



**EMS System Review  
County of Ventura**

**Initial Document and Data Request  
January 30, 2019**

**\*Note – all requests should be for three (3) year period unless otherwise specified**

<b>Category</b>	<b>Requested Documents</b>	<b>N/A</b>	<b>Fulfilled</b>	<b>Comments</b>
A. Plans/Annual Reports	1 2018 Annual Report (or draft) 2 2018 EMS Plan (or draft)			
B. EMS Agency Organization and Staffing	1 VCEMS organization chart 2 VCEMS staff list with areas of responsibility			
C. EMS Agency QA/QI Program	1 Individual provider QA/QI plans 2 VCEMS system-wide QA/QI plan			
D. Prehospital Education and Training	1 List and descriptions of current VCEMS-sponsored EMS education programs 2 List of VCEMS-approved approved agency-level training programs 3 VCEMS policies and procedures regarding EMS education and training			
E. County Budget & Revenue	1 Annual VCEMS budget 2 Ventura County EMS and/or dispatch-related budget expenditures 3 VCEMS schedule of approved charges 4 VCEMS revenues derived from providers, by the following categories: -Franchise fees/annual contract fees -Fines/penalties -QA/QI or other similar program fees -Other fees			

<p>F. Ground EMS Documents</p>	<p>1 VCEMS contract with each ground EOA provider (including any amendments)  2 VCEMS contracts with each first response agency (ALS and/or BLS)  3 All contracts between ground EOA providers and first response agencies  4 Any current mutual aid agreements to which any ground EOA providers are a party</p>			
<p>G. Ground EOA Contractor Performance Documents</p> <p>(all data should be monthly)</p>	<p>1 Ground ambulance response data by category:  - Emergency/911 calls (by dispatch level)  -Interfacility transports  -Non-emergency transports  -Specialty/critical care transports (SCT/CCT)  2 Transport data by above categories  3 Call declination data (all calls for which contractor was unable to respond and utilized mutual aid, by above categories)  4 Contractor self-dispatch data (all emergency response requests received directly by EOA contractors)  5 Service mix (level-of-service transport data by HCPCS code for each EOA provider)  6 Emergency response time compliance data (including response time performance by month, deviations from required standards and financial penalties assessed by month)  7 Response time data for:  -Interfacility transports  -CCTs/SCTs  -Non-emergency transports  8 Average transport distance (contractor data of average loaded mileage per transport for HCPCS code A0425. If possible, include overall average loaded mileage-per-transport, and average</p>			

	<p>loaded mileage-per-transport for each level of service – A0428, A0429, A0427, etc.)</p> <p>9 Average total call time (contractor and/or dispatch center data measuring average interval of time responded through time available, both overall and for each level of service, if available)</p> <p>10 Ambulance Patient Offload Times (APOT) data</p> <p>11 Transports originating at healthcare facilities (total number and percentage of total transport volume)</p> <p>12 VCEMS policies and procedures regarding fines and penalties</p> <p>13 Identification of fines and penalties imposed</p> <p>14 Any current listing of paratransit providers serving the County and services provided</p> <p>15 Policies and procedures regarding transport of 5150 patients (VCEMS and provider-level policies)</p> <p>16 Any county ordinances, laws or resolutions regarding EMS permits, operations, or other regulatory issues</p>			
<p>H. Dispatch Documents and Data</p>	<p>1 List of all primary PSAPs answering 911 calls for areas within Ventura County (even if PSAP is outside of County)</p> <p>2 List of all secondary EMS PSAPs (ambulance and/or first response dispatch, including function(s) performed and agencies dispatched by each)</p> <p>3 Description of EMD protocols utilized by each PSAP (including copies if non-commercial, or any local modifications to commercial EMD protocols)</p> <p>4 Identification and description of individual EOA contractor dispatch centers</p>			

	<p>5 Any contracts regarding dispatch between municipal entities and/or County/Fire for dispatch or PSAP operations within Ventura County</p> <p>6 Emergency dispatch data – contractor (all 911 dispatches of EOA provider by response determinant)</p> <p>7 VCEMS and provider policies on red lights and siren responses</p>			
I. Clinical Documents	<p>1 Current ground EMS clinical protocols</p> <p>2 Applicable transport destination protocols (trauma, STEMI, stroke, peds, etc.)</p>			
J. EMS Resource Inventory Documentation and Data	<p>1 By contractor, total number of contractor transport-capable ambulances dedicated to in-county utilization</p> <p>2 By contractor, total number of contractor transport-capable ambulances dedicated exclusively to 911 response</p> <p>3 Identification of all contractor station and substation locations (including # of ambulances garaged at each location and staffing at each)</p> <p>4 Total number of contractor transport-capable ambulances stationed out-of-county that are utilized for in-county 911 response</p> <p>5 Each EOA contractor’s staffing plan and/or staffing schedules</p> <p>6 VCEMS ambulance staffing policies</p>			<p>No. of ambulances in fleet and avg number of ambulances on duty at noon</p> <p>We do not have the rest</p>
K. Hospital Resource Inventory Documentation and Data	<p>1 Total number of hospital-based EDs in county (including number of facilities and estimated ED bed capacity)</p> <p>2 Total number of out-of-county based hospital EDs that regularly serve in-county patients</p>			

	<p>(including number of facilities and estimated ED bed capacity)</p> <p>3 Designated specialty hospitals serving the county (trauma, PEDS, STEMI, stroke, etc.; include LEMSA-designated facilities as well as “verified” facilities)</p> <p>4 Non-designated specialty care facilities serving the county (behavioral health, etc.)</p>			
<p>L. Contractor Revenue Cycle Data</p> <p>(Provide for each EOA provider), for previous five (5) years</p>	<p>1 Total billable transports by level of service (i.e., by HCPCS code)</p> <p>2 Chargemaster or contractor list of retail charges, by level of service</p> <p>3 Identification of payor contracts to which contractor is a party (including payor and rates, by level of service)</p> <p>4 Contractor financial hardship policy and forms</p> <p>5 Contractor write-offs (including hardship, bad debt, etc.)</p> <p>6 A/R aging report by payor</p> <p>7 Payor mix (contractor revenues by payor, by the following categories:  - Medicare (including fee-for-service and Medicare Advantage)  - MediCal (FFS and managed care)  - Commercial (including all non-government FFS and managed care payors)  - Self-Pay</p> <p>8 Net collection percentage (total and by payer, after refunds and contractual allowances)</p> <p>9 Average revenue per transport (total and by level of service)</p>			

M. Contractor Financial Data	1 Provider financial reports (audited, reviewed, or compiled, as applicable) for previous 5 years			
N. Special Programs (health care and HIE programs)	1 Identification and available documentation of special health care programs (i.e. community paramedicine, Nalaxone administration, stop the bleed, PulsePoint, community CPR and public access defibrillation, etc.) 2 Any health information exchange (HIE) programs operating in Ventura County 3 Special Procedures implemented to enhance efficiency i.e., Emergent Large Vessel Occlusion (ELVO) alerts, critical incident stress management, tec.) 4 Identification of existing community paramedicine programs (pilot or ongoing) 5 Curriculum/training models for community paramedics			
O. First Responders	1 List of fire departments providing first response by level(s) of service provided 2 Available first response-specific cost data 3 Identification of funding sources for first response services (i.e., city budget, first response fees from transport providers, patient charges) 4 Total number of responses by first response agency, by level of service 5 First response time data 6 First response staffing policies			
P. System Status/Move-up Plan	1 Most current system status/move-up plan 2 Individual provider deployment plans			
Q. Communications	1 Identification of all communication systems in use (radio, redundant communications, etc.) 2 Inventory of communication assets			

	3 Non-emergency and IFT communications structure			
S. Critical Care Transports	1 List of providers approved to provide CCTs 2 Applicable CCT regulations, policies and procedures			
T. Stakeholders	1 List of stakeholders recommended for interviews/focused stakeholder meetings (include names, titles, agency affiliation and contact information)			