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## 2020-2021 CAASE Award Submission

## CAASE Awards Submission

**Submission Category:**

Community Impact Program (open to any community-based program)

**Submission Title:**

NORCAL- Serving Communities In Need During COVID

**Contact Name:**

Debbie Natsch

**Organization:**

NORCAL Ambulance

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United States

**Phone:****Work Phone**

925-785-7248

**Number of Annual Service Requests:**

72,000

**Number of Ambulances:**

110

**Business Type (check all that apply):**

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

Daniel Johnstone-Operations Manager, West Bay/Coastal Region -  
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**Situational Analysis (Background of Project):**

In early 2020, as COVID struck, NORCAL was asked by San Francisco County EMS to contract with San Francisco DPH to assist in mitigating COVID responses within the city. This included moving patients from between hospitals, hospital or home to isolation sites, responding to COVID 911 calls and transporting DPH nurses to the homes of families with signs and symptoms to complete COVID tests. Additionally, we were asked to provide a new service—decedent testing. This San Francisco operation is an advanced scope from the State of California that was approved by the San Francisco medical director and our own Medical Director, Dr. Gerald Nazareno. We worked with the Department of Public Health to receive training on how to successfully complete the nasopharyngeal swab testing process. We also worked closely with fellow providers, AMR, to ensure all crews have had the proper training to be able to deal with grieving families as well as ensuring that our teams were mentally as prepared as they can be. During this service, we averaged anywhere from 2-8 DTU calls per shift. NORCAL's SF teams have also helped support the 911 system as needed with COVID calls and/or system surges. In Marin, NORCAL was asked by the CA state EMSA to provide a full strike team to respond to the San Quentin State Prison COVID outbreak. This required five units ( 2 ALS and 3 BLS) and an ambulance ground coordinator, staffed 24/7 from July 3-July 19. Once we were demobilized by the state, San Quentin and Marin EMS requested we leave 2 single resources onsite with the GAC, we officially demobilized from San Quentin on Aug 9, 2020. As COVID raged in 2020, August fires swept through California, and NORCAL was asked to provide a single standby unit to support the Woodward Fire within the Point Reyes National Parks. This event was run by the US Forest Service and National Park System and supported by Marin County Fire and others. Our task was to support the firefighters and any personnel on the scene who might be injured on duty. Our teams camped out in tents on air mats, 24- 7. We recently concluded this mission on September 4, 2020. Beginning in June 2021, NORCAL Paramedics & EMT's worked with Marin county on a mobile vaccination clinic. This allowed our team to administer vaccinations to individuals that could not get to a clinic or other vaccination sites, such as to those in skilled nursing facilities. This project is still underway.

**Project Goals:**

In San Francisco, we wanted to help protect our communities, mitigate the COVID response, and provide safe transportation between sites for PUI's. At San Quentin, we wanted to ensure that patients were able to get to definitive care. In Marin, our mobile vaccination team wants to help the populations who are unable to go out and get vaccinated on their own, and get to as many people as possible.

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

A lot of the planning was surrounding securing enough personnel, and then planning for the safety of our team, making sure we had adequate PPE for both patients and team members. Logistically,

we needed to make sure that our units were prepared and we had resources (medical supplies) to support these missions, which were long term. We worked closely with DPH in all areas to address PUIs, COVID positives, and exposures. We had to create our own internal COVID taskforce to be able to take care of our team members and track exposures as they went out into the affected communities. Our vaccination team partnered with HHS in Marin to help create what a partnership would look like between a private ambulance company and a government agency-creating a process that worked for both entities, and was effective.

**Results (Did you achieve your goals? How did you measure results?):**

Programs like NORCAL's mobile vaccination clinic have contributed to Marin being the country's most vaccinated county at over 60%. In Marin, the mobile vaccination team has vaccinated 100 people as of 7/27. In SF, we vaccinated more than 7,000+ community members and healthcare providers. Overall, we strengthened partnerships with the communities in which we work.

**Impact (What impact has this project had on your service? Information can be given as narrative.**

**However, if possible, please provide qualitative and quantitative information.):**

NORCAL was very fortunate that we had team members who stepped up to the plate, putting community first, working long hours, sustaining community partnership while at the same time, maintaining our regular business.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

This was not part of our annual budget and we are still in the process of tracking expenses and revenue.

**Supporting Documents #1:**

**Supporting Documents #2:**

**Supporting Documents #3:**

**Supporting Documents #4:**

**Supporting Documents #5:**

**Supporting Documents #6:**

**Comments:**

NORCAL Ambulance is completing this application at the recommendation of Chirs Le Baudour at Marin County Emergency Medical Services Agency ([www.MarinEMS.org](http://www.MarinEMS.org)).

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$500.00

**General Section**

**File:**