



## EMERGENCY AMBULANCE TRANSPORT PROVIDER CRITERIA: COUNTY ADMINISTERED NON-EXCLUSIVE AREAS

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### I. AUTHORITY:

California Health and Safety Code, Division 2,5, Sections 1797.105, 1797.202, 1797.222, 1797.224, 1797.252, 1798.0(a)(b); Orange County Emergency Medical Services Policies and Procedures

### II. APPLICATION:

This policy describes Orange County Emergency Medical Services (OCEMS) criteria for approval of a 9-1-1 Emergency Ambulance Transportation Service Provider (Provider) for county administered, non-exclusive 9-1-1 Emergency Ambulance Operating Areas (OAs) within the boundaries of Orange County.

### III. DEFINITIONS:

**"County"** - Area included within the physical boundaries of the County of Orange; also refers to Orange County government.

**"County administered"** – Geographic areas for which 9-1-1 emergency ambulance transport service is the responsibility of the County of Orange.

**"CQI"** - Continuous Quality Improvement

**"EMS"** – Emergency Medical Services

**"EMS Plan"** – State EMS Authority approved description of operational and administrative elements of the Orange County EMS system and program.

**"Exclusive"** – Referring to anti-trust protections afforded a contract that is provided state sanctioned anti-trust protection.

**"Exclusive Operating Area"** - Ambulance area (zone) defined in the EMS Plan for which state sanctioned anti-trust protection for the 9-1-1 emergency ambulance transport service contract is in place.

**"OCEMS"** - Orange County Emergency Medical Services Agency

**"Operating Area"** - Ambulance area (zone) defined in the EMS Plan that does not have state sanctioned anti-trust protection for 9-1-1 emergency ambulance transport service.

**"Non-Exclusive"** – Referring to lack of exclusive operating privileges as would be afforded by state sanctioned anti-trust protection per Health and Safety Code 1797.224.

### IV. CRITERIA:

#### A. LICENSE REQUIRED:

A valid OCEMS Ambulance Service Provider license is required to operate as a 9-1-1 Emergency Ambulance Transportation Service Provider in the County (Reference OCEMS Policies # 720.40, 720.50, 720.50, 720.60, 720.70).

#### B. TARGET POPULATION AND FOCUS:

1. 9-1-1 Emergency Ambulance Transportation Services (services) shall be provided to all persons requiring 9-1-1 dispatched emergency ambulance transport within County administered



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Operational Areas (OAs) and Exclusive Operating Areas (EOAs), including areas requiring mutual aid response.

2. Provider shall demonstrate five (5) years of current experience and licensure in providing ambulance transportation and care of patients within Orange County.
3. The Provider must demonstrate the ability to deliver reliable clinical and response time performance with an ambulance deployment plan that includes mapping and projected response times based on response demand, traffic patterns, and geographic barriers.

**C. FUNCTIONAL RESPONSIBILITY:**

1. The Provider shall provide all necessary management, personnel, training, facilities, equipment, fuel, supplies, and materials to ensure availability of 9-1-1 BLS Ambulance Transportation Services twenty-four (24) hours per day, seven days a week (24/7) without interruption.
2. Provide the services in each assigned OA as a 9-1-1 Emergency Ambulance Transportation Service Provider, as authorized by the OCEMS Medical Director.

**D. MEDICAL ADMINISTRATION:**

1. Medical Oversight:

- a. The OCEMS Medical Director shall discontinue approval for a 9-1-1 Emergency Ambulance Transport Services provider if that provider presents a threat to community health and safety.
- b. The OCEMS Medical Director provides medical authority and management of the OCEMS system through ongoing planning, design, development, evaluation and direction of system-wide Emergency Medical Services. Any pilot programs must be approved by the OCEMS Medical Director.

2. Continuous Quality Improvement (CQI) Plan:

Provider shall develop and implement a CQI Plan that includes:

- a. CQI indicators, which shall be measured by all system participants, and may be developed in collaboration with the base hospitals, 9-1-1 ALS providers and OCEMS. Indicators shall be based on current State EMS Authority Core Measures as well as EMS system data analysis, research, and call demand.
- b. Provider CQI plan shall be approved by OCEMS initially and on an annual basis thereafter.
- c. Provider shall participate in and comply with the OCEMS CQI committees and audit processes.
- d. Valid and complete data input into the OCEMS OC-MEDS data repository system.

3. Minimum Staffing Levels:

- a. Provider shall staff Ambulances equipped to render 9-1-1 Emergency Ambulance Transportation Services and level of care with a minimum with two (2) California licensed and OCEMS accredited Emergency Medical personnel.

