



October 28, 2008

Open Forum

To: Private Service EMS System Field Providers (non-management)

From: Josh Davies 
Section Manager

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

The second open forum for private ambulance service field providers (EMTs and paramedics) has been scheduled for **December 9, 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). The target audience includes line personnel, EMTs and paramedics, and first line supervisors. 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.

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

A separate series of open forums will be scheduled for fire service field providers. This opportunity is specifically for those working for private service providers in Santa Clara County.

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.