## EMS Delivery System Redesign

July 2025





# **EVALUATION BACKGROUND**

**HOW DID WE GET HERE?** 



Q

Nov. 2020 – Jan. 2021

Board of Supervisors directed a review of the base station hospital system/trauma catchment areas



Jan. 2023 – Mar. 2024

Review, community feedback, and analysis conducted



Aug. 2024

Board direction to develop and pilot recommendations

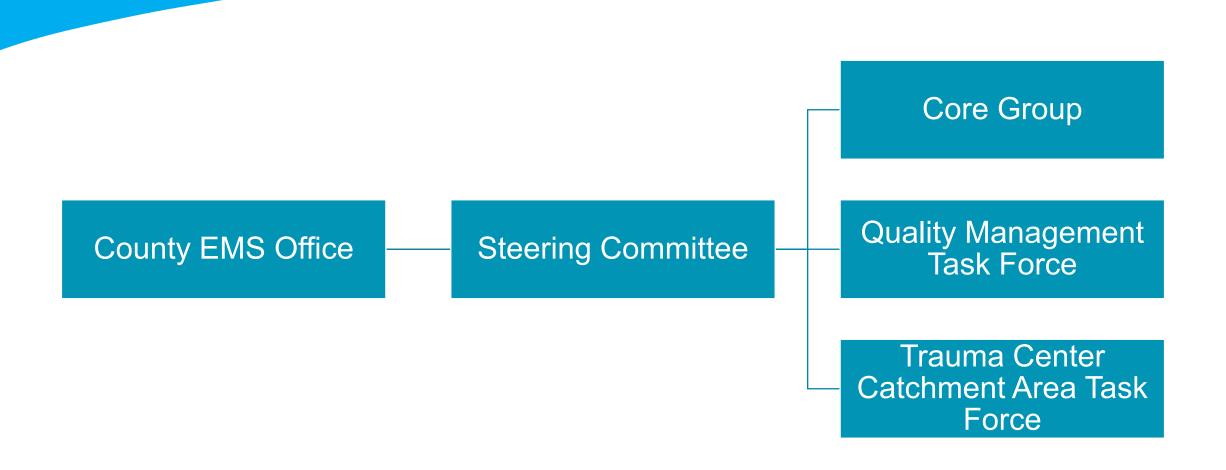
Consultant hired to conduct these evaluations

Nov. 2022

Reports published, feedback received

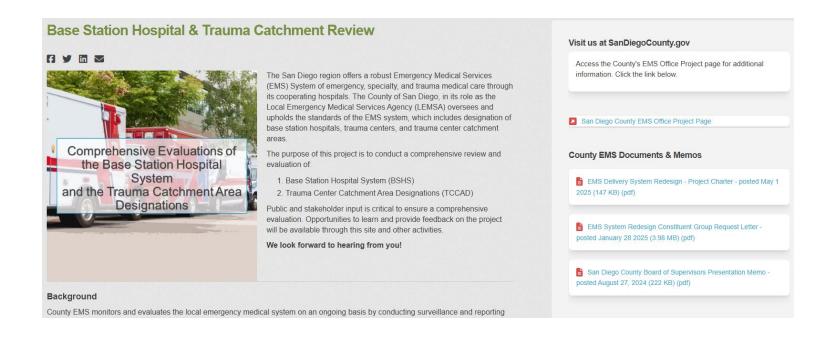
June 2024

### Workgroups



#### **Project Charter**

The EMS System Redesign is focused on modernizing coordination, improving patient outcomes, and building a more efficient, equitable system across San Diego County.



#### EMS Delivery System Redesign Project Charter

#### Optimize EMS -Hospital Communication

Streamline EMS notifications to Emergency Departments

Improve real-time visibility into hospital availability and status

Pilot new communication tools across diverse EMS and hospital settings

#### Streamline Online Medical Direction

Evaluate new models for physician consultation

Ensure timely, consistent guidance for EMS crews

### Modernize Quality Management

Replace fragmented QA processes with a unified, systemwide model

Implement shared performance metrics and dashboards

Foster a data-driven just culture across agencies

#### Evaluate Northwest Trauma Catchment

Reassess trauma boundaries in the Northwest area to improve access

Pilot flexible transport options based on traffic and capacity

#### Build for the Future

Establish secure, bidirectional data sharing between EMS and Hospitals

Plan for a unified EMS Command and Control Center (EMCCC)

#### **Next Steps**

- Pilot development
  - Digital prehospital pre-arrival notifications
  - Agency-based, LEMSA-coordinated Quality Management
  - Bidirectional data exchange between EMS and Hospitals
  - Streamlined Online Medical Direction
  - Northwest trauma catchment area
- Early Planning
  - Emergency Medical Command and Control Center



# Questions?