



### Critical Ambulance Demand Mitigation

The following plan is intended to address unanticipated requests for 911 ambulance services by providing a progression of mitigating steps to ensure that capacity to respond is maximized and scarce ambulance resources are allocated to the best possible use.

Each phase represents a step-wise approach triggered by worsening levels of system status. Generally, it would be inappropriate to implement Phase II steps before all Phase I steps have been attempted, for example.

This document is intended for resource management, not for specific incident management such as an MCI.

Implementation of this plan does not require pre-authorization by the Santa Cruz County EMS Agency and real time notification of the EMS Administrator and EMS Medical Director is required.

This plan is not intended for mitigation of anticipated events such as specials events, severe weather, sick leave or strikes which shall be addressed proactively by the 911 ambulance agency.

1. **Phase I – Pending of one or more Code 3 calls due to contract transport units unavailable. (Activated by M100)**
  - 1.1 Mutual Aid request
  - 1.2 Dispatch M3566
  - 1.3 Consider call back of off duty personnel to staff additional ambulances
  
2. **Phase II – Continued pending of one or more Code 3 calls after implementation of Phase I strategies and system levels are anticipated to continue to degrade. (Activated by M100)**
  - 2.1 Activate an additional Medical Zone coordinator (ambulance supervisor) and Fire Zone coordinator (Chief Officer)
    - 2.1.1 The additional Zone Coordinator may post at NetCom to modify dispatch procedures
  - 2.2 Notify as listed below
  - 2.3 All Code 2 calls are pended. All responses are Code 3.
    - 2.3.1 Netcom to advise Reporting Party that delays are possible for non-life threatening requests for service.
  - 2.4 Request all available private ambulances be placed in service in the EMS System to run any call type.
  - 2.5 Request all available “BLS Transport Surge Task Force” ambulances be placed in service in the EMS system.
    - 2.5.1 Leave at least one (1) Fire Transport Vehicle in the San Lorenzo Valley
  - 2.6 Hospital Diversion Suspended. All Hospitals are Ordered Open (Green).
    - 2.6.1 All ambulances shall transport to the closest appropriate Emergency Department in Santa Cruz County.
    - 2.6.2 Patient preference suspended.
    - 2.6.3 Helicopters, when available, should be used to transport out of county specialty centers.
  - 2.7 First Responders encourage patient transport by POV where able.
  - 2.8 All ambulance transports are handled “Code 3”.
  - 2.9 All ambulances return to deployment staging post “Code 3”

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3. **Phase III – Continued pending of one or more Code 3 calls after implementation of Phase II strategies and system levels are anticipated to continue to degrade. (Activated by Medical and Fire Zone Coordinator)**
  - 3.1 Consider activating ambulance strike team through MHOAC
  - 3.2 Ground transports to out of county specialty care centers may be suspended.
  - 3.3 Medical and Fire Zone coordinators may consider suspended ambulance dispatch to lower priority calls.
  - 3.4 Verbal report at patient handoff at hospital. Delay TOC and/or PCRs
    - 3.4.1 PCRs can be completed within 48 hours
  - 3.5 Request all available Fire Service Transport ambulances be placed in service in the EMS system to handle all request types.
  - 3.6 Other EMS System Response may be additionally modified as determined by the Medical and Fire Zone Coordinators.
  
4. **Phase IV – Anticipated or Declared Countywide Disaster**
  - 4.1 Refer to Countywide Disaster Plan.

**Execution of Phase II and above Actions requires immediate notification to the following:**

- EMS Administrator or his/her designee, Public Health Officer, MHOAC – if not already involved
- EMS Medical Director
- Director of Operations of AMR
- General Manager of NetCom
- Fire Zone Coordinators
- Notification via All-Chiefs page (NetCom)
- Notification to all field responders (NetCom)
- Notification of Dominican and Watsonville Hospital ED's (NetCom)
- Notification to all Police Watch Commanders (NetCom)
  - All code 2 requests will be pended

**Suspension of the above Actions and return to Day to Day requires immediate notification to the above.**

**Any phase activation will require a post incident analysis**

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