



County of San Diego

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RE: 9-1-1 NAVIGATION PROGRAM

This memo clarifies essential elements required for approval from the County of San Diego Emergency Medical Services (EMS) Medical Director for implementation of a 9-1-1 Navigation Program. 9-1-1 Navigation is a patient-centered dispatch program that connects selected patients to resources, matching their needs, instead of sending an EMS clinician to the scene of a 9-1-1 call. In addition to optimizing care for individual patients, 9-1-1 Navigation reduces strain on the EMS system by preserving resources to be available for patients with the most critical emergencies.

Service providers should submit a 9-1-1 Navigation plan to the County of San Diego EMS Office no less than ninety (90) days prior to planned implementation. Proposals meeting best practice standards will receive provisional approval, with final approval contingent upon compliance with 9-1-1 Navigation policies.

Plans should include the following components:

- Description of the geographic region covered
- List of collaborating partners
- Names of the agency Medical Director, program managers, data quality assurance leads, and other key staff
- List of all determinant codes proposed for use
 - If proposing to use a determinant code scale other than Medical Priority Dispatch System (MPDS), provide a clarifying document that crosswalks codes to MPDS codes
- Call routing protocol
- Quality Assurance/Quality Improvement plan
- Patient follow-up protocol

The County of San Diego EMS Office looks forward to receiving proposals for 9-1-1 Navigation programs as part of our mission to provide the highest quality of emergency medical care for our community.

A handwritten signature in blue ink that reads "Kristi Koenig".

Kristi L. Koenig, MD, FACEP, FIFEM, FAEMS, Medical Director
San Diego County Emergency Medical Services Office
San Diego County Fire

cc: Andrew Parr, EMS Administrator