



# County of San Diego

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November 8, 2024

## APPROVAL OF HEARTLAND COMMUNICATIONS FACILITY AUTHORITY EMERGENCY MEDICAL DISPATCH PLAN

The Local EMS Agency (LEMSA) is in receipt of the Heartland Communications Facility Authority (HCFA) Emergency Medical Dispatch (EMD) plan submitted on October 31, 2024. After thorough review and consideration, it has been determined the plan meets the requirements set forth in Policy S-882. The plan is approved.

As part of the quality assurance and improvement processes, we require the HCFA to submit reports, including any updates to the EMD plan. Essential reporting elements, including those required by the State EMS Authority from the LEMSA, are listed in the attached document.

We appreciate your commitment to maintaining high standards in emergency medical dispatch services. We look forward to your continued engagement and collaboration.

Sincerely,

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

cc: Jeff Collins, Director  
Andy Parr, EMS Administrator  
David Duncan, MD, San Diego County Fire EMS Medical Director



## ESSENTIAL DATA ELEMENTS

1. Name and version of the EMD program
2. Name, contact information, and credentials for
  - a. Dispatch Center Medical Director
  - b. Emergency Dispatch Coordinator
3. EMD protocols
4. Pre-arrival instructions
5. QA/QI plan
6. Continuing education program
7. Total number of dispatchers
  - a. EMD trained
  - b. EMT credentialed
  - c. AEMT credentialed
  - d. Paramedic licensed and locally accredited
8. Total number of
  - a. Emergency ambulance dispatches
  - b. PDI/PALs provided
  - c. EMD triaged calls
  - d. Tiered dispatches
  - e. EMD continuing education courses provided
9. QA/QI outcomes, as contained in EMD QA/QI plan
10. Tiered dispatch response levels, including but not limited to
  - a. Code 2 dispatches
  - b. BLS dispatches, including Code 10 transports
  - c. Ambulance only dispatches
  - d. First responder only dispatches
  - e. In-alignment – response priority/determinant level matches predicted on-scene incident disposition
  - f. Out-of-alignment – incident with response priority/determinant level and predicted on-scene incident disposition differ
  - g. Time-sensitive emergency calls (e.g., trauma, stroke, STEMI, anaphylaxis, respiratory/cardiac arrest, status epilepticus)
  - h. Extensive response times
11. Any reporting established by the San Diego County EMD Reporting and Evaluation Committee
12. Additional reporting and outcomes, as required