EMERGENCY MEDICAL SERVICES AUTHORITY

11120 INTERNATIONAL DR., SUITE 200 RANCHO CORDOVA, CA 95670 (916) 322-4336 FAX (916) 324-2875

January 7, 2025



Tammi McConnell, EMS Director Orange County Emergency Medical Services Agency 405 West Fifth St., Suite 301A Santa Ana, CA 92701

Dear Tammi McConnell,

This letter is in response to Orange County Emergency Medical Service (EMS) Agency's 2019, 2020-2023, and 2024 EMS, Trauma, St-Elevation Myocardial Infarction (STEMI), Stroke, and Quality Improvement (QI) plan submissions to Emergency Medical Service Authority (EMSA).

EMSA has reviewed the EMS plan based on compliance with statutes, regulations, and case law. It has been determined that the plan meets all EMS system components identified in Health and Safety Code (HSC) § 1797.103 and is <u>approved</u> for implementation pursuant to HSC § 1797.105(b). Based on the transportation documentation provided, please find the enclosed EMS area/subarea status, compiled by EMSA.

EMSA has also reviewed the Trauma, STEMI, Stroke, and QI plans based on compliance with Chapters 7, 7.1, 7.2, and 12 of the California Code of Regulations, Title 22, Division 9, and has been <u>approved</u> for implementation.

Per HSC § 1797.254, local EMS agencies must annually submit EMS plans to EMSA. Orange County EMS Agency will only be considered current if an EMS plan is submitted each year.

Your 2025 EMS plan will be due on or before January 7, 2026. Concurrently with the EMS plan, please submit an annual Trauma, STEMI, Stroke, and QI plan.

If you have any questions regarding the EMS plan review, please contact Roxanna Delao, EMS Plans Coordinator, at (916) 903-3260 or roxanna.delao@emsa.ca.gov.

Sincerely,

Tom McGinnis, MHA, EMT-P

Tom McGinnis

Chief, EMS Quality and Planning Division

Enclosure:

AW: rd

EMERGENCY MEDICAL SERVICES AUTHORITY

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Orange County 2019- 2024 EMS Areas and Subareas	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Ambulance Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All CCT Ambulance Services	BLS non-emergency	Standby Service with Transport Authorization
Area and Subarea Name		EXC	CLUSIVITY		TYPE				l	LEVEL			
Region A		Χ	Competitive	Χ				Χ					
Region B		Χ	Competitive	Χ				Χ					
Region C		Χ	Competitive	Χ				Χ					
Region D		Χ	Competitive	Χ				Χ					
Region E		Χ	Competitive	Χ				Χ					
1- Anaheim	Χ												
2 -Brea		Χ	Non- Competitive	Χ				Χ					
3 - Buena Park	Χ												
4 - Costa Mesa	Χ												
6 - Fountain Valley	Χ												
7 - Fullerton	Χ												
8 - Garden Grove	Χ												
9 - Huntington Beach	Χ												
11 - Laguna Beach	Χ												
12 - La Habra	Χ												
15 - Newport Beach	Χ												
16 - Orange	Χ												
18 - San Clemente	Χ												
20 - Santa Ana	Χ												
25 - Westminster	Χ												

County of Orange Health Care Agency EMERGENCY MEDICAL SERVICES

405 W. Fifth Street, Suite 301A Santa Ana, CA 92701



2024 Emergency Medical Services Plan

November 11, 2024 Amended

Reviewed and updated 2024 Contains Provider Data for CY 2024 Financial Data for FY 2022/23

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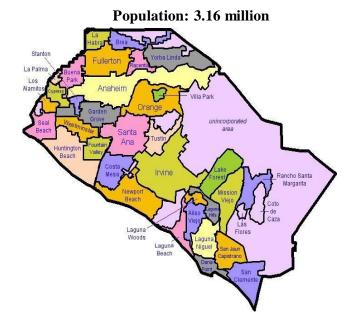
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2024 ORANGE COUNTY EMERGENCY MEDICAL SERVICES PLAN ANNUAL UPDATE

EXECUTIVE SUMMARY

California Health and Safety Code Section 1797.254, requires the Local Emergency Medical Services (EMS) Agency to submit an Emergency Medical Services Plan to the State EMS Authority (EMSA) and provide annual updates. The EMS Plan is a framework for the planning, implementation and evaluation of EMS in Orange County and addresses the local status of eight minimum standards, subsets and recommended goals of the EMS Authority, as well as anticipated future needs.

Orange County & EMS System Demographics



- 12 fire departments; 26 law agencies
- 1 Joint Forces Base
- 6 Medical Dispatch Centers
- 20 Ambulance Companies; >404 Ambulances
- 20 9-1-1 BLS Ambulance Zones
- >5.100 EMTs: 1.365 Paramedics
- 196 Mobile Intensive Care Nurses
- 24 emergency receiving centers
 - o 4 Trauma Centers
 - o 13 cardiovascular receiving centers
 - o 9 stroke-neurology receiving centers
 - o 2 comprehensive children's emergency
 - o 7 base hospitals
 - o 2 burn centers
 - o 13 labor & delivery
- 15 EMT Training Programs
- 3 Paramedic Training Programs

	ORANGE COUNTY 9-1-1 EMERGENCY RESPONSES FY									
2023-24	2023-24 2022-23 2021-22 2020-21 2019-20 2018-19 2017-18 2016-17 2015-16 2014-15 2013-14									
312,128	312,128 301,153 279,301 241,980 242,201 234,589 234,459 204,683 193,538 183,794 170,804									

This updated Orange County Emergency Medical Services (OCEMS) plan provides the required information on the status of our system and progress toward meeting objective goals and <u>includes</u> attestations & updates for 2024.

OCEMS continues our mission to plan, coordinate and oversee the highest quality prehospital and emergency medical care in response to individual needs and community crisis. Mutual cooperation, patient advocacy, advanced medical technology, electronic documentation and evidence-based data are major strengths. Despite financial challenges affecting all stakeholders, the county of Orange and system participants remain committed to the integrity, effectiveness and adherence to the EMS plan standards. The policies referenced within the plan are available on the OCEMS website.

Melmall Ra	Amended November 14, 2024
Tammi McConnell, RN, MSN	Date
Orange County EMS Director	

Table 1: Summary of System Status
A. SYSTEM ORGANIZATION AND MANAGEMENT

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Agency Ad	lministration:					
1.01 LEM	ISA Structure		X			
1.02 LEM	ISA Mission		X			
1.03 Publ	lic Input		X			
1.04 Med	ical Director		X	X		
Planning A	Activities:					
1.05 Syste	em Plan		X			
1.06 Ann	ual Plan Update		X			
1.07 Trau	ıma Planning*		X	X		
1.08 ALS	Planning*		X			
1.09 Inve	entory of Resources		X			
1.10 Spec	cial Populations		X	X		
1.11 Syste	em Participants		X	X		
Regulatory	Activities:					
1.12 Revi	ew & Monitoring		X			
1.13 Coor	rdination		X			
1.14 Polic Man	cy & Procedures ual		X			
1.15 Com	pliance w/Policies		X			
System Fin	nances:					
1.16 Fund	ding Mechanism		X			

Table 1: Summary of System Status
A. SYSTEM ORGANIZATION AND MANAGEMENT (continued)

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Medical Direction:					
1.17 Medical Direction*		X			
1.18 QA/QI		X	X		
1.19 Policies, Procedures, Protocols		X	X		
1.20 DNR Policy		X			
1.21 Determination of Death		X			
1.22 Reporting of Abuse		X			
1.23 Interfacility Transfer		X	X		
Enhanced Level: Advanced	Life Support				
1.24 ALS Systems		X	X		Completed August 2024
1.25 On-Line Medical Direction		X	X		
Enhanced Level: Trauma C	are System:			,	
1.26 Trauma System Plan		X			
Enhanced Level: Pediatric I	Emergency Medic	cal and Critica	l Care System:		
1.27 Pediatric System Plan	X		X		
Enhanced Level: Exclusive Operating A	Areas:			· '	
1.28 EOA Plan		X	X		

Table 1: Summary of System Status B. STAFFING/TRAINING

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Local	EMS Agency:					
2.01	Assessment of Needs		X			Completed August 2024
2.02	Approval of Training		X			
2.03	Personnel		X			
Dispa	tchers:					
2.04	Dispatch Training		X	X		
First	Responders (non-transporti	ng):				
2.05	First Responder Training		X	X		
2.06	Response		X			
2.07	Medical Control		X			
Trans	sporting Personnel:					
2.08	EMT-I Training		X	X		
Hosp	ital:					
2.09	CPR Training		X			
2.10	Advanced Life Support		X	X		
Enha	nced Level: Advanced Life	Support:				
2.11	Accreditation Process		X			
2.12	Early Defibrillation		X			
2.13	Base Hospital Personnel		X			

Table 1: Summary of System Status C. COMMUNICATIONS

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Communications Equipment:					
3.01 Communication Plan*		X	X		
3.02 Radios		X	X		
3.03 Interfacility Transfer*		X			
3.04 Dispatch Center		X			
3.05 Hospitals		X	X		
3.06 MCI/Disasters		X			
Public Access:					
3.07 9-1-1 Planning/ Coordination		X	X		
3.08 9-1-1 Public Education		X			
Resource Management:					
3.09 Dispatch Triage		X	X		
3.10 Integrated Dispatch		X	X		

Table 1: Summary of System Status D. RESPONSE/TRANSPORTATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
4.01 Service Area Boundaries*		X	X		
4.02 Monitoring		X	X		
4.03 Classifying Medical Requests		X			
4.04 Prescheduled Responses		X			
4.05 Response Time Standards*		X	X		
4.06 Staffing		X			
4.07 First Responder Agencies		X			
4.08 Medical & Rescue Aircraft*		X			
4.09 Air Dispatch Center		X			
4.10 Aircraft Availability*		X			
4.11 Specialty Vehicles*		X	X		
4.12 Disaster Response		X			
4.13 Intercounty Response*		X	X		
4.14 Incident Command System		X			
4.15 MCI Plans		X			
Enhanced Level: Advanced Life	Support:				
4.16 ALS Staffing		X	X		
4.17 ALS Equipment		X			
Enhanced Level: Ambulance Reg	ulation:			1	
4.18 Compliance		X	X		
Enhanced Level: Exclusive Operation	ating Permits:				
4.19 Transportation Plan		X			
4.20 "Grandfathering"		X			
4.21 Compliance		X			Completed August 2024
4.22 Evaluation		X			

Table 1: Summary of System Status E. FACILITIES/CRITICAL CARE

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
5.01 Assessment of Capabilities		X	X		
5.02 Triage & Transfer Protocols*		X			
5.03 Transfer Guidelines*		X			
5.04 Specialty Care Facilities*		X			
5.05 Mass Casualty Management		X	X		
5.06 Hospital Evacuation*		X			
Enhanced Level: Advanced Life	Support:				
5.07 Base Hospital Designation*		X			
Enhanced Level: Trauma Care S	ystem:				
5.08 Trauma System Design		X			
5.09 Public Input		X			
Enhanced Level: Pediatric Emer	gency Medical a	nd Critical Ca	re System:		
5.10 Pediatric System Design		X			
5.11 Emergency Departments		X	X		
5.12 Public Input		X			
Enhanced Level: Other Specialty	Care Systems:				
5.13 Specialty System Design		X			
5.14 Public Input		X			

Table 1: Summary of System Status
F. DATA COLLECTION/SYSTEM EVALUATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
6.01 QA/QI Program		X	X		
6.02 Prehospital Records		X			
6.03 Prehospital Care Audits		X	X		
6.04 Medical Dispatch		X			
6.05 Data Management -System*		X	X		In Progress
6.06 System Design Evaluation		X			
6.07 Provider Participation		X			
6.08 Reporting		X			
Enhanced Level: Advanced Life	Support:				
6.09 ALS Audit		X	X		
Enhanced Level: Trauma Care S	ystem:				
6.10 Trauma System Evaluation		X			
6.11 Trauma Center Data		X	X		

Table 1: Summary of System Status G. PUBLIC INFORMATION AND EDUCATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
7.01 Public Information Materials		X	X		
7.02 Injury Control		X	X		
7.03 Disaster Preparedness		X	X		
7.04 First Aid & CPR Training		X	X		

Table 1: Summary of System Status H. DISASTER MEDICAL RESPONSE

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan		
Universal Level:							
8.01 Disaster Medical Planning*		X					
8.02 Response Plans		X	X				
8.03 HazMat Training		X					
8.04 Incident Command System		X	X				
8.05 Distribution of Casualties*		X	X				
8.06 Needs Assessment		X	X				
8.07 Disaster Communications*		X					
8.08 Inventory of Resources		X	X				
8.09 DMAT Teams		X	X				
8.10 Mutual Aid Agreements*		X					
8.11 CCP Designation*		X					
8.12 Establishment of CCPs		X					
8.13 Disaster Medical Training		X	X				
8.14 Hospital Plans		X	X				
8.15 Interhospital Communications		X					
8.16 Prehospital Agency Plans		X	X				
Enhanced Level: Advanced Life	Support:						
8.17 ALS Policies		X					
Enhanced Level: Specialty Care	Enhanced Level: Specialty Care Systems:						
8.18 Specialty Center Roles		X					
Enhanced Level: Exclusive Oper	ating Areas/Amb	oulance Regula	ations:				
8.19 Waiving Exclusivity		X					

Section 2 Updated System Assessment Forms

UPDATED SYSTEM ASSESSMENT FORMS System Organization and Management

1.24 ALS SYSTEMS

MINIMUM STANDARDS:

Advanced life support services shall be provided only as an approved part of a local EMS system and all ALS providers shall have written agreements with the local EMS agency.

RECOMMENDED GUIDELINES:

Each local EMS agency, based on state approval, should, when appropriate, develop exclusive operating areas for ALS providers.

CURRENT STATUS: Per EMSA, does not meet minimum standard.

NEED(S):

All ALS providers adhere to OCEMS medical control policies and procedures. There is a need to clarify the need to establish ALS agreements for provider agencies that performed ALS prior to the enactment of the EMS Act.

OBJECTIVE:

1.24.1 Propose written agreements with transport providers, public and private to promote compliance to system standards, medical control directives and EOA procedures.

<u>August 2015 Update: IN PROGRESS</u>: The authority to propose written agreements resides within Health & Safety Code, Title XXII and local Ambulance Ordinance No. 3517 & OCEMS Policy & Procedures. The ability to initiate written agreements is dependent upon Board action of proposed Ordinance amendments. OCEMS continues to work with HCA Administration to re-agenize Ordinance revision.

October 2018 Update: IN PROGRESS: The authority to propose written agreements resides within Health & Safety Code, Title XXII and local Ambulance Ordinance No. 3517 & OCEMS Policy & Procedures. The ability to initiate written agreements is dependent upon Board action of proposed Ordinance amendments. OCEMS continues to work with HCA Administration to re-agenize Ordinance revision. A law enforcement agency was approved as an OCEMS ALS Provider and completed an Agreement to Provide Services as an ALS provider (see Table 8: OCSD).

October 2019 Update: COMPLETED: The Orange County ambulance ordinance has been amended but has not received final endorsement by the Board of Supervisors. ALS agreements are unnecessary as all non-county ALS providers (Cities) employed mobile intensive care paramedics under the "Wedsworth-Townsend Act." Further, the local EMS plan (after 1980) acknowledged that all paramedic services were provided by public agencies.

<u>August 2023 Update: IN PROGRESS</u>: On 2/2/23, provided additional historical documentation of public ALS providers in service prior to 1980 (1978 EMS Plan). Awaiting EMSA response.

<u>August 2024 Update COMPLETED</u>: Historical documentation of public ALS providers in service prior to 1980 within 1978 EMS Plan (See page 12). All Orange County ALS public/fire providers are authorized as a provider within the organized EMS system, follow local EMS medical control directives & participate in QI activities.

TIME FRAME FOR MEETING OBJECTIVE:

	Short-	Range	Plan	(one	year	or	less))
--	--------	-------	------	------	------	----	-------	---

□ Long-Range Plan (more than one year)

Orange County AI	LS Service His	tory		
City	City Incorporated	Current ALS Provider	ALS Service Started	Evidence: 1978 EMS P
Anaheim	12/6/1876	Anaheim Fire & Rescue	1976	X
Brea	2/23/1917	Brea Fire Dept.	1978	X
Buena Park	1/27/1953	OCFA	1978	X
Costa Mesa	6/29/1953	Costa Mesa Fire	1975	X
Cypress	7/24/1956	OCFA	1973*	X
Fountain Valley	6/13/1957	Fountain Valley Fire	1975	X
Fullerton	2/15/1904	Fullerton Fire	1974	X
Garden Grove	6/18/1956	OCFA	1974	X
Huntington Beach/ Sunset Beach	2/17/1909	Huntington Beach Fire	1974	X
Irvine	12/28/1971	OCFA	1977*	X
Laguna Beach	6/29/1927	Laguna Beach Fire	1977*	X
La Habra	1/20/1925	LA County Fire	1973	X
La Palma	10/26/1955	OCFA	1973*	X
Los Alamitos	3/1/1960	OCFA	1975*	X
Newport Beach / Corona Del Mar	9/1/1906	Newport Beach Fire	1975	X
Orange	6/6/1988	Orange Fire	1974	X
Placentia	12/21/1926	Lynch	1975*	X
San Clemente	2/28/1928	OCFA	1976*	X
San Juan Capistrano	4/19/1961	OCFA	1976*	X
Santa Ana	6/1/1886	OCFA	1974	X
Seal Beach / Bolsa Chica	N/A	OCFA	1978	X
Stanton, Midway City	N/A	OCFA	1977	X
Tustin / Cowan Heights / Lemon Heights	N/A	OCFA	1975*	X
Villa Park, Orange / Olive, Orange Park, Silverado Canyon	1/11/1962	OCFA	1976*	X
Westminster	3/27/1957	OCFA	1976	X
Yorba Linda, Chino Hills State Park	11/2/1967	OCFA	1975*	X
Laguna Hills	3/5/1991	OCFA	1973	X
Rancho Santa Margarita, Trabuco, O'Neill Park, Las Flores, Coto De Caza	N/A	OCFA	1976*	X
Laguna Niguel + Unincorporated	N/A	OCFA	1973*	X (MSA
Aliso Viejo, Woods, Aliso Canyon	N/A	OCFA	1973*	X (MSA
Laguna Woods	3/2/1999	OCFA	1973*	X (MSA
Mission Viejo, Ladera Ranch	3/31/1988	OCFA	1976*	X
Dana Point	1/1/1989	OCFA	1977*	X
Lake Forest, Foothill Ranch	12/20/1991	OCFA	after 1980	X (MSA)

*OCFD: Orange County Fire Department (up until 1994) OCFA: Orange County Fire Authority (JPA) (1994 to present)

UPDATED SYSTEM ASSESSMENT FORMS Staffing/Training

2.01 ASSESSMENT OF NEEDS

MINIMUM STANDARDS:

The local EMS agency shall routinely assess personnel and training needs.

RECOMMENDED GUIDELINES: None.

CURRENT STATUS: Meets minimum standard.

NEED(S):

Standard is met. Objectives developed to enhance provider-level educational programs.

OBJECTIVE:

2.01.1: Development of educational programs that include patient outcome data will strengthen the overall curriculum for all EMS providers. The integration of hospital patient outcome data into OC-MEDS will provide the final variable for determining ongoing curriculum needs.

<u>August 2015 Update: IN PROGRESS</u>: Completed two educational presentations at "No Fear" conferences which discussed outcome data. Continuing to test Patient Registry in the Alternate Destination project and preparing to implement Base Hospital test Patient Registry data entry.

<u>August 2016 Update: IN PROGRESS</u>: While the use of the OC-MEDS Patient Registry is proving the value of outcome information for determining the efficacy of prehospital patient care, OCEMS is committed to the development of Health Information Exchange (HIE) networks to obtain and share relevant patient care information more efficiently. OCEMS has partnered with our regional Health Information Organization (HIO) to facilitate the bi-directional data exchange which will result in the routine availability of patient outcome data.

<u>August 2017 Update: IN PROGRESS:</u> While significant progress has been made with the development of bi-directional Health Information Exchange (HIE) between EMS providers & receiving hospitals (including receipt of outcome data), more EMS providers need to be added to the HIE & much work needs to be done to improve outcome data quality. OCEMS is working with our Regional HIE (OCPRHIO) & our software vendor to onboard additional EMS providers and implement technical improvements to ensure for the availability of current & relevant patient outcome data.

October 2018 Update: IN PROGRESS: OCEMS is continuing to work with system stakeholders to implement bi-directional Health Information Exchange (HIE) throughout the county & has provided several educational opportunities during the year to inform system stakeholders about the HIE project.

October 2019 Update: IN PROGRESS: No change

October 2020 Update: Submitted proposal utilizing Epidemiology & Laboratory Capacity (ELC) funding for an EMS Bi-Directional Data Exchange Project to create technical linkages between EMS providers & designated emergency receiving centers (ERCs). OCPRHIO no longer involved.

November 2021 Update: Implemented Bi-Directional Data Exchange Project to enable more real time hospital data. ADT Software/EMS Health Information Hub will establish direct bi-directional data exchange between EMS providers & each designated emergency receiving center (ERC).

<u>August 2022 Update:</u> Enhancements to existing EMS data system modules (Health Information Hub) & EMS reporting & analytics software to allow aggregated patient outcome dashboards completed. Continue to engage with ERCs to coordinate agreements, security assessments, VPN connections & configuration/testing.

<u>August 2023 Update</u>: Initial beta testing completed with one provider and one ERC & starting to expand to others. All ERCs onboard with varying levels of progress.

<u>August 2024 Update: COMPLETED</u> Bi-Directional Data Exchange project successfully implemented with 21 out of 24 local ERCs participating and submitting outcome data in near real time. More information about the project can be found on the OCEMS website at: https://www.ochealthinfo.com/ems/OC-MEDS/HIH

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- □ Long-Range Plan (more than one year)

UPDATED SYSTEM ASSESSMENT FORMS Response/Transportation

4.21 EOA COMPLIANCE

MINIMUM STANDARDS:

The local EMS agency shall have a mechanism to ensure that EMS transportation and/or advanced life support agencies to whom exclusive operating permits have been granted, pursuant to Section 1797.224, H&SC, comply with applicable policies and procedures regarding system operations and patient care.

RECOMMENDED GUIDELINES: None.

CURRENT STATUS: Meets minimum standard.

NEED(S):

Written agreements with all EMS system providers, public and private, are needed to optimize coordination of transported medical patients and standardize performance criteria systemwide.

OBJECTIVE:

4.21.1: By year end 2015, propose written agreements with transport providers, public and private to promote compliance to system standards, medical control directives and EOA procedures.

<u>August 2015 Update: IN PROGRESS</u>: The authority to propose written agreements resides within Health & Safety Code, Title XXII and local Ambulance Ordinance No. 3517 & OCEMS Policy & Procedures. Ability to initiate written agreements dependent upon Board action of proposed Ordinance amendments. Continuing to work with HCA Administration to re-agenize Ordinance revision.

September 2016 Update: IN PROGRESS: The authority to propose written agreements resides within Health & Safety Code, Title XXII and local Ambulance Ordinance No. 3517 & OCEMS Policy & Procedures. Ability to initiate written agreements is dependent upon Board action of proposed Ordinance amendments. Continuing to work with HCA Administration to re-agenize Ordinance revision. A law enforcement agency was approved as an OCEMS ALS Provider and completed an Agreement to Provide Services as an ALS provider (see Table 8: OCSD).

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<u>2020 - August 2023 Update: IN PROGRESS</u>: On 2/2/23, provided additional historical documentation of public ALS providers in service prior to 1980 (1978 EMS Plan). Awaiting EMSA response.

<u>August 2024 Update COMPLETED</u>: Historical documentation of public ALS providers in service prior to 1980 within 1978 EMS Plan (See page 12). All Orange County ALS public/fire providers are authorized as a provider within the organized EMS system, follow local EMS medical control directives & participate in QI activities.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- □ Long-Range Plan (more than one year)

UPDATED SYSTEM ASSESSMENT FORMS

Data Collection/System Evaluation

6.05 DATA MANAGEMENT SYSTEM

MINIMUM STANDARDS:

The local EMS agency shall establish a data management system that supports its system-wide planning and evaluation (including identification of high-risk patient groups) and the QA/QI audit of the care provided to specific patients. It shall be based on state standards.

RECOMMENDED GUIDELINES:

The local EMS agency should establish an integrated data management system which includes system response and clinical (both pre-hospital and hospital) data.

The local EMS agency should use patient registries, tracer studies, and other monitoring systems to evaluate patient care at all stages of the system.

CURRENT STATUS: Meets minimum standard.

COORDINATION WITH OTHER EMS AGENCIES:

NEEDS:

Standard is met. Objective developed to enhance data capture of specialty patients.

OBJECTIVE:

6.05.2: By year end 2014, implement the OC-MEDS patient registry module to begin capturing specialty patient data.

<u>August 2015 Update: IN PROGRESS</u>: STEMI and Stroke data collection forms and permission levels have been developed. Continue to refine processes and data elements to meet system needs. Currently receiving trauma data in NTDB format from four (4) trauma centers (OCG, MSN, UCI, LBM) via scheduled quarterly imports. CHOC is using the Patient Registry Trauma Incident Form as their Trauma Registry and performing direct data entry.

<u>August 2016 Update: IN PROGRESS:</u> Countywide Stroke Registry has been completed and is in pilot testing. Implementation is expected by early 2017. STEMI policies in development to support refined processes and data elements. STEMI Registry Pilot testing expected to begin by early to mid-2017.

<u>August 2017 Update: IN PROGRESS:</u> As of Q2 2017, the OC Stroke Registry has been fully implemented. OCEMS designated Stroke Centers have been trained how to the use system and are submitting Stroke patient data accordingly. OCEMS plans to implement a STEMI Registry, with projected implementation of Q1 or Q2 2018.

October 2018 Update: IN PROGRESS: All SNRCs are currently submitting stroke patient data through the OC-MEDS Stroke Registry. We continue to refine our processes and discuss with stakeholders which data elements will meet system needs and not create undue burden on the stakeholders' ability to do data abstraction. Plans to implement an OC-MEDS STEMI Registry has been postponed and we will continue to receive the required data by hard copy or email.

October 2019 Update: IN PROGRESS: No Change from prior update.

2020-2023 Update: IN PROGRESS: No Change from prior update.

<u>August 2024 Update: IN PROGRESS:</u> Initiated implementation of Bi-Directional exchange for basic EMS data to collect & share outcome data at all stages of the system. Implementation of STEMI Registry remains pending.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- □ Long-Range Plan (more than one year)

Section 3 System Resources and Operations

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT

	orting Year: 2024 TE: Number (1) below is to be completed for each county. The balance of Table 2 refers	s to each age	encv
1.	Percentage of population served by each level of care by county: (Identify for the maximum level of service offered; the total of a, b, and c should equal 10		J
	County: ORANGE		
A.	Basic Life Support (BLS)	100	%
B.	Limited Advanced Life Support (LALS)		
C.	Advanced Life Support (ALS)	100	%
2.	Type of agency	В	
	a) Public Health Department		
	b) County Health Services Agencyc) Other (non-health) County Department		
	d) Joint Powers Agency		
	e) Private Non-Profit Entity		
•	f) Other:		
3.	The person responsible for day-to-day activities of the EMS agency reports to a) Public Health Officer	В	
	b) Health Services Agency Director/Administrator		
	c) Board of Directors		
	d) Other:		
4.	Indicate the non-required functions which are performed by the agency:		
	Implementation of exclusive operating areas (ambulance franchising)	X	
	Designation of trauma centers/trauma care system planning	X	
	Designation/approval of pediatric facilities	X	
	Designation of other critical care centers	X	
	Development of transfer agreements		
	Enforcement of local ambulance ordinance	X	
	Enforcement of ambulance service contracts	X	
	Operation of ambulance service		
	Continuing education	X	
	Personnel training	X	
	Operation of oversight of EMS dispatch center	X	
	Non-medical disaster planning		
	Administration of critical incident stress debriefing team (CISD) Administration of EMS Fund [Senate Bill (SB) 12/612]	X	
	Administration of disaster medical assistance team (DMAT)	X	

5. EXPENSES (Unit 6400: EMS only, does no	ot include Emergency Ma	nagement section/gr	rant(s) expenses
	FY20/21	FY21/22	FY 22/23
Salaries and benefits (All but contract personnel)	\$3,026,767	\$2,792,514	\$2,5,49,221
Contract Services (e.g. nurse medical director)	55,295	91,951	\$77,445
Operations (e.g. copying, postage, facilities)	1,089,431	1,235,445	\$1,676,110
Travel	0	4,134	\$10,180
Fixed assets			
Indirect expenses (overhead)			
Ambulance subsidy			
EMS Fund payments to physicians/hospital			
Dispatch center operations (non-staff)			
Training program operations			
Other:			
Other:			
Other:			
TOTAL EXPENSES	\$4,171,493	\$4,124,045	\$4,312,962
Special project grant(s) [from EMSA] Preventive Health & Health Services (PHHS) Block Office of Traffic Safety (OTS)	Grant		
• • • •			
State general fund	\$709.209	¢1 629 065	\$1.740.00
County general fund	\$798.208	\$1,638,065	\$1,749,00
County general fund Other local tax funds (e.g., EMS district)	\$798.208	\$1,638,065	\$1,749,00
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies)			
County general fund Other local tax funds (e.g., EMS district)	\$798.208 \$277,175 \$4,823	\$1,638,065 \$295,125 \$9,079	\$345,512
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees	\$277,175	\$295,125	\$345,512
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees	\$277,175	\$295,125	\$345,512
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees	\$277,175	\$295,125	\$345,51
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees	\$277,175	\$295,125	\$345,51° \$5,04°
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees	\$277,175 \$4,823	\$295,125 \$9,079	\$345,51° \$5,04°
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees	\$277,175 \$4,823	\$295,125 \$9,079	\$345,51° \$5,04°
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees	\$277,175 \$4,823	\$295,125 \$9,079	\$345,51° \$5,04°
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees	\$277,175 \$4,823	\$295,125 \$9,079	\$345,51° \$5,04°
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees	\$277,175 \$4,823	\$295,125 \$9,079	\$345,512 \$5,044 \$21,502
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type: Ambulance service/vehicle fees	\$277,175 \$4,823 \$34,277	\$295,125 \$9,079 \$24,648	\$345,511 \$5,04 \$21,50
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type: Ambulance service/vehicle fees Contributions	\$277,175 \$4,823 \$34,277	\$295,125 \$9,079 \$24,648	\$345,517 \$5,044 \$21,500 \$226,64
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type: Ambulance service/vehicle fees Contributions EMS Fund (SB 12/612)	\$277,175 \$4,823 \$34,277 \$202,681	\$295,125 \$9,079 \$24,648 \$206,687	\$345,511 \$5,04 \$21,50 \$226,64 \$973,72
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type: Ambulance service/vehicle fees Contributions EMS Fund (SB 12/612) American Rescue Plan Act FEMA	\$277,175 \$4,823 \$34,277 \$202,681 \$1,042,078	\$295,125 \$9,079 \$24,648 \$206,687 \$960,774	\$345,511 \$5,04 \$21,50 \$226,64 \$973,72
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type: Ambulance service/vehicle fees Contributions EMS Fund (SB 12/612) American Rescue Plan Act FEMA	\$277,175 \$4,823 \$34,277 \$202,681 \$1,042,078 \$68,028	\$295,125 \$9,079 \$24,648 \$24,648 \$206,687 \$960,774 <\$592>	\$345,512 \$5,044 \$21,502 \$226,644 \$973,722
County general fund Other local tax funds (e.g., EMS district) County contracts (e.g. multi-county agencies) Certification fees Training program approval fees Base hospital application fees Trauma center application fees Trauma center designation fees Pediatric facility approval fees Pediatric facility designation fees Other critical care center application fees Type:	\$277,175 \$4,823 \$34,277 \$202,681 \$1,042,078 \$68,028 \$94,566	\$295,125 \$9,079 \$24,648 \$24,648 \$206,687 \$960,774 <\$592>	\$1,749,000 \$345,512 \$5,044 \$21,500 \$226,64 \$973,723 (\$4,832 \$1,019 \$714,383

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT (cont.)

7. <u>Fee structure</u>

We do not charge any fees

X Our fee structure is:

EMT OC Certification (1 Does not include state pass thru initial fee)	\$125.00 ¹
EMT OC Recertification (2 Does not include state pass thru recert fee)	\$125.00 ²
EMT Accreditation (Ambulance Attendant) (³Waived if applicant certifies thru OCEMS)	\$142 ³ / 2yrs
Paramedic Accreditation	\$73.00
Mobile Intensive Care Nurse/Authorized Registered Nurse Application	\$146.00 / 2yrs
EMT Training Program Application	\$1234 / 4yrs
Paramedic Training Program Application	\$1097 / 4yrs
Continuing Education Provider Application	\$465 / 4yrs
Emergency Receiving Center Designation	\$16,886 / yr
Children's Receiving Center Designation	\$16,886 / yr
Cardiac Receiving Center Designation	\$16,886 / yr
Stroke Neuro Receiving Center Designation	\$16,684 / yr
Trauma Receiving Center Designation (Does Not Include ACS Verification Fee)	\$66,610 / yr
Ambulance Company License	\$4,263 / yr
Ambulance Company Vehicle Inspection / Vehicle	\$241.00 / vehicle
Other: Ambulance Company Unit Re-Inspection / Vehicle	\$142.00 / hour
Other: Card Replacement	\$25.00
Other: Interfacility Transport Service Provider Application	\$1,984 / yr
Other: Customized Data Reports	\$142.00 / hour

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT (cont.)

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT (cont.)

	FANIZATION AND MANAGEMEN	, ,				FUNDING SO	URCE
CATEGORY	ACTUAL TITLE	FTE POSITIONS	Hourly Maximum	BENEFITS (% of Salary)	EMS	GRANTS	СОМВО
EMS Director	Emergency Manager, Senior, EMS Director	1.0	\$90.07				X
Medical Director	Medical Director, EMS Medical Director	1.0	\$145.05				X
Associate Medical Director	Medical Services Assistant Deputy Director;	1.0	\$119.88				X
EMS, Health Emergency Management	Chief Pharmacist	1.0	\$88.60			X	
Asst. Admin/Admin. Mgr.	Emergency Manager, Assistant EMS Director	1.0	\$74.43		X		
Asst. Admin/Admin. Mgr.	Emergency Management Administrator, Systems/Standards Chief	1.0	\$67.67		X		
Asst. Admin/Admin. Mgr.	Emergency Management Administrator, Performance Chief	1.0	\$67.67		X		
Asst. Admin/Admin. Mgr.	Emergency Management Administrator, Information Systems Chief	1.0	\$67.67		X		
Asst. Admin/Admin. Mgr.	Emergency Management Administrator, Certification, Investigation, Licensing Chief	1.0	\$67.67		X		
Asst. Admin/Admin. Mgr.	Emergency Management Administrator, Disaster	1.0	\$67.67			X	
QA/QI Coordinator	EMS Coordinator, OC-MEDS	1.0	\$56.92		X		
ALS/Field/Training Coordinator	EMS Coordinator, ALS	1.0	\$56.92		X		
BLS/Program/Field Liaison	EMS Coordinator, BLS	1.0	\$56.92		X		
Disaster Medical Planner	EMS Coordinator, Facilities	1.0	\$56.92	54.76%	X		
Trauma Coordinator	EMS Coordinator, Trauma	1.0	\$56.92	34.70%	X		
EMS, Health Emergency Management	Program Supervisor II	5.0	\$50.96			X	
Executive Secretary	Office Supervisor B	1.0	\$ 32.39		X		
Data Evaluator/Analyst/Licensing	EMS Specialist	2.0	\$42.36		X		
Other/Ambulance Performance Contract	EMS Specialist	3.0	\$42.36		X		
Other/HEM/EMS Support	Staff Specialist	1.0	\$40.94			X	
EMS, Health Emergency Management	Staff Assistant	2.0	\$34.87			X	
Public Info. & Education Coordinator	Office Specialist	1.0	\$29.21]	_	X	
EMS, Health Emergency Management	Office Assistant	1.0	\$24.83]		X	
EMS, Health Emergency Management	Storekeeper II	2.0	\$34.18			X	
Data Entry Clerk	Information Processing Technician	1.0	\$27.75		X		

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT (cont.)

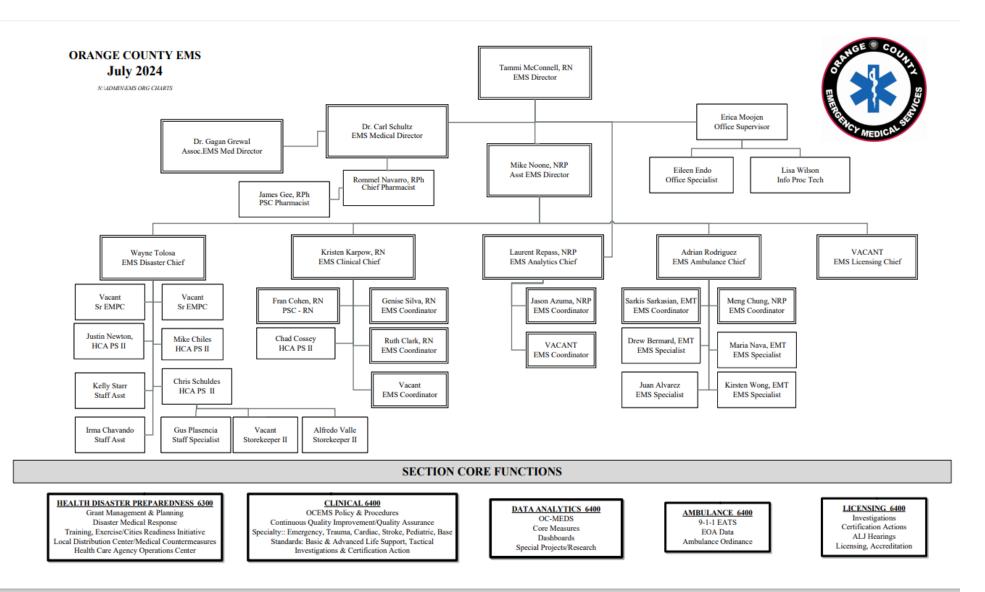


TABLE 3: STAFFING/TRAINING

Reporting Year: FY 2024

NOTE: Table 3 is to be reported by agency. Information is publicly accessible on <u>OCEMS Website</u>.

	EMT-I	EMT-II	PARAMEDIC	MICN
	2024	2024	2024	2024
Total Certified ³	5,577			204
Number newly certified this year ¹	1,437			30
Number recertified this year ¹	1,365			102
Total # of accredited personnel on July 1 of reporting year ⁴	4,444	0	1,381	204
Number of certification reviews resulting in:	_			
a) formal investigations ⁵	48			
b) probation	14			
c) suspensions				
d) revocations	1	0	0	0
e) denials	1	U	U	
f) denials of renewal				
g) no action taken	32			

¹Initial ²Renewal/Reinstate ³Current Year New/Recerts + Prior Year New/Recerts ⁴OC-MEDS License Management System (LMS) ⁵OC-MEDS LMS Investigations Module 1. Early defibrillation **2024** a. # of EMT-1/EMT-P (defib) authorized to use AED 5,577 b. # of public safety (defib) certified (non-EMT-I) n/a

2. Do you have an EMR training program? □ yes ☑ no

TABLE 4: COMMUNICATIONS

County:

Note: Table 4 is to be answered for each county.

ORANGE

Re	porting Ye	ear: <u>2024</u>	
1.		of primary Public Service Answering Points (PSAP) PSAPs (19-City law enforcement; 1-county sheriff (OCSD); 3-state: CHP, CSUF, UCI; 1-Disneyland)	24
2.		of secondary PSAPs MetroNet, OCFA, Seal Beach NWS)	4
3.		of dispatch centers directly dispatching ambulances , LACoFD, Laguna Beach, MetroNet, OCFA, Placentia)	6
4.		of EMS dispatch agencies utilizing EMD guidelines <u>aguna Beach, MetroNet, OCFA, Placentia</u>)	5
5.		of designated dispatch centers for EMS Aircraft MetroNet, OCFA, OCSD)	4
6.	Who is y	your primary dispatch agency for day-to-day emergencies?	OCSD + 19 Cities
7.	Who is y	your primary dispatch agency for a disaster?	OCSD + 19 Cities
8.	Do you l	nave an operational area disaster communication system?	X Yes □ No
	a.	Radio primary frequency Public Safety VHF, UHF, 800 MHz	
	b.	Other methods Telephone, fax, satellite phone, radio, amateur radio	
	c.	Can all medical response units communicate on the same disaster communications system?	X Yes □ No
	d.	Do you participate in the Operational Area Satellite Information System (OASIS)?	X Yes □ No
	e.	Do you have a plan to utilize the Radio Amateur Civil Emergency Services (RACES) as a back-up communication system?	X Yes □ No
	1) W	ithin the operational area?	X Yes □ No
	2) Betwe	en operation area and the region and/or state?	X Yes □ No

EMS COMMUNICATIONS PLAN COMPLIANCE

Orange County Emergency Medical Services is in compliance with Health & Safety Codes 1797.223, 1798.8, Title 22 Chapter 4 Section 100179 and Chapter 8 Article 5 Section 100306 and Government Codes 53110 and 53100.5 with regard to our EMS Communications Program.

TABLE 5: RESPONSE/TRANSPORTATION

Reporting Year: 2024
Note: Table 5 is to be reported by agency.

Early Defibrillation Providers (BLS Ambulance)

1. Number of EMT-Defibrillation providers 2024: 22

SYSTEM STANDARD RESPONSE TIMES (90th PERCENTILE)

Enter the response times in the appropriate boxes:

	METRO/URBAN	SUBURBAN/ RURAL	WILDERNESS	SYSTEMWIDE
BLS and CPR capable first responder	3 – 5 minutes	N/A	N/A	3 – 5 minutes
Early defibrillation responder	3 – 5 minutes	N/A	N/A	3 – 5 minutes
Advanced life support responder	5 – 7 minutes	N/A	N/A	5 – 7 minutes
Transport Ambulance	< 10 minutes	N/A	N/A	< 10 minutes

TABLE 6: FACILITIES/CRITICAL CAREReporting Year:2024 (data CY20-23)

NOTE: Table 6 is to be reported by agency.

TRAUMA ¹	2020	2021	2022	2023
1. Number of patients meeting trauma triage criteria	7,998	8,993	9,948	9,870
2. Number of major trauma victims transported directly to a trauma center by ambulance	6,039	7,621	8,635	9,256
3. Number of major trauma patients transferred to a trauma center	578	631	719	760
4. Number of patients meeting triage criteria who weren't treated at a trauma center	0	0	0	0
EMEDCENCY DEDADTMENTS (Designated by OCEMS)				
EMERGENCY DEPARTMENTS (Designated by OCEMS)	25	25	2.5	24
Total number of emergency departments	25	25	25	24
1. Number of referral emergency services				
2. Number of standby emergency services				
3. Number of basic emergency services	24	24	24	24
4. Number of comprehensive emergency services	1	1	1	1
RECEIVING HOSPITALS				
1. Number of receiving hospitals with written agreements	25	25	25	24
2. Number of base hospitals with written agreements	7	7	7	7

¹Data source: trauma registry

TABLE 7: DISASTER MEDICAL

Reporting Year: 2024 County: ORANGE

NOTE: Table 7 is to be answered for each county.

SYSTEM RESOURCES

1.	Casualty Collections Points (CCP)					
	a. Where are your CCPs located? Schools, senior centers, fire stations					
	b. How are they staffed? <u>Local medical professionals, city/fire personnel, National Guard (later)</u>					
	c. Do you have a supply system for supporting them for 72 hours?	X Yes □ No				
2.	CISD					
	Do you have a CISD provider with 24-hour capability?	X Yes □ No				
3.	Medical Response Team					
	a. Do you have any team medical response capability?	X Yes □ No				
	b. For each team, are they incorporated into your local response plan?	X Yes □ No				
	c. Are they available for statewide response?	X Yes □ No				
	d. Are they part of a formal out-of-state response system?	X Yes □ No				
4.	Hazardous Materials					
	a. Do you have any HazMat trained medical response teams?	X Yes □ No				
	b. At what HazMat level are they trained? "A"; technician, specialist, first responder	r				
	c. Do you have the ability to do decontamination in an emergency room?	X Yes □ No				
	d. Do you have the ability to do decontamination in the field?	X Yes □ No				
0 D	TD A TVO NG					
OP	ERATIONS					
1.	Are you using a Standardized Emergency Management System (SEMS)					
	that incorporates a form of Incident Command System (ICS) structure?	X Yes □ No				
	that mesiporates a form of incident command bystem (res) structure.	11 105 = 110				
2.	What is the maximum number of local jurisdictions/EOCs you will need to					
	interact with in a disaster?	73				
3.	Have you tested your MCI Plan in 2024 in a:					
	a. real event?	X Yes □ No				
	b. exercise?	X Yes 🗆 No				

TABLE 7: DISASTER MEDICAL (cont.)

4.	List all counties with which you have a written medical mutual aid agreement:
	Regions I (San Luis Obispo, Santa Barbara, Ventura, Los Angeles) and VI (Mono, Invo, San
	Bernardino, Riverside, San Diego, Imperial) Inter-Region Cooperative Agreement for Emergency
	Medical Health Disaster Assistance

5.	Do you have formal agreements with hospitals in your operational area to participate in disaster planning and response?	X Yes □ No
6.	Do you have a formal agreement with community clinics in your operational areas to participate in disaster planning and response?	X Yes □ No
7.	Are you part of a multi-county EMS system for disaster response?	☐ Yes X No
8.	Are you a separate department or agency?	☐ Yes X No

9. If not, to whom do you report? <u>Director, Orange County Health Care Agency</u>

MEDICAL HEALTH OPERATIONAL AREA COORDINATOR

24/7 MHOAC/EMS Duty Officer Contact	714-415-8980 or emsdutyofficer@ochca.com
Orange County MHOAC Primary	Tammi McConnell, EMS Director tmcconnell@ochca.com Cell: 714-720-1514
Orange County MHOAC Designee	Mike Noone, Asst EMS Director mnoone@ochca.com Cell: 657-799-3480

The MHOAC in cooperation with the county office of emergency services, local public health department, the local office of environmental health, the local department of mental health, the local EMS agency, the local fire department, the regional disaster and medical health coordinator (RDMHC), and the regional office of the Office of Emergency Services, shall be responsible for ensuring the development of a medical and health disaster plan for the operational area following SEMS and NIMS. This plan shall include preparedness, response, recovery and mitigation functions consistent with the State Emergency Plan and have procedures that include the 17 MHOAC functions.

In accordance with Section 1797.152 and 1797.153 of the Health and Safety Code the Orange County Medical Health Operational Area Coordinator (MHOAC) position is assigned to the EMS Director & the MHOAC Designee assigned to the Assistant EMS Director. The MHOAC works closely with area healthcare partners through the Healthcare Coalition & County Public Health, Behavioral Health, Environmental Health, Water Emergency Response Organization of Orange County (WEROC), Orange County Mosquito & Vector Control District & the Office of Emergency Services.

The LEMSA does follow, in accordance with Section 1797.152 and 1797.153 of the Health and Safety Code, for response and utilizes all 17 functions of the MHOAC, their coordination in the creation of Medical and Health Disaster Plan, and their duties in coordination of resources during a disaster per HSC §1797.153. Also, in accordance with HSC § 1797.152 the MHOAC coordinates with the RDMHC program, as well as local and state health officials and agencies.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: _	Orange		Provider: _	All Town Ambulance	e Resp	oonse Zone:	N/A
Address:	ess: 7755 Haskell Ave Number of Ambulance Van Nuys, CA 91406			Vehicles in Fleet:	_4_		
Phone Number:	(877) 787		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 4				
Written (Contract:	Medical Director:	System A	System Available 24 Hours: Level of Service:			rvice:
□ Yes ⊠ No		□ Yes ⊠ No		Yes □ No	⊠ Transport □ Non-Transport		☐ 9-1-1
		T			Г		
Ownership:		<u>If Public:</u>	<u>If Public</u> :		<u>If Air:</u>		Air Classification:
□ Publ ⊠ Priva		☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ State ☐ Federal	☐ County ☐ District	□ Rotary □ Fixed Wing		Auxiliary Rescue Air Ambulance ALS Rescue BLS Rescue
Transporting Agencies							
 Total number of responses Number of emergency responses Number of non-emergency responses 				_588	Total number of trans	ports	

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed. **Response Zone:** County: Orange **Provider:** American Med Ambulance N/A Address: 3750 W. Warner Avenue **Number of Ambulance Vehicles in Fleet:** 4 Santa Ana, CA 92704 **Average Number of Ambulances on Duty** Phone (714) 710-8888 At 12:00 p.m. (noon) on Any Given Day: **Number:** 4 **Written Contract: Medical Director: System Available 24 Hours: Level of Service:** \square Yes \boxtimes No ☐ Yes ⊠ No ⊠ Yes □ No \square ALS \square 9-1-1 \boxtimes Ground □ Non-Transport ⊠ BLS ⊠ 7-Digit □ Air □ LALS □ CCT □ Water \boxtimes IFT If Public: **Ownership: If Public:** If Air: **Air Classification: Auxiliary Rescue** □ Public ☐ Fire ☐ City □ County □ Rotary □ State □ District Air Ambulance □ Private □ Law ☐ Fixed Wing ☐ Federal **ALS Rescue** □ Other Explain: ☐ BLS Rescue **Transporting Agencies**

<u>3709</u>	Total number of responses	<u>3,547</u>	Total number of transports
0	Number of emergency responses	0	Number of emergency transports
3709	Number of non-emergency responses	<u>3,547</u>	Number of non-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: O)range		Provider:	American Professional	Ambulance Respo	onse Zone: N/A	
	16945 Sherman Way Van Nuys, CA 91406			Number of Ambulance	Vehicles in Fleet:	_5	
Phone	(877) 787-		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day:				
Written Contract: Med		Medical Director:	System A	Available 24 Hours:	Level of Service:		
□ Yes ⊠ No		□ Yes ⊠ No		Yes □ No	⊠ Transport □ Non-Transport	□ ALS □ 9-1-1 ⊠ Ground ⊠ BLS ⊠ 7-Digit □ Air □ LALS □ CCT □ Water ⊠ IFT	
Ownership:		If Public:	<u>If Public</u> :		<u>If Air:</u>	Air Classification:	
☐ Public☑ Private		☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ State ☐ Federal	☐ County ☐ District	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue	
			,	Transporting Agencies			
0 Total number of responses 0 Number of emergency responses Number of non-emergency responses				0 0	Total number of transpo Number of emergency	transports	

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Orange		Provider: AmWest Ambulance	Response Z	Zone: N/A				
Address: 13257 Saticoy Street North Hollywood, CA 91605		Number of Ambulance	Vehicles in Fleet: 3					
Phone Number: (818) 859		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day:						
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:				
□ Yes ⊠ No	□ Yes ⊠ No	⊠ Yes □ No	☐ Transport ☐ ALS ☐ 9-1-1 ☐ Grou ☐ Non-Transport ☐ BLS ☐ 7-Digit ☐ Air ☐ LALS ☐ CCT ☐ IFT					
Ownership:	If Public:	If Public:	If Air:	Air Classification:				
□ Public □ Fire □ Law □ Other Explain:		☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue				
		Transporting Agencies						
892 0 892	Total number of responses Number of emergency respon Number of non-emergency re		·	of transports nergency transports n-emergency transports				

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: CalMed Ambulance	Response Z	one: <u>N/A</u>
	a Anita Ave. Monte, CA 91733	Number of Ambulance	Vehicles in Fleet: 1	
Phone Number: (562) 968		Average Number of An At 12:00 p.m. (noon) o		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ AL □ Non-Transport ⊠ BI	
	<u> </u>			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☐ Public ☑ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
0Total number0Number of er0Number of no	of responses nergency responses	0	Total number of transports Number of emergency transports	orts

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Care/Falck Ambulance	Response Zone: E	A-1, 3, 4, 6, 7, 8, 18, 20 OA-20, 25 Regions B, C, D, I
Address: 1517 W. I	Braden Court	Number of Ambulance	Vehicles in Fleet: 12	<u>3</u>
Phone Number: (714) 288		Average Number of Am At 12:00 p.m. (noon) of	•	3
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:
⊠ Yes □ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ B	
Overnowskins	If Public:	If Dublice	TF A:	Air Classification:
Ownership: ☐ Public ☐ Private	☐ Fire ☐ Law ☐ Other Explain:		If Air: ☐ Rotary ☐ Fixed Wing	All Classification: □ Auxiliary Rescue □ Air Ambulance □ ALS Rescue □ BLS Rescue
		Transporting Agencies		
162,80, 162,802 0	Total number of responses Number of emergency respon Number of non-emergency re		Total number of transpor Number of emergency tran Number of non-emergence	sports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Doctor's Ambulance Se	Response Z	Zone: N/A
·	ch Susan St , CA 92704	Number of Ambulance	Vehicles in Fleet: 2	
Phone Number: (800) 420		Average Number of An At 12:00 p.m. (noon) of	_	
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ Bl	
Ownership:	If Public:	If Public:	If Air:	Air Classification:
□ Public □ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
		Transporting Agencies		
$\frac{2,371}{0}$	Total number of responses Number of emergency respon Number of non-emergency re		· · · · · · · · · · · · · · · · · · ·	of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Emergency Ambulance	Service Response Z	Zone: EOA-2, Region A
Address: 3200 E. F. Brea, CA	Birch Street, Suite A 92821	Number of Ambulance	Vehicles in Fleet: 21	
Phone Number: (800) 400	-0689	Average Number of An At 12:00 p.m. (noon) o		-
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:
⊠ Yes □ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport ⊠ Al □ Non-Transport ⊠ B	
Ownership:	If Public:	If Public:	If Air:	Air Classification:
□ Public □ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
	Transporting Agencies			
16,375 15,090 1,285	Total number of responses Number of emergency respon Number of non-emergency re		·	of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: FirstMed Ambulance	Response Z	one: N/A
	h Tamarack Ave y, CA 91352	Number of Ambulance	Vehicles in Fleet: 4	
Phone Number: (800) 608		Average Number of An At 12:00 p.m. (noon) o	_	
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ Bl	
O	Te DL.P	If DL.P	TC A :	A : CI : 6: 4:
Ownership: ☐ Public ☐ Private	If Public: ☐ Fire ☐ Law ☐ Other Explain:		If Air: ☐ Rotary ☐ Fixed Wing	Air Classification: □ Auxiliary Rescue □ Air Ambulance □ ALS Rescue □ BLS Rescue
		Transporting Agencies		
0	Total number of responses Number of emergency response Number of non-emergency response			f transports rgency transports emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Frontline EMS	Response Z	one: <u>N/A</u>
	rden Grove Blvd Suite A	Number of Ambulance	Vehicles in Fleet: 2	
Phone Number: (657) 377		Average Number of An At 12:00 p.m. (noon) o		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
	T			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☐ Public ☑ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	□ Rotary □ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
	of responses nergency responses on-emergency responses	1,601 0 1,601	Total number of transports Number of emergency transports Number of non-emergency tra	

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Horizon OC Ambulance	e Response Z	Zone: N/A
	Katella Ave Suite K CA 92867	Number of Ambulance	Vehicles in Fleet: 5	
Phone Number: (714) 99		Average Number of An At 12:00 p.m. (noon) o	•	
Written Contract:	Medical Director:	System Available 24 Hours:	Level	l of Service:
⊠ Yes No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ Bl	
Ownership:	If Public:	If Public:	If Air:	Air Classification:
☐ Public ☐ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
		Transporting Agencies		
2,991 0 2,991	Total number of responses Number of emergency respon Number of non-emergency re			of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Liberty Ambulance	Response Z	one: <u>N/A</u>
Address: 9441 Wash Downey, 0	nburn Road	Number of Ambulance	Vehicles in Fleet: 25	
Phone Number: (562) 741		Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
⊠ Yes No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ BI	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☐ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
14,883 0 14,883	Total number of responses Number of emergency respon Number of non-emergency re			of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

		1 5 1	7	
County: Orange		Provider: Lifeline Ambulance	Response Z	one: N/A
	Washington Blvd e, CA 90040	Number of Ambulance	e Vehicles in Fleet: 51	•
Phone Number: (800) 700		Average Number of Ar At 12:00 p.m. (noon) o	<u> </u>	
Written Contract:	Medical Director:	System Available 24 Hours:	Level	l of Service:
⊠ Yes No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
	Ι	T	T	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public □ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
22,380 0 22,380	Total number of responses Number of emergency respon Number of non-emergency re		Total number of transports Number of emergency transports Number of non-emergency tra	

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

County: Orange		Provider: LifeWest Southern Cali	fornia Response Z	Zone: <u>N/A</u>
·	man St Suite 114 sa CA 92626	Number of Ambulance	Vehicles in Fleet: <u>6</u>	
Phone Number: (800) 400		Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:
□ Yes ⊠ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ B	
		1		
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public □ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
4,196 0 4,196	Total number of responses Number of emergency responses Number of non-emergency responses			of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

County: Orange		Provider: Lynch Ambulance Serv	ice Response Z	one: N/A
Address: 2950 La J	olla Street CA 92806	Number of Ambulance	Vehicles in Fleet: 35	
Phone Number: (714) 347		Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	l of Service:
⊠ Yes □ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ Bl	
	T			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☐ Public ☑ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
27,054 3,976 24,065	Total number of responses Number of emergency responsion Number of non-emergency responsion		Total number of transports Number of emergency tran Number of non-emergency	nsports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Mercy Air Service, Inc.	. Response Z	one: <u>N/A</u>
	Carnegie Drive Suite 150 urdino CA 92408	Number of Ambulance	Vehicles in Fleet: 3	
Phone Number: (800) 222		Average Number of An At 12:00 p.m. (noon) o	•	
Written Contract:	Medical Director:	System Available 24 Hours:	<u>Level</u>	of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport □ Bl	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	⊠ Rotary □ Fixed Wing	☐ Auxiliary Rescue☑ Air Ambulance☐ ALS Rescue☐ BLS Rescue
_28 _16	Total number of responses Number of emergency resp	Air Ambulance Services	<u>270</u> Total numb	er of transports emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Premier Ambulance	Response Z	one: <u>N/A</u>
Address: 260 North Brea, CA	Palm Street Suite 200	Number of Ambulance	Vehicles in Fleet: 94	
Phone Number: (888) 353		Average Number of An At 12:00 p.m. (noon) of		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
⊠ Yes No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ Bl	
Ownership:	If Public:	<u>If Public:</u>	If Air:	Air Classification:
☐ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	 ☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
		Transporting Agencies		
41,349 15 41,334	Total number of responses Number of emergency respor Number of non-emergency re		Total number of transports Number of emergency transports Number of non-emergency	nsports

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

County: Orange		Provider: PRN Ambulance	Response Z	one: N/A
	alveda Blvd. s, CA 91343	Number of Ambulance	Vehicles in Fleet: 9	
Phone Number: (818) 810		Average Number of An At 12:00 p.m. (noon) of	<u> </u>	
Written Contract:	Medical Director:	System Available 24 Hours:	<u>Level</u>	of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
			_	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☐ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
377 0 377	Total number of responses Number of emergency respon Number of non-emergency re			of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Royalty Ambulance	Response Z	one: N/A
	Fernando Road, Bldg. 6 es, CA 90065	Number of Ambulance	Vehicles in Fleet: 1	
Phone Number: (818) 550		Average Number of An At 12:00 p.m. (noon) o	· · ·	
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
	Γ			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public □ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
0 Total number 0 Number of en	of responses	0	Total number of transports	

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

County: Orange		Provider: Shoreline Ambulance Inc.dba Shoreline Ambu		one: N/A
Address: 15501 Sou Gardena, 0	uth Broadway	Number of Ambulance	Vehicles in Fleet: <u>11</u>	
Phone Number: (855) 474		Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	☑ Transport☐ AL☐ Non-Transport☑ BI	
	Г			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
8,879 0 8,879	Total number of responses Number of emergency respon Number of non-emergency re			of transports ergency transports -emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: Symbiosis	Response Z	Zone: N/A
	nge Tree Lane Suite 100 CA 92374	Number of Ambulance	Vehicles in Fleet: 7	
Phone Number: (866) 728	-3483	Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:
□ Yes ⊠ No	⊠ Yes □ No	⊠ Yes □ No	⊠ Transport □ Al □ Non-Transport ⊠ Bl	
Ownership:	If Public:	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public ⊠ Private	☐ Fire ☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
177 0 177	Total number of responses Number of emergency respor Number of non-emergency re			of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Orange		Provider: Anaheim Fire & Rescue	Response Z	one: <u>OA-1</u>
Address: 201 S. An. Anaheim,	aheim Blvd. #301	Number of Ambulance	Vehicles in Fleet: 12	_
Phone Number: (714) 765-		Average Number of Am At 12:00 p.m. (noon) or		_
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
See statement below	□ Yes ⊠ No	⊠ Yes □ No	\square Transport \boxtimes AL \boxtimes Non-Transport \boxtimes BI	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	☑ Fire☐ Law☐ OtherExplain:	⊠ City□ County□ State□ District□ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
14,806 14,806 0	Total number of responses Number of emergency respon Number of non-emergency re			of transports ergency transports n-emergency transports

Anaheim Fire & Rescue operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Orange		Provider: Brea Fire Department	Response Ze	one: <u>EOA-2</u>
Brea, CA	Center Circle 92821	Number of Ambulance		_
Phone Number: (714) 990-	-7644	Average Number of Am At 12:00 p.m. (noon) or	<u> </u>	<u>4</u>
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	☐ Transport	
		ı		
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public	⊠ Fire	⊠ City □ County	□ Rotary	☐ Auxiliary Rescue
☐ Private	□ Law	☐ State ☐ District	☐ Fixed Wing	☐ Air Ambulance
	□ Other	☐ Federal		☐ ALS Rescue
	Explain:			☐ BLS Rescue
Transporting Agencies				
3,686	Total number of responses		0 Total number of	of transports
3,686	Number of emergency respon			ergency transports
0	Number of non-emergency re	esponses	0 Number of nor	n-emergency transports

Brea Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Orange		Costa Mesa Fire Depart	ment Response Z	one: <u>OA-4</u>
	rive; PO Box 1200 sa, CA 92626	Number of Ambulance	Vehicles in Fleet: 3	
Phone Number: (714) 754	Average Number of Ambulances on Duty			
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	□ Transport ⊠ AI ⊠ Non-Transport ⊠ BI	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	☑ Fire☐ Law☐ OtherExplain:	⊠ City□ County□ State□ District□ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
3,640 3,640 0	Total number of responses Number of emergency respon Number of non-emergency re			of transports ergency transports n-emergency transports

Costa Mesa Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Fountain Valley Fire De	epartment Response Z	one: <u>OA-6</u>
	ter Avenue	Number of Ambulance	Vehicles in Fleet: 0	_
Phone Number: (714) 593	Valley, CA 92708 -4436	Average Number of An At 12:00 p.m. (noon) or	<u> </u>	<u>A</u>
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	□ Transport ⊠ AI ⊠ Non-Transport ⊠ BI	
			70.11	
Ownership:				
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
⊠ Public	<u>If Public:</u> ⊠ Fire	⊠ City □ County	☐ Rotary	☐ Auxiliary Rescue
	⊠ Fire □ Law	⊠ City□ County□ State□ District		☐ Auxiliary Rescue☐ Air Ambulance
⊠ Public	—————————————————————————————————————	⊠ City □ County	☐ Rotary	☐ Auxiliary Rescue
⊠ Public	☐ Law ☐ Other	⊠ City□ County□ State□ District	☐ Rotary	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue

Fountain Valley Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Fullerton Fire Department	ent Response Z	one: <u>OA-7</u>
<u></u>	mmonwealth Avenue	Number of Ambulance	Vehicles in Fleet: 0	_
Phone Number: (714) 738-	-6502	Average Number of Am At 12:00 p.m. (noon) or		<u>A</u>
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	☐ Transport	LS
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	⊠ Fire□ Law□ OtherExplain:	⊠ City□ County□ State□ District□ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
10,154 10,154 0	Total number of responses Number of emergency respon Number of non-emergency re		Total number of transpo Number of emergency to Number of non-emerger	transports

Fullerton Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: City of Garden Grove jo	oined OCFA 2019 Response Z	one: OA-8
	O1 Acacia Parkway	Number of Ambulance	e Vehicles in Fleet: 0	_
Phone	den Grove, CA 92840 4) 741-5600	Average Number of Ar At 12:00 p.m. (noon) o	•	<u>A</u>
Written Contra	<u>Medical Director:</u>	System Available 24 Hours:	Leve	l of Service:
□ Yes ⊠ N	o □ Yes ⊠ No	⊠ Yes □ No	☐ Transport ☒ AI ☒ Non-Transport ☒ B	
Ownership:	If Public:	If Public:	If Air:	Air Classification:
CA⊠ Public □ Private		☐ County ☐ State ☐ District ☐ Federal	□ Rotary □ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
		Transporting Agencies		
<u>-</u>	n/a Total number of resp n/a Number of emergence			er of transports emergency transports

OCFA operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Orange		Provider: Huntington Beach Fire	Department Response Z	one: <u>OA-9</u>
Address: 2000 Mai:	n Street on Beach, CA 92648	Number of Ambulance	Vehicles in Fleet: 4	
Phone Average Number of Ambulances on Duty Number: (714) 536-5411 At 12:00 p.m. (noon) on Any Given Day: 4				
Written Contract:	Medical Director:	System Available 24 Hours:	Leve	of Service:
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ Bl	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
□ Public	⊠ Fire	⊠ City □ County	□ Rotary	☐ Auxiliary Rescue
☐ Private	☐ Law	☐ State ☐ District	☐ Fixed Wing	☐ Air Ambulance
	☐ Other Explain:	☐ Federal		☐ ALS Rescue ☐ BLS Rescue
Transporting Agencies				

Huntington Beach Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Laguna Beach Fire Dep	artment Response Z	one: <u>OA-11</u>		
·						
Phone Number: (949) 497-0700 Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: N/A						
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:		
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	□ Transport ⊠ AI ⊠ Non-Transport ⊠ BI			
0 11	76 D. 1 W	70 D 111	TO A .	A. Cl. 101 (1		
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:		
□ Public	⊠ Fire	⊠ City □ County	☐ Rotary	☐ Auxiliary Rescue		
☐ Private	□ Law	☐ State ☐ District	☐ Fixed Wing	☐ Air Ambulance		
	☐ Other Explain:	☐ Federal		☐ ALS Rescue☐ BLS Rescue		
		Transporting Agencies				
2,477 2,477 0	Total number of responses Number of emergency respon Number of non-emergency re		Total number of transport Number of emergency tra Number of non-emergence	nnsports		

Laguna Beach Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

${\bf Response/Transportation/Providers}$

			J I	
County: Orange		Provider: City of La Habra (C County Fire & Care Ar	Contracts w/ LA Response Z mbulance)	Cone: OA-12
Address: 201 La F Phone Number: (562)				
Written Contrac	t: Medical Director:	System Available 24 Hours:	Leve	l of Service:
⊠ Yes □ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
Ownership:	<u>If Public:</u>	If Public:	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	☐ Fire☑ Law☐ OtherExplain:	⊠ City□ County□ State□ District□ Federal	☐ Rotary ☐ Fixed Wing	 ☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue
	<u> </u>	Transporting Agencies		
$\frac{4,084}{4,084}$				of transports nergency transports n-emergency transports

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Los Angeles County Fir	re Department Response Z	one: <u>OA-12</u>	
	es, CA 90063-3244	Number of Ambulance Vehicles in Fleet: 0			
Phone Number: (310) 577-		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: N/A			
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:	
SEE STATEMENT BELOW	⊠ Yes □ No	⊠ Yes □ No	□ Transport ⊠ AI ⊠ Non-Transport ⊠ BI		
	<u></u>	1			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:	
☑ Public☐ Private	⊠ Fire□ Law□ OtherExplain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue	
		Transporting Agencies			
$\frac{4,861}{4,861}$	Total number of responses Number of emergency respon Number of non-emergency re			of transports ergency transports n-emergency transports	

Los Angeles County Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orang	ge		Provider: Newport Beach Fire De	epartment Response Z	Zone: <u>OA-15</u>		
		port Blvd. Jeach, CA 92653	Number of Ambulance Vehicles in Fleet: 3				
Phone	49) 644-		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day:				
Written Contr	ract:	Medical Director:	System Available 24 Hours:	Leve	l of Service:		
SEE STATEM BELOW	IENT	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ B			
Ownership:	:	If Public:	If Public:	If Air:	Air Classification:		
⊠ Public □ Private		☐ Law ☐ Other Explain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue ☐ Air Ambulance ☐ ALS Rescue ☐ BLS Rescue		
			Transporting Agencies				
$\frac{8,70}{8,7}$		Total number of responses Number of emergency respon Number of non-emergency re			of transports nergency transports n-emergency transports		

Newport Beach Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Orange City Fire Depar	tment Response Z	one: <u>OA-16</u>	
Address: 176 S. Gr. Orange, C		Number of Ambulance	Vehicles in Fleet: 4		
Phone Number: (714) 288		Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day:			
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:	
SEE STATEMENT BELOW	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport ⊠ AI □ Non-Transport ⊠ BI		
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:	
☑ Public☐ Private	☑ Fire☐ Law☐ OtherExplain:	⊠ City□ County□ State□ District□ Federal	☐ Rotary ☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue	
		Transporting Agencies			
13,266 13,266 0	Total number of responses Number of emergency respon Number of non-emergency re			of transports ergency transports n-emergency transports	

Orange City Fire Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Orange County Fire Au	thority Response Z	OA-3, 8, 18, EOA-20, 25, Regions A, B, C, D, E
Address: 1 Fire Authority Road		Number of Ambulance	Vehicles in Fleet: 0	
Phone Number: (714) 573-		Average Number of Am At 12:00 p.m. (noon) or		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
⊠ Yes □ No	⊠ Yes □ No	⊠ Yes □ No	☑ Transport☑ AL☑ Non-Transport☑ BI	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
Ownership: ⊠ Public □ Private	If Public: □ Fire □ Law □ Other Explain:	If Public: ☐ City/JPA ☐ County/JPA ☐ State ☐ District ☐ Federal	If Air: ☑ Rotary □ Fixed Wing	Air Classification: □ Auxiliary Rescue □ Air Ambulance □ ALS Rescue □ BLS Rescue
⊠ Public	☑ Fire☐ Law☐ Other	 ⊠ City/JPA □ County/JPA □ District 	⊠ Rotary	☐ Auxiliary Rescue☐ Air Ambulance☑ ALS Rescue
⊠ Public	☑ Fire☐ Law☐ Other		 ✓ Rotary ✓ Fixed Wing O Total number of em 	 ☐ Auxiliary Rescue ☐ Air Ambulance ☑ ALS Rescue ☐ BLS Rescue

Orange County Fire Authority operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed.

County: Orange		Provider: Orange County Sheriff	s Department Response Z	one: N/A
	Flower Street	Number of Ambulance	Vehicles in Fleet: N/.	<u>A</u>
Phone Number: (714) 647		Average Number of Am At 12:00 p.m. (noon) or	· ·	AIR)
Written Contract:	Medical Director:	System Available 24 Hours:	Level	of Service:
⊠ Yes □ No	⊠ Yes □ No	⊠ Yes □ No	☑ Transport☑ Non-Transport☑ Bl	
	T			
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	☐ Fire☑ Law☐ OtherExplain:	☐ City ☐ County ☐ State ☐ District ☐ Federal	☒ Rotary☐ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☑ ALS Rescue☑ BLS Rescue
0 0 0	Total number of responses Number of emergency respon Number of non-emergency re			of transports nergency transports n-emergency transports
<u>89</u> <u>89</u>	Total number of responses Number of emergency responses	Air Rescue Services onses		er of transports emergency transports

Orange County Sheriff's Department operates as part of the Orange County organized EMS System, follows Orange County EMS Medical Control Policies & participates in Quality Improvement Activities.

Reporting Year: 2024 (licensing data from 2023)

Response/Transportation/Providers

County: Orange		Provider: City of San Clemente	Response Z	one: <u>OA-18</u>
	da Presidio ente, CA 92672	_		rovided by Care
Number: (949) 361-	8200	Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: Provided by Care		
Written Contract:	Medical Director:	System Available 24 Hours:	Level	l of Service:
□ Yes □ No	□ Yes ⊠ No	⊠ Yes □ No	⊠ Transport □ AI □ Non-Transport ⊠ BI	
Ownership:	<u>If Public:</u>	<u>If Public</u> :	<u>If Air:</u>	Air Classification:
☑ Public☐ Private	☑ Fire☐ Law☐ OtherExplain:	⊠ City/JPA □ County/JPA□ State □ District□ Federal	□ Rotary □ Fixed Wing	☐ Auxiliary Rescue☐ Air Ambulance☐ ALS Rescue☐ BLS Rescue
		Transporting Agencies		
_4,789	Total number of responses		_2,816 Total number 6	

TABLE 9: FACILITIES County: ORANGE Note: Complete information for each facility by county. Make copies as needed. Telephone Number: **Facility:** Anaheim Global Medical Center 714-533-6220 1025 S. Anaheim Boulevard Address: Anaheim, CA 92805 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Comprehensive Emergency Basic Emergency If Trauma Center what level: **Trauma Center:** Pediatric Critical Care Center¹ Yes No $EDAP^2$ No Yes 🛛 No ☐ Level I Level II PICU³ Yes No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:
□ Yes ⊠ No	□ Yes ⊠ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE **Note:** Complete information for each facility by county. Make copies as needed. Facility: Anaheim Regional Medical Center Telephone Number: 714-774-1450 Address: 1111 W. La Palma Avenue Anaheim, CA 92801 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes 🗵 No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

⊠ Yes □ No	□ Yes ⊠ No

TABLE 9: FACILITIES

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information	for each facili	ty by county. Make copies as ne	eded.		
Facility: Chapman Glo Address: 2601 E. Chap Orange, CA 9 Emergency R	oman Ave 92869		Telephone Number: 714-63 bruary 2023 & did not reapply	33-0011	
Written Contract:		Service:		Base Hospital:	Burn Center:
⊠ Yes □ No	 □ Referral Emergency □ Standby Emergency □ Basic Emergency □ Comprehensive Emergency 			□ Yes ⊠ No	□ Yes ⊠ No
Pediatric Critical Care	Center ¹	\square Yes \boxtimes No	Trauma Center:	If Trauma Cent	er what level:
EDAP ² PICU ³		☐ Yes ⊠ No☐ Yes ⊠ No	□ Yes ⊠ No	□ Level I □ Level III	☐ Level II ☐ Level IV
STEMI Center	<u>r:</u>	Stroke Center:			

☐ Yes ⊠ No

TABLE 9: FACILITIES

□ Yes ⊠ No

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Children's Hospital of Orange County Telephone Number: 714-997-3000 Address: 1201 W. La Veta Ave Orange, CA 92868 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency ⊠ Yes □ No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes \square No $EDAP^2$ Yes Level I (PEDIATRIC ONLY) ☐ Level II ☐ Yes \square No PICU³ Yes No Level III ☐ Level IV **STEMI Center: Stroke Center:**

 \square Yes \boxtimes No

TABLE 9: FACILITIES

 \square Yes \boxtimes No

¹ Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Foothill Regional Medical Center Telephone Number: 714-619-7700 Address: 14662 Newport Avenue Tustin, CA 92780 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV

STEMI Center:

☐ Yes ☒ No ☐ Yes ☒ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** UCI Health - Fountain Valley Telephone Number: 714-966-7200 Address: 17100 Euclid Street Fountain Valley, CA 92708 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \square No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:** ⊠ Yes □ No Yes □ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Garden Grove Hospital & Medical Center Telephone Number: 714-537-5160 12601 Garden Grove Boulevard Address: Garden Grove, CA 92843 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

☐ Yes ⊠ No

TABLE 9: FACILITIES

 \square Yes \boxtimes No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Hoag Memorial Hospital Presbyterian Telephone Number: 949-764-4624 One Hoag Drive Address: Newport Beach, CA 92658-6100 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency Yes □ No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

Yes □ No

TABLE 9: FACILITIES

Yes □ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information	for each facilit	ty by county. Make copies as nee	eded.		
Facility: Hoag Hospital Address: 16200 Sand G Irvine, CA 92	Canyon Aven		Celephone Number: 949-5	<u>17-300C</u>	
Written Contract:		Service:		Base Hospital:	Burn Center:
⊠ Yes □ No		· .	y Emergency ehensive Emergency	□ Yes ⊠ No	□ Yes ⊠ No
				•	
Pediatric Critical Care	Center ¹	□ Yes ⊠ No	<u>Trauma Center:</u>	If Trauma Cent	er what level:
EDAP ² PICU ³		□ Yes ⊠ No □ Yes ⊠ No	□ Yes ⊠ No	☐ Level II	☐ Level II ☐ Level IV
STEMI Center	<u>r:</u>	Stroke Center:			

⊠ Yes □ No

TABLE 9: FACILITIES

□ Yes ⊠ No

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Huntington Beach Hospital Telephone Number: 714-843-5000 17772 Beach Boulevard Address: Huntington Beach, CA 92647 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency ⊠ Yes □ No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:		
□ Yes ⊠ No	□ Yes ⊠ No		

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE **Note:** Complete information for each facility by county. Make copies as needed. Facility: Kaiser Permanente Orange County, Anaheim Telephone Number: 714-644-2000 3440 E. La Palma Avenue Address: Anaheim, CA 92806 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes 🗵 No $EDAP^2$ No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \boxtimes No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:		
□ Yes ⊠ No	□ Yes ⊠ No		

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. Facility: Kaiser Permanente Orange County, Irvine Telephone Number: 949-932-5000 6640 Alton Parkway Address: Irvine, CA 92618 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:
□ Yes ⊠ No	□ Yes ⊠ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** La Palma Intercommunity Hospital Telephone Number: 714-670-7400 7901 Walker Street Address: La Palma, CA 90623 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \boxtimes No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:		
□ Yes ⊠ No	□ Yes ⊠ No		

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information j Facility: UCI Health - Address: 3751 Katella Los Alamitos.	Los Alamito Avenue	ty by county. Make copies as nee S T		98-1311	
Written Contract: ⊠ Yes □ No		- ·	y Emergency chensive Emergency	Base Hospital: ☐ Yes ⊠ No	Burn Center: ☐ Yes ⊠ No
Pediatric Critical Care (EDAP ² PICU ³	Center ¹	☐ Yes ⊠ No ☐ Yes ⊠ No ☐ Yes ⊠ No	Trauma Center: ☐ Yes ⊠ No	If Trauma Cent ☐ Level I ☐ Level III	er what level: Level II Level IV
STEMI Center	<u>∵:</u> No	Stroke Center: ⊠ Yes □ No			

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Mission Hospital, Mission Viejo Telephone Number: 949-364-1400 27700 Medical Center Road Address: Mission Viejo, CA 92691 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency Yes □ No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes \square No $EDAP^2$ ☐ Level I □ Level II Yes \square No PICU³ Yes No (adult & pediatric) ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:** Yes □ No ⊠ Yes □ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Mission Hospital, Laguna Beach Telephone Number: 949-499-1311 31872 Coast Highway Address: Laguna Beach, CA 92651 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV

STEMI Center:	Stroke Center:		
□ Yes ⊠ No	□ Yes ⊠ No		

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Orange Coast Memorial Medical Center Telephone Number: 714-378-7000 9920 Talbert Avenue Address: Fountain Valley, CA 92708 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:** Yes □ No \square Yes \boxtimes No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES							
County: ORANGE Note: Complete information	for each facili	ty by county. Make copies as nee	eded.				
Facility: Orange County Global Medical Center Address: 1001 N. Tustin Avenue Santa Ana, CA 92705 Telephone Number: 714-835-355							
Written Contract:		Service:		Base Hospital:	Burn Center:		
⊠ Yes □ No	 □ Referral Emergency □ Standby Emergency □ Basic Emergency □ Comprehensive Emergency 			⊠ Yes □ No	⊠ Yes □ No		
			1				
Pediatric Critical Care	Center ¹	☐ Yes ⊠ No	Trauma Center:	If Trauma Cent	er what level:		
EDAP ² PICU ³		□ Yes ⊠ No ⊠ Yes □ No	⊠ Yes □ No	☐ Level III	☑ Level II☐ Level IV		
STEMI Center	<u>r:</u>	Stroke Center:					

⊠ Yes □ No

⊠ Yes □ No

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. Facility: UCI Health - Placentia Linda Telephone Number: 714-933-2000 1301 North Rose Drive Address: Placentia, CA 92870 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

 \square Yes \boxtimes No

TABLE 9: FACILITIES

 \square Yes \boxtimes No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES County: ORANGE **Note:** Complete information for each facility by county. Make copies as needed. Facility: Saddleback Memorial Medical Center, LH Telephone Number: 949-837-4500 24451 Health Center Road Address: Laguna Hills, CA 92653 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes 🖂 No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

Yes □ No

Yes □ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: ORANGE

Note: Complete information for each facility by county. Make copies as needed.						
Facility: South Coast Co		<u>ter</u> T	elephone Number: 714-7	<u>54-5454</u>		
Written Contract:		Service:		Base Hospital:	Burn Center:	
 ✓ Yes □ No □ Referral Emergency □ Standby Emergency □ Basic Emergency □ Comprehensive Emergency 			□ Yes ⊠ No	□ Yes ⊠ No		
Pediatric Critical Care	Center ¹	☐ Yes ⊠ No	Trauma Center:	If Trauma Cent	er what level:	
EDAP ² PICU ³		☐ Yes ⊠ No ☐ Yes ⊠ No	□ Yes ⊠ No	☐ Level I☐ Level III	☐ Level II ☐ Level IV	
			-			
STEMI Center	<u>r:</u>	Stroke Center:				
□ Yes ⊠ N	No 🗆	Yes ⊠ No				
			_			

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information	for each facili	ity by county. Make copies as nee	eded.				
Facility: St. Joseph Hospital Telephone Number: 714-633-9111 Address: Orange, CA 92868 Telephone Number: 714-633-9111							
Written Contract:		Service:		Base Hospital:	Burn Center:		
⊠ Yes □ No			y Emergency ehensive Emergency	□ Yes ⊠ No	□ Yes ⊠ No		
			Т				
Pediatric Critical Care	Center ¹	☐ Yes ⊠ No	<u>Trauma Center:</u>	If Trauma Cent	er what level:		
EDAP ² PICU ³		☐ Yes ⊠ No ☐ Yes ⊠ No ☐ Yes ⊠ No		☐ Level III	☐ Level II☐ Level IV		
			7				
STEMI Center	<u>r:</u>	Stroke Center:					
⊠ Yes □	No	⊠ Yes □ No					

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. **Facility:** Saint Jude Medical Center Telephone Number: 714-992-3000 101 E. Valencia Mesa Drive Address: Fullerton, CA 92835 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency Yes □ No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:**

Yes □ No

TABLE 9: FACILITIES

Yes □ No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

Note: Complete information for each facility by county. Make copies as needed. Facility: University of California, Irvine Medical Center Address: 101 The City Drive South Orange, CA 92868 Telephone Number: 714-456-6011								
Written Contract:	Service:		Base Hospital:	Burn Center:				
 ✓ Yes □ No □ Referral Emergency □ Standby Emergency □ Basic Emergency ☒ Comprehensive Emergency 			⊠ Yes □ No	⊠ Yes □ No				
Pediatric Critical Care		Trauma Center:	If Trauma Cent	er what level:				
EDAP ² \square Yes \boxtimes No PICU ³ \boxtimes Yes \square No		⊠ Yes □ No	✓ Level I (adult)✓ Level III	☐ Level II (pediatric) ☐ Level IV				
STEMI Center	r: Stroke Center:							
⊠ Yes □	No ⊠ Yes □ No							

¹ Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*

Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE Note: Complete information for each facility by county. Make copies as needed. Facility: West Anaheim Medical Center Telephone Number: 714-827-3000 3033 W. Orange Avenue Address: Anaheim, CA 92804 **Written Contract: Service: Base Hospital: Burn Center:** ☐ Yes ⊠ No Yes □ No Referral Emergency Standby Emergency \square Yes \boxtimes No Basic Emergency Comprehensive Emergency **Trauma Center:** If Trauma Center what level: Pediatric Critical Care Center¹ Yes No $EDAP^2$ Yes No Yes 🛛 No ☐ Level I ☐ Level II PICU³ Yes \bowtie No ☐ Level III ☐ Level IV **STEMI Center: Stroke Center:** Yes □ No \square Yes \boxtimes No

¹ Meets EMSA Pediatric Critical Care Center (PCCC) Standards

² Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards

³ Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Institution:	Anaheim Fire Department	Tele	ephone Number:	714-765-4022
Address:	201 S. Anaheim Blvd, Suite 300			
	Anaheim, CA 92805			
Student Eligibility*: Restricted	Cost of Program:	**Program Level EMT-Basic		
	Basic: \$0			
	Refresher: \$0	Number of students completing training	per year: 2023	
		Initial	0	
		Refresher:	0	
		Continuing Education:	1,380	
		Expiration Date:	12/31/27	
		Number of courses:		
		Initial training:	0	
		Refresher:	0	
		Continuing Education:	4	
	r restricted to certain personnel only. '-I, AEMT, EMT-P, MICN, or EMR			

Training Ins	stitution: Coast	line ROP		Tele	ephone Number:	714-429-2250
Address:	1001	Presidio Square	e			
		Costa M	esa, CA 920	524-1584		
Student Eligibility*:	Open to public	Cost of Program:		**Program Level EMT-Basic		
		Basic:	\$1200			
		Refresher:	n/a	Number of students completing training pe	er year: 2023	
				Initial	133	
*No cost for	r HS students			Refresher:	0	
				Continuing Education:	6	
				Expiration Date:	9/30/25	
				Number of courses:		
				Initial training:	47	
				Refresher:		
				Continuing Education:		
*Open to gen ** Indicate v	neral public or restric whether EMT-I, AEM	ted to certain pe IT, EMT-P, MIC	rsonnel only CN, or EMR			

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Institution:	College & Career Ad	vantage (fo	ormerly South Coast ROP)	Telephone Number:	949-234-9479
Address:	33122 Valle Rd			_	
	San Juan Capistrano,	CA 92675			
Student Restricted-I Eligibility*: School Only	Cost of Proor	am:	**Program Level EMT-Basic		
,	Basic:	\$0			
	Refresher:	n/a	Number of students completing training	g per year: 2023	
			Initial	52	
*No cost for HS students			Refresher:	0	
			Continuing Education:	0	
			Expiration Date:	10/31/26	
			Number of courses:		
			Initial training:	8	
			Refresher:	0	
			Continuing Education:	0	
*Open to general public or ** Indicate whether EMT-	restricted to certain per I, AEMT, EMT-P, MIC	rsonnel only N, or EMR			

Training Inst	titution: C	osta Mesa Fire Dep	artment	Telephon	e Number:	714-754-5155
Address:		7 Fair Drive				
	C	osta Mesa, CA 9262	26			
Student Eligibility*:	Restricted Employees Or	nly Cost of Progr	am:	**Program Level EMT-Basic		
8	r	Basic:	\$0			
		Refresher:	\$0	Number of students completing training per year	ear: 2023	
				Initial	0	
				Refresher:	0	
				Continuing Education:	1,754	
				Expiration Date:	11/30/25	
				Number of courses:		
				Initial training:		
				Refresher:		
				Continuing Education:	20	
*Open to gen ** Indicate w	eral public or re hether EMT-I,	stricted to certain per AEMT, EMT-P, MIC	rsonnel only. N, or EMR			

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Institu	ution: Laguna	a Fire Departm	nent	Teleph	one Number:	949-497-0700
Address:	509 Fo	orest Ave				
	Laguna	Beach, CA 9	2651			
	Restricted Employees Only	Cost of Progr	ram:	**Program Level EMT-Basic		
2 3	1 3 3	Basic:	\$0			
		Refresher:	\$0	Number of students completing training per	r year: 2023	
				Initia1	0	
				Refresher:	0	
				Continuing Education:	47	
				Expiration Date	12/31/25	
				Number of courses:		
				Initial training:	0	
				Refresher:	0	
				Continuing Education:	7	
	al public or restricte ether EMT-I, AEM					

Training Institution:	Newport Beach Fire l	Department	Telephone Nu	mber:	949-644-3384
Address:	3300 Newport Blvd.	•	•		
	Newport Beach, CA	92653			
Student Restricted Eligibility*: Employee	Cost of Progra	am:	**Program Level EMT-Basic		
	Basic:	\$0			
	Refresher:	\$0	Number of students completing training per year:	2023	
			Initial	0	
			Refresher:	0	
			Continuing Education:	130	
			Expiration Date:	12/31/25	
			Number of courses:		
			Initial training:	0	
			Refresher:	0	
			Continuing Education:	22	
*Open to general public o ** Indicate whether EMT					

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Ins	stitution: North	Orange Count	y ROP	Telephone 1	Number:	714-292-7350
Address:	1800	W Ball Road				
	Anahe	eim, CA 92804				
Student Eligibility*:	High School only	Cost of Prog	ram:	**Program Level EMT-Basic		
		Basic:	\$1000			
		Refresher:	\$250	Number of students completing training per year:	2023	
				Initial	41	
*No cost fo	r HS students			Refresher:	0	
				Continuing Education:	0	
				Expiration Date:	10/31/25	
				Number of courses:		
				Initial training:	3	
				Refresher:	0	
				Continuing Education:	0	
** Indicate w	neral public or restric hether EMT-I, AEM			there is a training program that of fers more than one leve	l complete all ir	nformation for each NR: I
Response						

Training Inst	itution: Orang	ge Coast Colleg	ge .	Telepho	one Number:	714-432-5089
Address:	2701	Fairview Road				
	Costa	Mesa, CA 926	28			
Student Eligibility*:	Open to Public	Cost of Prog	ram:	**Program Level EMT-Basic		
		Basic:	\$1300			
		Refresher:	\$63	Number of students completing training per ye	ear: 2023	
				Initia1	40	
				Refresher:	1	
				Continuing Education:	3	
				Expiration Date:	10/31/26	
				Number of courses:		
				Initial training:	2	
				Refresher:	1	
				Continuing Education:	1	

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Ins	raining Institution: Orange County EMT (OCEN		(OCEMT)		Telephone Number:		949-421-3958	
Address:		26849	Rancho Parkv	vay South				
		Lake	Forest, CA 926	30				
Student Eligibility*: Open to		Public	Cost of Prog	ram:	**Program Level E	EMT-Basic		
			Basic:	\$1300				
			Refresher:	\$197	Number of students	completing training per year:	2023	
					Initial			
					Refresher:			
					Continuing Educ	cation:		
					Expiration Date	10/28/27	No	
					Number of courses:		response	
					Initial training:			
					Refresher:			
					Continuing Education:		1	

^{**} Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each

		Orang	ge County EMT	(OCEMT)		Telephone Number		949-421-3958
Address:		26849	Rancho Parkv	vay South				
		Lake	Forest, CA 926	30		•		
Student Eligibility*:	Open to 1	Public	Cost of Prog	ram:	**Program Level	EMT-Paramedic		
-			Basic:	\$10000				
			Refresher:	\$197	Number of students	completing training per year:	2023	
					Initial			
					Refresher:			
					Continuing Edu			
					Expiration Date	10/31/25	No	
					Number of courses:		Response	
					Initial training:			
					Refresher:			
					Continuing Edu	cation:		

^{*}Open to general public or restricted to certain personnel only.
** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Insti	Training Institution: City of Orange Fire Department		Department	Telephone N	umber:	<u>714-288-2503</u>
Address:	17	78 South Grand Stre	eet			
	Oı	range, CA 92866				
Student Eligibility*:	Restricted Employees Or	Cost of Progra	am:	**Program Level EMT-Basic		
	1 3	Basic:	\$0			
		Refresher:	\$0	Number of students completing training per year:	2023	
				Initial	0	
				Refresher:	0	
				Continuing Education:	451	
				Expiration Date:	10/31/25	
				Number of courses:		
				Initial training:	0	
				Refresher:	0	
				Continuing Education:	7	
		stricted to certain per AEMT, EMT-P, MIC				

Training Inst Address:		Orange Cou One Fire Au Santa Ana, O	uthority Ro	oad	Telephone N	umber:	714-573-6072
Student Eligibility*:	Restricted Employees	Only	st of Progra		**Program Level EMT-Basic		
		Bas	sic:	\$0			
		Ref	fresher:	\$0	Number of students completing training per year:	2023	
					Initial	0	
					Refresher:	0	
					Continuing Education:	530	
					Expiration Date:	10/31/25	
					Number of courses:	10/31/23	
					Initial training:	0	
					<u>e</u>	-	
					Refresher:	0	
					Continuing Education:	107	
*Open to gene ** Indicate w							

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

NOTE: Table 10 is to be completed by county. Make copies to add pages as needed

Training Institution: ProTech Life Safety Telephone Number: 714-661-5762

1413 W Braden Court Address:

Orange, CA 92868

Student

Open to Public Cost of Program: **Program Level **EMT-Paramedic** Eligibility*:

> Basic: \$1100

Refresher: \$197 Number of students completing training per year: 2023

> Initial Refresher:

Continuing Education:

Expiration Date: 12/01/24 No Number of courses: Response

Initial training: Refresher:

Continuing Education:

Training Institution: Saddleback College Telephone Number: 949-582-4959

Address: 2800 Marguerite Parkway

Mission Viejo, CA 92691

Student

Open to Public Cost of Program: **Program Level **EMT-Paramedic** Eligibility*:

> Basic: \$1771

Number of students completing training per year: Refresher: \$53 2023

Paramedic Prep: \$204

Initial Refresher:

Continuing Education:

Expiration Date: 05/31/25 No Number of courses: Response

Initial training:

Refresher:

Continuing Education:

*Open to general public or restricted to certain personnel only.

** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR

^{*}Open to general public or restricted to certain personnel only.

^{**} Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

NOTE: Table 10 is to be completed by county. Make copies to add pages as needed

Training Institution: Saddleback College Telephone Number: 949-582-4959

2800 Marguerite Parkway Address:

Mission Viejo, CA 92691

Student Open to Public Cost of Program: **Program Level **EMT-Basic** Eligibility*:

> Basic: \$605

Refresher: \$150 Number of students completing training per year: 2023

Paramedic Prep: \$204 Initial

Refresher:

Continuing Education:

Expiration Date: No Number of courses: Response

Initial training: Refresher:

Continuing Education:

** Indicate whether EMT-I. AEMT. EMT-P. MICN. or EMR

Santa Ana College – Nursing Department Telephone Number: Training Institution: 949-564-6825

1530 W 17th Street Address:

Santa Ana, CA 92701

Student Open to Public Cost of Program: **Program Level **EMT-Basic** Eligibility*:

> Basic: \$1.376

Refresher: \$92 Number of students completing training per year: 2023

Initia1 294 8 Refresher: 248 Continuing Education: Expiration Date: 08/31/26

Number of courses:

Initial training: 26 Refresher: Continuing Education:

^{*}Open to general public or restricted to certain personnel only.

^{*}Open to general public or restricted to certain personnel only. ** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR

County: ORANGE

Reporting Year: 2024 (data compiled from 2023)

Training Ins	1530	olleges W 17 th Street e, CA 92013		Telephor	ne Number:	714-687-6824
Student Eligibility*:	Open to Public	Cost of Progra	m:	**Program Level EMT-Basic		
	ara Lavablia, an mastriat	Refresher:	\$1,376 \$92	Number of students completing training per yea Initial Refresher: Continuing Education: Expiration Date: Number of courses: Initial training: Refresher: Continuing Education:	r: 2023 348 0 0 12/31/25 12 0 0	
** Indicate w	eral public or restrict hether EMT-I, AEM	ied to certain pers IT, EMT-P, MICI	N, or EMR	•		

Training Inst	titution: West C	Coast EMT		Telephone Number: 714-558-9604	
Address: 932 Town & Country Road Orange CA 92013			Road		
Student Eligibility*:	Onan to Dublia		am:	**Program Level EMT-Basic	
		Basic: Refresher:	\$995 \$NR	Number of students completing training per year: Initial Refresher: Continuing Education: Expiration Date: No Number of courses: Initial training:	
				Refresher: Continuing Education:	
	eral public or restricte whether EMT-I, AEM				

County: ORANGE
Reporting Year: 2024
NOTE: Make copies to add pages as needed. Complete information for each provider by county.

Name: Address: Telephone Number:	Costa Mesa Communica 79 Fair Drive Costa Mesa, CA 92626 714-754-5333/714-754		Primary Contact: <u>Jennifer Ruffalo</u>
Written Contract: ☐ Yes ☒ No Ownership:	Medical Director: ☐ Yes ☒ No If P	⊠Day-to-Day □Disaster ublic:	Number of Personnel Providing Services: EMD Training EMT-D ALS BLS ALS 25 Other
⊠Public □Private	Exp	⊠Fire ⊠Law □Other lain:	If Public: ⊠City □County □State □Fire District □ Federal
Name: Address:	Laguna Beach Public S. 505 Forest Avenue	afety Dispatch	Primary Contact: Kristen Berry
Telephone Number:	Laguna Beach, CA 92651 949-497-0399/949-497-0399		
Written Contract: ☐ Yes ⊠ No	Medical Director: ☐ Yes ⊠ No	⊠Day-to-Day □ Disaster	Number of Personnel Providing Services: 12 EMD Training EMT-D ALS BLS LALS Other
Ownership: ⊠Public □ Private		ublic: ⊠Fire ⊠Law □ Other lain:	If Public: ⊠ City □County □State □Fire District □ Federal

County: ORANGE
Reporting Year: 2024

NOTE: Make copies to add pages as needed. Complete information for each provider by county.

Name: Address: Telephone Number:	La Habra-Los Angeles Co 850 W. La Habra Blvd La Habra CA 90063 323-881-6183/213-200-2		Control Center Primary Contact: Chief Frank Forman				
Written Contract:	Medical Director:	⊠Day-to-Day	Number of Personnel Providing Services:				
☐ Yes ⊠ No	⊠ Yes □ No	□ Disaster	90 (on district desk) EMD Training EMT-D 12 (FTE's) ALS (ambulance) BLS ALS Other				
Ownership:		If Public:					
⊠Public □Private		⊠Fire	If Public: ⊠City ⊠County □State □Fire District □ Federal				
		□Law					
		Other					
		Explain:					
			Primary Contact: Brenda Carrion				
Name: Address:	Metro Cities Fire Authori 201 S. Anaheim Blvd., Su		·				
			JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain				
	201 S. Anaheim Blvd., Su	nite 302	·				
Address:	201 S. Anaheim Blvd., Su Anaheim, CA 92805	uite 302 077 ⊠Day-to-Day	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain				
Address: Telephone Number: Written Contract:	201 S. Anaheim Blvd., Su Anaheim, CA 92805 714-765-4079/714-765-4 Medical Director:	077	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain Valley, Fullerton, Newport Beach, Orange				
Address: Telephone Number: Written Contract:	201 S. Anaheim Blvd., St Anaheim, CA 92805 714-765-4079/714-765-4 Medical Director: ⊠ Yes □ No	uite 302 077 ⊠Day-to-Day	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain Valley, Fullerton, Newport Beach, Orange Number of Personnel Providing Services: 34 EMD Training EMT-D ALS				
Address: Telephone Number: Written Contract: □ Yes ⊠ No	201 S. Anaheim Blvd., St Anaheim, CA 92805 714-765-4079/714-765-4 Medical Director: ⊠ Yes □ No	077 ⊠Day-to-Day □ Disaster	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain Valley, Fullerton, Newport Beach, Orange Number of Personnel Providing Services: 34 EMD Training EMT-D ALS				
Address: Telephone Number: Written Contract: ☐ Yes ☒ No Ownership:	201 S. Anaheim Blvd., St Anaheim, CA 92805 714-765-4079/714-765-4 Medical Director: ⊠ Yes □ No	Day-to-Day □ Disaster If Public: □ Fire □ Law	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain Valley, Fullerton, Newport Beach, Orange Number of Personnel Providing Services: 34 EMD Training EMT-D ALS BLS LALS Other				
Address: Telephone Number: Written Contract: ☐ Yes ☒ No Ownership:	201 S. Anaheim Blvd., St Anaheim, CA 92805 714-765-4079/714-765-4 Medical Director: ⊠ Yes □ No	Day-to-Day □ Disaster If Public: □ Fire	JPA/Cities: Anaheim, Brea, Huntington Beach, Fountain Valley, Fullerton, Newport Beach, Orange Number of Personnel Providing Services: 34 EMD Training EMT-D ALS BLS LALS Other				

County: ORANGE Reporting Year: 2014 **NOTE:** Make copies to add pages as needed. Complete information for each provider by county. Orange County Fire Authority Primary Contact: Name: Cole Whitlock 1 Fire Authority Road Address: Irvine, CA 92602 Telephone Number: 714-573-6500/714-573-6578 Written Contract: Number of Personnel Providing Services: Medical Director: ⊠Day-to-Day ☐ Yes ⊠ No ⊠ Yes □ No ☐ Disaster 33 EMD Training EMT-D ALS BLS ALS Other Ownership: If Public: ⊠Public □Private ⊠Fire If Public: □City □County □State □Fire District □ Federal □ Law ☐ Other Explain: Orange County Sheriff's Department **Primary Contact:** Peter Jimenez Name: 2644 Santiago Canyon Road Address: Silverado Canyon Road, CA 92676 Telephone Number: 714-628-3018 Written Contract: Medical Director: Number of Personnel Providing Services: ⊠Day-to-Day ☐ Yes ⊠ No \bowtie Yes \square No ☐ Disaster **EMD** Training EMT-D **ALS BLS ALS** Other Ownership: If Public: ⊠Public □Private If Public: □City □County □State □Fire District □ Federal ☐ Fire **⊠**Law ☐ Other

Explain:

County: ORANGE

Reporting Year: 2024

NOTE: Make copies to add pages as needed. Complete information for each provider by county.

Name: Address:	Placentia Police De 401 E Chapman Av Placentia, CA 9287	Safety	Primary Con	ntact:	Stefanie Acosta I	Reyes	
Telephone Number:	714-993-8221						
Written Contract:	Medical Director:	⊠Day-to-Day □ Disaster	Number of Personnel Providing Services:				
☐ Yes ⊠ No	☐ Yes ⊠ No		19 EMD Trainir BLS	ng	EMT-D ALS	ALS Other	
Ownership:	wnership: If Public:						
⊠Public □Private		⊠Fire ⊠Law □ Other Explain:	If Public: □Cit	ty □County	√ □State	⊠Fire District	☐ Federal

Section 4 Ambulance Zone Summary Forms

Date: August 1, 2024

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive ambulance zone</u>.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: Region A (Placentia, Yorba Linda)

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea. Emergency Ambulance Service, Inc.

Area or Subarea (Zone) Geographic Description:

City boundaries of Placentia, Yorba Linda and Unincorporated/County Islands: Brea Unincorporated, Tonner Canyon, Chino Hills State Park, Country Club, Fairlynn

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance, 9-1-1 BLS Emergency Response

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

In 2018, an RFP#CS18-1276217-DB was conducted and a contract awarded on January 28, 2020 to Emergency Ambulance Service, Inc. for a five-year term, 6/1/20 through 5/31/25.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive ambulance zone</u>.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: Region B (Cypress, La Palma, Los Alamitos, Seal Beach, Stanton)

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea. Care Ambulance Service. Inc.

Area or Subarea (Zone) Geographic Description:

City boundaries of Cypress, La Palma, Los Alamitos, Seal Beach, Stanton and Unincorporated/County Islands: Rossmoor, Bolsa Chica, Midway City, Carmel/Lampson, Dale/Augusta, Katella/Rustic, Mac-Syracuse

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance, 9-1-1 BLS Emergency Response

Method to achieve exclusivity, if applicable (HS 1797.224):

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

In 2019, an RFP#CS18-1276217-DB was conducted and a contract awarded on January 28, 2020 to Care Ambulance Service, Inc. for a five-year term, 6/1/20 through 5/31/25.

Date: <u>August 1, 2024</u>

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: Region C (Irvine, Tustin, Villa Park)

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Care Ambulance Service, Inc.

Area or Subarea (Zone) Geographic Description:

City boundaries of Irvine, Tustin, Villa Park and Unincorporated/County Islands: John Wayne Airport, Irvine Sphere of Influence, Tustin, Cowan, Lemon Heights, North Tustin (Orange and Tustin portions), Villa Park, Silverado Canyon, El Modena, Lincoln/Glassell, North El Modena, Olive Heights, Orange Park Acres, Santiago Creek)

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance, 9-1-1 BLS Emergency Response

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

In 2019, an RFP#CS18-1276217-DB was conducted and a contract awarded on January 28, 2020 to Care Ambulance Service, Inc. for a five-year term, 6/1/20 through 5/31/25.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: Region D (Laguna Hills, Laguna Niguel, Aliso Viejo, Laguna Woods, Dana Point)

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Care Ambulance Service, Inc.

Area or Subarea (Zone) Geographic Description:

City boundaries of Laguna Hills, Laguna Niguel, Aliso Viejo, Dana Point and Unincorporated/County Islands: Aliso Woods, Aliso Canyon, Laguna Woods, Unincorporated Laguna Wilderness, Emerald Bay

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance, 9-1-1 Emergency Response

Method to achieve exclusivity, if applicable (HS 1797.224):

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

In 2019, an RFP#CS18-1276217-DB was conducted and a contract awarded on January 28, 2020 to Care Ambulance Service, Inc. for a five-year term, 6/1/20 through 5/31/25.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: Region E (San Juan Capistrano, Rancho Santa Margarita, Mission Viejo, Lake Forest)

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea. Care Ambulance Service, Inc.

Area or Subarea (Zone) Geographic Description:

City boundaries of San Juan Capistrano, Rancho Santa Margarita, Mission Viejo, Lake Forest and Unincorporated/County Islands: Ortega Highway Trabuco, O'Neill Park, Las Flores, Coto de Caza, Modjeska, Upper Trabuco/Cooks

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance, 9-1-1 BLS Emergency Response

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

In 2019, an RFP#CS18-1276217-DB was conducted and a contract awarded on January 28, 2020 to Care Ambulance Service, Inc. for a five-year term, 6/11/20 through 5/31/25.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive</u> ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 1 - Anaheim

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

City of Anaheim Ambulances (transition started in 2020)

Care/Falck Ambulance Service (served the area since 1998)

Area or Subarea (Zone) Geographic Description: City of Anaheim

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: EOA 2 - Brea

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Emergency Ambulance Service, Inc. (served the area since approximately 1980)

Area or Subarea (Zone) Geographic Description: City of Brea

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance; 9-1-1 Emergency, BLS Ambulance (at the request of public safety).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.

Method of Exclusivity: Grandfathered

Emergency Ambulance Service has been providing BLS emergency ambulance transportation services for the City of Brea since 1980. No changes in company ownership or service levels since 1980.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 3 – City of Buena Park

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Emergency Ambulance Service (2024)

Falck/Care Ambulance Service (served the area 1998-2024)

Area or Subarea (Zone) Geographic Description: The City of Buena Park.

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive ambulance zone</u>.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 4 – Costa Mesa

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

City of Costa Mesa (since 2018)

Care Ambulance Service (2008; 2018 personnel contract)

Area or Subarea (Zone) Geographic Description: City of Costa Mesa

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service

Date: <u>August 1, 2024</u>

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive</u> ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 6 – Fountain Valley

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Falck/Care Ambulance Service (served the area since 1998)

Area or Subarea (Zone) Geographic Description: City of Fountain Valley

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

Date: <u>August 1, 2024</u>

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive</u> ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 7 – Fullerton

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Falck/Care Ambulance Service (served the area since November 2002)

Area or Subarea (Zone) Geographic Description: City of Fullerton

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 8 – Garden Grove

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Falck/Care Ambulance Service (served the area since 1998)

Area or Subarea (Zone) Geographic Description: City of Garden Grove

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 9 – Huntington Beach

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Huntington Beach Fire Department (served the area since 1993)

Area or Subarea (Zone) Geographic Description: City of Huntington Beach and Sunset Beach

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 11 – Laguna Beach

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

City of Laguna Beach

Doctor's Ambulance Service (served the area 1996-2019)

Area or Subarea (Zone) Geographic Description: City of Laguna Beach

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 12 – La Habra

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

City of La Habra Ambulance

Area or Subarea (Zone) Geographic Description: City of La Habra

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. <u>Please include a separate form for each exclusive and/or nonexclusive</u> ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 15 – Newport Beach

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Newport Beach Fire Department (served the area since 1996)

Area or Subarea (Zone) Geographic Description: City of Newport Beach

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 16 – Orange

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Orange Fire Department (served the area since 1995)

Area or Subarea (Zone) Geographic Description: City of Orange

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 18 - San Clemente

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Falck/Care Ambulance (since 2018)

City of San Clemente (The City of San Clemente has provided emergency ambulance transport since 1995. A private company was once contracted. Orange County Fire Authority has been contracted for over ten years to staff city owned ambulances.)

Area or Subarea (Zone) Geographic Description: City of San Clemente

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 20 – Santa Ana

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Santa Ana Fire Department (1973-2012); Falck/Care Ambulance Service (2012-present)

Area or Subarea (Zone) Geographic Description: City of Santa Ana

Statement of Exclusivity (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance; 9-1-1 Emergency, BLS Ambulance (at the request of public safety).

Method to achieve exclusivity, if applicable (HS 1797.224):

If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

EMS PLAN AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Orange County EMS

Area or Subarea (Zone) Name or Title: OA 25 - Westminster

Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

Emergency Ambulance (2023-present)

Shoreline Ambulance (2007-2016); Falck/Care Ambulance (2016-2023)

City of Westminster (1973-2007)

Area or Subarea (Zone) Geographic Description: City of Westminster

Statement of Exclusive (Exclusive or Non-Exclusive [HS 1797.6]):

Include intent of local EMS agency and board action.

Non-Exclusive

Type of Exclusivity ("Emergency Ambulance," "ALS," or "LALS" [HS 1797.85]):

Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (e.g., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.).

Emergency Ambulance; 9-1-1 Emergency, BLS Ambulance (at the request of public safety).

Method to achieve exclusivity, if applicable (HS 1797.224):

If <u>grandfathered</u>, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service.

Section 5 Trauma System Status Report 2024

EXECUTIVE SUMMARY

One of the first comprehensive systems of care in the United States, Orange County's Trauma System is unique and inclusive with the overall delivery of emergency medical services. Evaluation of the injured patient is viewed as an entire community problem, with four designated hospitals that are committed to trauma care. The Orange County Trauma Care System (Title 22 § 100247) is fully implemented with sufficient capacity to care for all designated trauma patients and demonstrates the maturity of a well-established system that addresses all aspects of trauma care.

Orange County EMS (as a local EMS agencies) is responsible for planning, implementing, and managing local trauma care systems, including assessing needs, validating system design, designating Trauma Centers, collecting trauma care data in compliance with state and national standards, and providing a Performance Improvement and Patient Safety Program. Orange County EMS utilizes the American College of Surgeons (ACS) trauma verification process as part of our designation process.

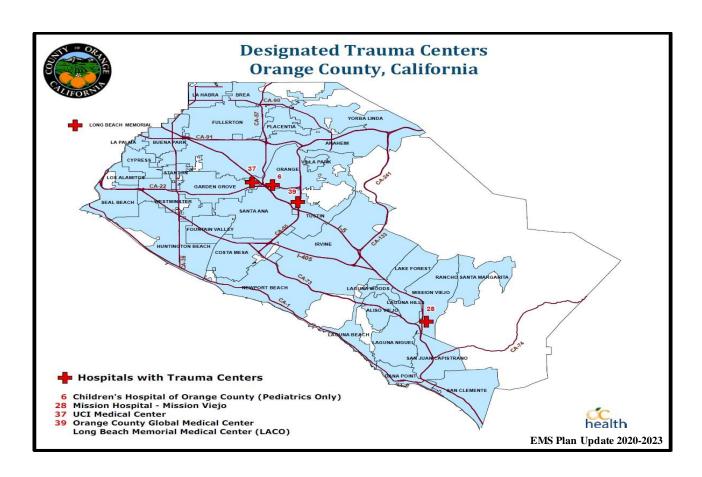
This document serves to provide a system status report for trauma care in Orange County and comply with annual submission requirements (Title 22 § 100253). Since 1980, Orange County (OC) has maintained a trauma system to ensure complete geographical coverage. Orange County Emergency Medical Services (OCEMS) and the trauma centers have a collegial relationship and work collaboratively to provide the highest quality of care for trauma patients.

Trauma centers are a fundamental component of the integrated EMS system and remain a vital public resource. The trauma system ensures the management of severely injured patients at designated trauma centers, with the less severely injured patients cared for in emergency departments. The OC Trauma System has been functioning at a high level for over thirty years as evidenced by a reduction of morbidity and mortality rates due to traumatic injury. Currently, four designated hospitals are committed to providing trauma care:

OCEMS designated Trauma Centers					
Facility	American College of Surgeons (ACS) Level	Original Designatio n Dates	Designation Expires		
Children's Hospital Orange County (CHOC)	Level 1 Pediatric	2021 (level 1) 2015 (level 2)	10/20241		
Orange County Global Medical Center (OCGMC)	Level 2 Adult	1980	06/20241		
Mission Hospital Regional Medical Center (MH)	Level 2 Adult Level 2 Pediatric	1980 2017	06/2027		
UC Irvine Medical Center (UCIMC)	Level 1 Adult Level 2 Pediatric	1980 2018	04/2025		

¹ ACS Verification & LEMSA Designation in progress

UCIMC and OCGMC receive trauma patients from the northern, western and portions of the central/eastern sections of the county. MH receives most of its trauma patients from the southern sections of the county. CHOC receives pediatric trauma patients from all areas within the county and serves as a regional resource for pediatric trauma patients. OCGMC has capability to receive pediatric trauma patients. In addition, OCEMS authorizes the transport of OC trauma patients to Long Beach Memorial Medical Center (LBMCC), a Los Angeles County designated trauma center, to ensure complete county coverage. See Map on next page.



The following table outlines the total number of trauma patient transports in the system for CYs 2012-2023.

OC Trauma	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Adult	5,500	6,100	6,000	7,250	8,307	6,610	6,607	6,210	5,767	6,120	6,514	6,419
Pediatric	525	450	400	480	536	858	872	713	656	774	756	858
Total	6,025	6,500	6,400	7,730	8,843	7,468	7,479	6,923	6,423	6,894	7,270	7,277

AMERICAN COLLEGE OF SURGEONS (ACS) TRAUMA SYSTEM CONSULTATION PREPARATION, LOCAL ASSESSMENT & REPORT

January – October 2018

In 2018, OCEMS began the process of contracting with American College of Surgeons (ACS) to conduct a system evaluation of our current Trauma System & to specifically address the underlying structure of the OC trauma system design and determine the adequacy of current trauma services or necessity for additional trauma centers. The OCEMS Trauma Advisory Committee, Emergency Medical Care Committee (EMCC) & HCA leadership supported this recommendation.

The OC trauma system had not been objectively reviewed by an external entity nor been updated to reflect more current public-health based models intended to address the broader spectrum of injury. During 2018, OCEMS received inquiries from multiple hospital systems requesting information on trauma volume and how to apply as a trauma center. In addition, one hospital submitted a formal letter of intent to apply as a trauma center.

The American College of Surgeons (ACS) assembled and provided a team of national trauma system experts to perform an on-site trauma system evaluation in the State. ACS assesses key areas including but not limited to the following:

- Emergency medical services
- Definitive care facilities
- System coordination and patient flow
- Rehabilitation
- Disaster preparedness
- System-wide evaluation and quality assurance
- Trauma management information systems
- Prevention and outreach
- Research

- Statutory authority & administrative rules
- System leadership
- Coalition building & community support
- Lead agency & human resources within the lead agency
- Trauma system plan
- System integration
- Financing
- Injury epidemiology, indicators as a tool for system assessment

Summary of ACS/OCEMS Responsibilities

- ACS: Examine the integration of trauma system components for county-level system of care and accept report of recommendations for system improvement and enhancement.
- ACS; Provided an eight-member team consisting of: two trauma/general surgeons (one is team leader), one emergency physician, a state EMS director, a trauma program manager, a technical consultant and two trauma system consultation program staff members.
- ACS: Perform an onsite trauma system evaluation in the County July 15-19, 2019.
- OCEMS: Submitted a preview questionnaire (PRQ) prior to the ACS visit, by using the TSC Guide.
- ACS/OCEMS: Coordinate & consolidate the Review Team's recommendations into final report.

Timeline of ACS/OCEMS Site Visit to Final Report

The ACS Trauma System Consultation was conducted by a multi-disciplinary review team of Trauma Surgeons, Emergency Physicians, Trauma Program Manager and Technical Advisors in July 2019. A final report was received a few months later with a comprehensive analysis of the current Orange County

Trauma system, recommendations for system improvements & priority recommendations requiring focused attention.

Date	Agenda	Participants
7/15/19	Stakeholder meeting Q&A	
7/16/19	Interactive sessions with stakeholders; analysis of PRQ	90-100
7/17/19	Data review; PRQ/session clarification/updates; ACS team deliberation	Stakeholders
7/18/19	Exit presentation with preliminary findings	
9/19	Team deliberations; refine recommendations; report-writing; fact check	ACS
10/19	Final Report Received by OCEMS	OCEMS HCA
11/19	HCA/OCEMS Review	HCA
12/19	Public Distribution of ACS Final Report & HCA Initial Action Items	EMS
1/10/20	EMCC Presentation and opportunity for public comment	System

Trauma System Configuration

During the consultation, Orange County Emergency Medical Services (OCEMS) asked a set of questions concerning our local EMS and Trauma System. Specifically, OCEMS asked ACS to "Describe the impact of changes to trauma center configuration on various system components such as access, volume and transport times." In sum, the report indicated the following:

- Geographic and population coverage of the county is excellent.
- The distribution of trauma centers is well matched to the population density.
- Simple geospatial (GIS-based) analysis suggests that over 99% of the county's injured population is within 30 minutes from point of injury to a Level or Level II center by ground & over 50% are within 15 minutes.
- The current Orange County Trauma System has worked well over many years.
- The decision to continue the current model or to reconfigure the system must be made locally and potential financial or verification impacts to existing centers should be considered.

Orange County Emergency Medical Services (OCEMS) received and reviewed the report, identified key findings, and shared these with the Health Care Agency leadership. Based on the analysis within the ACS Final Report, current resource capabilities and exquisite knowledge of our local EMS & Trauma System, OCEMS finds it unnecessary to <u>increase the number of trauma centers</u>. The Trauma System Plan will be updated annually as well as a re-evaluation of the system every 3-5 years to validate appropriate trauma care access.

High Priority Recommendations & Objectives

As a result of their in-depth, independent analysis, the ACS Final Report contained over fifty recommendations that were organized into three sections and seventeen subsections: Trauma System Assessment, Trauma System Policy Development & Trauma System Assurance. OCEMS focused on several high priority recommendations (goals) & established objectives to achieve those goals in the next few years.

GOALS & OBJECTIVES

	Goal	Date to		5	STATUS		
	Goai	Achieve	2020	2020 2021		2023	2024
1.	Prioritize leadership commitment to Trauma System & focusing on optimizing operational components, data collection & analysis & quality assurance functions.	July 2021	In Progress	Achieved			
2.	Dedicate epidemiologic support to the Trauma System to inform system priorities, benchmark system performance & develop public policy.	July 2021	In Progress	Achieved			
3.	Augment OCEMS with a Trauma System position(s) to provide subject matter expertise, oversight & focused efforts to advance the vision & mission of the trauma system.	July 2024	Approved to Hire	In Progress	In Progress	Achieved	
4.	Dedicate a-full time position for a Trauma Data Analyst within OCEMS to manage the trauma registry & other data sources both for quality & data usage perspectives.	July 2024	Approved to Hire	In Progress	In Progress	In Pro	ogress
5.	Report population-based injury surveillance data including types of injuries sustained, mechanism, severity, patient-characteristics & outcomes to system stakeholders.	July 2025				In Pro	ogress

PERFORMANCE IMPROVEMENT

OCEMS maintains a system-wide continuous quality improvement program to monitor, review, evaluate and improve the delivery of prehospital and trauma care services. Region-wide efforts are ongoing to define the system through data collection, committee-based reviews & system evaluation expectations. Performance improvement processes allow for ongoing standardized medical review of trauma care and include:

- High risk, high volume, problem-oriented runs & calls requested to be reviewed by OCEMS
- Specific audit topics established through the Regional Trauma Operations Committee.
- Medical care delivered by prehospital care providers based on protocol availability
- Trends in the quality of medical control delivered by the base hospital MICNs and BHPs
- Trends in the quality of field care delivered by EMTs and Paramedics

CONCLUSION

The Orange County Trauma System has been an integral component of the Orange County Emergency Medical Services Plan since its inception. Orange County Emergency Medical Services in collaboration with needs designated trauma centers and other partners monitor factors influencing the trauma system and make accommodations to meet current system standards and needs.

Section 6 Quality Improvement Plan Update 2024

2024 ANNUAL COI PLAN UPDATE

STATEMENT OF EMS QI PROGRAM GOALS AND OBJECTIVES

OCEMS shall maintain a system-wide continuous quality improvement program to monitor, review, evaluate, and improve the delivery of prehospital and trauma care services. The program shall involve all system participants and shall include, but not be limited to, prospective, concurrent, retrospective and reporting/feedback activities.

MAJOR INITIATIVES 2024

- Core Measures
 - OCEMS participated in the EMSA Core Measures. Feedback on data collection concerns on specific measures was sent to EMSA
 - o OCEMS regularly discusses EMSA Core Measures with agencies and provides both quality, technical assistance & education to ALS providers.
- Emergency Receiving Center designations.
 - o Focused surveys for issues identified through daily review of electronic data.
 - o Follow up review of corrective action plans from previous focused surveys.
 - Includes review of CDPH substantiated complaints pertinent to Emergency Services
 - o Deviations from designation criteria that exceed established county wide standards.
 - i.e. Excessive use of diversion that doesn't meet established definitions.
 - APOT times for all ERCs with comparisons of diversion hours are posted publicly on our website and are presented at all OCEMS meetings.
 - Education of ERCs on APOT definitions and source of data reporting
 - Significant improvement shown as ERCs are able to see their data
 - Note: OCEMS system wide APOT is consistently below 30 minutes at 90th percentile.
- Specialty Center data analysis
 - Ongoing collection of outcome data for Stroke, STEMI, CCERC and Trauma
 - Regular meetings and data sharing with specialty center leadership, clinical staff and field personnel
 - Base Hospital Coordinators invite specialty center leadership to report at Regional Emergency Advisory Committee (REAC) meetings.
 - The Trauma Program Managers have created a "collaborate" to share quality concerns and develop LEMSA-wide improvement initiatives.
 - Specialty center reporting is a permanent agenda item at the County-wide Facilities Advisory Committee
- Review of provider agency CQI plans
 - o All Base Hospitals have submitted CQI plans.
 - O Agencies have been notified of need to provide plan updates by March 31, 2022
 - o ALS/CQI Coordinator is available for assistance to any agency.
- Participation in Fire Chiefs EMS CQI Committee
 - o Provide guidance in developing and monitoring 911-specific indicators.
 - o Ongoing focus in EMSA Core Measures indicators
 - o Collaboration on surveillance surveys for field treatment protocols
 - Results presented to OCEMS resulted in at least one procedure change and one new ALS standing order.
- Continued development of online licensure system
 - o Automated reports are generated which include volume of accreditations
 - o 100% of MICN certifications are online
 - o 100% of EMT accreditation is online
 - o 100% of 911 & IFT ALS paramedic accreditation online
 - o Ambulance service licensure is online
- Medical direction and/or health and safety oversight of pandemic-related expanded scope opportunities for field personnel

SAMPLING OF INDICATORS BEING MONITORED AT THE EMS AGENCY LEVEL

Indicators Monitored	Key Findings/Priority Issues Identified	Improvement Action Plan Plans for Further Action	Were Goals Met? Is Follow-Up Needed?
"Unusual" Primary Impressions	Provider electronic selection accuracy can be problematic.	Provider agencies notified when significant trends were discovered.	Goals met. Significant improvement from initial studies. Continue to monitor.
911 IFTs	All IFTs initially brought to sending ED via EMS are reviewed by the Base Hospital Coordinators for educational opportunities. Review trend of IFTs by sending facility, especially those identified as specialty centers	Base hospital coordinator review of field triage issues to formulate education and training with field providers. Focus on trauma re-triage cases brought in by EMS. Individual case review with Medical Director of incidents of 911 IFT from specialty centers to higher level of care	Goals met. While 911 IFTs are less than 1% of all 911 responses, focus is on field triage, especially of trauma patients or patients with ground-level falls
APOT	Data posted on OCEMS website and discussed at Facilities Advisory, Transportation Advisory Committee and County Paramedic Advisory meetings. Agenda topic for EMCC	Overall, county-wide APOT is within acceptable range (90th% <30 minutes) Individual ERCs using data to drive improvement in ED and hospital flow. Added diversion hours for comparison	Ongoing review. Overall, APOT within acceptable times. Continue to monitor. Individual ERCs have reached out to OCEMS for assistance in improving times
Push-dose epinephrine	As a high-risk, low volume procedure, 100% review of all cases by ALS Coordinator and Medical Director	Case review also presented to Base Hospital Coordinators with learning/educational opportunities. De-identified cases shared with Fire Chiefs EMS CQI Committee	Ongoing review
Fire EMS CQI Surveillance Surveys	Participated with fire agency educators to identify trends in field care of: hypoxia, high-risk AMA	Collaboration with Base Hospital Coordinators high-risk AMA procedures Hypoxia education and rationale for ALS escort clarified.	Ongoing monitoring with focus on field care
High-risk, low volume procedures	Image Trend reports created for high-risk, low volume procedures for daily monitoring	Daily review for procedures such as Needle Thoracostomy, Push-Dose Epinephrine.	Review of case and outcome follow-up provided by Base Hospital Coordinators for OCEMS review

Section 7 STEMI Plan 2024

EXECUTIVE SUMMARY

California Health and Safety Code Sections 1797.107 and 1798.150 and corresponding California Code of Regulations Section 100270.121, requires the Local Emergency Medical Services Agency to submit a STEMI Critical Care System Plan to the State Emergency Medical Services Authority (EMSA) and provide annual updates. This section serves as a 2024 update of the STEMI Critical Care System Plan for Orange County Emergency Medical Services. Since 2005, a comprehensive Cardiovascular Receiving Center (CVRC) program has been in place and was the first EMS system in the nation to integrate rapid field assessment and transport of patients with a known or suspected ST-Segment Elevation Myocardial Infarction (STEMI) to OCEMS designated Cardiovascular Receiving Centers.

Currently, thirteen OC hospitals with 24/7 cardiac catheterization capability have systematically demonstrated a 69-minute door to device which is well within the 90-minute national standard. There has been no change in the CVRC program since the last update is having one less hospital designated as a CVRC. There have been no significant impacts as a result.

The following table contains data obtained from our OC-MEDS Database (Elite) and our STEMI patient registry. Elite Database is the patient registry used by EMS provider agencies and represents the number of field designated stroke transported patients.

Orange County STEMI	2023
911 Transported (Elite)	1,288
CVRC Reported STEMI ¹	1,448

¹Walk-In + 911 Transports = total

§ 100270.121. STEMI CRITICAL CARE SYSTEM PLAN REQUIRED ELEMENTS

(1) The names and titles of local EMS agency personnel who have a role in a STEMI critical care system.

Carl Schultz, MD	OCEMS Medical Director
Gagandeep Grewal, MD	OCEMS Associate Medical Director
Genise Silva, RN	OCEMS Coordinator, Facilities
Kristen Karpow, RN	OCEMS Systems & Standards Chief

(2) The list of STEMI designated facilities with the agreement expiration dates.

4/2026
2/2027
8/2027
2/2025
2/2025
8/2026
8/2027
9/2024*
8/2024*
8/2027
9/2024*
8/2027
6/2027

^{*}re-designation survey in progress

(3) A description or copy of the local EMS agency's STEMI patient identification and destination policies.

Prehospital ALS Standing Orders/Treatment Guidelines:

SO-C-010 Cardiopulmonary Arrest / Non-Traumatic

SO-C-015 Chest Pain of Suspected Cardiac Origin or Suspected Angina Symptoms

SO-C-020 Symptomatic Bradycardia

SO-C-25 Narrow QRS Complex Tachycardia

SO-C-030 Narrow QRS Complex Tachycardia – Irregular Rhythm

SO-C-040 Wide QRS Complex Tachycardia with a Pulse

SO-C-045 Cardiac Arrest with Left Ventricular Assist Device

SO-FR-003 Automated External Defibrillation

(4) A description or copy of the method of field communication to receiving hospital specific to STEMI patient, designed to expedite time-sensitive treatment on arrival.

OCEMS #310.10 Determination of 9-1-1 Dispatched Patient Transport to an Appropriate Facility

Base Hospital Guidelines

BH-C-010 Cardiopulmonary Arrest / Non-Traumatic

BH-C-015 Chest Pain of Suspected Cardiac Origin or Suspected Angina Symptoms

BH-C-020 Symptomatic Bradycardia

BH-C-25 Narrow QRS Complex Tachycardia

BH-C-030 Narrow Complex, Irregular Tachycardia

BH-C-040 Wide QRS Complex Tachycardia with a Pulse

BH-C-045 Cardiac Arrest with Left Ventricular Assist Device

OCEMS #310.00 9-1-1 Advanced Life Support Base Contact, Standing Order & Transport Criteria

(5) A description or a copy of the policy that facilitates the inter-facility transfer of a STEMI patient.

OCEMS #630.00 CVRC Criteria

OCEMS #310.20 Interfacility Transfer Between Acute Care Hospitals Using EMS Transport Providers

(6) A description of the method of data collection from the EMS providers and designated STEMI hospitals to the local EMS agency and the EMS Authority.

OCEMS #630.00 CVRC Criteria (VII. Data Collection)

OCEMS #300.50 ERC-Specialty Center Data Reporting

OCEMS #300.30 OC-MEDS – EMS Provider Data Submission Process

(7) A policy or description of how the local EMS agency integrates a receiving center in a neighboring jurisdiction.

OCEMS #630.00 CVRC Criteria (VI. Hospital Policies / Agreements)

(8) A description of the integration of STEMI into an existing quality improvement committee or a description of any STEMI specific quality improvement committee.

OCEMS#630.00 CVRC Criteria (VIII. Quality Assurance / Improvement)

(9) A description of programs to conduct or promote public education specific to cardiac care

OCEMS#630.00 CVRC Criteria (VIII. Quality Assurance / Improvement

Section 8 Stroke Plan Update 2024

EXECUTIVE SUMMARY

California Health and Safety Code Sections 1797.107 and 1798.150 and corresponding California Code of Regulations Section 100270.200, requires the Local Emergency Medical Services Agency to submit a Stroke Critical Care System Plan to the State Emergency Medical Services Authority (EMSA) and provide annual updates. This section serves as a 2024 update of the Stroke Critical Care System Plan for Orange County Emergency Medical Services.

Since 2009, a comprehensive Stroke-Neurology Receiving Center (SNRC) program has been in place by defining SNRCs as part of a "spoke and hub" system, with primary 911 ambulance transports to centers with endovascular treatment (EVT) capabilities as a "hub". Prior to 2014, patients who present to "spokes" with acute ischemic strokes and suspected large vessel occlusions were transferred by EMS to "hubs" for EVT. After 2014, all 9 SNRC hubs in this system became EVT-ready and in April of 2015, the OC EMS officially changed the SNRC criteria to require 24/7 neuro-interventional capabilities for all hub centers.

The following table contains CY data obtained from our OC-MEDS Databases (Elite and Stroke Patient Registry). Elite Database is the patient registry used by EMS provider agencies and represents the number of field designated stroke transported patients. The Stroke Patient Registry is the SNRC database and represents the number of patients (arriving via 911 and walk-in) with a stroke related final diagnosis as reported by the receiving specialty center.

Orange County Strokes	2023
911 Transported (Elite)	4,176
SNRC Reported (Patient Registry)	3,701

§ 100270.121. STROKE CRITICAL CARE SYSTEM PLAN REQUIRED ELEMENTS

(1) The names and titles of local EMS agency personnel who have a role in a stroke critical care system.

Carl Schultz, MD	OCEMS Medical Director
Gagandeep Grewal, MD	OCEMS Associate Medical Director
Genise Silva, RN	OCEMS Coordinator, Facilities
Kristen Karpow, RN	OCEMS Systems & Standards Chief

(2) The list of SNRC designated facilities with the agreement expiration dates.

Fountain Valley Regional Medical Center	2/2027
Hoag Hospital Newport Beach	8/2027
Los Alamitos Medical Center	2/2025
Mission Hospital Mission Viejo	8/2026
Orange County Global Medical Center	8/2024*
Saddleback Memorial Medical Center	8/2024*
St. Joseph Hospital	9/2027
St. Jude Medical Center	9/2024*
UCI	9/2027

^{*}Re-designation survey in progress

(3) A description or copy of the local EMS agency's stroke patient identification and destination policies.

Prehospital ALS Standing Orders/Treatment
Guidelines: SO-M-020 Altered Mental Status
SO-M-025 Suspected Acute Stroke or Intracranial Hemorrhage
OCEMS #310.10 Determination of 9-1-1 Dispatched Patient Transport to an Appropriate Facility
OCEMS #650.05 Community (Spoke) Hospital Assignments to Adult Stroke-Neurology Receiving
Centers

(4) A description or copy of the method of field communication to receiving hospital specific to stroke patient, designed to expedite time-sensitive treatment on arrival.

OCEMS #310.10 Determination of 9-1-1 Dispatched Patient Transport to an Appropriate Facility

Base Hospital Guidelines

BH-M20 ALOC

BH-M-25 Suspected Acute Stroke or Intracranial Hemorrhage
OCEMS #310.00 9-1-1 Advanced Life Support Base Contact, Standing Order & Transport Criteria

(5) A description or a copy of the policy that facilitates the inter-facility transfer of a Stroke patient.

OCEMS #650.00 SNRC Criteria (II. Application)
OCEMS #310.20 Interfacility Transfer Between Acute Care Hospitals Using EMS Transport Providers

(6) A description of the method of data collection from the EMS providers and designated Stroke

OCEMS #650.00 SNRC Criteria (VII. Data Collection)
OCEMS #650.10 Stroke Registry Data Dictionary
OCEMS #300.30 OC-MEDS – EMS Provider Data Submission Process

(7) A policy or description of how the local EMS agency integrates a receiving center in a neighboring jurisdiction.

OCEMS #650.00 SNRC Criteria (VI. Hospital Policies/Agreements)

(8) A description of the integration of STEMI into an existing quality improvement committee or a description of any Stroke specific quality improvement committee.

OCEMS #650.00 SNRC Criteria VIII.Quality Assurance/Improvement

(9) A description of programs to conduct or promote public education specific to cardiac care

OCEMS#650.00 SNRC Criteria (VIII. Quality Assurance / Improvement