



EMERGENCY MEDICAL
SERVICES PROGRAM

County of Santa Cruz

HEALTH SERVICES AGENCY

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EMERGENCY MEDICAL CARE COMMISSION MEETING

<u>DATE:</u>	May 15, 2023
<u>and</u>	
<u>TIME:</u>	9:00 AM
	In Person: Central Fire, 930 17th Ave, Santa Cruz
	Online: Zoom
	https://zoom.us/j/7858498758?pwd=QWZTbUJoWkxscjBoNUxVaGJUcXE5dz09
	Meeting ID: 785 849 8758 Passcode: 532303

REVISED AGENDA

ITEM:

1. Call to Order/Establish Quorum.
2. Review/Correct Agenda.
3. Approval of Minutes from March 20, 2022.
4. Written Correspondence Listing-
 - a. The Written Correspondence Listing is established to act as a report of materials received by the Commission as a whole but may also include items requested for inclusion by individual Commissioners. Upon completion of any actions deemed necessary (i.e., acknowledgment, referral, etc.), these items are included in the Written Correspondence Listing. While these items are not part of the official record of meetings of the Emergency Medical Care Commission, they will be maintained by the Santa Cruz County Emergency Medical Services Agency for a period of two years.
5. Oral Communications - Oral Communications for items not on the agenda will be presented for discussion purposes only and may be brought to the Commission by Commissioners or members of the public.

6. Behavioral Health/Pediatrics Update, James Russell.
7. Administration of Oaths of Office by the COB for new and existing EMCC Commissioners.
8. Radio Communications RFP Update, Chris Clark.
9. Welcome Jeremy Boston to EMCC – approved at the April 25 BOS meeting.
10. Rich Rubin & Michael McGannon Resignation from EMCC – positions posted on County Commissions webpage.
11. Election/Vote for Jason Nee to be EMCC Co-Chair.
 - a. Recognize Celia Barry as official Co-Chair with Jason Nee.
12. EMCC Meeting Cadence – Bi-monthly (same schedule as PAC/QIC/HEMS) or Quarterly?
 - a. Online changing to Teams.
13. EMS Week Discussion (May 21-27).
14. Program Updates
 - a. COVID-19 Update, Dr. David Ghilarducci.
The Commission will receive updates about the COVID-19 pandemic. Impact to the hospitals Information link:
<https://www.santacruzhealth.org/HSAHome/HSADivisions/PublicHealth/CommunicableDiseaseControl/CoronavirusHome.aspx>
 - b. Prehospital Advisory Committee, Dr. David Ghilarducci
The Emergency Medical Services Medical Director will provide an update of actions taken by the Prehospital Advisory Committee.
 - c. EMS Administrator Report, Greg Benson.
The Administrator will report on issues of interest, challenges, progress, concerns for the Commission to consider for action, if necessary.
 - d. ET3 and Innovator Report, Brad Cramer.
The Commission will receive an update from AMR about the ET3 program.
The Commission will receive an update about the work of the EMS Innovator.
 - e. Behavioral Health Update, Marc Yellin.
The Commission will hear updates on pediatric and adult Behavioral Health challenges.
15. Proposed Agenda Items for next EMCC meeting on June 12, 2023.
16. Adjournment

Commissioner attendance requested:

Kent Benedict, MD
Marc Yellin, MD
Arnold Leff, MD
Jeremy Boston

Marcus Kwan, MD
Jason Nee, EMSIA
Chris Clark, S.O.

Eric Conrad, RN
Celia Barry
Robert Schambach

MINUTES – March 20, 2023, 9:00am – 10:50am**EMERGENCY MEDICAL CARE COMMISSION****ITEM:**

1. Call to Order at 9:00am and a Quorum was established.
2. Review/Correct Agenda – All OK.
3. Minutes for February 13, 2022 – Item 6 Commissioners are concerned that proposed radio system appears to be inadequate and are seeking more information regarding the RFP. Would like Tammie Weigl to present again on status of RFP.
Flood Response After Action Report to be on next month's agenda.
Minutes approved by Commission Nee making the motion and Commission McGannon seconded, vote agreed.
4. Written Correspondence – None.
5. Oral Communications –
 - a. County employee Laurel Gazza discussed Brown Act Agendas and how the EMCC will be moving to agenda packets which include presentations and documents that will be included with the agenda. Suggested Agenda Planning Meetings with EMCC for the following month's agenda items. AB2449 states Commissioners must attend in person to vote and establish quorum.
 - b. Dr. Ghilarducci brought up meeting cadence suggesting monthly may be too much. Laurel said a lot of public meetings are held quarterly. Will add to the April agenda.
 - c. Greg Benson would like to add Field Care and AMR Commissioner nominations to the April Agenda.
 - d. Need another co-chair to replace Dan Quinto. Commissioner Nee volunteered, Commissioner Schambach made the motion, Commissioner Benedict seconded, vote agreed.
 - e. EMS Week is May 21-27. Add to the April agenda.
6. Pediatric Behavioral Health Crisis Stabilization Program – Tiffany Cantrell-Warren, Director County Behavioral Health and James Russell, Director Access and Crisis Services. CSP is phasing out youth effective 3/27/23. There is a hail-Mary meeting next week to keep CSP open to youth through June. Depends on staffing/patient ratios. Long term fix is new facility by the Sheriff's office, however, will not be completed until end of 2024. See the attached presentation. Would like an update at the next EMCC meeting – will add to the April Agenda.
7. Stroke Care Information, Carly Newbold, Dominican Hospital – Please see the attached presentation.
8. Program Updates
 - a. Covid and Flu Updates and Prehospital Advisory Committee, Dr. Ghilarducci – Cases are stable. April 3 will see mask requirements

- lifted. ImageTrend 3.5 scheduled for October 1. Training for all staff will be done and testing is currently being done on the Central Coast only. Ketamine use as an analgesic alternative will be added this summer. Critical care transport paramedic for the County, Dr. Ghilarducci and Greg to talk more about this. Hazel Hawkins update 8 parties possibly interested in purchasing the hospital. If it closes, that will add 12 miles to transport patients and will need 2 additional ambulances. 25 hospitals are in the same position as Hazel Hawkins due to staffing and medi-cal payments. Hazel Hawkins does not qualify for emergency help and the help would just be temporary.
- b. EMS Administrator Report, Greg Benson – AMR's numbers & compliance caught up through 2022. On schedule for 2023. Storm challenges with EOC communication that went out telling everyone to stay home unless absolutely necessary made for huge staffing issues for the hospitals and AMR. There was no Hwy 1 road closure information sent out prior to closing Hwy 1 in South County. The National Guard pre-positioned a Blackhawk helicopter in Monterey County in case Hwy 17 closed.
 - c. ET3 and Innovator Report – No report.
 9. Radio Communications Concerns Discussion – Current upgrades to communication system did help LEO but not much help to ambulances. No clear solution study done, need more input. Projected options can't handle system, trunk system limited in emergencies, number of available options presented were not helpful, need more repeater sites. Fire has concerns about how the County is handling this. Would like to see the RFP presented to the EMCC.
 10. Proposed Agenda Items for next EMCC meeting on April 17, 2023 –
 - a. Nominations to replace Dan Quinto, Greg Benson and Rich Rubin.
 - b. Radio Communications talking points for BOS representatives.
 - c. Flood Response After Action Report.
 - d. EMCC Meeting Cadence – bi-monthly or quarterly.
 - e. EMS Week Discussion.
 - f. Pediatric Behavioral Health Crisis Stabilization Program Update.
 11. Adjournment: Motion made by Commissioner Rubin and seconded by Commissioner Yellin to adjourn at 10:50am.

Commissioners in attendance:

Dr. Marc Yellin

Jason Nee, EMSIA

Dr. Arnold Leff, MD

Robert Schambach

Dr. Kent Benedict, MD

Dr. Marcus Kwan, MD

Dr. Michael McGannon, MD

Celia Barry

Rich Rubin

Commissioners Excused:

Chris Clark
Eric Conrad
Dr. Arnold Leff

Guests:

Brad Cramer
Scott Vahradian
Jennifer McGuire

Michael Baulch, RN,
Carly Newbold
Adam (??)

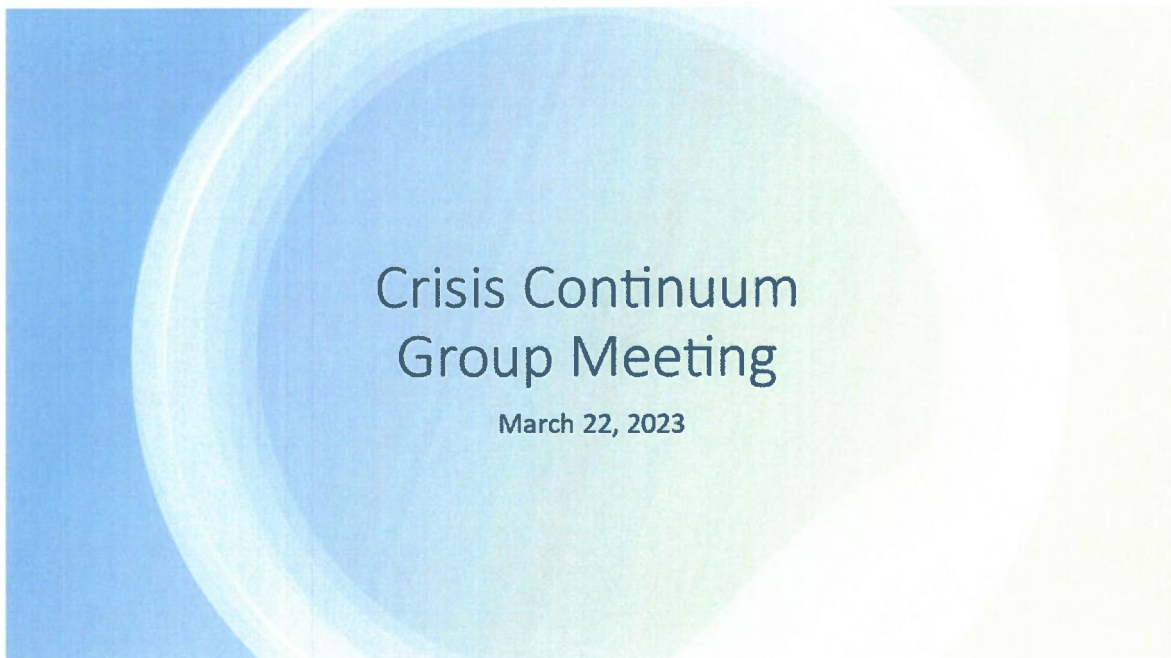
Paul Angelo, RN
Becky Shoemaker

County Staff:

Dr. David Ghilarducci, MD
Greg Benson
Claudia Garza
Shelley Huxtable
Laurel Gazza
Tiffany Cantrell-Warren
James Russell

Agenda Item 6

Pediatrics Behavioral Health Update James Russell



Goals for Today

Introduce New Group Members and Welcome Guests

SitRep on Youth Crisis Response

Ongoing Efforts and Future Activities

Critical Issues – CSP and Youth

CSP was phasing out youth as of March 27, now extending to June 30

History of youth receiving

Challenges with site and staffing ratio

This is expected to impact number of adult diversions going to the ED

Interim Youth CSP Receiving Center Fall 2023 – December 2024

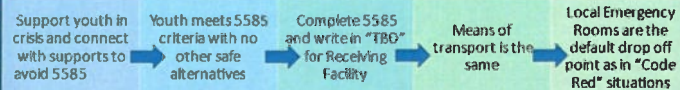
In discussions with Watsonville Community Hospital for space

RFP in development, to contract for interim service provider or temporary/interim Youth CSP

Exploring Youth CSU option in Santa Clara County, would require non-911 transportation options

5585 Workflow for Diversion of Youth

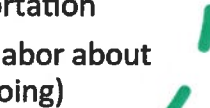
Workflow for 5585 Writers:



Once at Emergency Room Youth will be re-evaluated via contracted Telepsyche or MERT staff or arrangements will be made for in-patient placement

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Next Steps

- Next Steps to be led by County:
 - Draft and Send notice to Law Enforcement and 911 about options (MERT/Y, MHL, others) and how to utilize them after June 30
 - Draft and Send Communication / Outreach to Youth providers, IBHAC, to youth, and to families about how to access MERT/Y
 - Research out-of-county placement at Santa Clara County CSU; and non -911 transportation
 - Continue County discussions with labor about expanding hours of MERT/Y (on -going)
- 
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Questions & Discussion

Glossary

- County BH – County Behavioral Health
- SO – Sheriff's Office
- CSP – Crisis Stabilization Program, maximum census is 12, allows persons to be held for evaluation for under 24 hours, currently operated by Telecare
- PHF – Psychiatric Health Facility, locked in -patient 16-bed unit, standalone from hospital, currently operated by Telecare
- BOS – County Board of Supervisors

From: James Russell

Sent: Friday, March 24, 2023 8:04 PM

Subject: Santa Cruz County Crisis Continuum Group follow up information and slides from 3/22/23 meeting

Dear Partners,

As discussed in the Crisis Continuum Group on 3/22/23, Telecare has agreed to extend the period they will continue accepting youth at the Santa Cruz CSP site through June 30, 2023. During this time, youth and adults will continue to be accepted based on bed and staffing availability. If the CSP is Code Red for either adults or youth, current practices will continue with diversion to the local emergency department. With regards to youth placed on a 5585 hold, please note that until June 30, 2023, there will be no change in the designated receiving center, you will continue to write in "Santa Cruz County Behavioral Health Unit 2250 Soquel Ave., Santa Cruz."

County Behavioral Health (BH) acknowledges the difficulty this decision poses for the Telecare team as they were planning to focus their efforts and logistics solely on adults. We also want to acknowledge the improvements that Telecare, in cooperation with all our partners, has made in their service provision. As a result of that dedication to improvement, the CSP percentage of hours on code red has decreased from 91% to 67% (for youth) and from 47% to 11% (for adults).

As a community, we will continue to make every effort to find alternatives to placing a youth on a 5585 hold where safe alternatives exist. For youth in the community experiencing a behavioral health crisis, and who can be safely transported by Parents/Guardian/Caregivers, County BH Children's ACCESS offers walk in crisis support at both our Santa Cruz and Watsonville clinics during business hours from 8:30 AM to 4:30 PM Monday through Friday. MERTY will provide crisis de-escalation, assessment, and safety planning at secure locations in the community (schools, program sites, etc.) as well as back up to Children's ACCESS Team.

County BH recognizes the strain on all our community partners providing services and especially the youth and their families who experience behavioral health crises during these changes. In addressing services related to youth in crisis and placed on 5585 holds, County BH is taking the following steps to mitigate the impact.

Immediate:

1. MERTY staff will respond to emergency departments to evaluate to see if patient can engage in safety planning with caregivers to lift the hold.
2. County BH is seeking to contract with a Santa Clara based CSP to have priority placement from our emergency departments, dependent on bed space. This would continue to necessitate a non-EMS ambulance service to transport.

Intermediate:

1. County BH is in negotiations with Watsonville Community Hospital to open a temporary CSP for youth in the Fall of 2023. This will be a four-chair receiving center.
2. County BH is in negotiations with a contract provider to provide CSP services for youth in the above space.

Long-term:

1. The County of Santa Cruz is in escrow to purchase the remaining buildings at 5300 Soquel Ave., Santa Cruz. Planning has begun on the construction of a new Youth CSP and Crisis Residential Program at the location.
2. The projected date of the program opening is the end of 2024/early 2025.
3. The addition of this facility will mean 8 beds dedicated as a Youth CSP and an additional 16 beds dedicated for a Youth Crisis Residential facility.

We will continue to provide regular updates as changes and improvements are made in the provision of services related to the youth receiving center needs. If you have any additional questions, concerns, or suggestions, please direct them to james.russell@santacruzcounty.us

Thank you,

Tiffany Cantrell-Warren,
County Behavioral Health Director

And

James Russell
Crisis and Access Director
Health Services Agency, Behavioral Health Division
Santa Cruz County



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Agenda Item 8

Radio Communication RFP Update Chris Clark

A brief overview of the County NextGen radio project, and where the project currently sits.

Agenda Item 9

**Welcome Jeremy Boston, newest
EMCC Commissioner.**



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Board of Supervisors: Administration

(831) 454-2200

**Subject: At-Large Appointment to the Emergency Medical Care
Commission (Representing Ambulance Services)**

Meeting Date: April 25, 2023

Recommended Action(s):

Approve appointment of Jeremy Boston to the Emergency Medical Care Commission, as the at-large representative of Ambulance Services, in accordance with County Code Section 2.52.030.

Executive Summary

Approve appointment to fill an at-large Ambulance Services representative position for the Emergency Medical Care Commission.

Background

Attached is a letter from Michael Esslinger, Regional Director of AMR Santa Cruz County, recommending the appointment of Jeremy Boston to the Emergency Medical Care Commission as the at-large representative of Ambulance Services. Therefore, in accordance with County Code Section 2.52.030, I recommend the appointment of Jeremy Boston to the Emergency Medical Care Commission for a term to expire April 1, 2027.

Submitted by:

Zach Friend, Chair, Board of Supervisors

Attachments:

- a Letter of AMR Santa Cruz County - Jeremy Boston

APPOINTED

4/25/23



Date: March 8, 2023

To: Gregory Benson | Emergency Medical Services Director
Santa Cruz County Health Services Agency
1800 Green Hills Rd.
Scotts Valley, CA 95066

Re: Emergency Medical Care Committee Appointment

Dear Mr. Benson:

On behalf of American Medical Response, I would like to provide our formal recommendations for member appointments to the Santa Cruz County Emergency Medical Care Committee.

We would like to provide our recommendation and endorsement of Jeremy Boston, Operations Manager for American Medical Response as the 911 EOA Ambulance Provider Representative. Jeremy's foundation in EMS, paired with a vast exposure to numerous branches of healthcare disciplines give him a unique advantage to represent our organization. Please give Jeremy your consideration for this opportunity and our endorsement. I am confident he will be a great asset and utilize the knowledge gained to benefit those he serves in the EMS community.

I would like to be appointed as Jeremy's back-up representative to the EMCC Committee. I feel I will be able to serve in his absence and continue to contribute to this important committee. I sincerely appreciate the opportunity.

If you have any issues or require further elaboration, I can be reached via phone at (831) 718-9561 or at my email address, Michael.Esslinger@amr.net. Thank you.

Respectfully submitted,

A handwritten signature in black ink, reading 'Michael Esslinger', is written over the typed name.

Michael Esslinger

Regional Director of Operations
Monterey, Santa Cruz and San Benito Counties
(831) 718-9561
Michael.Esslinger@amr.net

Agenda Item 12

EMS Week, May 21-27.

This year's theme is *EMS: Where Emergency Care Begins.*

EMS Week celebrates EMS first responders and the important work they do in our nation's communities. National Emergency Medical Services Week brings together local communities and medical personnel to honor the dedication of those who provide the day-to-day lifesaving services of medicine's frontline.