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**UPDATE ON CONTRA COSTA COUNTY
EMERGENCY MEDICAL SERVICES (EMS) MODERNIZATION STUDY**

September 20, 2013

Dear Contra Costa County EMS Stakeholder:

Over the last six months, the County of Contra Costa has been conducting an EMS modernization study with EMS Industry consultants Fitch and Associates. In April 2013 you were invited to participate in this important process. Since then many of you have engaged in stakeholder interviews, public meetings and conference calls providing important input and recommendations for innovative solutions that will lead to a sustainable and robust EMS and medical transportation service-delivery system.

As we reported to you in April, the study has two overriding objectives:

1. Identify and recommend actions and decisions based on the benefits to the patients and the community, and,
2. Define roles and healthcare delivery services based on value – cost versus benefit.

The stakeholder consultation portion of the study is coming to a close and we are once again reaching out to make a final request for stakeholder input. We encourage you to:

- Review the EMS Study Status Reports and other related material posted on the Contra Costa EMS website. The informational website (cut and paste the link into your browser) can be found at: <http://cchealth.org/ems/system-review.php>
- Share your concerns and recommendations by sending your input by email directly to the Fitch & Associates' consultants at CCCEMS@fitchassoc.com

We would like to thank all EMS stakeholders who have met with the consultants, participated in public meetings and shared their concerns and recommendations as part of this collaborative process. We encourage all parties to continue to stay engaged in the process and provide feedback and recommendations along the way.

Regards,

Pat Frost, RN, MS, PNP
Director, Emergency Medical Services

Richard Keller, Founding Partner
Fitch & Associates, LLC



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Contra Costa EMS Study Stakeholder Participation List to Date

Contra Costa Fire Protection District	San Ramon Fire Protection District
City of Pinole	East Contra Costa Fire District
Contra Costa Public and Mental Health	Emergency Medical Care Committee
LAFCO	Rodeo Hercules Fire District
Contra Costa Health Services	Alameda and Contra Costa Medical Association
Contra Costa Non-Emergency Ambulance Providers	Doctor's Medical Center of San Pablo
American Medical Response	John Muir Health and Medical Center (s)
Individual Board of Supervisors and Staff	Richmond Fire Department
San Ramon Regional Medical Center	Pinole Fire Municipal Fire Department
Contra Costa Regional Medical Center	Contra Costa Health Plan
Kaiser Health and Medical Center (s)	California Emergency Physician Group
Council on Aging, HICAP and Citizen Advocates	Moraga Orinda Fire District
Contra Costa EMS Administration	Sutter Delta Medical Center
Bay Area Hospital Council	City of Clayton
El Cerrito Fire Municipal Fire Department	IAFF Local 1230
City of Orinda	Contra Costa Fire New Fire Chief
United EMS Workers Local 4911	Sheriffs Communications Center
West County Health District	Richmond Communications Center
Contra Costa Health Services Administration	Contra Costa Mental Health Services
Contra Costa Public Health	Kaiser Continuum Administration
Contra Costa Office of Emergency Services (OES)	





The following timeline is a summary of EMS System Study project milestones to date

Date	EMS System Study Project Milestones
12/11/12	Board Order passed for EMS System Study
2/12/13	Consultant Contract and Scope of Work approved by BOS
4/23/13	EMS System Stakeholder participation invitations issued
5/22/13	1 st Round Consultant and EMS System Stakeholder Interview
6/17/13 to 6/24/13	2 nd Round Consultant and EMS System Stakeholder Interview
6/19/13	Consultant Project Review Update with Emergency Medical Care Committee (EMCC)
7/29/13 to 8/2/13	3rd Round Consultant-EMS Stakeholder Interviews
8/11/13	EMS System Project Status Report to Public Protection Committee
9/9/13	3 rd EMS System Project Status Report to Public Protection Committee
9/9/13-9/11/13	4th Round Fitch EMS System Stakeholder Interviews
9/11/13	EMS System Project Status Update to EMCC
9/11/13-10/1/13	Completion of EMS System Stakeholder Interview and Input Process
10/9/13	1 st EMS System Project Status Report to LAFCO
Oct 2013	Consultant Preparation of Written Preliminary EMS Modernization Project Study Report
Late Oct -Dec 2013	Board of Supervisor and key stakeholder review of preliminary Study report
Jan-Feb 2014	Projected Final Report and recommendations to Board of Supervisors

Internally, the EMS Agency continues to work on several related, but separate, activities that will support the study as well as begin to prepare for the future ambulance RFP process including:

- Review of internal technology, software and data systems used in EMS System oversight
- Report on ambulance ordinance review process to EMCC
- Review of updated draft ambulance ordinance with County Counsel
- Ambulance Ordinance internal partner and EMCC review
- Ambulance Ordinance external partner review and Board Hearing
- Preparation of 2011-2012 Annual EMS System Report

