



Healthy People, Healthy Communities

**MENDOCINO COUNTY
HEALTH AND HUMAN SERVICES AGENCY**



MEMORANDUM

To Mendocino County Board of Supervisors
Date August 8, 2017
From Tammy Moss Chandler, HHSA Director
Subject Emergency Medical Services Request for Proposals
Timeline Update

Background

A defined set of authorities exists to support the delivery of pre-hospital care within the state of California. Statewide EMS governance was established in the early 1980s to facilitate a system of coordinated readiness and response locally, regionally and statewide. California Health & Safety Code (H&SC), Division 2.5, the EMS Act, establishes the Emergency Medical Services Authority (EMSA) as the statewide agency that oversees statute and regulations at the state level. The EMS system also has a strong local component with much of the direct system administration and coordination and medical control provided at the county level. H&SC, Division 2.5, Section 1797.200 authorizes each county to designate a Local EMS Agency (LEMSA) for the administration of emergency medical services.

Designated in 1993 through a contract with Sonoma County Department of Health Services, Coastal Valleys Emergency Medical Services Agency (CVEMSA) serves as the Mendocino County LEMSA. As such, CVEMSA is responsible for fulfilling the specific requirements of H&SC 2.5 and CCR Title 22, Division 9 in its oversight and management of an effective emergency medical care delivery system focusing on rapid access, assessment, patient stabilization, and transportation.

After a broad EMS assessment in 2011, Mendocino County initiated a collaborative project in 2013 to explore the feasibility of implementing an Exclusive Operating Area (EOA) for the sustainable provision of emergency ambulance services within the County (see EMS Zone map). Pursuant to Board Direction, an EOA Oversight Committee, comprised of representatives from various County offices, fire chiefs and hospital staff, solicited input from emergency transport providers, dispatch providers, fire chiefs and hospitals to discuss best methods and system design of an EOA. On September 23, 2014, the County entered into an agreement with The Abaris Group to develop and implement an ambulance EOA that addressed the need to revise the County ordinance. Changes to the County ordinance were originally considered by the Board of Supervisors in April 2016. After the April Board meeting, CVEMSA was approached by various partners with concerns and revised language recommendations. As a result, CVEMSA continued to work with the Abaris Group to assess the suggested revisions and hosted two EMS ordinance workshops to provide a forum for discussion for system stakeholders. A final revised ordinance was adopted by the Board of Supervisors on January 9, 2017.

At that time the Board was informed of progress on the draft Request for Proposals (RFP) for EOA and dispatch services, and the Health & Human Services Agency (HHSA) recommendation to combine the RFP processes for EOA and dispatch services to release one RFP with two distinct but complementary scopes of service. The establishment of an EOA creates performance standards that require additional components to dispatching that affect the current dispatch process.

HHSA and CVEMS reviewed the single RFP concept with local stakeholders and worked with the Abaris group to provide this draft RFP for the State EMSA, which must approve any ambulance related RFP prior to its release. However, the Board of Supervisors gave direction during their June 6, 2017, Budget Hearings to release these as two separate RFPs for ambulance EOA services and EMS/Fire dispatch services. Work has been done over the past two months to separate these scopes into two separate RFPs, which are scheduled to release in late August contingent upon approval from the State EMSA.

The key objectives of the RFP processes are intended to deliver the following improvements for EMS transport in the County:

- Stable ambulance transportation within the EOA
- Appropriate level of service and response for the acuity of the injury/illness
- Ambulance response time standards for all types of calls
- Clinical standards for ambulance patients to ensure high quality care
- Contract compliance committee to ensure standards are maintained
- Strong partnership with existing Fire/EMS resources in the County

To ensure a fair and objective process, evaluators will be selected from outside the immediate area who have no conflict of interest with any of the bidders. Local technical experts can be appointed to answer questions and ensure local knowledge is shared as necessary for the evaluators to score the proposals accurately. The evaluation committee will make a recommendation based on the highest scoring proposal, and HHSA will bring the recommended proposal to the Board of Supervisors for contract approval.

Current Ambulance RFP Timeline

Event	Estimated Date
RFP Finalized; Sent to CA EMS Authority for Approval	7/17/2017
RFP Returned, Corrections Made, Prep for Release *	8/21/2017
RFP Document Estimated Release Date	8/30/2017
Bidder's Conference	9/12/2017
Deadline for Written Questions	9/19/2017
Letter of Intent Due	9/26/2017
Release of Addenda to RFP, if needed	9/28/2017
Proposals Due (by 4:00 p.m.)	11/15/2017
Notice of Intent to Award	12/05/2017
Last Day to Appeal	12/14/2017
Contract Preparation	12/15/2017
Approval of Contract by County Counsel	1/05/2018
Approval of Contract by Board of Supervisors	2/02/2018
Implementation	7/01/2018

** Note: this timeline is contingent on State EMS Authority turnaround on RFP*

EMS Definitions

The following terminology is being provided as a resource tool when discussing EMS services.

Advanced Life Support Resource - a vehicle that has at the minimum, one individual trained at the paramedic level or higher and equipment to provide ALS services.

Advanced Life Support (ALS) - special services designed to provide definitive pre-hospital emergency medical care as defined in Health and Safety Code Section 1797.52, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital.

ALS Transport Unit - an ambulance, as that term is defined herein, staffed and equipped to provide advanced life support and transport capabilities.

Ambulance or Ambulance Unit - any vehicle specially constructed, modified or equipped and used for transporting sick, injured, convalescent, infirmed or otherwise incapacitated person(s).

Appropriate Unit - an ambulance or resource staffed and equipped at a level able to meet or exceed a patient's need – for example, ALS or BLS. Typically, this is determined by dispatch using protocols that define calls in increasing order of urgency, i.e., "Alpha, Bravo, Charlie, Delta, or Echo."

Basic Life Support (BLS) - special services designed to provide definitive pre hospital emergency medical care as defined in Health and Safety Code Section 1797.60

BLS Resource - a unit staffed and equipped, at a minimum, to provide basic life support.

BLS Transport Unit - an ambulance, as that term is defined herein, staffed and equipped, at a minimum, to provide basic life support and transport capabilities.

Code-2 Call - any request for service designated as non-life threatening by dispatch personnel in accordance with County policy and pre-established dispatch protocols, requiring the immediate dispatch of an ambulance without the use of lights and sirens.

Code-3 Call - any request for service for a perceived or actual life threatening condition, as determined by dispatch personnel, in accordance with County policy and pre-established dispatch protocols, requiring immediate dispatch with the use of lights and sirens.

Computer-Aided Dispatch (CAD) - A system consisting of associated hardware and software to facilitate call taking, system status management, unit selection, ambulance coordination, resource dispatch and deployment, event time stamping, creation and real time maintenance of incident database, and providing management information.

Contract Compliance Committee - This is a Mendocino County sponsored committee comprised of public safety, hospital and public health appointees who are responsible for monitoring contractor compliance, performance standards and contract provisions and making recommendations to Mendocino County.

Critical Care Transport - the provision of emergency ambulance services utilizing a registered nurse, physician, or physician assistant as the attendant on such vehicle.

Emergency Ambulance Service - the use of an ambulance to provide service pursuant to an approved emergency medical dispatch (EMD) system, including Code 2 and Code 3 response with a BLS, ALS ambulance or other resource.

Emergency Medical Dispatch (EMD) - Personnel trained to state and national standards on emergency medical dispatch techniques including call screening, call and resource priority and pre-arrival instruction.

Emergency Medical Services (EMS) - This refers to the full spectrum of pre-hospital care and transportation (including interfacility transports), encompassing bystander action (e.g. CPR), priority dispatch and pre-arrival instructions, first response and rescue service, ambulance services, and on-line medical control.

Emergency Medical Technician (EMT) - An individual trained in all facets of basic life support according to standards prescribed by the California Code of Regulations and who has a valid certificate issued pursuant to that code.

Emergency Medical Technician-Paramedic (EMT-P) - Individual whose scope of practice to provide advanced life support is according to the California Code of Regulations and whom has a valid license issued pursuant to California Health and Safety Code.

First Responder - An agency with equipment and staff (e.g., fire department, police or non-transporting ambulance unit) with personnel capable of providing appropriate first responder pre-hospital care.

Paramedic - An individual trained and licensed to perform advanced life-support (ALS) procedures under the direction of a physician. Also known as an EMT-P.

Quick Response Vehicle - a vehicle that has at the minimum, one individual trained at the paramedic level or higher and equipment to provide ALS service.

Response Time - that time measured from the time of initial alert of the appropriate responding resource(s) to the time that such resource arrives on scene.

EMS Zones

There are currently nine ambulance service zones in Mendocino County. The map below displays the current ambulance service zones within the County and the current providers for each of those zones (see legend). This specific RFP is for an EOA that includes Zones 1, 2, 3, 5, 8, and 9. Zones excluded for the EOA are Zones 4, 6, and 7.

