



2025-2026

SACRAMENTO COUNTY EMERGENCY MEDICAL SERVICES AGENCY

Our mission is to ensure high-quality, patient-centered prehospital care for the people of Sacramento County.



SACRAMENTO COUNTY



**PUBLIC
HEALTH**

Promote • Prevent • Protect

Published September, 2026



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MEDICAL DIRECTOR MESSAGE

Dr. Gregory Kann

Sacramento County EMS Medical Director



The past year has been a tremendous period of progress, collaboration, and forward momentum for the Sacramento County EMS system. As always, I remain deeply grateful for the dedication of our EMS providers, hospital partners, behavioral health colleagues, and community stakeholders who continue to elevate the standard of care across our region. Together, we have built upon last year's achievements and continued shaping an EMS system that is more responsive, more innovative, and more attuned to the needs of our community.

One of our most significant systemwide accomplishments has been the continued success in maintaining Ambulance Patient Offload Times (APOT) consistently under the 30-minute benchmark. This is the result of disciplined coordination between EMS crews, emergency departments, hospital leadership, and our APOT working groups. It reflects an entire community's commitment to ensuring that ambulances return to service quickly so they can respond to the next 911 call without delay. Sustaining this level of performance over time is no small feat, and it stands as a testament to Sacramento County's collaborative culture and data-driven operational discipline.

Our clinical care innovations also moved forward substantially. The launch of pre-hospital blood administration marked a major evolution in our trauma care system. For patients experiencing life-threatening hemorrhage, access to blood in the field can be lifesaving minutes before arrival at the hospital. Our providers have embraced this program with professionalism and precision, strengthening our trauma system's capacity to deliver early, definitive resuscitation.

We also continued advancing our Triage to Alternate Destination (TAD) program. More patients than ever are now safely triaged to psychiatric care centers and sobering locations, avoiding unnecessary emergency department visits and receiving care in more appropriate settings. This program stands as a model of compassionate, efficient EMS triage—ensuring that patients in crisis receive timely behavioral health care while preserving emergency department bandwidth for critical medical emergencies.

MEDICAL DIRECTOR

MESSAGE CONTINUED

In addition, we are proud to share that the EMS Commission has approved Sacramento County to continue our one-of-a-kind pilot evaluating the use of Advanced EMT (A-EMT) resources within our interfacility transfer system. This pilot has already provided valuable insight into how expanded provider roles can support operational flexibility, system efficiency, and improved patient movement throughout the county. Its continuation allows us to further refine our understanding of how the A-EMT level can be safely integrated into our local EMS system.

Looking ahead, SCEMSA is moving forward with our EMSBridge grant to fully implement EMS Buprenorphine training for all paramedics. This essential initiative will expand paramedic capabilities in managing opioid withdrawal and supporting patients with opioid use disorder—an important alignment with statewide strategies for harm reduction, compassionate care, and improved long-term outcomes.

Future Directions

The coming year will bring several exciting developments. We are actively preparing for the future initiation of ECMO CPR for select patients experiencing out-of-hospital cardiac arrest, a cutting-edge approach that has shown promise in improving survival for highly specific patient groups. Sacramento County is also transitioning to our own ImageTrend EMS database, which will enhance data quality, streamline reporting, and strengthen system oversight. Alongside this technological progress, we continue modernizing EMS protocols to ensure alignment with current evidence, emerging best practices, and the practical realities faced by field providers every day.

It has truly been a tremendous year of progress, and we are extraordinarily hopeful for our collective future in EMS. The strength of our system lies in the collaboration, professionalism, and shared purpose of the people who serve within it. Thank you for your continued commitment to Sacramento County's residents and to the future of emergency medical care in our region.

Gregory Kann MD FACEP
Medical Director
Sacramento County EMS Agency

New County Health Officer | Dr. Phuong Luu

SCEMSA is proud to welcome Dr. Phuong Luu as the new County Health Officer and Public Health Division Director. She joined Sacramento County on June 1, 2026. Dr. Luu has more than ten years of experience working in governmental public health.

She previously served as the Bi-County Health Officer for Sutter County and Yuba County and held that position for over six years.

Prior to her current position, Dr. Luu was the Medical Director of Public Health for the Commonwealth Healthcare Corporation (CHCC) in Saipan, Commonwealth of the Northern Mariana Islands (CNMI) for three and a half years. Concurrently she served as an Internal Medicine Physician for over four years with CHCC. Prior to that, she was a General Internal Medicine Fellow at Johns Hopkins University for two years. Some of Dr. Luu's notable work includes serving as the medical lead for the Sutter County and Yuba County COVID-19 pandemic response; served as key executive lead in the completion of the community health assessment and community health improvement plans for both Sutter County and Yuba County; led the efforts

of ten Northern California counties to successfully pass ordinances to transition from a Regional Medi-Cal Managed Care Model to a County-Organized Health System (COHS) Model with Partnership HealthPlan; and was the medical executive lead for the implementation of CalAIM Justice-involved Initiative (JI) within both counties, culminating in Yuba County being one of the first counties to go live with CalAIM JI in October 2024 and Sutter County following soon after in April 2025.

Dr. Luu is board certified with the American Board of Internal Medicine, is a Fellow with the American College of Physicians, and is a Member of the Health Officers Association of California.

Dr. Luu possesses a Master of Health Science in Clinical Epidemiology from Johns Hopkins University Bloomberg School of Public Health, a Medical Degree with Honors from the University of Washington School of Medicine, and a Bachelor of Science in Biology from Seattle University. She completed her Internal Medicine Residency – Primary Care Track with George Washington University. Dr. Luu earned the Circle of Service Award from the California State Association of Counties (CSAC) in December 2025. She was recognized as a 2020 Woman of the Year by Congressman John Garamendi with the U.S. House of Representatives CA 3rd Congressional District in November 2020. She received the Andy Miller, MD, Public Health Excellence Award from Healthy Rural California in September 2020. She was the Paul and Daisy Soros Fellowship for New Americans Fellow in 2007, a Harry S Truman Scholar for Washington State in 2004, and a Gates Millennium Scholar for Washington State in 2001.



Phuong Luu, MD, MHS, FACP

SACRAMENTO COUNTY



**PUBLIC
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ABOUT SCEMSA



SCEMSA

SACRAMENTO COUNTY
EMERGENCY MEDICAL SERVICES AGENCY

The **Sacramento County Emergency Medical Services Agency (SCEMSA)** is a vital part of the Sacramento County Department of Health Services. We oversee and coordinate emergency medical services throughout the county to ensure residents receive high-quality, timely, and patient-centered prehospital care.

SCEMSA works closely with ambulance providers, fire departments, hospitals, law enforcement, behavioral health partners, and other healthcare organizations to build and maintain a coordinated, responsive EMS system. From the moment a 911 call is placed until a patient is safely transferred to definitive care, we are committed to ensuring emergency medical services are safe, effective, and consistent.

As the Local EMS Agency (LEMSA), SCEMSA is responsible for planning, regulating, and continuously improving Sacramento County's prehospital emergency medical system. Our responsibilities include:



Coordinating emergency medical response and specialty systems of care, including Trauma, STEMI, and Stroke.



Establishing training standards and accrediting EMS personnel.



Supporting quality improvement through performance monitoring, data analysis, and system evaluation.



Investigating professional standards and ensuring regulatory compliance.



Leading disaster preparedness and emergency medical planning for the healthcare system.



Collaborating with regional partners to develop innovative programs that improve patient care and system efficiency.



SCEMSA is committed to ensuring every Sacramento County resident receives the right care, at the right time, and in the right place. From densely populated urban neighborhoods to the county's rural communities, we work every day to strengthen public safety, improve patient outcomes, and build an EMS system that continues to evolve to meet the needs of our growing community.

MEET THE TEAM

EMS System Administrator

Tom McGinnis, MHA, EMT-P

The EMS Administrator leads Sacramento County's emergency medical system, ensuring residents receive high-quality care when it matters most. This role oversees the coordination of EMS providers, develops and enforces policies, ensures compliance with state and local regulations, and works closely with hospitals, fire agencies, law enforcement, and community partners. From managing budgets to guiding disaster response, the EMS Administrator helps keep our emergency system strong, efficient, and ready to serve 24/7.



EMS Medical Director

Gregory Kann, MD FACEP

The EMS Medical Director provides medical leadership and oversight for Sacramento County's emergency medical system. This role guides the clinical direction of EMS, ensures care meets the highest medical standards, and works closely with hospitals, EMS providers, and public safety agencies. From developing protocols to reviewing complex cases, the EMS Medical Director helps ensure that residents receive safe, effective, and evidence-based prehospital care.



Operations / Emergency Preparedness

Coordinator

Ben Merin, BS, EMT-P

The EMS Operations & Emergency Preparedness Coordinator supports the daily functions of Sacramento County's emergency medical system while ensuring readiness for large-scale incidents and disasters. This role develops operational plans, coordinates with EMS providers and public safety partners, and organizes training and exercises. By managing logistics and preparedness efforts, the Coordinator helps keep the EMS system ready to respond to any emergency.



MEET THE TEAM

Clinical / Specialty Systems of Care Coordinator

Katey Cloonan, BS, EMT

The Clinical & Specialty Systems of Care Coordinator oversees Sacramento County's specialty care programs, including trauma, STEMI, and stroke systems. This role works closely with hospitals, EMS providers, and public safety partners to ensure patients with time-sensitive conditions receive rapid, appropriate care. Responsibilities include coordinating with hospitals on system standards, monitoring performance, ensuring compliance with medical protocols, and supporting data-driven improvements that enhance patient outcomes.



Triage to Alternate Destination Coordinator

Kristin Bianco, EMT-P

The Triage to Alternate Destination (TAD) Coordinator manages Sacramento County's program that allows specially trained paramedics to transport eligible patients directly to mental health urgent care centers or sobering centers instead of hospital emergency departments. This role works with EMS providers, hospitals, behavioral health services, and community partners to ensure safe, effective care, reduce emergency department crowding, and connect patients with the most appropriate resources for their needs.



Advanced Life Support Liaison Specialist

Jenna Alexander, MA, EMT-P

The Advanced Life Support (ALS) Liaison works with EMS providers, hospitals, and the County Medical Director to keep Sacramento County's ALS policies current and effective. This role conducts annual inspections of ALS units, teaches paramedic orientation, and ensures providers are trained and equipped to deliver high-quality care. By addressing operational issues and supporting education, the ALS Liaison helps maintain excellence in advanced prehospital services.



MEET THE TEAM

Quality Improvement and Data Analysis

Specialist

Dorthy Rodriguez, EMDQ

The Quality Improvement and Data Analysis specialist tracks and analyzes EMS and hospital performance to ensure Sacramento County meets state and local standards. This role manages data collection, reporting, and dashboards, evaluates new policies, and supports quality improvement efforts across the EMS system. By working closely with providers, hospitals, and advisory groups, this specialist helps maintain an accountable, data-driven system that improves patient care.



Specialty Care Data & Quality Improvement Specialist

Chris DeVere, EMT-P

The Specialty Care Data & Quality Improvement Specialist analyzes data from hospitals and EMS providers to track performance in trauma, STEMI, stroke, and ambulance offload times. This role identifies trends, ensures accurate reporting, and works with hospitals and EMS agencies to improve patient care. By turning data into action, the Specialist helps guide policy updates, support quality improvement projects, and strengthen Sacramento County's specialty care systems.



Basic Life Support Liason Specialist

Becky Williams

The BLS Specialist oversees Sacramento County's Basic Life Support (BLS) service providers and works closely with BLS agencies to support safe, consistent, and compliant prehospital care. This role serves as a primary liaison between SCEMSA and BLS providers, monitors agency operations and compliance with local policies and requirements, and supports the development and implementation of BLS programs and system improvements throughout Sacramento County.



MEET THE TEAM

Professional Standards Program and Investigations Specialist

Amanda Morse, AS, EMT

The Professional Standards Specialist enforces federal, state, and local regulations for emergency medical care and transportation in Sacramento County. This role investigates complaints, reviews evidence, and takes appropriate corrective or disciplinary action when violations occur. As Custodian of Records, the Specialist also manages criminal background checks to ensure EMS personnel meet professional standards.



Continuing Education (CE) Provider and Training Program Specialist

Jenna Jimenez, USAF Veteran, AS, AA, EMT

The Continuing Education & Training Specialist oversees all EMS training and continuing education programs in Sacramento County, including EMT, paramedic, MICN, and EMR courses. This role manages program approvals, site visits, and compliance with state and national standards, while also tracking optional scope items, AED registrations, and Narcan program requirements. By ensuring high-quality education and regulatory compliance, the Specialist helps maintain a well-trained and prepared EMS workforce.



Budget and Contracts Administrative Services Officer

Holly Winberry, BA

The EMS Administrative Services Officer manages the agency's budgets, contracts, and administrative operations. This role oversees purchasing, fiscal reporting, and grant facilitation, coordinates contracts from bidding to execution, and serves as the main point of contact for facilities and technology systems. By providing essential financial and operational support, the Administrative Services Officer helps keep the EMS Agency running efficiently and effectively.



MEET THE TEAM

Certifications and Administrative Support Senior Office Assistant

Ashlee Moayed, AA

The Senior Office Assistant provides front-line customer service and administrative support for Sacramento County EMS, managing calls, emails, and licensure applications for emergency medical personnel. This role oversees the ImageTrend Licensure System, builds new applications and forms, and develops tools to support agency programs. Additionally, the Senior Office Assistant manages the agency's social media, leads website projects, and ensures ADA compliance for public-facing resources.





Department of Health Services
Director
Timothy Lutz



Public Health Officer
Dr. Phuong Luu



EMS Administrator
Tom McGinnis



Operations & Emergency Preparedness Coordinator
Ben Merin



Triage to Alternate Destination Coordinator
Kristin Bianco



Clinical & Specialty Systems of Care Coordinator
Katey Cloonan



Administrative Services Officer II
Holly Winberry



QI and Data Analysis Specialist
Dorthy Rodriguez



ALS Liaison Specialist
Jenna Alexander



QI and Data Analysis Specialist
Chris DeVere



Senior Office Assistant
Ashlee Moayed



CE Provider & Training Programs Specialist
Jenna Jiminez



BLS Specialist
Becky Williams



Professional Standards Program and Investigations Specialist
Amanda Morse

SACRAMENTO COUNTY AT A GLANCE

A snapshot of our community, resources,
and EMS system activity.



POPULATION
1,578,398



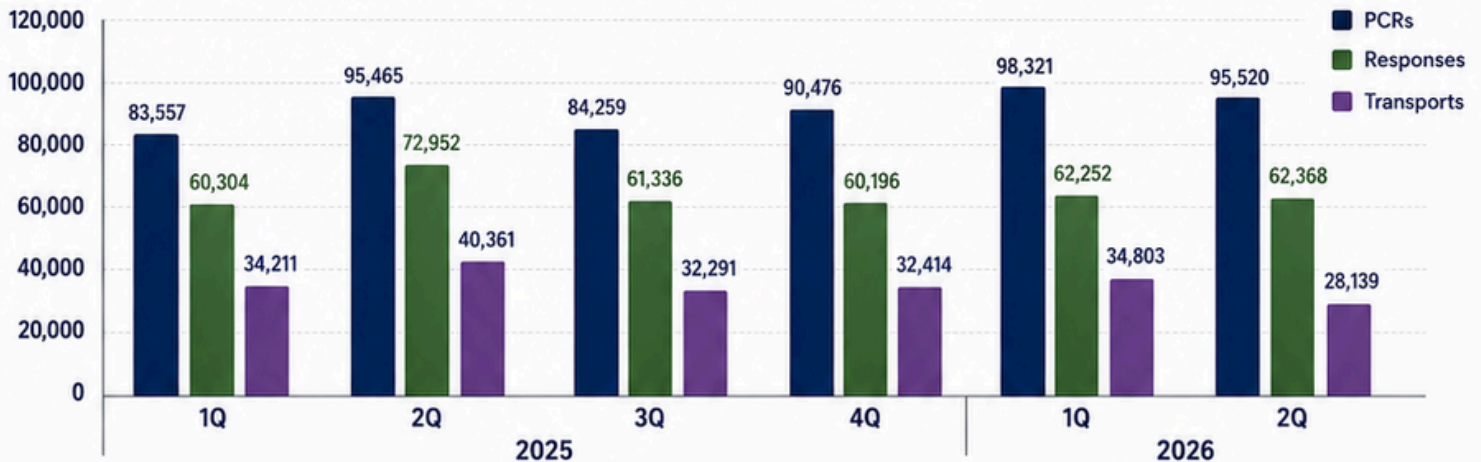
SQUARE MILES
994



INCORPORATED
CITIES
7



SACRAMENTO COUNTY EMS 2025-2026 TOTAL OF PCRs RECEIVED, 911 RESPONSES, AND TRANSPORTS BY QUARTER



Counts include emergency calls, interfacility transfers, and other medical responses.

SACRAMENTO'S HOSPITAL BED CAPACITY



340
Emergency
Room Beds

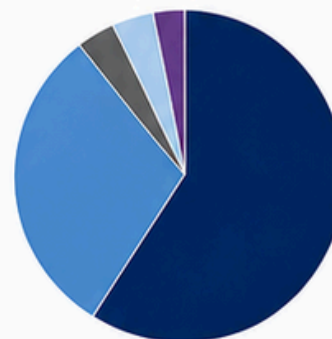


2300
Acute
Inpatient
Beds



Bed counts represent available staffed beds.

NUMBER OF EMS PERSONNEL



- EMTs – 51
- EMTs – 2453
- AEMTs – 2
- Paramedics – 1450
- Mobile Integrated Health Nurses – 262
- TAD Medics – 85



Our EMS system is committed to responding with care,
compassion, and excellence—every day.



Data source: Sacramento County EMS System
Data current as of 2026

2025 SACRAMENTO COUNTY EMS AT A GLANCE

*Delivering timely, effective, and compassionate emergency medical care
to the residents and visitors of Sacramento County.*



1,618,460

**SACRAMENTO COUNTY
POPULATION**

Sacramento County has one of the largest populations in California, and its EMS system is in place to meet the emergency medical needs of this growing community.



243,461

**TOTAL EMS RESPONSES
IN 2025**

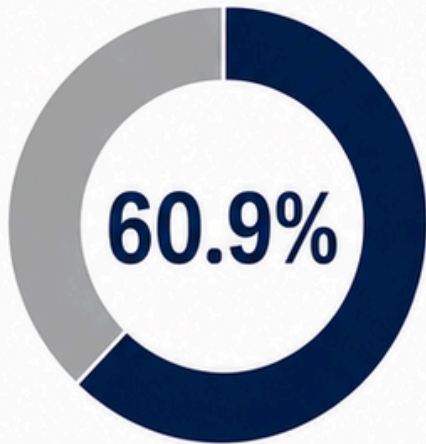
Total 911 EMS responses represents the number of emergency calls dispatched to provide immediate medical assistance to the community.



911

TOTAL 911 EMS RESPONSES

Total 911 EMS responses represents the number of emergency calls dispatched to provide immediate medical assistance to the community.



**of 911 total EMS
responses in 2025
resulted in a patient
being transported
to the hospital.**

Not every 911 call results in transport to a hospital—some patients are treated on scene or directed to more appropriate care options.



WHAT THIS MEANS FOR OUR COMMUNITY



**FAST RESPONSE.
WHEN IT MATTERS.**

EMS crews are ready to respond around the clock—every day of the year.



**COMPASSIONATE
CARE.**

Providing expert care and support to patients and families in their time of need.



**STRONGER
TOGETHER.**

Working alongside hospitals, first responders, and community partners to deliver the best possible outcomes.



**SAFER
COMMUNITIES.**

Investing in our system today to protect the health and safety of tomorrow.





COUNTYWIDE EMS PROVIDERS

Sacramento County is served by both fire departments and private ambulance companies, working in coordination to provide emergency response and patient transport.



ADVANCED LIFE SUPPORT (ALS) SERVICES PROVIDERS – FIRE DEPARTMENTS

- Cosumnes CSD Fire Department
- Folsom Fire Department
- Sacramento City Fire Department
- Sacramento Metropolitan Fire District
- Sacramento County Airport Fire Department
- Wilton Fire Protection District



ADVANCED LIFE SUPPORT (ALS) SERVICES PROVIDERS – AMBULANCE COMPANIES

- AlphaOne Ambulance
- American Medical Response
- Bay Medic Transportation
- California Highway Patrol
- Medic Ambulance Service
- NORCAL Ambulance
- ProTransport-1
- REACH Air Medical Services



BASIC LIFE SUPPORT (BLS) SERVICE PROVIDERS

- AMWest
- America West
- Citizens Medical Response
- Courtland Fire Protection District
- County Medical Response
- Falcon Ambulance
- Herald Fire Protection District
- Isleton Fire Department
- River Delta Fire District
- S7 Medical Transport
- Trauma Life Care Medical Transport Inc.
- VersaCare Emergency Medical Services, Inc.
- Walnut Grove Fire Protection District



Provider lists are current as of June 2026 and subject to change.

COUNTYWIDE HOSPITAL SERVICES



9 ACUTE CARE HOSPITALS

- Kaiser Permanente – North
- Kaiser Permanente – South
- Mercy Hospital Folsom
- Mercy General Hospital
- Mercy San Juan Medical Center
- UC Davis Medical Center
- Methodist Hospital Sacramento
- Sutter Medical Center Sacramento
- Veterans Affairs Medical Center



2 OUT OF COUNTY ACUTE CARE HOSPITALS

- Sutter Roseville Medical Center
- Kaiser Permanente – Roseville



TRAUMA HOSPITALS

- Kaiser Permanente – South
- UC Davis Medical Center
- Mercy San Juan Medical Center
- Sutter Roseville Medical Center



ST ELEVATED MYOCARDIAL INFARCTION RECEIVING CENTERS

- Kaiser Permanente – South
- Sutter Medical Center Sacramento
- Kaiser Permanente – Roseville
- Sutter Roseville Medical Center
- Mercy General Hospital
- UC Davis Medical Center
- Mercy San Juan Medical Center



STROKE RECEIVING CENTERS

- Kaiser Permanente – North*
- UC Davis Medical Center*
- Kaiser Permanente – South
- Methodist Hospital Sacramento
- Mercy General Hospital
- Sutter Roseville Medical Center
- Mercy San Juan Medical Center*
- Kaiser Permanente – Roseville*
- Sutter Medical Center Sacramento*
- Mercy Hospital Folsom

*Thrombectomy
Capable Centers*



Provider lists are current as of **June 2026** and subject to change.



EMS CONTINUING EDUCATION & TRAINING PROGRAMS



SCEMSA oversees accredited education programs to ensure EMS providers maintain skills and meet continuing education requirements.



EMS CONTINUING EDUCATION TRAINING PROGRAMS

A continuing education program provides ongoing training to keep professionals' skills current, ensure compliance with standards, and improve the quality of care.

- AlphaOne Ambulance Medical Services
- American River College
- California State University, Sacramento
- Capital City CPR, LLC
- Cosumnes Fire Department
- Cosumnes River College
- Dignity Health Collaborative Learning Centers
- EMS XCEL, LLC
- Folsom Fire Department
- International School of Tactical Medicine
- Kaiser Permanente – North
- Kaiser Permanente – South
- NorCal EMS Training
- Sacramento City Fire Department
- Sacramento Metropolitan Fire District
- Walnut Grove Fire District
- Sacramento County Department of Airports
- Sacramento County EMS Agency
- Soteria Analytic Solutions, LLC
- University of California Davis Medical Center
- River Delta Fire District
- REACH Air Medical Services



EMERGENCY MEDICAL RESPONDER PROGRAMS

Entry-level training that prepares individuals to provide immediate lifesaving care before EMTs or paramedics arrive.

- Walnut Grove Fire Department
- American River College
- Cosumnes Fire Department (Community Services District)
- Cosumnes River College
- Herald Fire District
- Sac Fire Community Emergency Response Team



EMERGENCY MEDICAL TECHNICIAN PROGRAMS

Training that prepares providers to deliver essential emergency care, stabilize patients, and transport them safely to the hospital.

- American River College
- California State University, Sacramento
- Cosumnes River College
- Folsom Lake College – Rancho Cordova
- Project Heartbeat, LLC
- River Delta Fire District
- Walnut Grove Fire Department



PARAMEDIC PROGRAMS

Advanced training that prepares providers to deliver the highest level of prehospital emergency care, including medications, advanced procedures, and critical decision-making.

- American River College
- California State University, Sacramento



MOBILE INTENSIVE CARE NURSE (MICN)

Specialized training for registered nurses to provide medical direction to paramedics in the field and ensure patients receive the right care and destination.

- Mercy San Juan Medical Center
- Methodist Hospital
- UC Davis Medical Center



Programs listed are current as of June 2026 and subject to change.



CONTINUED PROGRESS IN REDUCING AMBULANCE PATIENT OFFLOAD TIMES

Reducing Ambulance Patient Offload Time (APOT) remained a major focus for Sacramento County throughout 2025. Building on the significant progress achieved over the previous year, SCEMSA continued working alongside hospitals, EMS providers, fire agencies, and regional healthcare partners to improve patient flow and return ambulances to service more quickly.

Following months of collaboration and stakeholder engagement, SCEMSA adopted a phased approach to further reduce the county's APOT performance standard. Effective July 1, 2025, the countywide offload standard was lowered from 30 minutes to 25 minutes, with additional reductions planned over the following 18 months. The standard will decrease to 23 minutes on July 1, 2026, before returning to the long-term goal of 20 minutes on January 1, 2027.

This measured approach recognizes the tremendous progress already made while allowing time for new countywide initiatives—including expanded patient destination options, operational improvements, and hospital throughput strategies—to continue reducing delays without compromising patient care.

Sacramento County's success in reducing APOT reflects the shared commitment of hospitals, EMS providers, fire departments, and healthcare leaders working together toward a common goal: ensuring patients receive timely emergency care while ambulances return to the community as quickly as possible to respond to the next emergency.

**Sacramento County EMS – 90th Percentile Ambulance Patient Offload Times (APOT)
(January 2021–June 2026)**



This graph shows Ambulance Patient Offload Times (APOT) for Sacramento County from January 2021 to June 2026, comparing actual times to the 30-minute benchmark.



WORKING TOGETHER

Every minute matters. Through continued collaboration and innovation, Sacramento County remains committed to delivering faster, more efficient care for our community.



OUR GOAL

20-minute APOT standard by January 1, 2027.



OUR APPROACH

Collaboration, innovation, and operational improvements.



OUR COMMITMENT

Timely care for patients. Readiness for the next emergency.



CONNECTING PATIENTS TO THE RIGHT CARE

Expanding Triage to Alternate Destination

As Sacramento County continues to address increasing demands on emergency departments, the **Triage to Alternate Destination (TAD) Program** has become an important component of delivering patients to the right place, at the right time. The program allows specially trained paramedics to transport eligible patients experiencing behavioral health or substance use-related crises directly to alternative care facilities, reducing unnecessary emergency department visits while connecting patients with more appropriate community resources.



EXPANDING ACCESS

Throughout 2025, SCEMSA continued to expand the program by increasing both provider participation and destination options. Additional treatment facilities were incorporated into the TAD network, providing paramedics with more opportunities to transport eligible patients directly to specialized behavioral health and sobering services. These additions strengthened regional access to appropriate care while helping preserve emergency department capacity for higher-acuity patients.



GROWING OUR TEAM

A major focus during the year was expanding the number of accredited TAD paramedics. SCEMSA worked closely with local EMS agencies to certify a significant number of additional providers, increasing program availability throughout Sacramento County and allowing more patients to benefit from alternate destination pathways regardless of where they entered the EMS system.



STRONGER TOGETHER

As participation continues to grow, the TAD Program remains a collaborative effort between EMS providers, hospitals, behavioral health partners, and Sacramento County. By providing patients with care that best matches their needs, the program improves access to behavioral health services, enhances patient outcomes, and supports a more efficient and resilient emergency medical system.



THE RIGHT CARE



THE RIGHT PLACE



THE RIGHT TIME

EXPANDING TRIAGE TO ALTERNATE DESTINATION.



Connecting patients to the right care, at the right place.

SCEMSA's Triage to Alternate Destination (TAD) program continues to grow, providing EMS providers with more safe and appropriate options for patients who do not require emergency department care. In 2025, the program expanded to four destination facilities and continues to increase the number of accredited TAD medics.

By connecting eligible patients with the right level of care in the community, TAD helps reduce unnecessary ED utilization, improves patient experience, and strengthens our local behavioral health and community care network.



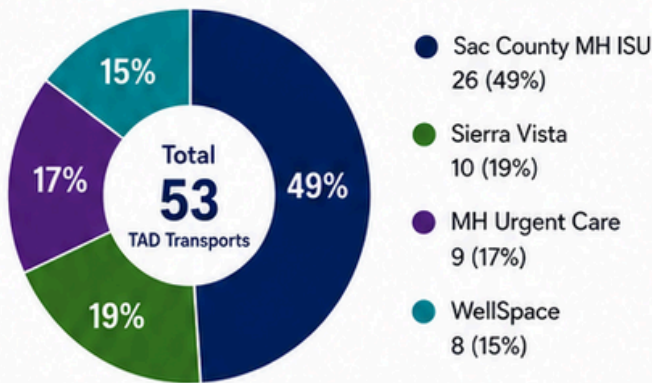
53
TAD TRANSPORTS
in 2025–2026

4
DESTINATION FACILITIES
available to patients

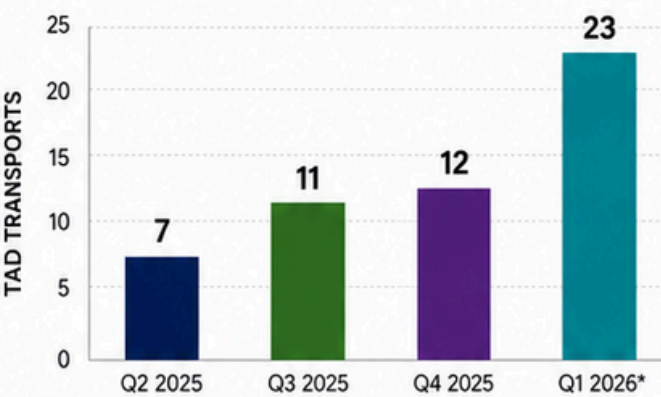


Expanding access through more facility options and more certified TAD medics.

WHERE PATIENTS WENT IN 2025 (TAD TRANSPORTS)



PROGRAM UTILIZATION & EXPANSION (TAD TRANSPORTS BY QUARTER)



1,407
POSSIBLE TAD-RELATED
NON-TRANSPORT ENCOUNTERS

Patients identified by EMS as potentially appropriate for TAD who were not transported.

ENCOUNTER TYPES (NON-TRANSPORTS)



Behavioral /
Psychiatric Crisis

1,128 (80%)



Overdose /
Poisoning / Ingestion

148 (11%)



Alcohol
Intoxication

131 (9%)



80%
of possible TAD-related
non-transport encounters
involved a behavioral or
psychiatric crisis.

LOOKING AHEAD



EXPAND DESTINATION OPTIONS

Add more facilities to
increase patient access
to appropriate care.



INCREASE THE NUMBER OF ACCREDITED TAD MEDICS

Grow the pool of providers
trained in TAD protocols.



INCREASE UTILIZATION OF APPROPRIATE ALTERNATIVES

Encourage use of TAD
and other community
care resources.



CONTINUE PROGRAM EVALUATION AND DATA MONITORING

Use data to guide decisions
and ensure the program
meets community needs.

Improving stroke care in Sacramento County.

When it comes to stroke, every minute matters. In 2025, SCEMSA updated its stroke destination guidelines to incorporate the Los Angeles Motor Scale (LAMS), giving EMS providers an additional tool to identify patients who may be experiencing a large vessel occlusion (LVO).

Under the updated guidelines, patients with a LAMS score of 4 or greater who meet specified criteria may be transported directly to a Thrombectomy-Capable Center, provided the facility is within established transport-time parameters. This change supports faster access to mechanical thrombectomy for appropriate patients while ensuring timely care for all stroke patients.

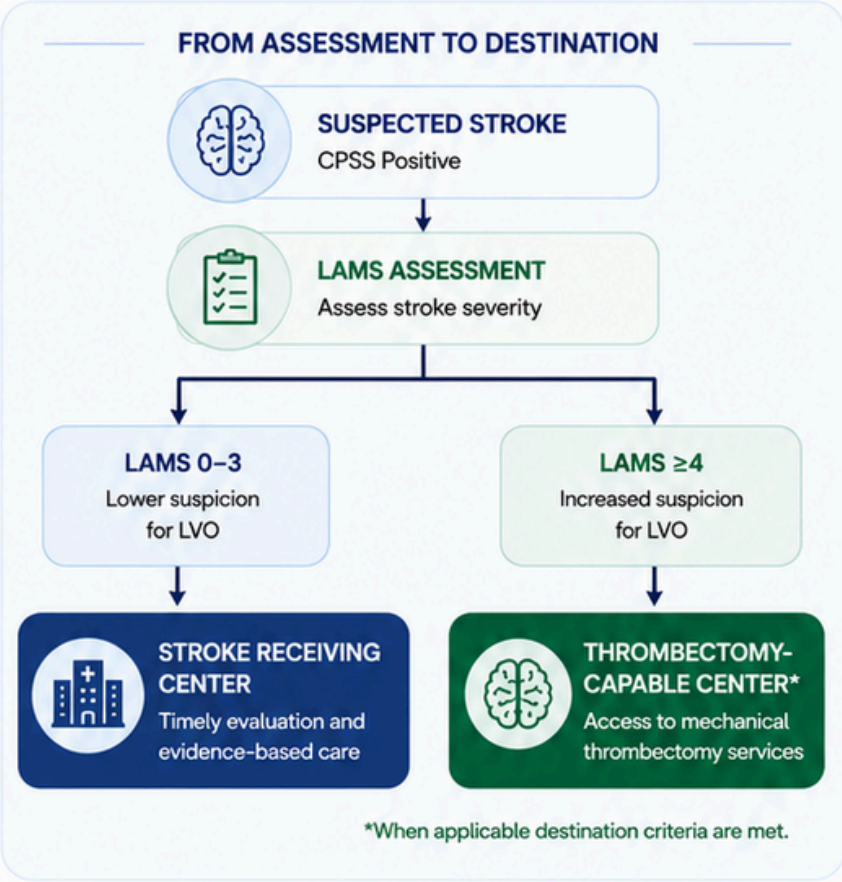


TIME IS BRAIN

→ 

~2 MILLION NEURONS

can be lost every minute during an untreated large-vessel ischemic stroke.



2025 EMS STROKE ACTIVITY (SCENE DATA)



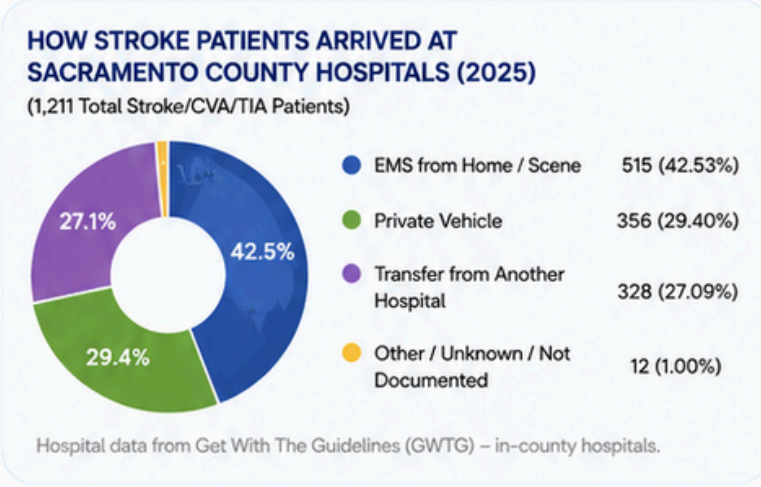
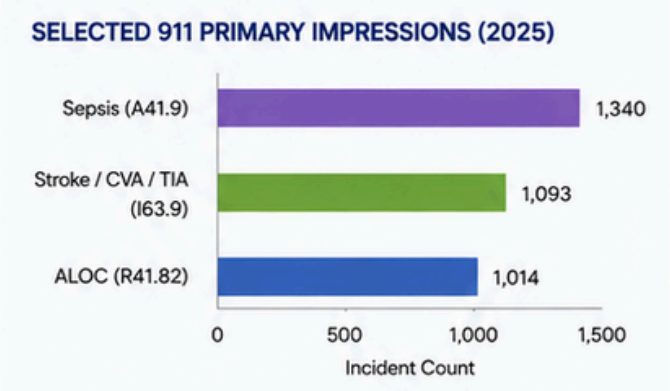
60,106
911 RESPONSES
(Emergency Primary Response Area)



37,414
PATIENTS TREATED & TRANSPORTED
(45.37% of all 911 responses)



1,093
STROKE / CVA / TIA PRIMARY IMPRESSIONS
(2.92% of treated & transported patients)



EXPANDING OUR VIEW OF THE STROKE SYSTEM

In 2025, SCEMSA incorporated data from two out-of-county stroke receiving centers that regularly receive Sacramento County EMS patients, providing a more complete picture of the regional stroke system.

547
TOTAL STROKE PATIENTS ARRIVING BY EMS (HOME/SCENE)
Including SRMC and KHR

32
ADDITIONAL PATIENTS CAPTURED
Through out-of-county receiving center data

 Hospital outcome data reflects currently available 2025 reporting and may be updated as additional data becomes available.

PREHOSPITAL BLOOD: BRINGING LIFESAVING CARE TO THE FIELD.



*Delivering critical blood products
when every second counts.*

In December 2025, SCEMSA launched a prehospital blood product pilot program in partnership with Sacramento City Fire Department (SFD). This program is the first of its kind in Sacramento County and marks a major step forward in providing trauma patients with life-saving care earlier—right at the scene.

By bringing blood products to the patient faster, we can help stop life-threatening hemorrhage sooner, improve outcomes, and increase survival for our community.



PROGRAM LAUNCH
**DECEMBER
2025**

First participating agency:
Sacramento City Fire Department
(SFD)



1 PARTICIPATING
EMS AGENCY

as of Dec. 31, 2025



A local, optional scope pilot program focused on establishing the foundation for sustainable prehospital blood product use in Sacramento County.

EARLY PROGRAM OUTCOMES (2026 DATA)*

11

PATIENTS TREATED

received blood products
in the field

7

SURVIVORS

survived in hospital
discharge

64%

SURVIVAL RATE

of patients treated
with prehospital blood
products

TRANSPORT DESTINATION



10

UCD Medical Center

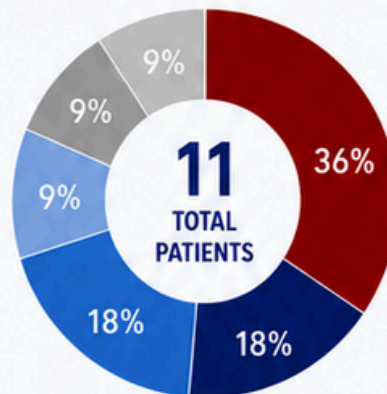


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Methodist Hospital
of Sacramento

*Data includes patients treated from Dec. 2025 through Apr. 2026.

INJURY MECHANISM (2026 DATA)*



- Gunshot Wound
4 (36%)
- Stabbing
2 (18%)
- Motor Vehicle
Collision (MVC)
2 (18%)
- Vehicle vs.
Pedestrian
1 (9%)
- Industrial Injury
1 (9%)
- Oral Hemorrhage
1 (9%)

*Data includes patients treated from Dec. 2025 through Apr. 2026.

BUILDING THE FOUNDATION



Throughout 2025, SCEMSA developed the framework necessary to safely implement and oversee prehospital blood product use to save lives.

- ✓ Developed a prehospital blood product pilot policy
- ✓ Defined patient eligibility and transfusion criteria
- ✓ Established documentation and quality improvement requirements
- ✓ Implemented the pilot with Sacramento City Fire Department (SFD)
- ✓ Created a framework to support future program expansion

EARLY TAKEAWAYS & IMPLEMENTATION CHALLENGES



EARLY SUCCESS

Strong early outcomes demonstrate the potential of prehospital blood products to save lives in severely injured patients.



ONGOING CHALLENGES

Funding limitations, supply chain logistics, and program sustainability remain key challenges as we look to expand.



PARTNERS IN CARE

Continued collaboration with our EMS agency partner and receiving hospitals is essential to the program's long-term success.



**LOOKING
AHEAD**



Expand to
additional EMS
agencies



Secure sustainable
funding to support
growth



Continue training
QI and data
monitoring



Improve outcomes
and save more
lives in our
community



Prehospital blood product data reflects patients treated from December 2025 through April 2026 and may be updated as additional data becomes available.

MODERNIZING SCEMSA

BUILDING A MORE ACCESSIBLE, USER-FRIENDLY EMS AGENCY

In 2025, SCEMSA began modernizing its digital presence to improve accessibility and make information easier to navigate for EMS professionals, healthcare partners, and the public.

A major component of this work included redesigning the SCEMSA website and transitioning online content and resources toward **ADA-compliant formats**.

This modernization effort reflects SCEMSA's commitment to ensuring important EMS information is accessible, understandable, and easier to use across devices.



MAKING IMPORTANT EMS
INFORMATION ACCESSIBLE,
UNDERSTANDABLE, AND
EASIER TO USE FOR
EVERYONE.



IMPROVED ACCESSIBILITY

Updating web content and digital resources to support ADA accessibility.



EASIER NAVIGATION

Reorganizing information so users can find policies, forms, programs, and resources more efficiently.



MODERNIZED RESOURCES

Transitioning forms and other materials into more accessible, consistent, and user-friendly formats.



A BETTER DIGITAL EXPERIENCE

Our website is an important connection point for our community. By prioritizing accessibility and usability, we are making it easier for everyone to access the information and tools they need.

We will continue to review, improve, and expand our digital resources to better serve you.



SACRAMENTO COUNTY EMERGENCY MEDICAL SERVICES AGENCY

