



# San Joaquin County Emergency Medical Services Agency

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Thursday, May 11, 2023  
1130 - 1230  
Robert J. Cabral Agricultural Center  
2101 E. Earhart Ave., Delta Room  
Stockton, CA 95206

## MPDS QI COMMITTEE

### AGENDA

- I. CALL TO ORDER/INTRODUCTIONS
- II. APPROVAL OF PAST MPDS QI COMMITTEE MEETING MINUTES:
  - a. Review and approval of February 9, 2023, MPDS QI Meeting Minutes
- III. EMS MPDS KPI REPORTS (Q1 2023):
  - a. ACE Performance Standard
  - b. Agency Performance
  - c. Agency Performance Benchmark
  - d. Agency Trends
  - e. Agency Performance Threshold
  - f. QI Report (QI Summary only)
  - g. Determinant Drift
  - h. Wrong address spreadsheet
- IV. OLD BUSINESS:
  - a. Define "Wrong" Address
  - b. Wrong address patterns and observation - discussion
  - c. Obvious Death/Expected Death case review
- V. NEW BUSINESS:
  - a. MD Review of Jurisdictionally Approved Questions and Authorizations
  - b. SEND Protocol
- VI. ANNOUNCEMENTS/GOOD OF THE ORDER
- VII. NEXT MEETING:

- a. The next regularly scheduled MPDS QI Committee meeting is scheduled for August 10, 2023.

VIII. ADJOURNMENT

Attachment:

CONFIDENTIAL - Draft February 9, 2023 MPDS QI Meeting Minutes



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



## MPDS QI Committee

Thursday, February 9th, 2023 at 1130

### MINUTES

Members	Membership Representing	Present	Absent
Jared Bagwell (Co-Chair)	SJCEMSA	X	
Dr. Katherine Shafer (Co-Chair)	SJCEMSA	X	
Anna Josephson	EMD – Stockton Fire Dept.	X	
Shawn Allan	EMD – Stockton Fire Dept.		X
Richard Silva	EMD – VRECC	X	
Rebecca Luz	EMD - VRECC	X	
Ken Johnson	Division Chief – Lodi Fire Dept.	X	
EMS Agency Staff	Title	Present	Absent
Don Miles	Office Technician/Coordinator	X	
Sophany Bodine	EMS Specialist	X	
Amanda Petroske	EMS Trauma Coordinator	X	
Natisha Plummer	EMS Analyst	X	
Christina Tualla	EMS Specialist	X	

Meeting called to order by at 1130 hours by Co-Chair EMS Director Jared Bagwell.

#### I. INTRODUCTIONS:

- a. Member introductions.

#### II. APPROVAL OF PAST MPDS QI COMMITTEE MEETING MINUTES:

- a. M/S Richard Silva/Ken Johnson. Minutes approved.

### III. EMS MPDS KPI REPORTS REVIEW (previous 2 quarters: July – Dec. 2022):

- a. Ace Performance Standard: Reports and comparisons reviewed with committee.
- b. Agency Performance: Discussion that input errors such as not recognizing obvious information are related to inaccuracies that are likely behind the higher numbers. New staff training are likely still a factor as well.
- c. Agency Performance Benchmark: Reports and comparisons were reviewed.
- d. Agency Performance Trends: Reports and comparisons were reviewed.
- e. Agency Performance Threshold: Reports and comparisons were reviewed.
- f. QI Report: Reports and comparisons were reviewed.
- g. Determinant Drift: Reports and comparisons were reviewed.
- h. Wrong address spreadsheet: Committee reviewed wrong address spreadsheet and discussed ways to limiting the number of wrong addresses. Using technology to validate location, new trainees, and high rate of turnover of staff were some potential issue to be addressed.
- i. Chief Johnson discussed the desire to have follow up from calls including EMD determinant to ED disposition. Chief Johnson also asked about other internally created emergency medical dispatch processes such as LA and Reno. It was discussed it was SJCEMSA priority over the next couple years to collate EMS data such as MPDS/ePCR/and ED disposition data. In addition, it was discussed that IAED is internationally recognized as the gold standard and provided decades of research and evidenced based results.

### IV. OLD BUSINESS:

- a. Define “Wrong” Address: Wrong address definition discussed which was generally identified as a wrong address which resulted in a significant delay. Discussion about using Just Culture to address the wrong address issues internally. Anna Josephson agreed to work on a definition for the group.
- b. Wrong address patterns and observation: After a few anecdotal experiences were related by committee members, Bagwell also related by comparison how two addresses can have the exact same home number and street, yet be in different cities.
- c. Current C2C Interface issues and best practices: Both centers discussed how they are notified when CAD interface fails. Some recent CAD interface failures had been experienced.
- d. Frequency of Map/GIS updates: Richard Silva informed committee members that maps are generally updated at VRECC every 90 to 180 days.

- e. eCATS data: Centers were asked if eCATS was monitored. Anna Josephson and Rich Silva informed eCATS may be a good way to review call answer times for each center in this committee at future meetings.
- f. Obvious Death / Expected Death: Discussion on some examples of EMD's having difficulty or feeling uncomfortable with a couple calls related to identifying "decomposition" or "obvious death". It was discussed that a couple call reviews next meeting would help determine was to address through policy changes as needed.

**V. NEW BUSINESS:**

- a. Protocol 29 – Traffic accident: Committee asked if they routinely receive callers for Protocol 29. Both centers reported typically not. Efforts to be made to educate PSAP of the importance to transfer callers reporting traffic accident for better accurate determinants and response.
- b. Unprotected Area procedures: Committee informed that currently only French Camp Fire is participating. No other issues reported.
- c. MD Review: Committee members informed that Dr. Shafer to review all current MPDS MD authorizations at next meeting to ensure both centers are up to date.

**VI. ANNOUNCEMENTS/GOOD OF THE ORDER:**

- a. Committee discussion of changing start time of meeting to 1100 if EMS Advisory meeting duration changes.

**VII. NEXT MEETING:**

- a. Next regularly scheduled MPDS QI meeting is scheduled for May 11, 2023.

**VIII. ADJOURNMENT:**

- a. Meeting adjourned 1245.