



El Dorado County Emergency Services Authority

Policy Subject Matter: **System Status Management**
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I. Policy:

The El Dorado County Emergency Services Authority (JPA) will continually make improvements to our System Status Management plan for enhanced delivery of high quality, advanced life support services.

II. Purpose:

The EMS System Status Management plan was created to facilitate communication and coordination between varying agencies and disciplines, identify roles and responsibilities of each contributing agency, and provide guidance on medic unit operations that will achieve superior performance through timely and effective deployments.

III. Definitions:

Advanced Life Support (ALS): A ground ambulance staffed by at least one paramedic (Medic) and equipped to provide advanced life support consistent with county, state, and federal laws, ordinances, regulations, policies and procedures.

Equal/Alternate Post (EAP): A location no greater than five minutes driving time from a medic unit's Primary Post location. The alternate post is available for paramedics to rehabilitate, tend to their medic units, and conduct business.

At Scene: For the purposes of this policy and procedure, "At Scene" denotes the medic unit has arrived and the wheels of the vehicle have come to a stop. This description meets our contractual agreement with the County for response time requirements.

Basic Life Support: A ground based ambulance staffed with Emergency Medical Technicians (EMT-1) and equipped to provide basic life support in compliance with all local, state, and federal laws, ordinances, regulations, policies and procedures.

Emergency Medical Services Agency (EMSA): A county agency that oversees emergency medical services in the county.

Geographic Service Area (GSA): A specific area within the JPA Response Area where medic units are assigned to provide ambulance service.

- C. Serving our region, air ambulance helicopter service is provided by CALSTAR, CARE FLIGHT and REACH. The California Highway Patrol staffs one rescue helicopter.

V. Training and Apparatus Maintenance:

An effective and efficient system begins with highly trained and experienced personnel who are equipped with well maintained and reliable vehicles and equipment. The JPA is dedicated to providing a robust training program that expands the knowledge, experience and skills of its employees. Vehicles and equipment shall be regularly inspected and maintained for optimal performance and reliability. Maintenance procedures are outlined in Policy section 600.

VI. Medic Unit Staffing Requirements:

- A. An Advanced Life Support medic unit shall consist of two (2) medical personnel in the following two configurations:
1. Two (2) state licensed and locally accredited paramedics, and or,
 2. One (1) state licensed and locally accredited paramedic, and one (1) certified and locally accredited EMT-1.
- B. A BLS ambulance shall consist of two (2) certified and locally accredited EMT-1's.
- C. A critical care transport ambulance shall consist of one (1) state licensed and locally accredited paramedic, one (1) registered nurse competent in emergency critical care, and an approved driver.

VII. Geographical Service Areas (GSA):

The JPA service area has been divided into five GSAs. The goal is to maximize resource capabilities for area coverage and to provide timely ALS response, as outlined in our contractual agreement with the County of El Dorado (County). Within each GSA, a primary and alternate post assignment has been identified. Alternate post assignments must not be more than five minutes driving time from their primary post assignment. Strategic move-ups of available medic units should be utilized to maintain GSA coverage as medic units become committed to calls. GSA areas and posts are as follows:

- A. GSA areas:
- Core: Diamond Springs, Mosquito, El Dorado, and Placerville areas
 - West: Shingle Springs, Cameron Park, Rescue, El Dorado Hills, and Latrobe areas
 - East: Camino, Pollock Pines, Kyburz, Strawberry, and US Forest areas
 - North: Georgetown, Garden Valley, Cool, Kelsey, Coloma, Pilot Hill, and US Forest Service areas
 - South: Pleasant Valley, Sierra Springs, Omo Ranch, Somerset, and Grizzly Flat areas
- B. Primary post assignments:
- Core: El Dorado County Fire Station 25 and Diamond Springs-El Dorado Fire Station 48
 - West: Cameron Park Fire Station 89 and El Dorado Hills Fire Station 85

The ECC shall post medic units according to the current system status levels as follows:

System Status Posting

	Core	West	East	North	South				
Level 1	CORE								
Level 2	CORE	WEST							
Level 3	CORE	WEST	ST 21						
Level 4	CORE	WEST	ST 21	ST 61/74					
Level 5	CORE	WEST	ST 17	ST 61/74	ST 19				
Level 6	CORE	WEST	ST 17	ST 61/74	ST 19	CORE/ WEST			
Level 7	CORE	WEST	ST 17	ST 61/74	ST 19	CORE/ WEST	CORE/ WEST		
Level 8	CORE	WEST	ST 17	ST 61/74	ST 19	CORE/ WEST	CORE/ WEST	WEST	
Level 9	CORE	WEST	ST 17	ST 61	ST 19	CORE/ WEST	CORE/ WEST	WEST	CORE / WEST

X. Strategic Move-ups and Assignments:

System Status Management is an on-going planning process that involves not only a reaction to what is taking place, but also an intuitive examination of what future needs might include. As draw downs occur, planning for current and future ALS service needs can be accomplished by taking into consideration the following factors:

- Numbers of units committed at any given time
- Call volume (below, at, and or above normal for that period)
- The nature of the ALS calls (traffic collisions, MCI's, and major injury patients)
- Turn-around time for units to return to service (out-of-county transports)
- Remoteness of current calls (rural and wilderness settings)
- Time – day of the week – holiday periods
- Weather conditions (rain –snow)
- Special events that are taking place (County Fair – parades)
- Emergencies such as crime scenes, hazmat spills, etc.

- c. If the Medic Unit is not equipped with a Sacramento County 800 frequency radio, proceed to Folsom Station 37 located at 70 Clarksville Road (near E. Bidwell and Clarksville) as there are two portable 800 frequency radios there for our use. Once in possession of the portable radios follow (a. and b. above). Upon release from SRFD return the radios to Station 37.
- d. If assigned a call in Sacramento County, request from the ECC an Incident Report number for the Patient Care Report. This number will be needed for the El Dorado County EMSA billing system. An FC34 from SRFD would be beneficial for future reports and billing but is not necessary.
- e. Upon release from SRFD return to El Dorado County and notify ECC of availability.

XIII. Call-Backs:

The ECC and provider agency chiefs have the discretion to call-back employees to staff additional medic units, as deemed necessary, to maintain status levels.

A. Triggers for initiating a call-back:

1. The ECC shall attempt to staff an additional medic unit when Level 3 has been reached and it is anticipated that it will remain at that level for a period of 15 minutes or more.

B. Procedures for call-backs:

1. The closest agency Duty Chief where the coverage is needed shall be contacted to determine if they can fill the need. The agency will have five minutes to make that determination. If the agency is unable to staff an additional medic unit, the next closest agency provider in proximity will be contacted with the same time element.
2. If the ECC is unable to staff an additional medic unit with JPA resources, mutual aid shall be sought. Refer to Mutual Aid policy for guidelines.

XIV. Operational Overview:

Requests for an ALS ambulance usually begin with a 911 call (either by landline or cellular phone) to a Public Safety Answering Point (PSAP). There are three PSAPs in El Dorado County: the El Dorado County Sheriff's Communication Center (Central Dispatch), Placerville Police Department Dispatch Center, and the South Lake Tahoe Police Department Dispatch Center. ALS requests can also be received over a public safety radio frequency from a public safety agency.

After answering the 911 call, the PASP dispatcher will interview the reporting person (RP) for information to determine the nature, location and severity of the emergency situation. When the emergency involves a request for an ALS medic unit response, the PSAP dispatcher will transfer the call to the CalFire ECC in Camino. The ECC dispatcher will gather pertinent information from the RP and dispatch appropriate resources to provide ALS services. ECC dispatchers are also trained and certified in Emergency Medical Dispatch to provide First-Aid and CPR instruction to those who are on-scene with the patient, for immediate care and treatment.

1. Posting: When the ECC dispatches a medic unit to move up and cover a geographic response area (GSA) the medic unit shall be en route immediately to their posting location and notify ECC.
2. Locations: Medic units shall remain within 5 minutes of the dispatched move-up and cover locations. Station 89 will be the posting location for move-up and cover assignments in the West end. The only exception is for Medic 28 when already in quarters, they shall remain in quarters for West end coverage..
3. Hospital: Medic units shall be available for dispatch within 10 minutes of arrival at the hospital. Exception: Circumstances dictate a longer period at the hospital and the medic unit has informed the ECC.
4. Medics shall maintain communication with ECC and monitor their radio at all times.
5. The ECC will indicate on each FC-34 the response time for the GSA that the medic unit responded to. All medic unit personnel shall be aware of and report any exceptions to the maximum response time standards as established by the County and the JPA. Medic personnel shall use "exception" forms to complete their reports.
6. Reconcile any changes to time (FC-34) and transport mileage upon scene to provide accurate data. The reports are to be emailed or faxed to the JPA office (530-642-0628).



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