

# 2019 Annual Performance Report Summary for Delano Ambulance Service – EOA 3

## **Operations and Geography**

Delano Ambulance Service is responsible for all ambulance services within exclusive operating area (EOA) number 3. Located at the north end of the County, EOA 3 encompasses an area from the Tulare County line to the north, Woody to the east, Lost Hills Road to the west and Whistler Road to the south. Included within EOA 3 are 10-mile stretches of the Highway 99 and Highway 65, as well as the communities of Delano and McFarland.

Delano Ambulance Service's base of operations in 2019 is located at 403 Main Street, Delano. Delano Ambulance Service runs a fleet including 6 ambulances and employs 17 emergency medical technicians, and paramedics. The owner of Delano Ambulance is Aaron Moses.

## **Sub-contracts**

During 2019, Delano Ambulance Service had an agreement with Hall Ambulance Service, Inc. to allow for the transport of inmates originating from Bakersfield hospitals and return them to North Kern and Kern Valley State Prisons. Additionally, Tulare County will regularly request Delano Ambulance Service to respond into Richgrove, Earlimart, or other parts of southern Tulare County for medical calls and other emergencies. However; these calls are on a mutual aid basis, and a formal contract that requires Delano Ambulance Service to cover parts of Tulare County has not been executed.

## **Compliance**

In 2019 Delano Ambulance Service had the following compliance issues:

In the months of July, August, September and October, Delano ambulance service was found to be out of compliance with the Cardiac Arrest Registry to Enhance Survival (CARES) data reporting mandate approved by this board on May 9<sup>th</sup>.

On November 13<sup>th</sup>, EMS conducted a review of Cardia Arrest calls run in EOA 3 from August 1<sup>st</sup> through November 12<sup>th</sup>. EMS discovered that a large percentage of these calls were out of compliance with county Policy.

Additionally, On November 13<sup>th</sup>, EMS received information that Delano Ambulance Service was not in compliance with the Kern County STEMI Policy, specifically, they were not able to transmit their EKG data to STEMI receiving centers.

In response to each of the reported violations, EMS sent Notices of Non-Compliance mandating that each issue be immediately addressed.

In addition, the following fines were imposed as provided for in the Kern County Ambulance Ordinance:

Delano Ambulance Service received fines totaling = \$1000.00

Response time compliance is complex; there are 25 categories of response time compliance that must be met each month. In addition, there are three other categories of response compliance we measure to ensure that advanced life support (ALS) units are predominately used in the system for pre-hospital emergency calls.

In July Delano Ambulance was found to be out of compliance with response times in EOA 3 in one zone.

In August Delano Ambulance was found to be out of compliance with response times in EOA 3 in one zone.

- EOA 3: 4855 responses; 62 *turned calls*; 107 *mutual aid* calls.

*Mutual aid* occurs when Delano Ambulance Service provides services for another ambulance company outside of the EOA. Delano Ambulance provided 86 *mutual aid* responses to Tulare County. The demand for services in other areas exceeded the capability of the other existing ambulance providers and Delano Ambulance Service provided resources to meet the demand. Further, Delano Ambulance Service provided mutual aid in Bakersfield, Wasco, McFarland, and Shafter on 21 occasions.

A *turned call* occurs when Delano Ambulance Service fails to respond to a call within its EOA and another agency must respond from outside of the area. During 2019, Delano Ambulance Service reported 62 *turned calls*. Hall Ambulance Service, Inc. responded to all of the requests. Of the *turned calls* that were reported, Delano Ambulance Service was able to take a number of the calls back completing the calls.

### **Data Reporting**

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Delano Ambulance Service was compliant for all months with data reporting requirements.

### **Complaints/Investigations**

In 2019, there were no formal complaints filed with the Division against Delano Ambulance Service.

### **Community Services**

Delano Ambulance Service reports participation in six (6) community service events for 2019. These events included school events, community events such National Night Out with Delano Police Department and participation in drills. In 2019, Delano Ambulance Service interacted with approximately 7400 people.

### **Dispatch**

Delano Ambulance Service contracts with Hall Ambulance Service, Inc. to provide EMD and dispatch services.

### **Summary**

Delano Ambulance Service had several policy violations in the months of July, August, October and November. These policy violations were discovered as a result of one EMS audit and one resulted from information provided by hospital staff. These issues were rectified shortly after they were brought to the attention of Delano Ambulance Administration.

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	#	Standard
												1	Priority 1:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	2	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	3	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	4	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	5	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	6	Wilderness
												7	Priority 2:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	8	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	9	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	10	Suburban
MET	MET	MET	MET	MET	MET	MET	NOT MET	MET	MET	MET	MET	11	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	12	Wilderness
												13	Priority 3:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	14	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	15	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	16	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	17	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	18	Wilderness
												19	Priority 4:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	20	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	21	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	22	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	23	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	24	Wilderness
												25	Priority 5:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	26	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	27	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	28	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	29	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	30	Wilderness
												31	Priority 6:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	25	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	26	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	27	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	28	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	29	Wilderness
												30	Priority 7:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	25	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	26	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	27	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	28	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	29	Wilderness
												30	Priority 8:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	25	Metro
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	26	Urban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	27	Suburban
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	28	Rural
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	29	Wilderness
												30	Priority 9:
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	31	Appropriate BLS Use
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	32	Priority 1
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	33	Priority 2
MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	34	Priority 3

Aaron Moses, Owner  
Delano Ambulance Service  
403 Main St.  
Delano, CA 93215

**NOTICE OF NON-COMPLIANCE EOA 3**

Dear Mr. Moses:

The Kern County Public Health, Emergency Medical Services Program (EMS) has identified that in the month of August, 2019, Delano Ambulance Service is non-compliant with the Kern County *Ambulance Service Performance Standards (1005.00)* for the exclusive operating area (EOA) 3. This failure constitutes a violation of:

- *Ambulance Service Performance Standards IX.G.2.:* "Aggregate monthly response time performance will be applied to Priority 1 and 2 calls within each response time zone in each EOA. Any priority 1 or 2 call, by zone, resulting in less than the 90 percent response time performance is non-compliant with the Standards."

Delano Ambulance Service has failed to meet the response time standards as specified in the *Ambulance Service Performance Standards*, as follows:

COMPANY	EOA	Month	Priority	Zone	Percent	Status
Delano	3	August	2	Rural	50.0%	Not Met

As stated in section IX, J, a, of the Ambulance Performance Standards, "If an ambulance provider fails to meet the 90% compliance standard for Priority 1 or 2 calls within any response time zone, in any month, within an EOA, up to 3 consecutive months, the provider will be charged a \$1000 fine each month." As a result, attached you will find an invoice for \$1000 for violations found in the following EOA's, in the month of August;

EOA 3, Priority 2, Rural

The Division is requesting immediate action on the part of Delano Ambulance Service to come into compliance with the above stated provisions. Delano Ambulance Service shall, deliver to the Division, no later than October 22nd, 2019, in writing, a plan to cure the above stated violation. Delano Ambulance Service's plan shall be updated on the 1st of every month until the violation is cured. Each update must include any alterations to the plan and any actions taken to bring the EOA into compliance.

Failure to abide by this notice within the timeframes allowed may result in a finding of guilty of an infraction and assessment of a penalty pursuant to Chapter 8.12.200 of Ordinance.

Sincerely,

Jeff Fariss  
EMS Program Manager



**MATTHEW CONSTANTINE**  
DIRECTOR

1800 MT. VERNON AVENUE

BAKERSFIELD, CALIFORNIA, 93306-3302

661-321-3000

WWW.KERNPUBLICHEALTH.COM

November 13, 2019

Aaron Moses, Owner  
Delano Ambulance Service  
403 Main St.  
Delano, CA 93215

#### NOTICE OF NON-COMPLIANCE C.A.R.E.S. DATA SUBMISSION

Dear Mr. Moses:

On May 9<sup>th</sup>, 2019, EMCAB mandated that C.A.R.E.S. data become part of the data requirements for Kern County approved providers. Kern County Public Health, Emergency Medical Services (EMS) has identified that Delano Ambulance Service is non-compliant with the C.A.R.E.S. data submission mandate for the months of July, August, September and October 2019.

EMS is requesting immediate action on the part of Delano Ambulance Service to come into compliance with the C.A.R.E.S. Data Submission requirement. Delano Ambulance Service shall comply with all data submission requirements and complete all missing C.A.R.E.S. data submissions no later than Friday, November 22<sup>th</sup>, 2019.

C.A.R.E.S. data submissions are to be completed monthly in order to remain in compliance.

Failure to abide by this notice within the timeframes allowed may result in a finding of guilty of an infraction and assessment of a penalty pursuant to Chapter 8.12.200 of Ordinance.

Sincerely,

Jeff Fariss  
EMS Program Manager

Aaron Moses, Owner  
Delano Ambulance Service  
403 Main St.  
Delano, CA 93215

**NOTICE OF NON-COMPLIANCE 12 LEAD ECG TRANSMISSION**

Dear Mr. Moses:

On November 13<sup>th</sup>, 2019, Kern County Public Health, Emergency Medical Services (EMS) obtained information that your company was not transmitting the mandatory 12 Lead ECGs to STEMI hospitals. Contact was made with you, a test was conducted, and it was determined that, in fact, your company was not able to transmit the mandatory data.

Page 11, Section A, 2, of the STEMI Policy states “Paramedics will send the 12-Lead report to the E.D., if equipment is capable.”

Page 94, Section 2, c, of the Paramedic Protocols states, “If transporting to a “STEMI Receiving Center” and time permits, electronically transmit the 12 Lead EKG for physician verification.”

EMS is requesting immediate action on the part of Delano Ambulance Service to come into compliance with the STEMI System of Care Policy as well as the Paramedic Protocols. Delano Ambulance Service shall immediately come into compliance with all policies, procedures and protocols. Delano Ambulance Service shall, deliver to EMS, no later than November 22nd, 2019, in writing, an explanation of how you fell out of compliance and a plan to cure the above stated violation.

Failure to abide by this notice within the timeframes allowed may result in a finding of guilty of an infraction and assessment of a penalty pursuant to Chapter 8.12.200 of Ordinance.

Sincerely,

Jeff Fariss  
EMS Program Manager



Aaron Moses, Owner  
Delano Ambulance Service  
403 Main St.  
Delano, CA 93215

#### NOTICE OF NON-COMPLIANCE WITH DETERMINATION OF DEATH POLICY

Dear Mr. Moses:

On November 13<sup>th</sup>, 2019, Kern County Public Health, Emergency Medical Services (EMS) conducted a random QI review of cardiac arrests run in EOA 3 from August 1<sup>st</sup>, 2019 through November 12<sup>th</sup>, 2019. During our review we discovered the following:

21 total cardiac arrested were dispatched in EOA 3

8 were documented as obtaining ROSC at scene and subsequently transported

1 medical arrest terminated on scene in accordance with policy

1 traumatic arrest terminated on scene with base contact

1 traumatic arrest terminated on scene due to obvious death criteria

And

10 cardiac arrests transported without ROSC and no documentation of mitigating circumstances, in clear violation of the determination of death policy. These cases involve multiple paramedics and therefore it appears to be a company wide issue.

The Determination of Death Policy, #107 in the Paramedic Protocols and #109 in the EMT Protocols, mandates that patients that are over 18 years of age, do not meet obvious death criteria, have been confirmed down less than 10 minutes, have no DNR and show no signs of blunt force trauma, will have 30 minutes of resuscitation. If the patient fails to respond to appropriate life support treatment and no ROSC is achieved all efforts are to be discontinued and the patient is to be left at the scene.

EMS is requesting immediate action on the part of Delano Ambulance Service to come into compliance with the Determination of Death Policy. Delano Ambulance Service shall provide training on the Determination of Death Policy to all paramedics and EMTs under your employ. Delano Ambulance Service shall, deliver to EMS, no later than November 22nd, 2019, in writing, an outline of the training provided along with a roster of those paramedics and EMTs in attendance. Delano Ambulance Service shall immediately come into compliance with all Kern County policies, procedures and protocols.

Failure to abide by this notice within the timeframes allowed may result in a finding of guilty of an infraction and assessment of a penalty pursuant to Chapter 8.12.200 of Ordinance.

Sincerely,

Jeff Fariss  
EMS Program Manager