

September 21, 2010

Marin County Board of Supervisors
3501 Civic Center Drive
San Rafael, California 94903

SUBJECT: Department of Health and Human Services, Division of Public Health requests approval of FY 10-11 contract with Karrie Groves, RN for \$70,000 to monitor and maintain a Countywide EMS continuous quality improvement plan. (Renewal)

Dear Supervisors:

RECOMMENDATION:

1. Authorize President to execute \$70,000 FY 10/11 contract renewal with Karrie Groves, RN.

SUMMARY: Since January 1, 2005, State regulations have required continuous quality improvement reviews for emergency medical services. The proposed contract renewal provides for the continued efforts to develop, maintain, and monitor a multi-disciplinary continuous quality improvement (CQI) system that includes all emergency medical services stakeholders. Additionally, the contractor will work on the reporting of State-mandated quality improvement indicators to the State EMS Authority.

COMMUNITY BENEFIT: Implementing a Countywide continuous quality improvement program ensures the delivery of care to persons who may need the emergency 911 system. This plan provides a process for ongoing monitoring of the EMS system, and a mechanism for system oversight.

CONTRACTOR PERFORMANCE: Ms. Groves has been retained to perform these services since FY 2005-06. In FY 2009-10 she provided an outstanding level of service and achieved all contract objectives. These include:

- Leading the Agency's Policy and Procedure Committee, coordinating the development, research, and production of new policies in May 2010.
- Along with policy development, Ms. Groves organized the development of a Train-the-Trainer program to address the nuances of these policies.
- Continuous oversight of the Emergency System Notification process, investigating reports of suspected violations of standards and unusual occurrences in prehospital patient care operations; working closely with the EMS Medical Director and appropriate stakeholders to help ensure quality improvement and conflict resolutions.
- Continuous monitoring of Marin County's prehospital helicopter utilization, initiating case reviews as needed and working with the two major air transport providers, REACH and CALSTAR.
- Continuous monitoring of all hospital diversions, reporting this activity to the CQI Committee

- Conducted data collection and analysis from two STEMI Receiving Centers, Marin General Hospital and Kaiser Hospital Terra Linda.
- Provided support, coordination and assistance in implementing policies and procedures of the Trauma Advisory Committee (TAC).

FISCAL IMPACT: There is no increase from the prior year contract amount. There is no increase in net county cost associated with this request. Funds for this proposed contract renewal are budgeted in the Emergency Medical Services Funds Center 1000092000.

Reviewed By:	Department of Finance	[]	N/A	[X]
	County Counsel	[]	N/A	[X]
	Human Resources	[]	N/A	[X]

Respectfully submitted,

Larry Meredith, Ph.D.
Director

SAP Document Number: 10020492