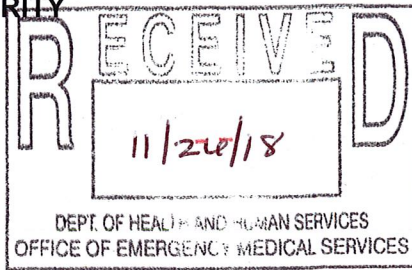


EMERGENCY MEDICAL SERVICES AUTHORITY

10901 GOLD CENTER DRIVE, SUITE 400
RANCHO CORDOVA, CA 95670
(916) 322-4336 FAX (916) 324-2875



November 7, 2018

Dave Magnino, EMS Administrator
Sacramento County EMS Agency
9616 Micron Ave, Ste 960
Sacramento, CA 95827

Dear Mr. Magnino:

After a review, the Emergency Medical Services Authority has determined that the *Sacramento County EMS Agency Quality Improvement Program* is in compliance with Title 22, Division 9, Chapter 12 *EMS System Quality Improvement* and EMSA #166 *Emergency Medical Services System Quality Improvement Program Model Guidelines*.

An update will be due 12 months from the date of this letter (November 7, 2018). If you have any questions regarding the plan review, please call Adam Davis, at (916) 322-4336, extension 409.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom McGinnis".

Tom McGinnis, EMT-P
EMS Systems Division Chief

TM:ad

SACRAMENTO COUNTY 2017 QUALITY IMPROVEMENT PROGRAM ANNUAL UPDATES

In accordance with State of California Title 22 – Division 9, Chapter 12, EMS System Quality Improvement.

Quality Improvement Program

The Sacramento County Emergency Medical Services Agency (SCEMSA) implemented the Quality Improvement Program (QIP) in August 2015. The QIP provides comprehensive evaluations of pre-hospital patient care. Participants include representatives in communications, public and private transportation, Emergency Medical Services (EMS) training, and hospital emergency medical care. The QIP identifies areas needing improvement, takes steps to correct deficiencies, and recognizes excellence in performance and delivery of care.

Description of Agency

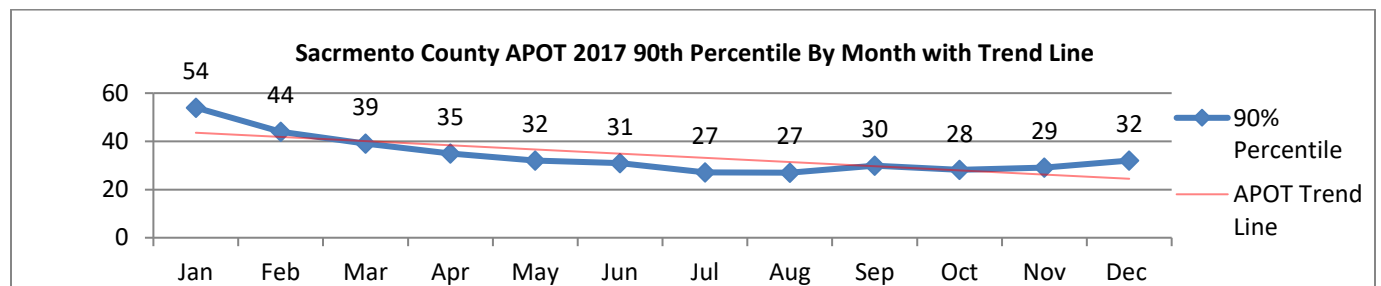
SCEMSA is located at 9616 Micron Ave, Suite 960, Sacramento, CA and oversees the hospitals and emergency medical providers servicing the Sacramento County area. Sacramento does not hold any Exclusive Operating Area (EOA) agreements. We are an equal opportunity county and strive for equality and transparency within the Agency.

Providers within the Sacramento County EMS System include:

- Seventeen (17) approved pre-hospital EMS Providers
- Nine (9) hospitals including three (3) trauma centers
- SCEMSA works with each hospital and provider to ensure compliance with standards set by the Emergency Medical Service Authority. *Organizational chart attached

2017 Overview

1. The policy and procedure for law enforcement administration of naloxone went into effect May 01, 2017. There are currently seven (7) Law Enforcement Departments approved as Public Safety First Aid (PSFA) Optional Scope Providers.
2. End of Life Option Act guidelines are included in the Do Not Resuscitate Program Document 2085.17 and went into effect August 16, 2017.
3. As part of Dispatch QI, every dispatch center is contacted to ensure the EMResource webpage is open at all times and data is up to date as requested or as needed.
4. Submission of electronic patient care reports increased 42% from January 2017 to January 2018.
5. APOT times have declined, as illustrated in the graph below:



SACRAMENTO COUNTY
2017 QUALITY IMPROVEMENT PROGRAM ANNUAL UPDATES

2017 Update

The Technical Advisory Group (TAG) works in alignment with its mission and objectives to achieve system wide improvement and recognition of excellence. The TAG identifies deficiencies and implements changes to optimize system effectiveness and pre-hospital patient care.

TAG accomplishments:

- Concluded the QI workgroup and implemented the Data Workgroup
- Paramedic Step by Step (Updated)
- Sepsis Indicators
- Pre Hospital Alert Notifications
- Case Reviews
- Core Measures

Medical and Operational Advisory Committee (MAC/OAC):

The MAC/OAC provides input on education, training, quality improvement, and data collection and establishes the standard for quality pre-hospital medical care in the SCEMSA system, including operational input. Accomplishments include:

- Emergency Room Diversion Policy
- Reviewed and updated policies
- Created guidelines for Medication Shortage
- Revised and updated BLS Airway management
- Pediatric Intubation policy (Updated)
- Ambulance Patient Offload times monitoring
- Law Enforcement Administration of Naloxone

Active Projects

Data Workgroup

SCEMSA implemented the Data Workgroup in January 2017 to ensure accurate and consistent data submission to California EMS Information System. SCEMSA incorporates the elements required by the Core Measures in order to meet State Data Requirements. The Data Workgroup introduced the Documentation Initiative to meet this goal. The Initiative consists of:

- EMSA and SCEMSA list for Primary Impressions, Receiving Facilities, Procedures and Medications
- Guidelines for documentation of mandatory and critical data elements

These lists establish consistent documentation practices among EMS providers. The Initiative improves data accuracy and the ability to measure different aspects of the QI system, thus identifying potential adjustments and areas for improvement.

Law Enforcement Administration of Naloxone

SCEMSA continues to monitor the administration of naloxone. Monitoring includes:

- Ensure law enforcement agencies have trained all officers in proper handling of naloxone
- Collect documentation and reports of incidents requiring naloxone administration

SACRAMENTO COUNTY
2017 QUALITY IMPROVEMENT PROGRAM ANNUAL UPDATES

- Follow up with patient care report information to ensure proper documentation from EMS provider
- Provide feedback and continuous support to law enforcement

2018 Focus

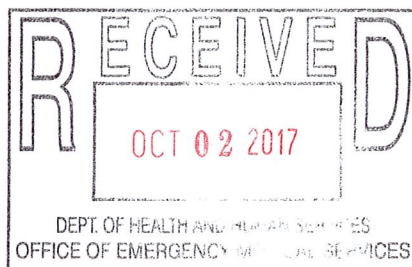
SCEMSA works diligently to improve reporting capabilities and provider accountability to meet or exceed the State of California standards while continuing to build relationships with EMS providers and hospitals throughout the region.

APPENDIX 1:

LETTERS FROM STATE APPROVING ANNUAL UPDATES

EMERGENCY MEDICAL SERVICES AUTHORITY

10901 GOLD CENTER DRIVE, SUITE 400
RANCHO CORDOVA, CA 95670
(916) 322-4336 FAX (916) 324-2875



September 29, 2017

Dave Magnino, EMS Administrator
Sacramento County EMS Agency
9616 Micron Ave, Ste 960
Sacramento, CA 95827

Dear Mr. Magnino:

After a review, the Emergency Medical Services Authority has determined that the *Sacramento County Quality Improvement Program* is in compliance with Title 22, Division 9, Chapter 12 *EMS System Quality Improvement* and *EMSA #166 Emergency Medical Services System Quality Improvement Program Model Guidelines*.

An update will be due 12 months from the date of this letter (September 29, 2017). If you have any questions regarding the plan review, please call Adam Davis, at (916) 322-4336, extension 409.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tom McGinnis'.

Tom McGinnis, EMT-P
EMS Systems Division Chief

TM:ad