

# EMS



ANYTIME. ANYWHERE. WE'LL BE THERE.

SOLANO  
PUBLIC  
HEALTH



# Solano County EMS

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# ANNUAL REPORT

# FY 2011-12

County of Solano  
Emergency Medical Services Agency  
Health and Social Services Department  
Public Health Division

# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



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# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



## I. INTRODUCTION

### A. EXECUTIVE SUMMARY

This Annual Report covers the reporting period of July 1, 2011 through June 30, 2012.

This reporting period has seen changes for the Solano County Emergency Medical Services Agency as well as the service providers in Solano County. NorthBay Medical Center and Kaiser Permanente both received designations as Level III Trauma Centers. NorthBay Medical Center has also been designated as an S-T Elevation Myocardial Infarction (STEMI) Receiving Center, providing advanced cardiac care to patients in Solano County. Kaiser Vallejo has requested designation as a STEMI Receiving Center as well. With the advent of the two Level III Trauma Centers in Solano County, as well as the STEMI center, the Public Health Emergency Services Bureau has created a Trauma/STEMI Program Administration position. This is a full time supervisory position and is necessary to effectively oversee these programs.

Medic Ambulance has continued their exceptional service to the citizens of Solano County by implementing various system upgrades to assure timely responses to emergency situations. Of note is the Zoll E-Series 12-lead equipment which allows immediate connectivity with area hospitals. The Zoll "Road Safety" software provides advanced safety monitoring of emergency vehicles. The Advanced Life Support (ALS) Non-Transport Agreements entered into with City Fire Departments have been fully executed and are currently in operation.

EMS Staff update: The Trauma/STEMI Program Administrator position has been approved and filled. This is a positive step forward in our management of both the Trauma and STEMI programs in Solano County. Unfortunately, the EMS position responsible for certifications and accreditations has been reassigned due to increased workload in other program areas resulting in administrative responsibilities for this position being reassigned to the Administrative Secretary.

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## B. SOLANO EMERGENCY MEDICAL SERVICES COOPERATIVE (SEMSC)

The mission of the Solano Emergency Medical Services Cooperative (SEMSC) is to deliver effective prehospital care at a reasonable cost to the people of Solano County by coordinating and maximizing resources. The core values of this system include:

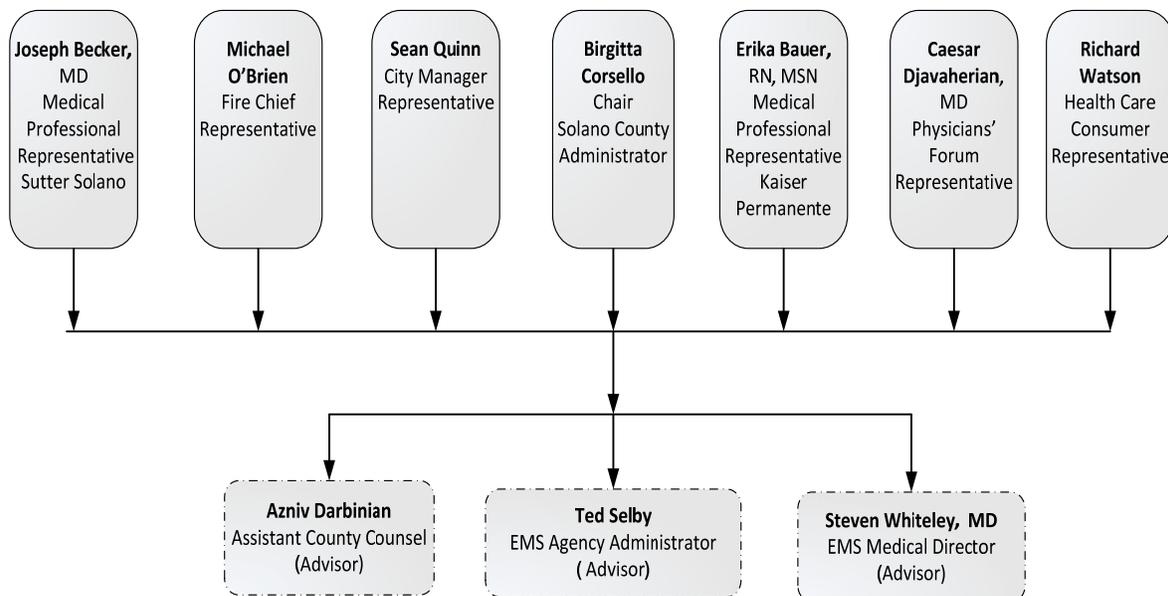
**RAPID RESPONSE** – intended to minimize the time from the actual emergency event to the arrival of appropriate emergency resources.

**ACCOUNTABILITY** – in order to ensure that the EMS system is performing according to required standards, all aspects of prehospital care delivery is measured, validated, and reported to the SEMSC Board and is available to the public.

**COMPETENCY** – providers of prehospital care must be held accountable to provide the highest standards of medical care.

The SEMSC Board of Directors is made up of seven (7) members as specified in the bylaws. Current membership is shown below.

Solano County Emergency Medical Services Cooperative (SEMSC)  
Board of Directors  
6/30/2012



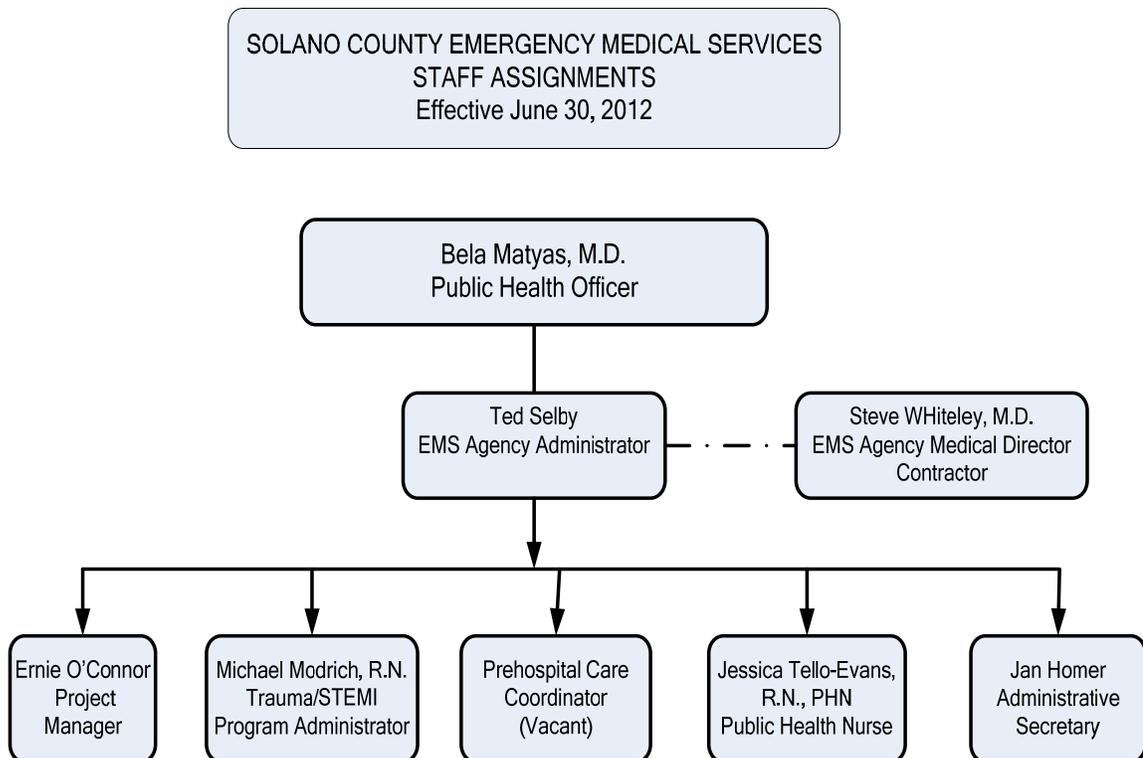
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## C. EMERGENCY MEDICAL SERVICES (EMS) AGENCY

Emergency Medical Services (EMS) is unique in that it requires the coordination of entities which are otherwise completely independent from each other. It is the role and responsibility of the Solano EMS Agency, as the LEMSA for Solano County, to achieve this coordination through planning, policies and procedures, promulgation of standards, and the monitoring of operational and medical performance. Ultimately, an effective EMS system requires the cooperation of Public Safety Dispatch, fire service, ambulance providers (ground and air), hospital personnel, physicians, nurses, and administrators.

The Solano County EMS Agency Staff employs a small group of professionals who plan the coordination of the elements required to seamlessly respond to individual and community emergencies. This is accomplished by working with acute care hospitals, fire departments, ambulance providers, law enforcement, State Agencies, and others in public health to plan, manage, and evaluate the essential components of emergency response.



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## II. MAJOR ACCOMPLISHMENTS

### A. EMS WEEK.

EMS Week is a national event that honors emergency personnel nationwide. Solano County has a strong cadre of emergency personnel who provide emergency first response, transport, and care to residents and visitors. The Solano County Board of Supervisors recognized EMS week with a Resolution that declared May 20-26, 2012 as Solano County Emergency Medical Services Week. EMS Week events took place on May 24 and 25, with a symposium and training classes being held at the NorthBay Conference Center. Over 80 participants attended the seminars and over 75 people took advantage of the Public CPR and First Aid classes coordinated by Medic Ambulance. Classes in ST Elevated Myocardial Infarction (STEMI), Stroke, Pediatric Asthma, and a Trauma Case Study were presented to County EMS Personnel and Continuing Education hours were awarded to EMTs, Paramedics, and Nurses who attended these lectures. A full day of classes were facilitated for the general public on May 25<sup>th</sup>. Classes on the topics of HeartSmart, Fall Prevention, Stroke Prevention, and Personal Safety and Awareness were offered to the general public. All were very well attended. NorthBay HealthCare donated the meeting space for this two-day event.

Cordelia Fire Department provided crucial meeting space for the EMS Week planning meetings that were required to ensure this event ran smoothly, while Medic Ambulance was a co-sponsor of this event and their personnel played a key role in developing the EMS Week program as well as the EMS Week Awards Banquet, which was held at the Hampton Inn & Suites in Vacaville. Mr. Greg Hervey, an RN and Paramedic with Medic Ambulance, was awarded this year's Frank Springer Award recognizing his outstanding contributions to the EMS Community and the citizens of Solano County.

### B. STEMI CENTER

NorthBay Medical Center has been designated as a STEMI receiving center in Solano County. Additionally, Kaiser Vallejo has submitted their application to become a STEMI receiving center. Solano County currently has agreements with five out-of-county hospitals that receive STEMI patients from Solano County, but with the designation of NorthBay Medical Center as a STEMI Receiving Center and with the pending review and designation of Kaiser Vallejo, Solano County residents are able to receive cardiac care much sooner and closer to home.

# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



## C. TRAUMA CENTER

NorthBay Medical Center in Fairfield and Kaiser Foundation Hospital, Vacaville have been designated as Level III Trauma Centers in Solano County. This enhancement to emergency service means that many patients who suffer a traumatic event will be able to remain closer to their families in Solano County for their care. Both NorthBay and Kaiser have indicated an interest in pursuing Level II Trauma Center designation. Trauma patients in the “South County” areas that require a higher level of trauma care are currently transported to JMMC, while trauma patients in the “North County” area requiring Level II treatment are transported to the UC Davis Medical Center.

## D. EMERGENCY MEDICAL SERVICES PROGRAMS:

### 1. FIELD ADVISORY REPORTS (FARs):

Solano County EMS Policy 2305 provides guidance to field personnel and EMS Staff regarding the identification and processing of Field Advisory Reports (FARs). FARs can address problems or potential problems as well as positive issues, with the express purpose of improving the delivery of prehospital care in Solano County.

Investigations can be as simple as one phone call, or require numerous phone calls, emails, and meetings to effectively resolve the issue noted in the specific FAR. During this reporting period, 240 FARs were submitted, with 211 investigated and closed, for an 88% closure rate.

### 2. EMERGENCY MEDICAL TECHNICIAN (EMT) CERTIFICATIONS and PARAMEDIC ACCREDITATIONS:

Solano County EMS processes all EMT certifications and Paramedic accreditations for Solano County personnel. A total of 344 EMTs were certified; including initial EMTs, recertifying EMTs, and EMT registrations. On the Paramedic side, there were a total of 111 personnel processed. This included student interns, initial paramedics, as well as reaccreditations.

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### III. FINANCIAL UPDATE

Shown below is information for Fiscal Year 2011/12 financial activity:

<b>Salaries &amp; Benefits</b> Includes net wages, employer-paid payroll and benefit expenses, etc.	\$483,398.22
<b>Services &amp; Supplies</b> Includes \$1,272,933 in Public/Private Partnership (PPP) payments; and all contracts for services, travel and training costs, operational expenses, etc.	\$1,472,323.14
<b>Transfers outside H&amp;SS Fund</b> Includes countywide overhead charges, custodial, records storage and postage charges from other county departments.	\$30,019.85
<b>Transfers within H&amp;SS Fund</b> Includes H&SS overhead and administrative costs	\$49,418.04
<b>TOTAL EXPENSES</b>	<b>\$2,035,159.25</b>
<b>Licenses, Permits &amp; Franchise</b> Includes franchise fees, personnel certification fees, non-exclusive operating fees, designation fees, etc.	\$651,660.00
<b>Fines, Forfeitures &amp; Penalty</b> Includes Maddy funds, Public/Private Partnership revenues, etc.	\$1,373,148.14
<b>Revenue From Use of Money/Prop</b> Includes net interest on deposit	\$1,497.21
<b>Intergovernmental Revenues</b> Includes CEMSIS grant funds	\$12,800.00
<b>Miscellaneous Revenues</b>	\$2,620.63
<b>TOTAL REVENUES</b>	<b>\$2,041,725.98</b>

# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



## IV. EMS SYSTEM PARTICIPANTS

### A. ADVISORY COMMITTEES

#### 1. Physicians' Forum

The EMS Physicians' Forum met monthly during this reporting period to review and evaluate patient care; and to develop, review, and approve policies and protocols affecting patient care. Membership includes emergency physician/nurse representatives from the area hospitals, pre-hospital representatives from the fire departments, as well as EMS Agency staff.

#### 2. STEMI Committee

The STEMI committee meets quarterly and is charged with monitoring the care of Solano County EMS patients with STEMI and to identify opportunities for improvement in STEMI care in a forum that is disclosure-protected according to Evidence Code Section 1157.7. Membership includes emergency physicians from the Physician's Forum committee, cardiologists, interventionalists, and others involved in STEMI care; medical directors or representatives from the STEMI Receiving Centers; EMS providers, PCC/CQI representatives, and hospital administrators.

#### 3. Pre-hospital Care Committee (PCC) and Continuous Quality Improvement (CQI)

The PCC/CQI Committee meets quarterly and membership includes emergency physicians and nurses and pre-hospital care providers from each of the County's first responder agencies and ambulance providers (ground and air). Responsibilities include reviews, audits, and studies to ensure that the CQI process functions effectively.

#### 4. Field Trauma Advisory Committee (formerly Pre-TAC)

The Field Trauma Advisory Committee (Field-TAC) meets quarterly and is responsible for reviewing select trauma cases occurring in Solano County to determine if care provided was appropriate and that destination decisions were appropriate to the injury incurred.

#### 5. Trauma Advisory Committee (TAC)

The Trauma Advisory Committee met bi-monthly during this reporting period and includes members from the local Trauma Centers, including Trauma Surgeon Medical Directors and Trauma Program Managers, Physicians' Forum members, Coroner's Office Officials, and EMS personnel. These meetings are hosted by the NorthBay HealthCare Group and Kaiser Foundation Hospital, Vacaville on an alternating basis.

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## **B. EMERGENCY AMBULANCE PROVIDERS (GROUND)**

1. Medic Ambulance, Inc. holds the Exclusive Ambulance Agreement for all Advanced Life Support (ALS) transport in Solano County, except for the City of Vacaville and Zone "C" where the Vacaville Fire Department is charged with providing 9-1-1 response. Medic also provides ambulance service for portions of Sacramento County including the City of Isleton, River Delta Fire Protection Districts; as well as Gordon Valley Fire Protection District in Napa.
2. Vacaville Fire Department - As specified in the State EMS Authority approved EMS Plan, Vacaville Fire Department provides 9-1-1 response to the City of Vacaville and "Zone C." The Vacaville Fire Department has been providing emergency ALS First Response and transport since the mid 1970's. The City is recognized as a "201 entity" under the State of California Health & Safety Code 2.5, Section 1797.201.

## **C. NON-EMERGENCY AMBULANCE TRANSPORT PROVIDERS**

The Solano Emergency Medical Services Cooperative (SEMSC) Board of Directors implemented Resolution 10-02 requiring any and all operators and providers of ambulance service to persons and facilities in Solano County to be authorized by the Solano County EMS Agency.

Ambulance companies wishing to provide Basic Life Support (BLS) or Critical Care Transport (CCT) in Solano County must submit a detailed application prior to providing service. The transport provider list changes periodically. During this reporting period the following ambulance companies were authorized to provide Basic Life Support (BLS), and/or Critical Care Transport (CCT) services **ONLY**:

- American Medical Response (AMR)
- Bay Medic
- Falcon CCT
- NorCal Ambulance
- Piner
- Priority 1
- Protransport
- VeriHealth

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## **D. EMERGENCY AMBULANCE PROVIDERS (AIR)**

Solano County has the benefit of being served by three air ambulance providers: CALSTAR (California Shock/Trauma Air Rescue) with a base station in Solano County at the Nut Tree Airport as well as Buchanan Field, and Sacramento; REACH Air Medical Services with bases in Concord, Napa, and Santa Rosa; and the California Highway Patrol (CHP), which has a helicopter capable of transporting injured persons, stationed at the Napa Airport.

## **E. FIRST RESPONDERS (ALS & BLS)**

The residents of Solano County are served by fire departments in each locale. Fire departments in the cities of Benicia, Dixon, Fairfield, and Vallejo are part of the Public Private Partnership (PPP) and each provides ALS first responder support to area residents. The City of Rio Vista and Cordelia Fire Protection District provide first responder ALS service, but are not part of the Public Private Partnership. Suisun City provides only basic life support (BLS) for its residents.

There are several Fire Protection Districts throughout the County providing emergency medical response service where most firefighter/EMTs are volunteers.

# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



## IV. SOLANO COUNTY

### A. OVERVIEW

1. Solano County was formed in 1850 and covers 909.4 square miles. This includes 84.2 square miles of water area and 675.4 square miles of rural land area. Solano County is bordered by Contra Costa, Napa, Sacramento, Sonoma, and Yolo Counties. Solano County is located approximately 45 miles northeast of San Francisco and 45 miles southwest of Sacramento.

Solano County's population ranking is 21 out of 58 counties state-wide; with a population (effective January 2012) of 413,786.

Fairfield is currently the County Seat, but both Benicia and Vallejo had the honor of serving as the State Capital in the early 1850's.



2. The structure of Solano County's EMS System remains a "high performance model." Medic Ambulance Service, Inc. was awarded the exclusive ambulance contract in May 2011 and provides Advanced Life Support (ALS) service for all of Solano County with the exception of the City of Vacaville and Zone C. Medic Ambulance has a response time of 12 minutes in the four Public Private Partnership (PPP) Cities of Benicia, Dixon, Fairfield, and Vallejo and a nine minute response time in Rio Vista and Suisun. Rural calls are allowed a 15 minute response time and remote calls have a 90 minute response time.

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3. The PPP Agreement between Medic Ambulance and the Cities of Benicia, Dixon, Fairfield, and Vallejo allow the fire departments in these cities to operate under a high performance contract with the Solano Emergency Medical Services Cooperative (SEMSC) substantially similar to the contract with Medic Ambulance. This agreement allows Medic Ambulance Crews an additional three minutes to arrive on scene as the Fire Departments provide “first response” service (within seven minutes) to their communities.
4. Compliance figures for Medic Ambulance Service remained exceptional during this reporting period – over 99% on a continuous basis. The Paramedics and EMTs working for Medic Ambulance have continued to provide exceptional care to the citizens of Solano County as well as visitors to our local area.

Benicia Fire Department and Dixon Fire Department continue to maintain outstanding response times. Fairfield Fire Department and Vallejo Fire Department have worked diligently to bring their systems back into the compliance requirements of the Public Private Partnership and have maintained response times above the 90% mark consistently during this reporting period.

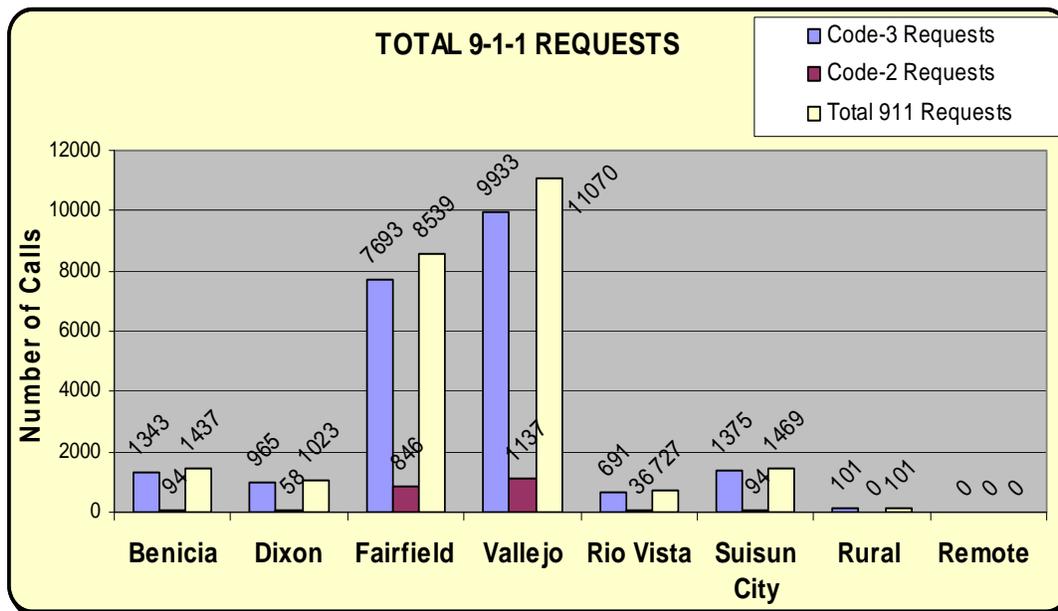
5. Solano County has an unincorporated area of approximately 675 square miles – these are rural and remote areas and are supported by various volunteer fire departments as well as Medic Ambulance, and other responders on an as-required basis. These unincorporated areas do not include the area designated as “Zone C” that is supported by the Vacaville Fire Department.

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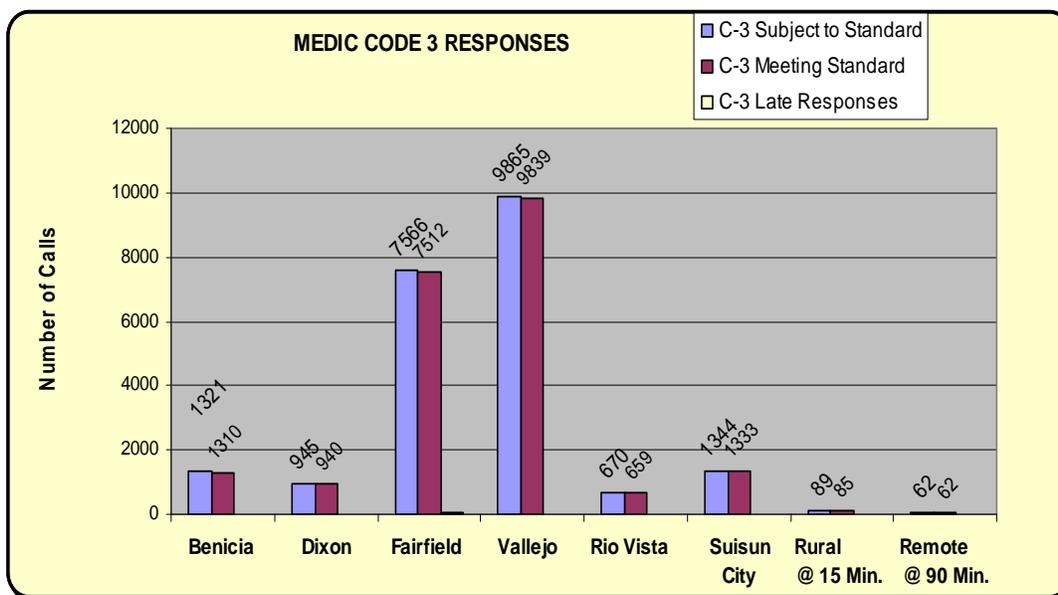


## B. MEDIC AMBULANCE

With over 21,500 9-1-1 calls, the total 9-1-1 responses by Medic Ambulance are shown below for each city in Solano County and include the Rural and Remote categories.



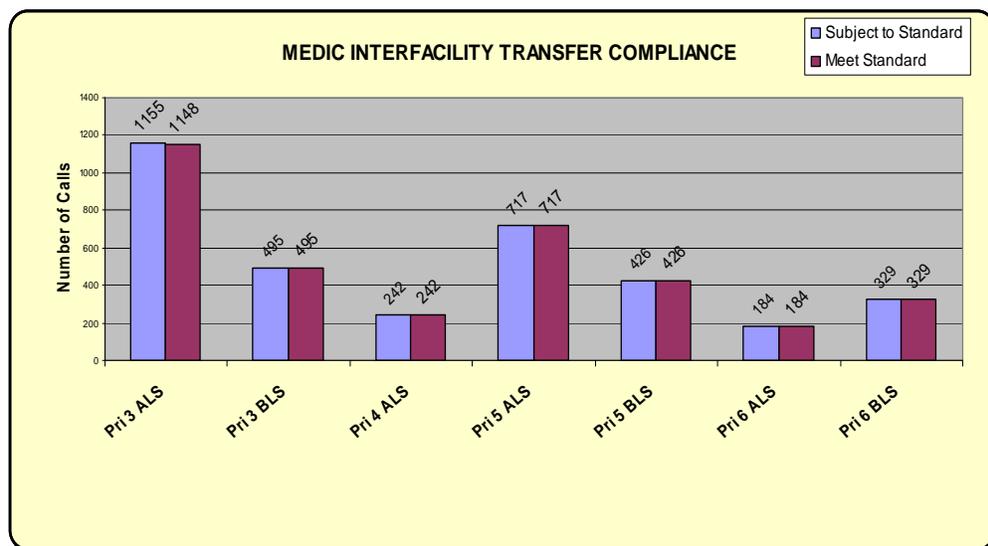
Medic's Code 3 responses are shown by city, with the appropriate response time noted for each city



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Medic Ambulance also provides interfacility transfer support for all levels of service. Please remember that total figures represent nine months of reporting. Overall response time percentage for all categories is an exceptional 99.82%. Categories three through six have varied response time requirements. Category three transfers are priority transfers and have a 60 minute response time for ALS calls while the BLS calls have a 120 minute response time. Category four ALS calls are urgent and have a 30 minute response time. Categories five and six are pre-scheduled and have a one to four hour response time and an “over four hour” response time respectively.





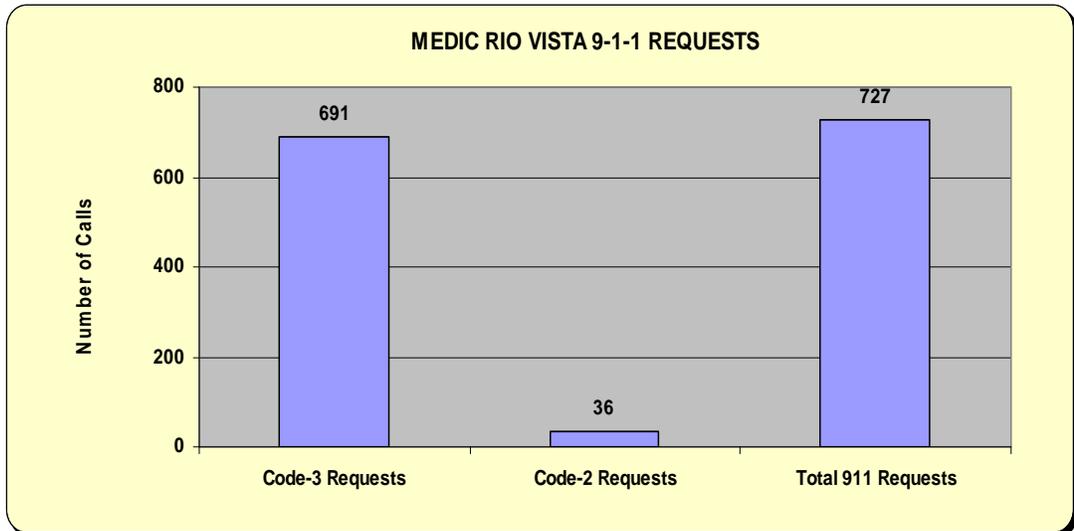
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## C. RIO VISTA

Located on the Solano County side of the Sacramento River, Rio Vista is the most isolated of the communities in Solano County. The estimated population in Rio Vista effective January 2011 was 8,324 and is expected to triple in population within the next 15 years. Medic Ambulance provides a dedicated unit to the City of Rio Vista due to its isolated location.

Ambulance response times in Rio Vista are outstanding, with an average compliance rate of 98.4% for this reporting period. This is based on a nine-minute response time since Rio Vista is not part of the Public Private Partnership.





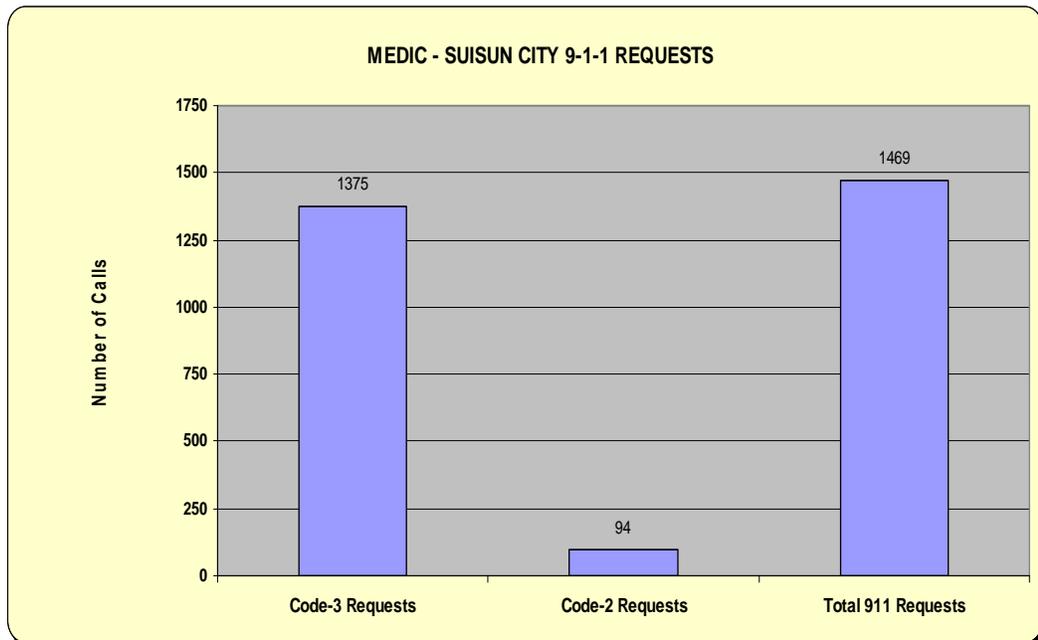
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## D. SUISUN CITY

Suisun City was incorporated as a city in 1868 and is the fourth most populous city in Solano County. The city population of 28,962 (January 2011) is situated on 4.2 square miles – which makes it the most densely populated city in Solano County. As a comparison, Benicia, with an estimated population of 28,086 is situated on 14 square miles. Growth estimates for Suisun City put it at approximately four percent per year.

Suisun City is one of two cities in Solano County (not including Vacaville) that is not part of the Public Private Partnership. Additionally, Suisun City Fire Department provides only Basic Life Support (BLS) service as they do not have Paramedic (ALS) service. Medic Ambulance provides Advanced Life Support (ALS) coverage with an average response time compliance rate of 99.2%. This is an example of excellent utilization of the System Status Management Plan.





# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012

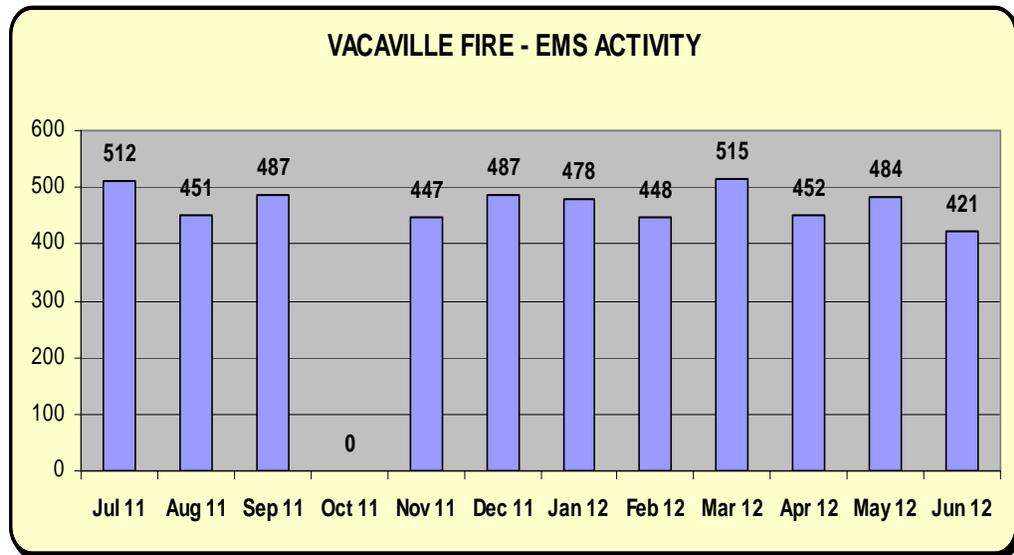


## E. VACAVILLE

The City of Vacaville was incorporated in 1892 and comprises just under 27 square miles. Current estimated population (effective January 2011) of Vacaville is 97,305, making Vacaville the third most populous city in Solano County. Located along the I-80 corridor between Dixon and Fairfield, Vacaville hosts a large number of daily commuters which adds to the challenge of supporting the residents of Vacaville and the surrounding area.

Vacaville Fire Department has provided uninterrupted service to the City of Vacaville and surrounding area since 1976. The City is recognized as a “201 entity” under Government Code 1797.201.

Vacaville Fire responded to approximately 6,000 calls during this reporting period, including “Code 3” calls “Code 2” calls. Response times in the City of Vacaville are measured at seven minutes for urban calls within the city limits and 15 minutes for rural calls. It should be noted that **all** calls outside the city limits, regardless of distance, are considered “rural” and measured at the 15 minute standard. This designation is based on historical precedent.



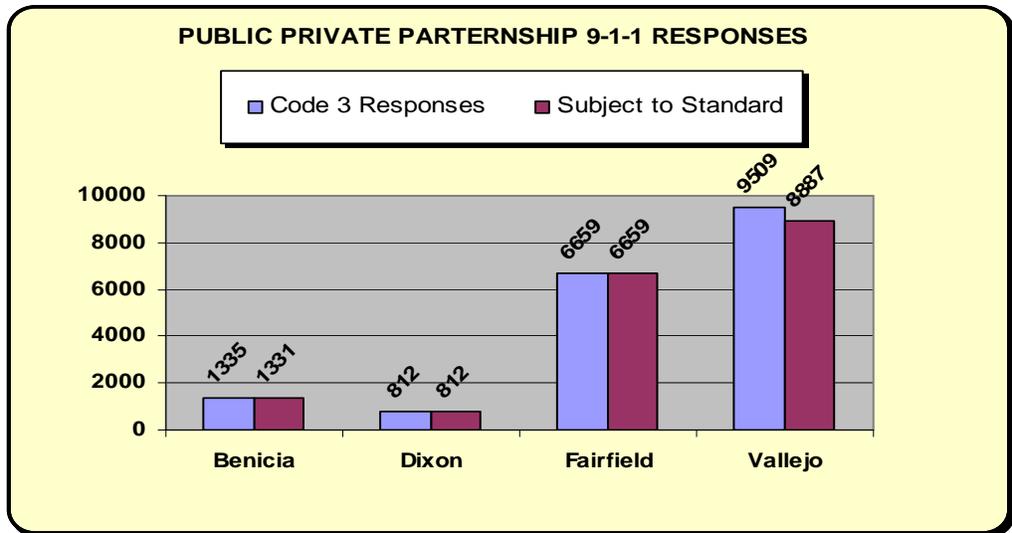
The chart above shows Vacaville overall EMS activity for July 1, 2011 through June 30, 2012, less October 2011. System problems accounted for the loss of reporting data. Based on historical data, it can be estimated that the EMS activity for the month of October would have been approximately 450 calls.

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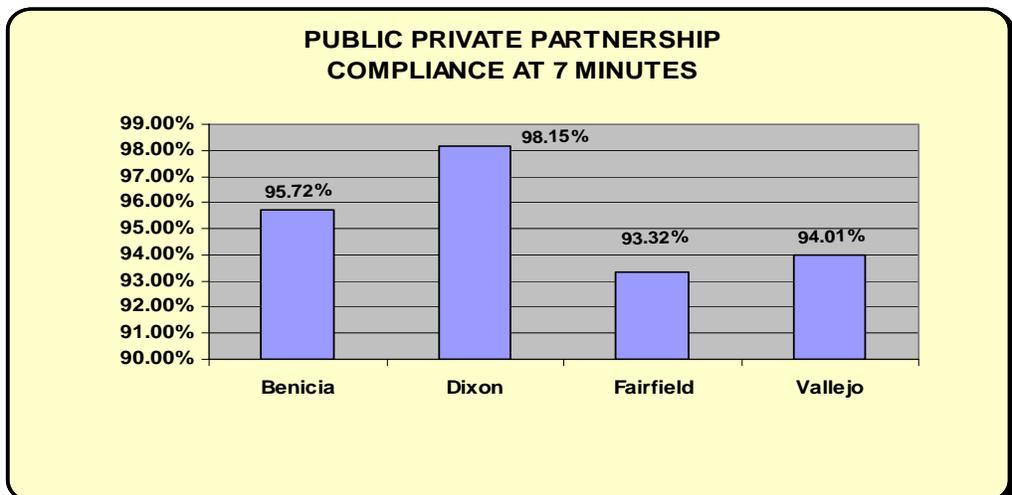


## F. PUBLIC PRIVATE PARTNERSHIP

The Public Private Partnership (PPP) Fire Departments figures are presented here, with city specific details to follow. These include “Code 3” and “Code 2” calls with a total of well over 18,000 calls with an overall response time of 95.3%.



“Code 3” responses are indicated below. Response time for these calls is required to be seven minutes or less. During the last reporting period, it was noted that Vallejo and Fairfield were facing challenges in adjusting their station coverage due to the economic situation. We are pleased to report that both cities have been successful in addressing their internal response issues and are both consistently reporting response times of over 90%.





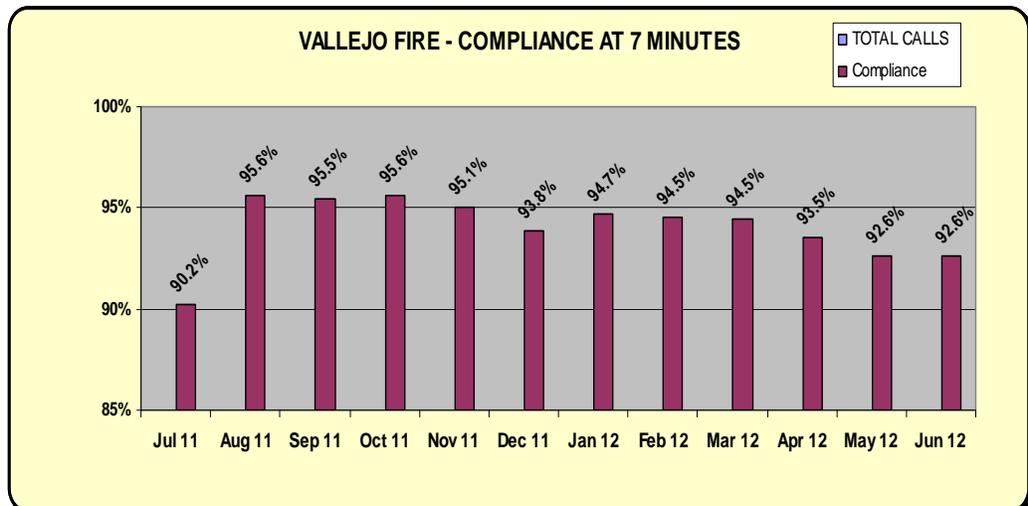
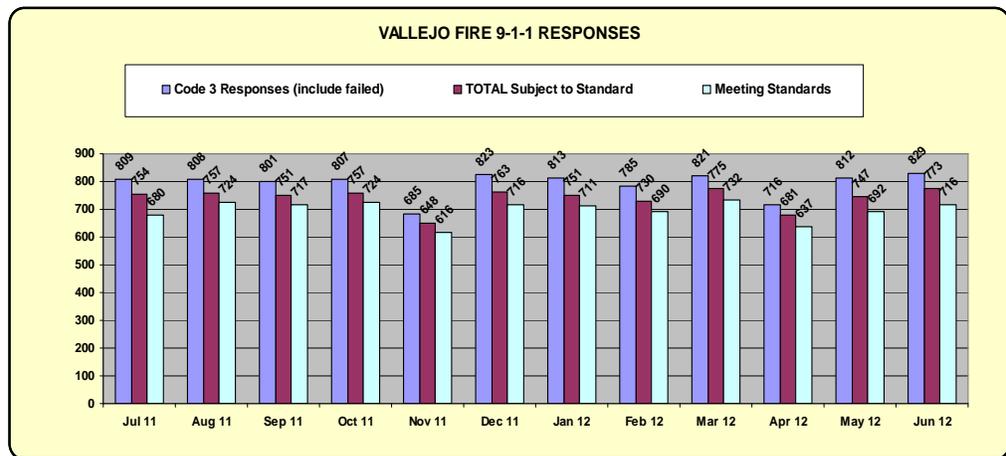
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## 1. Vallejo

Vallejo, with an estimated population of 121,435 (January 2011) is the most populous city in Solano County. Vallejo and its surrounding community cover over 53.58 square miles, which includes 23.64 square miles of waterways. Vallejo held the honor of being one of California's early state capitals in the 1850's.

Vallejo Fire Department provides ALS first response to the residents of Vallejo. The total 9-1-1 calls for Vallejo Fire in this reporting period were 9,817, with a compliance rate of 94% at seven minutes, up from 88.37% in the previous reporting period. Medic Ambulance, providing ALS transport service for Vallejo had a 99.7% compliance rate at a 12-minute response time standard.





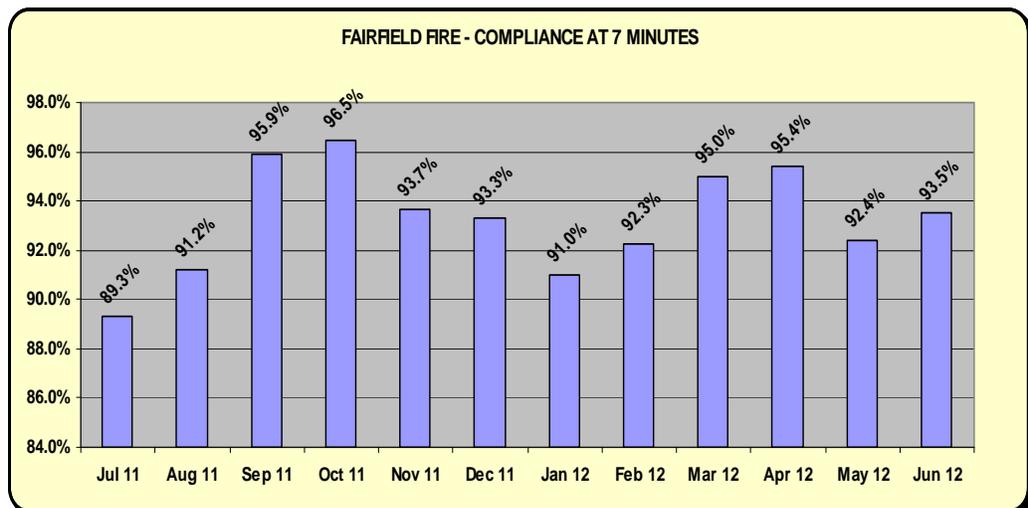
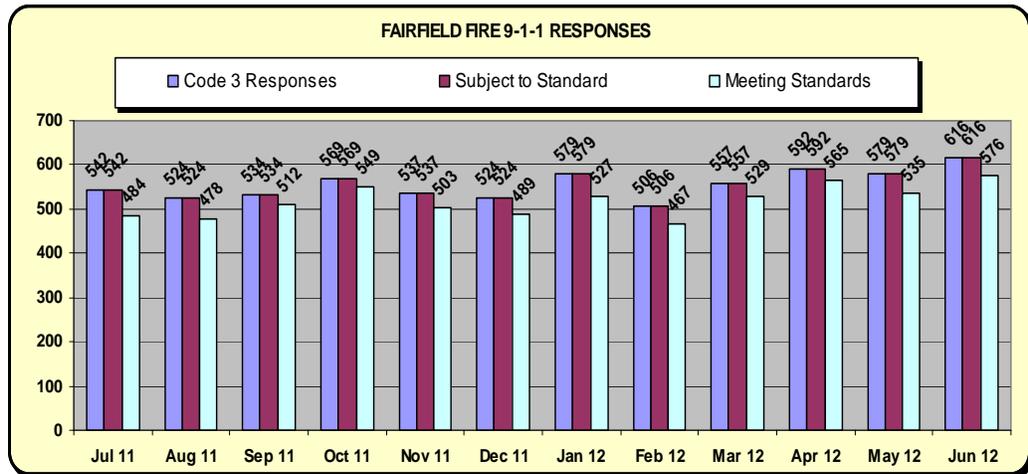
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## 2. Fairfield

Fairfield is the second most populous city in Solano County with an estimated population as of January 2011 of 105,955. As the County Seat for Solano County, Fairfield is a thriving community in the heart of Solano County with an estimated annual growth of two percent.

Fairfield Fire Department provides ALS First Response for the city and surrounding areas. They responded to a total of 6,821 “9-1-1” calls during this reporting period, with a 93.3% compliance rate at seven minutes, up from 90.8% during the last reporting period. Medic Ambulance provides ambulance transport, with an average response time compliance rate of 99.3% at 12 minutes.





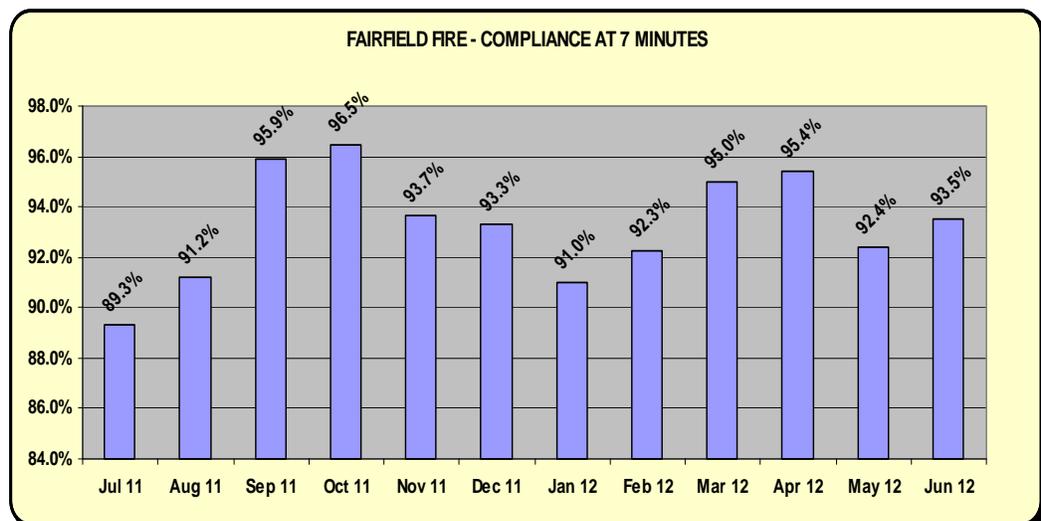
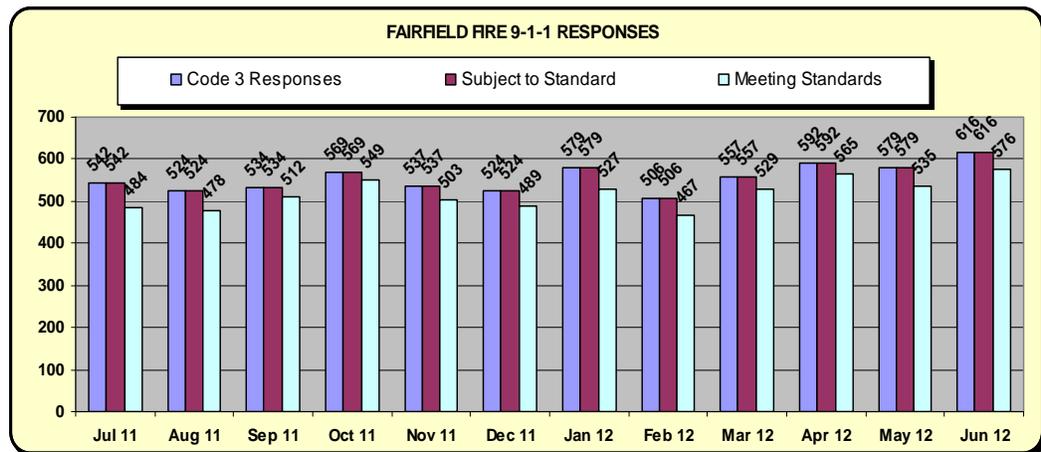
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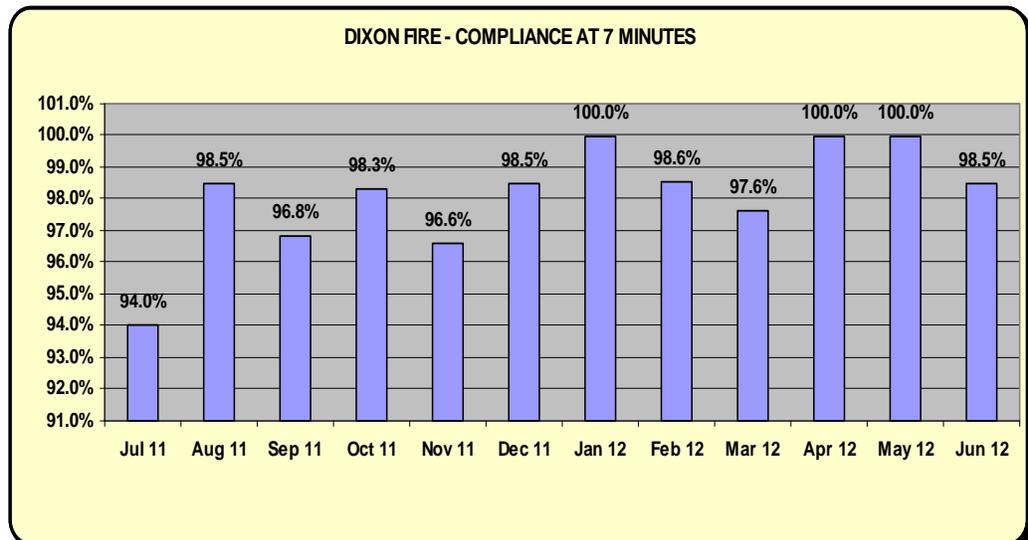
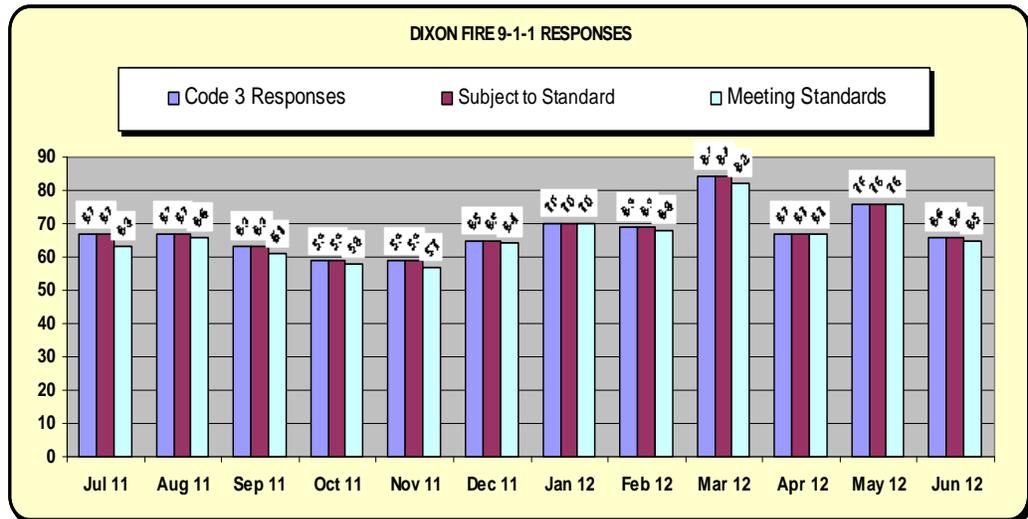


### 3. Dixon

The City of Dixon lies in the northern portion of Solano County and is in a predominantly rural area. The city covers 6.7 square miles and the estimated population was 17,605 in January 2011. Dixon anticipates a three percent per year growth rate, having slowed down from previous years at seven percent.

Dixon Fire Department provides the ALS First Response for Dixon and the areas surrounding. They responded to a total of 818 “9-1-1” calls during this reporting period.

Their average compliance percentage (at seven minutes) for the reporting period was 98.2%. Medic Ambulance provides ambulance transport, with an average response time of 99.5% at 12 minutes.





# SOLANO COUNTY EMERGENCY MEDICAL SERVICES ANNUAL REPORT July 1, 2011 – June 30, 2012



## 4. Benicia

With an estimated population of 28,086 in January 2011, Benicia is the fifth most populous city in Solano County. Benicia Fire Department provides ALS First Response for the citizens of Benicia as well as those persons visiting the area, with Medic Ambulance, Inc. as the transporting ambulance provider. With a total of 1,364 911 responses, the response time percentage for Benicia Fire Department for the July 2011 – June 2012 reporting period was calculated at 95.7% at seven minutes or less. Medic Ambulance’s response time percentage was equally impressive at 99.1% at 12 minutes.

