

EMS Policy No. 3101, Emergency Ambulance Dispatch Requirements  
 45 Day Public Comment Period  
 October 4., 2024 to November 18, 2024

SECTION # PAGE #	ORGANIZATION	COMMENT	RESPONSE
EMS Policy No. 3101	Steven Islas Stockton Fire Department	<p>Not included in SJEMSA Policy proposals for 3101 and 7012: Addressing cost/charge per call limitations.</p> <p>Comments/Concerns: This issue is not addressed in either policy update proposal. There are concerns as this is a policy that gives exclusive service and billing rights to a single entity.</p> <p>Is there a cap to the charges this sole provider can charge?</p> <p>What is the expectation of cost recovery and charge-per-call increases?</p> <p>What is the expectation for billing cycles for the ambulance service provider?</p>	Concerns regarding cost recovery will be addressed in the RFP.
EMS Policy No. 3101, III. A.5 and III. D. 2. and III. E.	Steven Islas Stockton Fire Department	<p>Policy 3101 – Emergency Ambulance Service Dispatch Requirements Per Section III. A.5. “Function as the SJCEMSA Disaster Control Facility (DCF)”</p> <p>Comments/Concerns: The infrastructure upgrade costs: Funds for software, hardware, communications, and training of personnel for system use</p> <p>What funds are identified and how are they secured?</p> <p>Ongoing fees and upgrades Additional dedicated phone line for “blast” calls Floor/housing space Additional space needed for equipment and DCF Operations Training costs for staff to conduct hospital assessments DCF Liaison Hospital Polling QI Requirements Ongoing maintenance issues and</p>	Concerns regarding cost recovery will be addressed in the RFP.

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		<p>costs Associated use fees Center Maintenance needs Software Network Servers Hardware Telephony Updated policy and procedures Hospital Phone Lines updates</p> <p>Per Section III.D.2. "Each emergency medical dispatcher shall receive an initial San Joaquin County EMS system orientation of no less than 4 hours and a minimum of 32 hours of continuing education (CDE) every year, meeting or exceeding the standards required by the International Academy of Emergency Dispatch (IAED)."</p> <p>Comments/Concerns: The requirements for EMS/Fire dispatchers are outline by IAED to be 24 hours every two years. This requirement greatly exceeds the current standard by 134%. This would create an undue burden that would unnecessarily increase costs and press our staff for time. The time it would pull from the staff would impact our staffing and their down time or off time. This proposed requirement would be a detriment to cohesive dispatch center operations. We are making the recommendation that the SJEMSA follow the requirements set forth by the IAED that are currently at 24 hours every two years.</p> <p>Per Section III. E. "The designated emergency ambulance dispatch center shall establish and maintain a continuous quality improvement (CQI) program for its dispatch services. It shall address dispatcher performance and resiliency deficiency as well as measured relevant Key Performance Indicators (KPI)."</p> <p>Comments/Concerns: What are the established KPI's?</p>	<p>An additional 4 hours per year will be dedicated to curriculum and training not provided by the IAED such as DCF specific training. Accordingly, SJCEMSA will reduce the annual requirement from 32 to 28 hours annually.</p> <p>The dispatch KPI's will be established by the designated Emergency Ambulance Dispatch Center.</p>

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		<p>How will the KPI's for dispatchers be measured?</p> <p>What is the performance period?</p> <p>Is there a rubric that follows any industry standard?</p>	
EMS Policy No. 3101, III	Jonathan Mendoza SSJCFA	<p>Policy 3101 Section III. D. 2</p> <p>Comment: Consider decreasing the minimum hours of continuing dispatch education (CDE) to meet the standards required by the International Academy of Emergency Dispatch (IAED). Dispatch center is already required to obtain and continuously maintain EMS Accredited Center of Excellence (ACE) accreditation from the International Academies of Emergency Dispatch. The additional CDEs are costly and excessive.</p>	An additional 4 hours per year will be dedicated to curriculum and training not provided by the IAED. Accordingly, SJCEMSA will reduce the annual requirement from 32 to 28 hours annually.
EMS Policy No. 3101, I	Brian Hajik American Medical Response	<p>How is the dispatch provider selected and what is the revenue source for the dispatch provider?</p> <p>Are fees rate-regulated?</p>	Concerns regarding cost recovery will be addressed in the RFP.
EMS Policy No. 3101 I, 7	Brian Hajik American Medical Response	<p>Please clarify this section.</p> <p>Who determines the need for "Provide county wide non-emergency ambulance interfacility transport (IFT) call intake and coordination services (as needed)" and</p> <p>would a contract for services be done between providers or through the County?</p> <p>Would like-technologies be required for interfacility providers like emergency ambulances (ex. radio/phone/CAD)?</p>	Concerns regarding IFT will be addressed in the RFP.