

COUNTY OF **SAN MATEO**



SAN MATEO COUNTY HEALTH
**EMERGENCY
MEDICAL SERVICES**

9-1-1 EMS System Overview & Update

Coastside Fire Protection District Board of Directors

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Director
San Mateo County EMS Agency

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SAN DIEGO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES

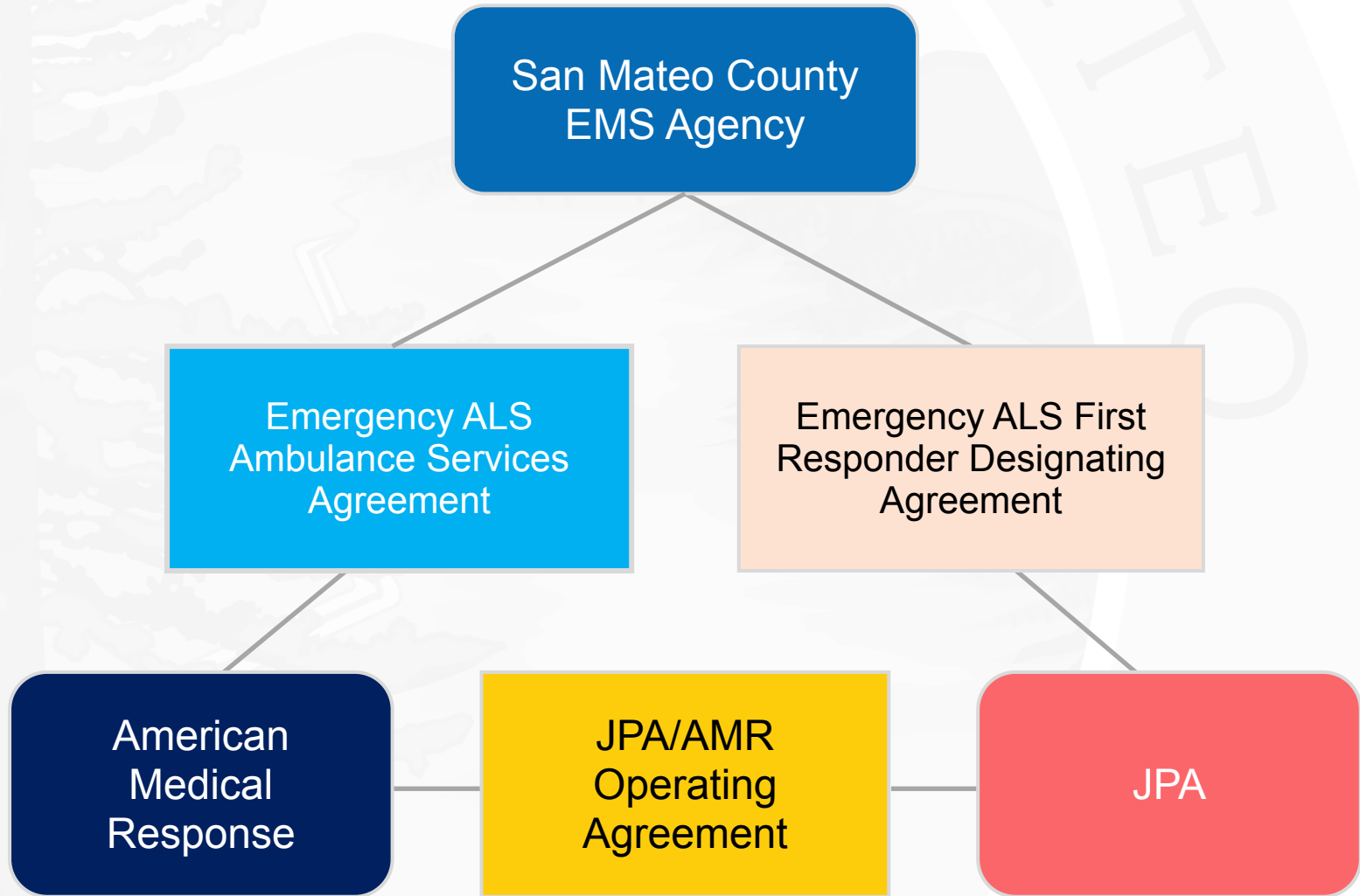
Where emergency care begins...



The EMS System of Care



Prehospital EMS System Structure



Prehospital EMS System Structure and Resources



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EMS System Structure and Resources



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- The City of South San Francisco has a grandfathered EOA and provides ambulance services via its fire department.
- Within the County EOA, paramedics on fire companies have responded, in addition to those on AMR's ambulances, to 9-1-1 emergency medical calls since 1999.
- The system is a public/ private partnership between AMR and the fire service, promulgated and overseen by the County EMS Agency. The system benefits patients with timely and high-quality paramedic services and strong integration and collaboration between the fire service and ambulance transport provider.
- A single dispatch center (PSC) performs all Emergency Medical Dispatch (EMD) services, dispatching the closest fire apparatus and an ambulance to every medical incident Countywide.
- Professional emergency care begins with emergency medical dispatchers gathering information and providing callers with pre-approved instruction in accordance with the Medical Priority Dispatch System (MPDS).
- By design, fire department paramedics and EMTs typically arrive on scene first and perform initial assessment and treatment.
- Ambulance paramedics and EMTs assume care and transport the patient to the appropriate facility. Fire department paramedics assist when necessary.
- PSC, the FIRE EMS JPA and AMR adhere to the medical direction and standards provided and overseen by the County EMS Agency.
- The County's EMS system is highly collaborative, and its success has served as a model which has been emulated in many other areas of the State.

JPA Paramedic First Responder Services Support

- Fire JPA First Responder Fees - \$5,576,931 (FY23-24), a YOY increase of \$280,700.
- Four (4) fully equipped ALS emergency quick response/ command vehicles for JPA Supervisors, including maintenance
- Durable and disposable medical equipment and supplies for fire ALS first response apparatus:
 - LIFEPAK-15 cardiac monitor/ defibrillators, and maintenance
 - Video guided airway devices
 - Medications (including rotation to prevent expiration)
 - Electronic health record system and computers/ tablets (data support)
- State-of-the-art software for clinical and operational performance monitoring and quality improvement
- Field-based clinical specialist support



Coastside EMS Call Volume and Response Times



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Response and Transport Volume – 2022

Urban/Suburban			
Code	JPA ALS First Responder Responses	AMR ALS Emergency Ambulance Responses	AMR ALS Emergency Ambulance Transports
3	1,426	1,517	936
2	452	482	284
Rural			
Code	JPA ALS First Responder Responses	AMR ALS Emergency Ambulance	AMR ALS Emergency Ambulance Transports
3	221	211	97
2	32	42	14
Remote			
Code	JPA ALS First Responder Responses	AMR ALS Emergency Ambulance	AMR ALS Emergency Ambulance Transports
3	357	330	154
2	62	100	48
Total	2,550	2,682	1,533



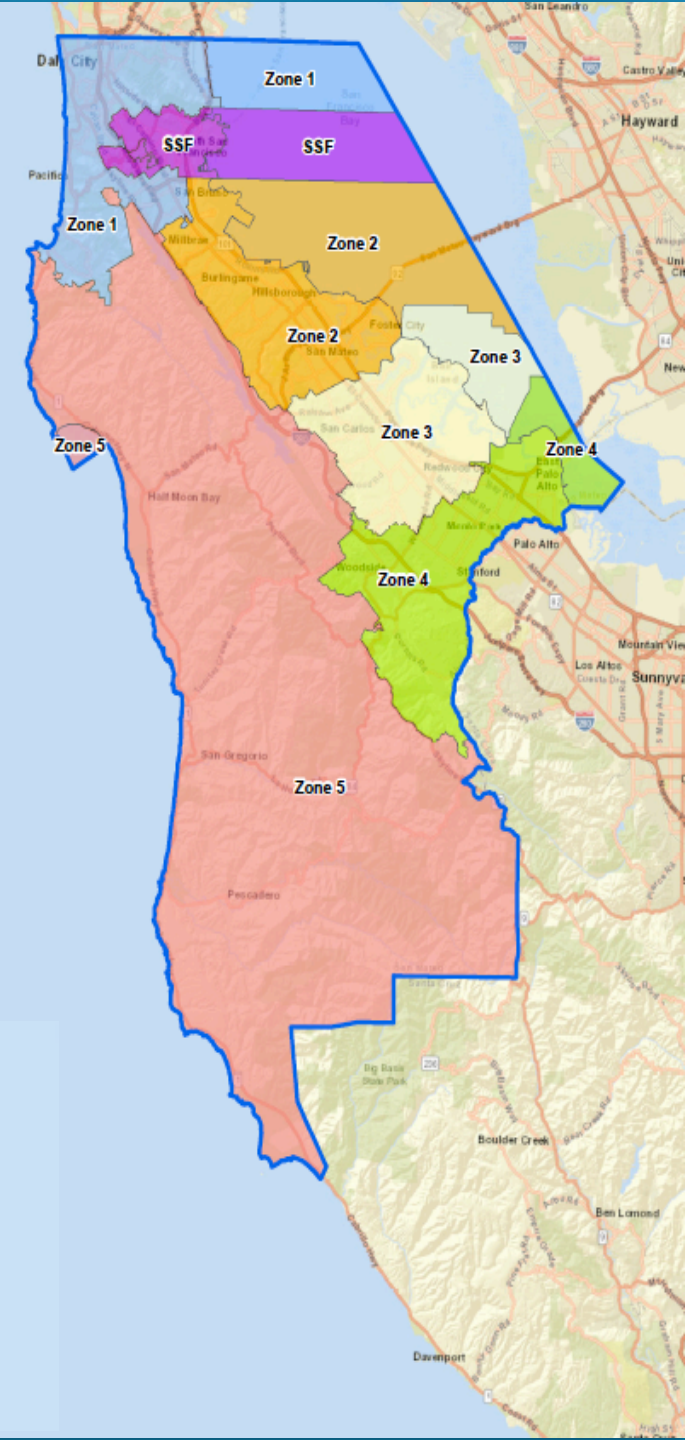
Response Time Requirements

Urban/Suburban – Response to 90 % of calls each month shall be compliant		
Code	JPA ALS First Responder	AMR ALS Emergency Ambulance
3	6:59 minutes	12:59 minutes
2	14:59 minutes	22:59 minutes
Rural – Response to 90 % of calls each month shall be compliant		
Code	JPA ALS First Responder	AMR ALS Emergency Ambulance
3	11:59 minutes	19:59 minutes
2	24:59 minutes	59:59 minutes
Remote – Response to 90 % of calls each month shall be compliant		
Code	JPA ALS First Responder	AMR ALS Emergency Ambulance
3	21:59 minutes	39:59 minutes
2	29:59 minutes	59:59 minutes



Coastside EMS Response Time Performance

Zone 5	JPA	AMR
July 2022	92.77%	92.96%
August 2022	94.09%	93.93%
September 2022	88.02%	88.84%
October 2022	95.41%	90.43%
November 2022	95.69%	95.02%
December 2022	90.16%	93.49%
January 2023	91.74%	92.08%
February 2023	93.94%	92.13%
March 2023	88.94%	93.55%
April 2023	94.33%	93.72%
May 2023		
June 2023		



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THANK YOU