EMS SYSTEM REDESIGN WORKGROUP  
November 7, 2019  
Draft Minutes

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<th>Agenda Item</th>
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<td>1.</td>
<td>Introductions</td>
<td>Lauri McFadden welcomed and thanked the group for their participation in this important process. Co-chairs Chief Garrett Contreras and Anne Kronenberg gave opening remarks.</td>
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| 2. | Rethinking Alameda County EMS Presentation | The power point presentation focused on:  
• The history of EMS,  
• EMS in Alameda County,  
• Components of EMS systems; and  
• Different models around the country.  
(Presentation attached)  
Acknowledged that EMS systems continue to evolve and change. As a workgroup, we need to look at all the models, and decide what combination of models would work for us. Some of the things we need to consider in designing a new system are patient demographics; political, fiscal and technological factors; and state and federal regulations. The workgroup agreed that we always need to keep patient outcomes at the forefront of all decision making.  
An interesting conversation centered around performance outcomes. Fire representatives stated that they use complex performance measures, not relying specifically on just level of effort (LOE) and response times. | Research Alameda public/private performance standards. | EMS Agency and Subcommittees |
|    |                                   |                                                                                                                                                    |                                                                             |                             |

Attendees
Alameda County BOS District 1, 3 and 4  
Alameda County Regional Emergency Communications Center  
Albany Fire Department  
Hayward Fire Department  
Oakland Fire Department  
Emeryville Police Department  
Falck Ambulance  
Local 1909  
Eden Medical Center  
City of Livermore  
City of Union City

Alameda County Fire Department  
Alameda Fire Department  
Fremont Fire Department  
Piedmont Fire Department  
Livermore Pleasanton Fire Department  
AMR Ambulance  
Norcal Ambulance  
Local 1974  
City of Alameda  
City of Newark  
UCSF
Subcommittee to deep dive into Performance Measured by Outcomes and Technological Advances.

Keep finances at forefront. System needs to be fiscally responsible.

ACFD questioned if there’s any data on “Personnel costs are generally less than systems that use sworn personnel.”

MedStar is a good example of new trends in EMS Systems. Nurses answer call and navigate to appropriate setting. Could be geographically challenging.

St. Louis, Las Vegas, DC, London and Denmark use the ET3 Model.

Pilot CATT team rolling out in Hayward and San Leandro in 2020. Homeless Navigation Centers are now in Oakland, Hayward and Fremont.

Fire chief requested support from the County for 5150 transport. 4 cities are mandated to do 5150 transports and it’s in the millions. Residents expect response even if they lost $600,000 in FRALS.

Need to be aware of impact to the workforce. Labor will play an important role in the redesign process.

High turn over rate, work force coming in is not just for the salary, it’s a generational change. Need to look at how to recruit, retention, diversity and community partners.

Key factor is “what do employees want in the system?” Employees need to be part of the process.

Initial subcommittees can meet in person, conference calls, etc. Important to have labor representation. Subcommittees will be:

- EMS System Financial Stability/Service Reimbursements
- System Performance Benchmarks
- Technology
- Evolving Patient and Community Needs
- Workforce

Chief Contreras will be visiting different EMS systems in Southern California. If interested, contact him.

Data needs to be in hand for workgroups.

Research and data on personnel costs

Send out subcommittee signup genius survey

Anyone interested should contact him.

All

Will

All

Anne K
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<th>PowerPoint will be widely distributed.</th>
<th>Email minutes, and PowerPoint</th>
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| 3. | Next Meeting | February 13, 2020  
11AM- 1PM  
Eden Medical Office Building |   |