

Emergency Medical Services Agency

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Public Health Department


Santa Clara Valley Health & Hospital System



September 29, 2008

To: Santa Clara County EMS System Field Providers (non-management)

Copy: BLS & Paramedic Coordinators

From: Josh Davies 
Section Manager

Subject: Field Provider Future Search Open Forum –
911 Ambulance Service Provision

In the event that the final two-year extension to the 911 ambulance service agreement is approved by the Board of Supervisors, the agreement between the County and American Medical Response will reach its full term on June 30, 2011. The County is in the process of introducing and implementing a “future search” process that will begin in October/November 2008 and continue through vendor selection by June 30, 2010. This fifteen-month process will include participation from all interested EMS System Stakeholders; will be comprehensive, diverse, and far reaching.

Understanding that those individuals responsible for responding to emergency medical service requests 24/7/365 in Santa Clara County are key partners in this process, an open forum has been scheduled for **October 22, 2008 from 7:00 PM to 10:00 PM** at the Santa Clara County EMS Agency (Operations Center, 645 South Bascom Avenue, San Jose – enter through the rear door).

This forum has been scheduled to specifically seek input from field-level providers (not managers, chiefs and/or directors) from American Medical Response, county and municipal fire departments, and public safety agencies. The target audience includes line personnel, EMTs and paramedics, and first line supervisors/company officers. It is our intention to provide an open and uninhibited environment that will facilitate honest communication related to our EMS System. The input from those charged with delivering critical prehospital care services is essential in our development of a sound Emergency Medical Services System.

Input received from this forum will be used during the development of Request for Proposals (RFP) for an Exclusive Operating Area ambulance provider and for the development of an EMS System Work Plan/Future Search.

Dedicated to the health of the whole community

The Public Health Department is a division of Santa Clara Valley Health & Hospital System, owned and operated by the County of Santa Clara.

Your input will be requested in the following areas:

- Quality of Life (working conditions, professional growth, recognition).
- Job satisfaction (salary, benefits, role in the EMS System).
- Provider roles and responsibilities related to EMS response.
- Key strengths of the current service delivery model.
- Key areas for improvement in the current service delivery model.
- Access to adequate communication with stakeholder groups, etc.
- Ambulance and equipment appropriateness.
- What would you change/what would you keep the same?
- Open Forum and Discussion

In conclusion, every Santa Clara County EMS System Stakeholder has the opportunity to play a key role in the development and vision of our Emergency Medical Services System. Your attendance and direct interaction will greatly assist us in understanding your key concerns, issues, and desired system enhancements. If you are unable to attend this forum and wish to provide feedback, please feel free to email comments or suggestions to josh.davies@hhs.sccgov.org or by standard mail to the address provided.

Reservations for this session should be made via email to Laura.Rapolla@hhs.sccgov.org or by calling the number provided.