

EXHIBIT A

SCOPE OF SERVICES

Section I – General Dispatch Provisions

Contractor shall provide one hundred percent (100%), twenty-four (24) hours per day, seven (7) days per week dispatch coverage and services for all Priority 1, 2, 3, 4, 5 and 6 ambulance requests for service, described as follows:

Priority	Definition
1	Life Threatening Emergencies
2	Non-Life Threatening Emergencies
3	Urgent (Or Emergency Transfer From Healthcare Facility)
4	Scheduled Transfer (4-hour Advance Notification)
5	Unscheduled Transfer
6	Critical Care Transport

Said services shall be performed for the term of this Contract, in accordance with federal, state and local provisions, including but not limited to those outlined below.

Such service shall include, but is not limited to, dispatch personnel, in-service training, quality improvement monitoring, and related support services.

a. **Staffing**

Staffing levels shall be such that emergency lines will be answered within eighteen (18) seconds (by the third (3rd) ring) in not less than 90% of cases. Contractor's call-takers will provide medically appropriate priority dispatch and pre-arrival instructions using Medical Priority Dispatch Systems protocols approved by Cal Tahoe and the COUNTY EMS Agency Medical Director.

b. **Computer Aided Dispatch System**

Contractor will provide a computer aided dispatch (CAD) system to be utilized to record dispatch information for all ambulance requests. The CAD time recording system must include the date, hour, minutes and seconds. All radio and telephone communication including pre-arrival instructions and time track must be digitally recorded and retained for a minimum of 365 days. Cal Tahoe shall have access to recorded information related to medical calls with appropriate notice.

c. **Dispatch facility shall hold current designation as primary or secondary Public Safety Answering Point (PSAP) by State of California.**

d. The Designated Dispatch Center shall utilize and maintain a computer aided dispatch (CAD) system with specialized separate tracking of EMS and ambulance responses. Contractor shall notify Cal Tahoe if CAD system is inoperative for more than 24 hours.

e. Contractor shall provide a system of priority dispatch and pre-arrival instructions together with applicable quality assurance approved by Cal Tahoe.

f. Priority Dispatch Protocols and Pre-Arrival Instructions

COUNTY of El Dorado utilizes medical dispatch protocols and pre-arrival instructions approved by the COUNTY EMS Agency Medical Director and the COUNTY EMS Agency Administrator. These are based on the Emergency Medical Dispatch National Standard Curriculum as the standard:

The priority dispatch and pre-arrival instruction software approved by the County of El Dorado EMS Agency Director is Medical Priority Consultants software program: ProQA for Windows and AQUA (Advanced Quality Assurance for electronic case review), which meet the standards of the National Traffic Safety Administration: Emergency Medical Dispatch National Standard Curriculum.

Contractor shall ensure that the COUNTY approved priority dispatch and pre-arrival instruction software is installed by the Designated Dispatch Center at all times during this Contract. If, during the term of this Contract, the CAD vendor used by Contractor develops an interface to ProQA, or Contractor changes CAD vendors to one with such an interface, Contractor shall install the interface at its own sole expense.

Adherence to medical dispatch protocols is required. Thus, except where a deviation is clearly justified by special circumstances not contemplated within a dispatch protocol, such medical dispatch protocol shall be strictly followed. Compliance with call-taker and dispatcher questions and pre-arrival instructions shall be a routine part of an integrated quality improvement process and shall be reported on a monthly basis to Cal Tahoe with response statistics.

g. Contractor shall provide a process that recommends vehicle locations per criteria included in CAL TAHOE's System Status Management Plan (SSMP).

h. Syndromic Biosurveillance System

Contractor shall purchase and install a Syndromic Biosurveillance System. Should COUNTY decide to implement the Syndromic Biosurveillance System County-wide at some future date, COUNTY and CAL TAHOE will enter into discussions regarding the expansion and distributed costs of the expanded system.

i. Contractor shall demonstrate compliance with the State of California, Health and Human Services Agency, Emergency Medical Services Authority, Emergency Medical Services Dispatch Program Guidelines identified as EMSA #132, as amended. For purposes of this section Contractor shall be considered the Emergency Medical Dispatch Provider Agency (EMD Provider Agency).

j. By legislative authority (California Government Code, section 53114.2) the Department of General Services, Telecommunications Division, has the authority to review and update technical and operational standards for public agency systems. The Department has created and updates the State of California 9-1-1 Operations Manual. Contractor shall demonstrate compliance with the State of California 9-1-1- Operations Manual. For purposes of this section Contractor shall be considered the Public Safety Answering Point (PSAP).

k. To the extent there are any inconsistencies between this Exhibit "A" and any attachments to this Exhibits the provisions of this Exhibit and not the attachments shall govern and take priority.

Section II – Dispatch Data and Reporting Requirements

Contractor shall provide detailed operations, clinical and administrative data in a manner that facilitates its retrospective analysis as outlined below.

a. Dispatch Computer

The dispatch computer supplied by Contractor shall be capable of the following:

- (1) Electronic data entry of every response on a real-time basis.
- (2) Prioritization of deployment planning, displaying calls received for runs pending, runs in progress, transfers scheduled up to 24 hours in advance, and status of ambulance resources available for service.
- (3) Immediate recall on any current, previous, or pre-scheduled run for inquiry by date, incident number, location or patient name.
- (4) Simultaneous and continuous printed logs of deployment.
- (5) Security features preventing unauthorized access or retrospective adjustment and full audit trail documentation.

b. Dispatch Data and Reporting

Contractor's electronic data system shall be capable of producing the following reports to be utilized in measuring response time compliance:

1. Emergency life threatening and non-life threatening response times by

jurisdiction and by user definition per the Medical Priority Dispatch System.

2. Unscheduled non-emergency and scheduled non-emergency response times by jurisdiction and by user definition per the Medical Priority Dispatch System.
3. Out-of-chute response times by crew members.
4. Arrival-at-scene times.
5. Hospital turnaround times by crew members.
6. Emergency and non-emergency responses by hour and day.
7. Dispatch call processing response time reports.
8. Canceled run report.
9. Dry run report.
10. Demand analysis report showing calls by day of week, hour of day.
11. Problem hour assessment.
12. Call priority by hour and day.
13. Ambulance alert exception report (report of any delay between dispatcher's receipt of call and the dispatched request for service to the ambulance unit).

At a minimum, Contractor's electronic data system will provide the reports, features and capabilities documented in its Proposal submitted in response to Cal Tahoe's RFP.

In addition, Contractor's personnel shall fully complete a manual "dispatch card" approved by Cal Tahoe for each dispatch of an ambulance when the computer is inoperable. Contractor's personnel, following the resumption of normal service of the CAD system, shall enter manual dispatch cards into the CAD system.

c. Quality Assurance and Medical Control

Contractor's electronic data system shall be capable of capturing and reporting common data elements that are standard for the EMS industry and include the

data elements established by the National Association of EMS Directors. In addition, it is anticipated that the data system will be capable of reporting adherence to medical dispatch protocols, adherence to primary and secondary medical priority dispatch questioning, and provision of pre-arrival instruction.

Section III – Dispatch Personnel Requirements

Contractor shall provide Emergency Medical Dispatch (EMD) dispatcher(s) with the authority, expertise, and management skills to operate CAL TAHOE's System Status Management Plan including the following:

- a. Trained according to the COUNTY OF EL DORADO EMS Agency's adopted program of national standards, the National Highway Traffic Safety Administration (NHTSA): Emergency Medical Dispatch National Standard Curriculum.
- b. Utilize ProQA software for management of EMS resources through proper interrogation and situation assessment by the dispatcher and provide patient care through the delivery of post-dispatch/pre-arrival instructions to assist the patient until prehospital care providers arrive at the scene.
- c. Utilize AQUA for performance evaluation of EMD.
- d. Maintain and keep current EMD staff certifications.
- e. Provide staff orientation to the emergency medical services system.
- f. Maintain continuing education requirements.
- g. Provide resource management.
- h. Provide operational plan management.
- i. Manage 9-1-1 non-urgent requests for service.
- j. Manage critical care transport requests for service.

Section IV – Record of Dispatch Call

Upon request of Cal Tahoe, Contractor shall provide from Dispatch Center digitally recorded copies of calls for quality assurance purposes. Recordings shall be delivered to Cal Tahoe within five business days from receipt of written, including email, request to Contractor.