | Yes |
| Semi-Rural | 15-CAAEU 003473 | M19 | | 21A | 2/8/15 23:08 | 2/8/15 23:25 | 17.18 | x | Yes | Yes |
| Semi-Rural | 15-CAAEU 004367 | M19 | | 17A | 2/18/15 16:42 | 2/18/15 16:59 | 16.62 | x | | |
| Semi-Rural | 15-CAAEU 002925 | M25 | | 21A | 2/3/15 13:12 | 2/3/15 13:28 | 16.17 | x | | |
| Rural | 15-CAAEU 003850 | M19 | | 38A | 2/12/15 22:44 | 2/12/15 23:10 | 25.75 | x | Yes | Yes |
| Rural | 15-CAAEU 004078 | M19 | | 38A | 2/15/15 14:31 | 2/15/15 14:59 | 27.62 | x | Yes | Yes |
| Rural | 15-CAAEU 005084 | M19 | | 38A | 2/27/15 0:23 | 2/27/15 0:52 | 28.85 | y-3/2 | | |
| Semi-Rural | 15-CAAEU 002801 | M25 | | 74A | 2/2/15 11:34 | 2/2/15 11:51 | 16.58 | x | | |
| Semi-Rural | 15-CAAEU 005101 | M25 | | 74A | 2/27/15 7:04 | 2/27/15 7:25 | 20.90 | y-3/2 | | |
| Semi-Rural | 15-CAAEU 003224 | M25 | | 81A | 2/6/15 13:06 | 2/6/15 13:26 | 20.12 | x | | |
| Semi-Rural | 15-CAAEU 002887 | M28 | | 81A | 2/3/15 8:08 | 2/3/15 8:27 | 18.78 | x | | |
| Semi-Rural | 15-CAAEU 003456 | M28 | | 81A | 2/8/15 17:04 | 2/8/15 17:22 | 17.83 | x | | |
| Semi-Rural | 15-CAAEU 003958 | M28 | | 81A | 2/14/15 3:26 | 2/14/15 3:43 | 16.97 | x | Yes | No |
| Semi-Rural | 15-CAAEU 004223 | M28 | | 83A | 2/17/15 11:19 | 2/17/15 11:40 | 21.02 | y-3/2 | | |
| Urban | 15-CAAEU 004734 | M28 | | 84A | 2/22/15 13:02 | 2/22/15 13:16 | 14.33 | x | | |
| Semi-Rural | 15-CAAEU 004844 | M28 | | 81A | 2/24/15 0:32 | 2/24/15 0:50 | 18.10 | x | | |
| Urban | 15-CAAEU 004975 | M28 | | 88D | 2/25/15 16:46 | 2/25/15 16:59 | 13.45 | y-3/2 | | |
| Urban | 15-CAAEU 004455 | M19 | | 25A | 2/19/15 15:19 | 2/19/15 15:31 | 11.67 | x | Yes | Yes |
| Rural | 15-CAAEU 004791 | M19 | | 75A | 2/23/15 9:05 | 2/23/15 9:38 | 32.80 | x | Yes | Yes |
| Urban | 15-CAAEU 003712 | M25 | | 25A | 2/11/15 14:37 | 2/11/15 14:51 | 13.55 | x | Yes | Yes |
| Rural | 15-CAAEU 003714 | M25 | | 75A | 2/11/15 15:30 | 2/11/15 16:06 | 35.48 | x | Yes | Yes |
| Semi-Rural | 15-CAAEU 004073 | M25 | | 49A | 2/15/15 13:20 | 2/15/15 13:38 | 17.63 | x | | |
| Urban | 15-CAAEU 004441 | M25 | | 25A | 2/19/15 12:46 | 2/19/15 13:02 | 16.32 | x | Yes | Yes |
| Rural | 15-CAAEU 004847 | M25 | | 75A | 2/24/15 5:42 | 2/24/15 6:21 | 38.90 | x | | |
| Semi-Rural | 15-CAAEU 003387 | M28 | | 28D | 2/7/15 23:14 | 2/7/15 23:32 | 18.50 | x | Yes | Yes |
| Urban | 15-CAAEU 003994 | M28 | | 25A | 2/14/15 13:10 | 2/14/15 13:21 | 11.00 | x | | |
| Semi-Rural | 15-CAAEU 004300 | M28 | | 28A | 2/18/15 5:21 | 2/18/15 5:44 | 23.10 | x | Yes | No |
| Urban | 15-CAAEU 004934 | M48 | | 85D | 2/25/15 11:46 | 2/25/15 11:58 | 11.70 | y-3/4 | | |
| Urban | 15-CAAEU 002878 | M48 | | 25A | 2/3/15 4:13 | 2/3/15 4:27 | 13.87 | x | | |
| Semi-Rural | 15-CAAEU 003356 | M48 | | 25A | 2/7/15 14:50 | 2/7/15 15:01 | 11.27 | x | Yes | Yes |

Reporting Period: 2/1/2015 to 2/28/2015

| Region | Incid # | Unit | Incident Type | Resp Area | Dispatch Time | At Scene Time | Elapsed | JPA Rcvd | Submitted to EMSA | |
|------------|-----------------|------|---------------|-----------|---------------|---------------|---------|----------|---------------------|-------------------|
| | | | | | | | | | Exemption Requested | Exemption Granted |
| Urban | 15-CAAEU 004899 | M48 | | 48A | 2/25/15 6:27 | 2/25/15 6:46 | 19.23 | x | | |
| Urban | 15-CAAEU 005103 | M48 | | 25A | 2/27/15 8:04 | 2/27/15 8:15 | 11.60 | x | | |
| Semi-Rural | 15-CAAEU 003491 | M61 | | 72A | 2/9/15 9:09 | 2/9/15 9:30 | 21.32 | x | Yes | Yes |
| Rural | 15-CAAEU 003652 | M61 | | 51A | 2/10/15 20:45 | 2/10/15 21:09 | 24.67 | x | Yes | Yes |
| Rural | 15-CAAEU 003998 | M61 | | 66C | 2/14/15 13:27 | 2/14/15 14:41 | 74.10 | x | Yes | Yes |
| Semi-Rural | 15-CAAEU 004499 | M61 | | 72A | 2/20/15 10:15 | 2/20/15 10:31 | 16.05 | x | Yes | Yes |
| Rural | 15-CAAEU 004416 | M61 | | 75A | 2/19/15 9:21 | 2/19/15 10:06 | 44.77 | x | | |
| Urban | 15-CAAEU 003055 | M85 | | 88D | 2/4/15 18:25 | 2/4/15 18:39 | 13.77 | | | |
| Urban | 15-CAAEU 003142 | M85 | | 88A | 2/5/15 17:52 | 2/5/15 18:05 | 13.02 | | | |
| Urban | 15-CAAEU 004294 | M85 | | 89A | 2/17/15 22:37 | 2/17/15 22:48 | 11.18 | x | | |
| Semi-Rural | 15-CAAEU 004298 | M85 | | 86L | 2/18/15 3:09 | 2/18/15 3:20 | 11.08 | x | Yes | Yes |
| Urban | 15-CAAEU 004418 | M85 | | 81A | 2/19/15 9:22 | 2/19/15 9:45 | 22.35 | x | | |
| Urban | 15-CAAEU 003433 | M85 | | 25A | 2/8/15 13:33 | 2/8/15 13:47 | 14.12 | x | Yes | Yes |
| Semi-Rural | 15-CAAEU 003865 | M85 | | 28D | 2/13/15 9:20 | 2/13/15 9:36 | 16.40 | x | | |
| Semi-Rural | 15-CAAEU 004914 | M89 | | 17A | 2/25/15 9:35 | 2/25/15 9:55 | 20.42 | x | | |
| Urban | 15-CAAEU 002717 | M89 | | 84A | 2/1/15 10:24 | 2/1/15 10:38 | 13.53 | x | | |
| Urban | 15-CAAEU 004240 | M89 | | 88A | 2/17/15 13:10 | 2/17/15 13:22 | 11.52 | x | | |
| Semi-Rural | 15-CAAEU 004301 | M89 | | 28A | 2/18/15 5:39 | 2/18/15 6:02 | 23.27 | x | Yes | Yes |

20 18

Receipt Legend:

x = received by 3/1
y = date rcvd
z = rcvd too late

Response Area

| | | |
|-------|----|-----|
| North | 6 | 12% |
| Core | 18 | 35% |
| East | 8 | 16% |
| West | 16 | 31% |
| South | 3 | 6% |
| 51 | | |

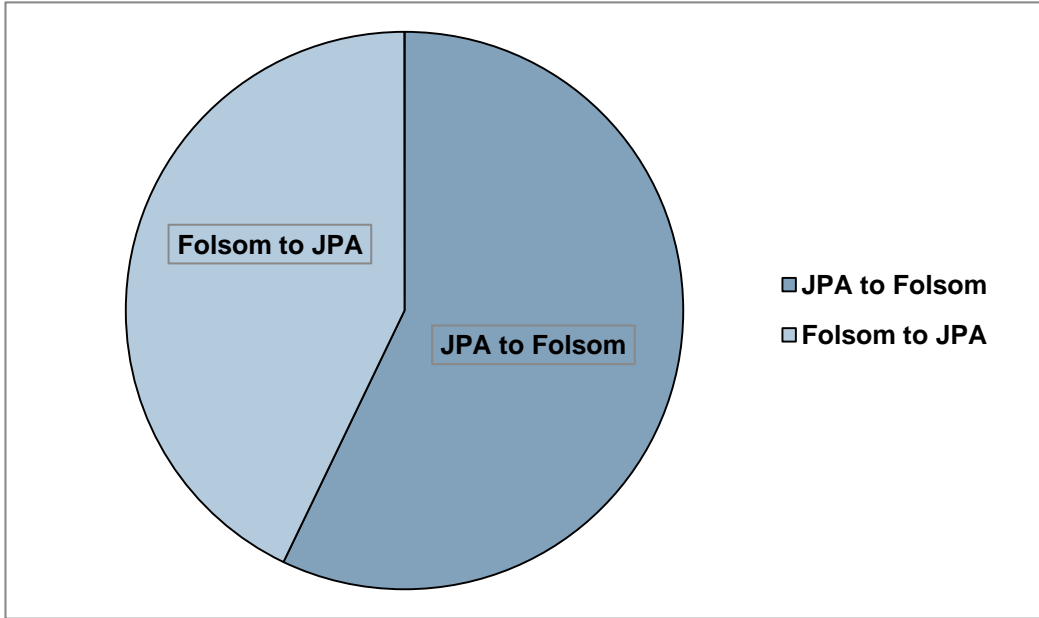
February 2015 Exception Summary by Unit

| CP | DS | EDC | EDH | GT | | |
|-----|-----|-----|-----|-----|----|--|
| 4 | 4 | 26 | 5 | 5 | 44 | Received as of 3/1 |
| 0 | 1 | 4 | 2 | 0 | 7 | MIA - Requested copies 3/2 |
| 4 | 5 | 30 | 7 | 5 | 51 | Total |
| - | 1 | 4 | 0 | - | 5 | Requested reports received by 3/7 deadline |
| n/a | n/a | n/a | 2 | n/a | 2 | Never received |

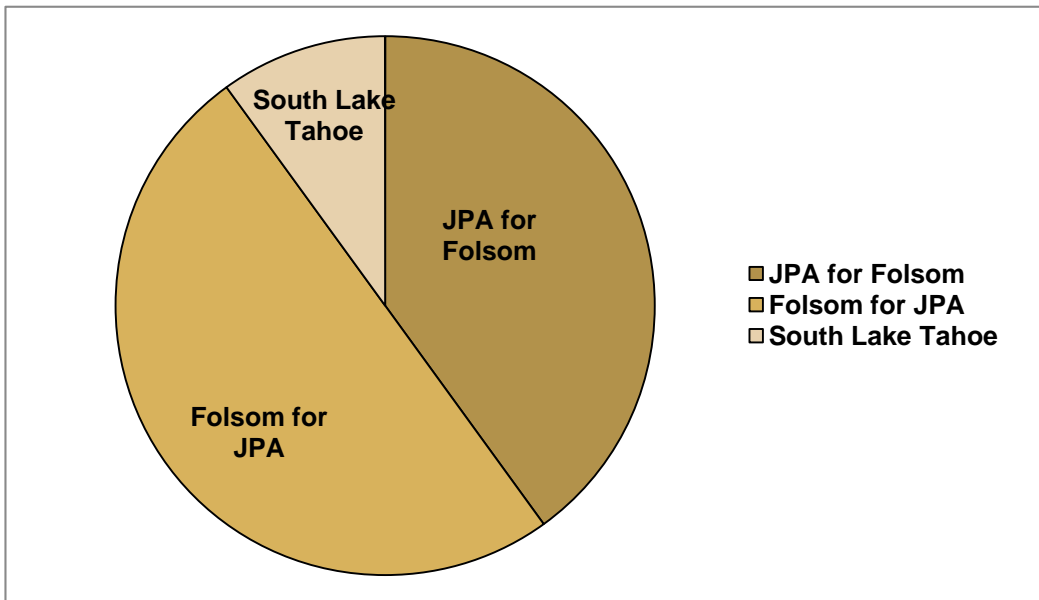
| | Exception Generated | JPA Rcvd by 3/1 | JPA Rcvd by 3/7 | Submitted to EMSA | |
|-----|---------------------|-----------------|-----------------|---------------------|-------------------|
| | | | | Exemption Requested | Exemption Granted |
| M17 | 3 | 3 | 3 | 0 | |
| M19 | 8 | 7 | 8 | 6 | |
| M25 | 9 | 8 | 9 | 3 | |
| M28 | 10 | 8 | 10 | 3 | |
| M48 | 5 | 4 | 5 | 1 | |
| M61 | 5 | 5 | 5 | 4 | |
| M85 | 7 | 5 | 5 | 2 | |
| M89 | 4 | 4 | 4 | 1 | |
| | 51 | 44 | 49 | 20 | |

Mutual Aid - February 2015

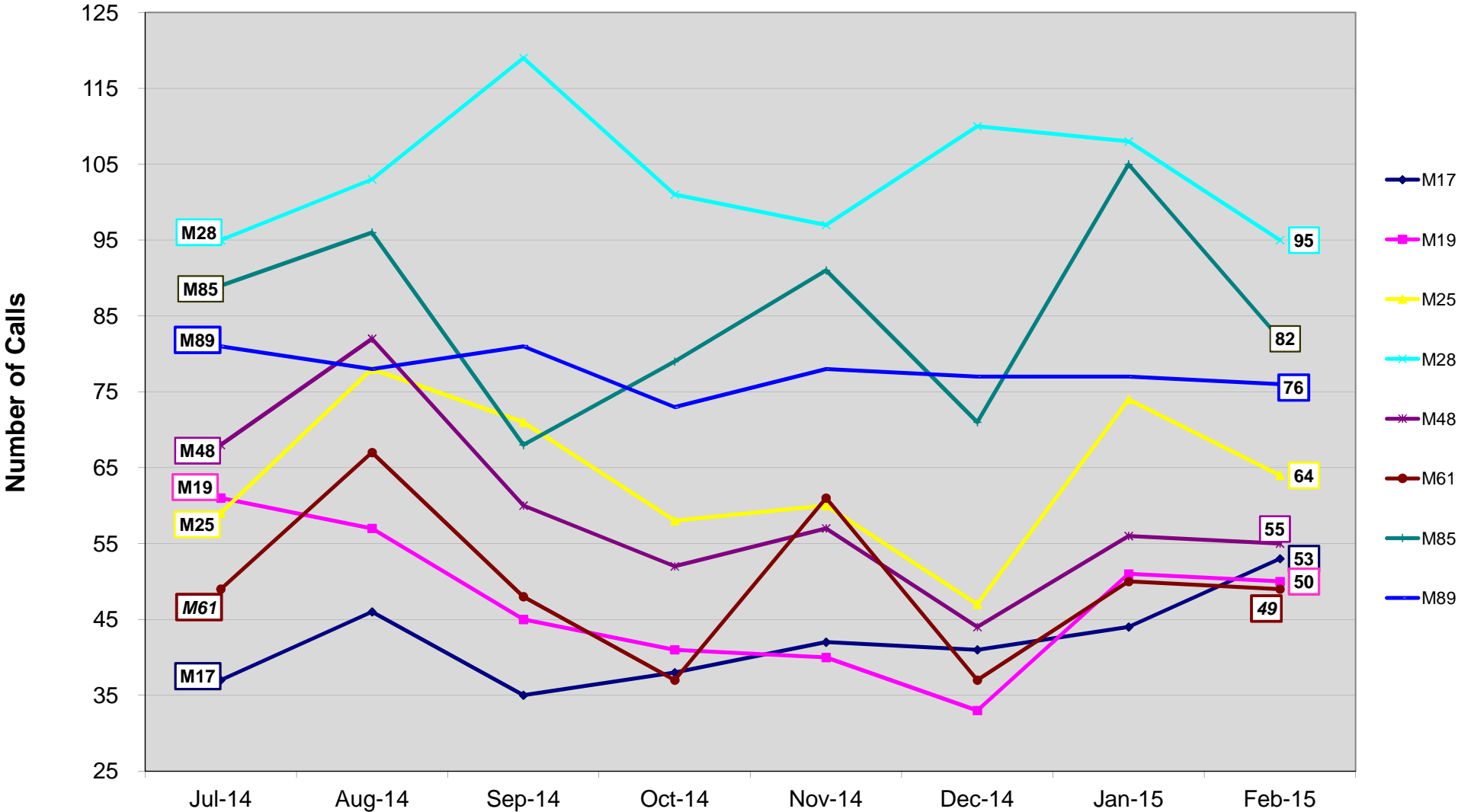
| MOVE-UPS | |
|---------------|---|
| JPA to Folsom | 4 |
| Folsom to JPA | 3 |



| MEDICAL CALLS | |
|------------------|---|
| JPA for Folsom | 4 |
| Folsom for JPA | 5 |
| South Lake Tahoe | 1 |

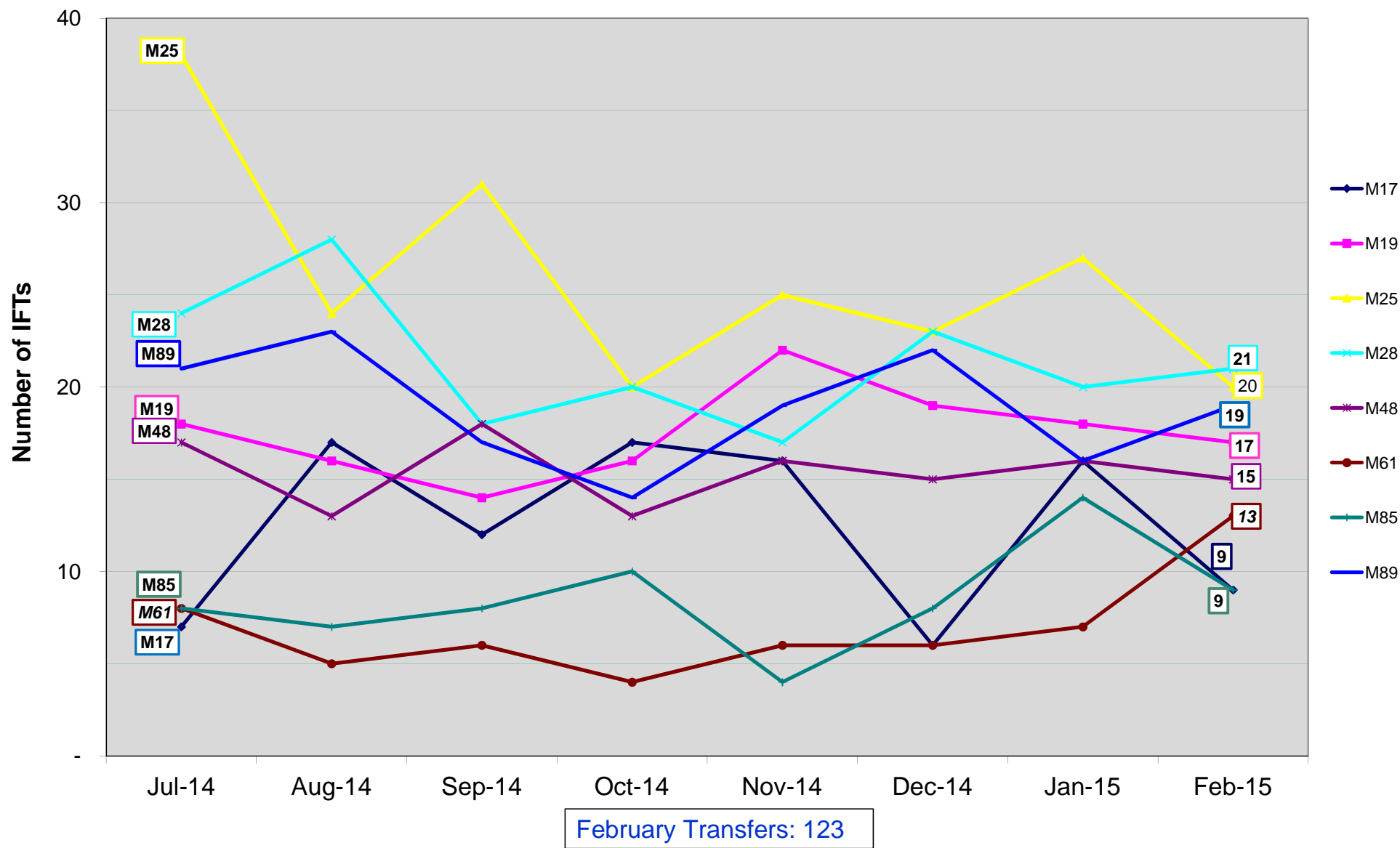


Move-up and Cover Stats



February: 527

Medical Interfacility Transfers





El Dorado County Emergency Services Authority

Policy Subject Matter: **Continuous Quality Improvement Program**

Policy number: ~~907~~

Revision date: ~~09.08.1003.25.15~~

Creation date: ~~09.08.10~~

I. POLICY:

To implement a consistent Continuous Quality Improvement (CQI) Program that complies with California State law and the policies of the El Dorado County Emergency Medical Services Agency (EMSA) to improve the delivery of Emergency Medical Services. The focus of the Continuous Quality Improvement Program activities shall be on system improvement, not on an individual's performance.

II. PURPOSE:

To improve the quality of the El Dorado County EMS System by: 1) Continuing to improve the quality of patient care and patient outcome, 2) Improving the success rate of advanced and expanded scope of practice, and 3) Identifying training and medical equipment needs.

III. PROCEDURE:

JPA member agencies providing an advanced life support (ALS) service, and Cal Fire (providing emergency medical dispatch services) shall comply with the EMSA - Continuous Quality Improvement Policy. Key requirements of the policy include:

- a. Each agency will develop their own a CQI policy that complies with the EMSA CQI policy requirements. An annual review of ~~this~~ policy and the lessons learned shall be made for is to be made for needed updates.
- b. A peer level representative from each agency will attend the monthly EMSA CQI Committee meeting.
- c. Comply with reporting and other quality assessment requirements as specified or determined by the CQI process, and/or EMSA.
- d. Patient confidentiality will be strictly maintained at all times during the CQI process.
- e. The CQI representative shall participate in ongoing committee discussions, audits, field research and studies. The goal is to collect and analyze data and share that data with other CQI representatives during monthly CQI meetings.
- f. Recommend training – education, policy and procedure revision for improved ALS service delivery. Training can be effectively and efficiently delivered through several means such as our annual Skills Training Day, Target Solutions, and in-service briefings.
- g. Provide feedback to system participants ~~on~~ for deficiencies - quality indicators, “loop” closure and performance improvement.
- g-h. Improvement plans shall include clearly stated goals, objectives and strategies. Throughout the implementation of the plan it is necessary to measure and evaluate the progress being made to ensure the stated goals will be achieved.

IV. PERFORMANCE CONCERNS:

Potential or questionable violations of California Health and Safety Code 1798.200, and other applicable laws shall be reported without delay to the involved agency Fire Chief and EMSA Medical Director. These issues are to be handled separately from the EMSA CQI Committee, and in accordance with state law, regulations and local agency policies.

V. RECORD RETENTION and STORAGE:

All records collected for the CQI process shall be stored under lock and key in a secure location. CQI records are to be retained for one year, with the start date beginning when a case review has been concluded. Documents collected as part of the CQI process are protected under California State Evidence Code 1157. Each agency will make their records available for audit by the EMSA Medical Director.

VI. ACKNOWLEDGEMENT OF QUALITY IMPROVEMENT COMMITTEE CONFIDENTIALITY

As a member of the Quality Improvement Committee involved in the evaluation and improvement of the quality of care rendered to patients within the emergency medical services system, we recognize that confidentiality is vital to the free and candid discussion necessary to effectively conduct quality improvement activities and is required by Section 1157.7 of the Evidence Code of the State of California. Therefore, we shall respect and maintain the confidentiality of all discussions, deliberations, records and other information generated in connection with these activities and make no disclosures of such information except to persons authorized to receive it. It is expected that the confidentiality of all the EMS Quality Improvement information will be maintained by all committee members and members of its subcommittees. Additionally, a person who knowingly obtains or discloses individually identifiable health information in violation of the HIPAA Privacy Rule may face a criminal penalty of up to \$50,000 and up to one-year imprisonment. The criminal penalties increase to \$100,000 and up to five years imprisonment if the wrongful conduct involves false pretenses, and to \$250,000 and up to 10 years imprisonment if the wrongful conduct involves the intent to sell, transfer, or use identifiable health information for commercial advantage, personal gain or malicious harm. The Department of Justice is responsible for criminal prosecutions under the Privacy Rule In Accordance With Public Law 104-191, SEC. 1177.

We understand that all affected persons and agencies are entitled to undertake such action as is deemed appropriate to ensure that this confidentiality is maintained, including action necessitated by any breach or threatened breach thereof. Additional information on the County's Quality Improvement Program can be found at <http://www.emsa.ca.gov/pubs/pdf/emsal66.pdf>.

Marty Hackett
Executive Director

