



# Implementing Tiered Response: Enhancing Emergency Medical Services in Sonoma County

Department of Health Services

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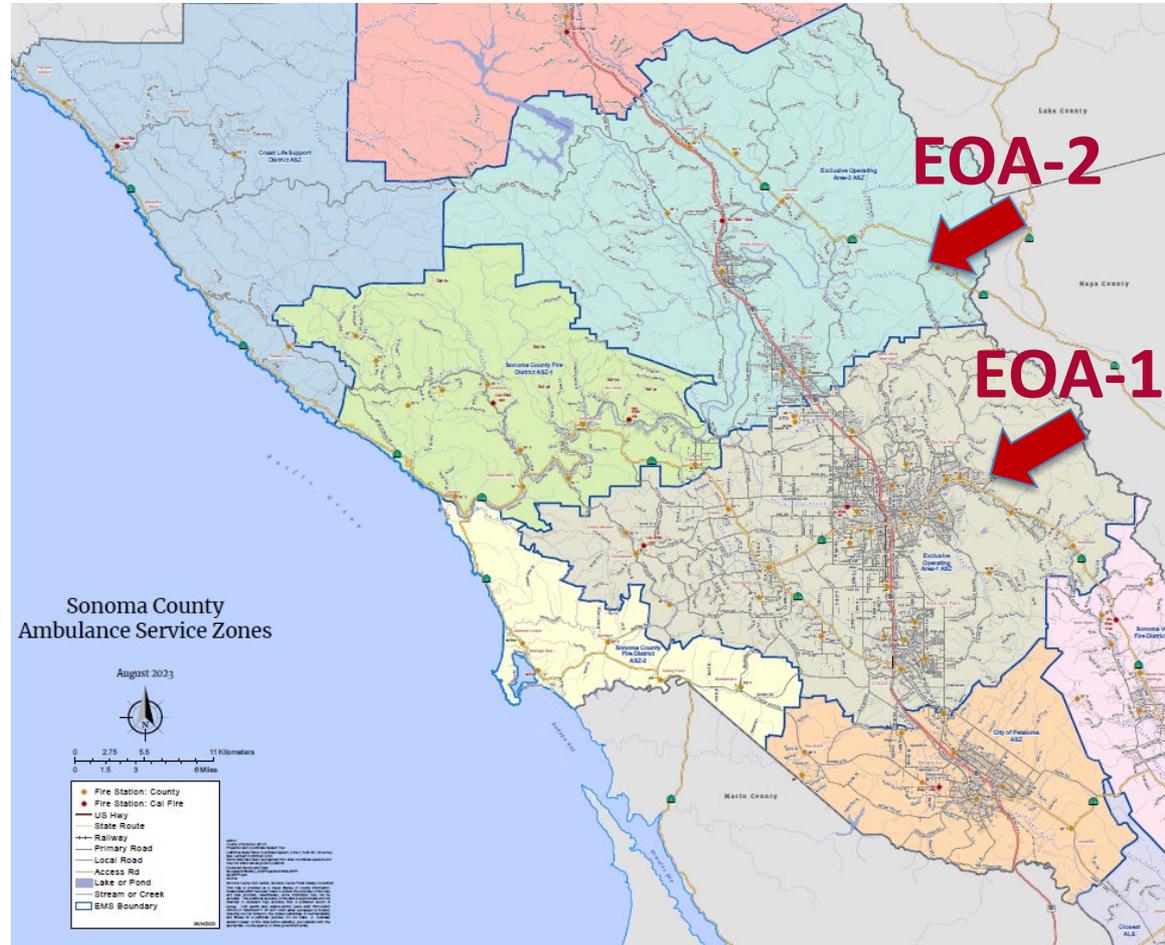
# Local Emergency Medical Services Agency

- Role of Local EMS Agencies (LEMSAs) in ensuring quality and safety of care
- Department of Health Services is designated as Sonoma's LEMSA
- Coastal Valleys EMS Agency - staff for system in Sonoma County
- Concept of Medical Control
- LEMSA Medical Director responsible for medical decision - making
- Public and private provider coordination & service delivery



# Exclusive Operating Areas (EOAs)

- Definition and establishment of EOAs in Sonoma County
- Responsibilities and obligations of providers within EOAs
- Focus on EOA-1, including Santa Rosa and surrounding areas



# Evolution of Tiered Response

- History of ALS dispatch in Sonoma County
- Concerns and stakeholder involvement in implementing Tiered Response
- Formation of Tiered Response workgroup to design and assess pilot phase



# Pilot Phase

## Implementation

- Overview of pilot phase initiated in January 2023
- Dispatch criteria based on urgency and criticality of 911 calls
- Decision-making process for dispatching ALS or BLS units



## Evaluation

- Analysis of data collected during the pilot phase
- Review of dispatch outcomes and patient transports
- Identification of challenges and areas for improvement

# Transition to Sonoma-Specific Model

- Examination of Fresno Tiered Response dispatch system
- Development of criteria for BLS dispatch in Sonoma County
- Proposal for phased implementation within EOA-1



# Phase 2 Implementation

- Launch of Sonoma-specific Tiered Response model on January 16<sup>th</sup>
- Continued data collection and review for patient safety and system effectiveness
- Introduction of Quality and Oversight Committee
- Composition and role of Implementation and Monitoring Workgroup



# Monitoring and Next Steps



- Current status of Tiered Response implementation (85% coverage)
- Summary of progress made in implementing Tiered Response
- Process for transitioning remaining areas to Tiered Response
- Medical Director determination of safety
- Readiness of jurisdictions to go to a tiered-response model

Thank you!

