Review Ambulance Operations In Napa County

Act In An Advisory Capacity To The Napa County Board Of Supervisors and The Local EMS Agency

Review Emergency Medical Care Offered Within Napa County
  • Cardio-Pulmonary Resuscitation (CPR)
  • Public Access Defibrillation (PAD)
  • First Aid Practices
MEMBERSHIP OF EMCC

- Air Ambulance Provider
- American Red Cross
- California Highway Patrol – Air Operations
- City of Napa Central Dispatch
- Department of State Hospitals Napa
- EMS Training Programs
- Medical Advisory Committee
- Municipal / District Fire Departments
- Napa County Ambulance EOA Provider
- Napa County Fire / CAL Fire
- Napa County Sheriff
- Public Members
- Queen of the Valley Medical Center
- St. Helena Hospital
- Veterans Home of California Yountville
- Napa County Liaisons
  - EMS Administrator
  - Executive Office and Board of Supervisors
  - Health Officer
THE SYSTEM OF EMS

- Recognition
- Transfer to Definitive Care
- Care in Transit
- On Scene Care
- Reporting
- Response
# Ground Ambulance Operations

<table>
<thead>
<tr>
<th>Provider</th>
<th>ALS</th>
<th>BLS</th>
<th>Total</th>
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<tbody>
<tr>
<td>American Medical Response</td>
<td>11,011</td>
<td>1564</td>
<td>12,575</td>
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<tr>
<td>Napa State Hospital</td>
<td>-</td>
<td>588</td>
<td>588</td>
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<tr>
<td>Piner Napa Ambulance</td>
<td>-</td>
<td>1,132</td>
<td>1,132</td>
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<tr>
<td>Falcon Critical Care Transport</td>
<td>-</td>
<td>193</td>
<td>193</td>
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<tr>
<td>Falck/Verihealth</td>
<td>-</td>
<td>806</td>
<td>806</td>
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</table>
AIR AMBULANCE OPERATIONS

10 Year - EMS Helicopter Utilization

- Transports vs.
- Cancellation
HANDS-ONLY CPR - NAPA COUNTY

Number of people 2019: 3,818

Number of events taught in 2019: 42
Cardiac Arrest Survival in Napa County
1/1/13 - 12/31/19

- Napa: 12.70%
- National: 10.40%
CARDIAC ARREST SURVIVAL

Bystander CPR Intervention Rates

- **2013**: Napa and National rates are similar.
- **2014**: Napa rate is slightly higher than National.
- **2015**: Napa rate is significantly higher than National.
- **2016**: Napa rate is slightly higher than National.
- **2017**: Napa rate is significantly higher than National.
- **2018**: Napa rate is slightly lower than National but still higher.
- **2019**: Napa rate is slightly lower than National but still higher.

Legend:
- **Blue**: Napa
- **Orange**: National
Use of the APP is discussed at all HOCPR training and community events

Steady progress in the number of registered users
# PULSEPONIT

<table>
<thead>
<tr>
<th>AUTOMATED EXTERNAL DEFIBRILLATOR (AED)</th>
<th>Provider</th>
<th>2018</th>
<th>2019</th>
<th>Total</th>
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<tbody>
<tr>
<td>AED’s registered in Pulse Point</td>
<td></td>
<td>41</td>
<td>14</td>
<td>55</td>
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<tr>
<td>Number of followers</td>
<td></td>
<td>2,422</td>
<td>5,007</td>
<td>7,429</td>
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<tr>
<td>Total number of followers with CPR</td>
<td></td>
<td>1,381</td>
<td>2,084</td>
<td>3,465</td>
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<tr>
<td>alerts enabled</td>
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CURRENT NAPA COUNTY HEARTSAFE COMMUNITIES

- City of American Canyon
- City of Calistoga
- City of Napa
SURVIVORS’ REUNION

- 8th Annual Event, May 21, 2019
- 4 Survivors Were Reunited With Their Rescuers This Year
- Supported Fully By Donations From The Community
- Event Covered And Published By Napa Valley Register
ACCOMPLISHMENTS FOR 2019

- Attended and instructed hands only CPR at 42 different events county-wide
- Identified AEDS within the county and registered them within the Pulse point application so they would be immediately available to citizen responders
- Increased public awareness of Pulse point application
EMCC GOALS FOR 2020

- Continue to identify (all) AED locations in Napa County
- Educate in Hands only CPR at event based or other avenues as capable during this challenging year
- Continue collaborating with key community partners towards additional HeartSafe Community designations
  - St. Helena
  - Angwin
  - Yountville
Napa County
Emergency Medical Services Agency

2019 Annual Report

Presented to the Napa County Board of Supervisors
May 19, 2020
EMS Agency Staffing Update

- EMS Administrator (new)
- EMS Medical Director (contractor)
- EMS Specialist – Operations & Disaster (open)
- EMS Specialist – Clinical Systems
- EMS HHSA Tech II
Plans & Updates

- EMS Continuous Quality Improvement Plan (EQIP), Stroke Critical Care, and Trauma Services Plan all approved by the State EMS Authority in 2019.
- 2020 plans will be submitted in July.
Plans & Updates

- Successful overhaul of the Napa County Multi-Casualty Incident Management Plan
- Implementation of the ReddiNet emergency medical communications system
Systems of Care

- **Trauma Care:**
  - Queen of the Valley – Level III Trauma Center

- **STEMI (Heart Attack) Care:**
  - Queen of the Valley
  - St. Helena

- **Stroke Care:**
  - Queen of the Valley (Primary Stroke Center)
American Medical Response (AMR) Contract Performance

- American Medical Response contract was extended by the Napa County Board of Supervisors in 2016
- Contract extension started January 2017 and will provide emergency ambulance services through 2021
Ambulance Franchise Consultant

- Successfully procured EndPoint EMS as the contractor responsible for an EMS System Assessment, RFP development, and contract negotiations with an Advance Life Support (ALS) ambulance provider within the Napa County exclusive operating area (EOA).
Ambulance Franchise Timeline

- EMS System Assessment & Evaluation
  - Complete by June 30, 2020
- Request for Proposals
  - Release by January 2, 2021
  - Vendor selected by May 31, 2021
  - Contract negotiations complete by July 31, 2021
- New vendor begins providing services on January 2, 2022
AMR Contractual Performance

- AMR met most contractual response time requirements for calendar year 2019
  - In the month of October, AMR’s compliance for Priority 1 calls in the Urban Response Zone was 89.67%
- Contract calls for 90% response time compliance
  - AMR responded on time to 93.17% of all requests for service in 2019
## Monthly Response Time Performance

### 2019 Overall ALS Ambulance (AMR) Response Time Compliance

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<tbody>
<tr>
<td>Percent</td>
<td>93.47%</td>
<td>92.71%</td>
<td>94.94%</td>
<td>93.32%</td>
<td>93.35%</td>
<td>93.04%</td>
<td>94.03%</td>
<td>93.40%</td>
<td>92.80%</td>
<td>91.38%</td>
<td>92.23%</td>
<td>94.15%</td>
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<tr>
<td>Minimal Percent Allowed</td>
<td>90.00%</td>
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Public Safety Power Shutoff

- 7 PSPS events in Napa County in 2019
- EMS Agency is the Medical/Health Response lead for these events
  - All 7 events required the opening of the EOC and extensive coordination with cities to conduct outreach to medically vulnerable populations
  - Focus of outreach is to meet the needs of the medically vulnerable and reduce 9-1-1, public safety, and EMS system impacts
EMS Annual Report

- Thank you for the opportunity to provide this report.

- Questions?