

FY 2015-2016 Annual

**Presentation to Regional
EMS Partner Councils**

Christina Conti

Washoe County Health District

- EMS Oversight Program Manager – Christina Conti
- EMS Program Coordinator – Brittany Dayton
- Statistician – Heather Kerwin

EMS Oversight Program

- August 2014 – Inter-Local Agreement (ILA) for EMS Oversight adopted by political jurisdictions
- The agreement created a regional EMS oversight function within the WCHD for the management, measurement and improvement of EMS.
 - Compliance vs. performance
 - Expansion of data collection and reporting

Inter-Local Agreement

- District Board of Health (DBOH)
- Inter Local Agreement for EMS Oversight
 - Established EMS Advisory Board
 - Established Regional EMS Oversight Program
 - Defined duties of EMS Oversight Program
 - Defined duties of signatories
 - City of Reno, City of Sparks, Truckee Meadows Fire Protection District, Washoe County Board of County Commissioners, and Washoe County Health District

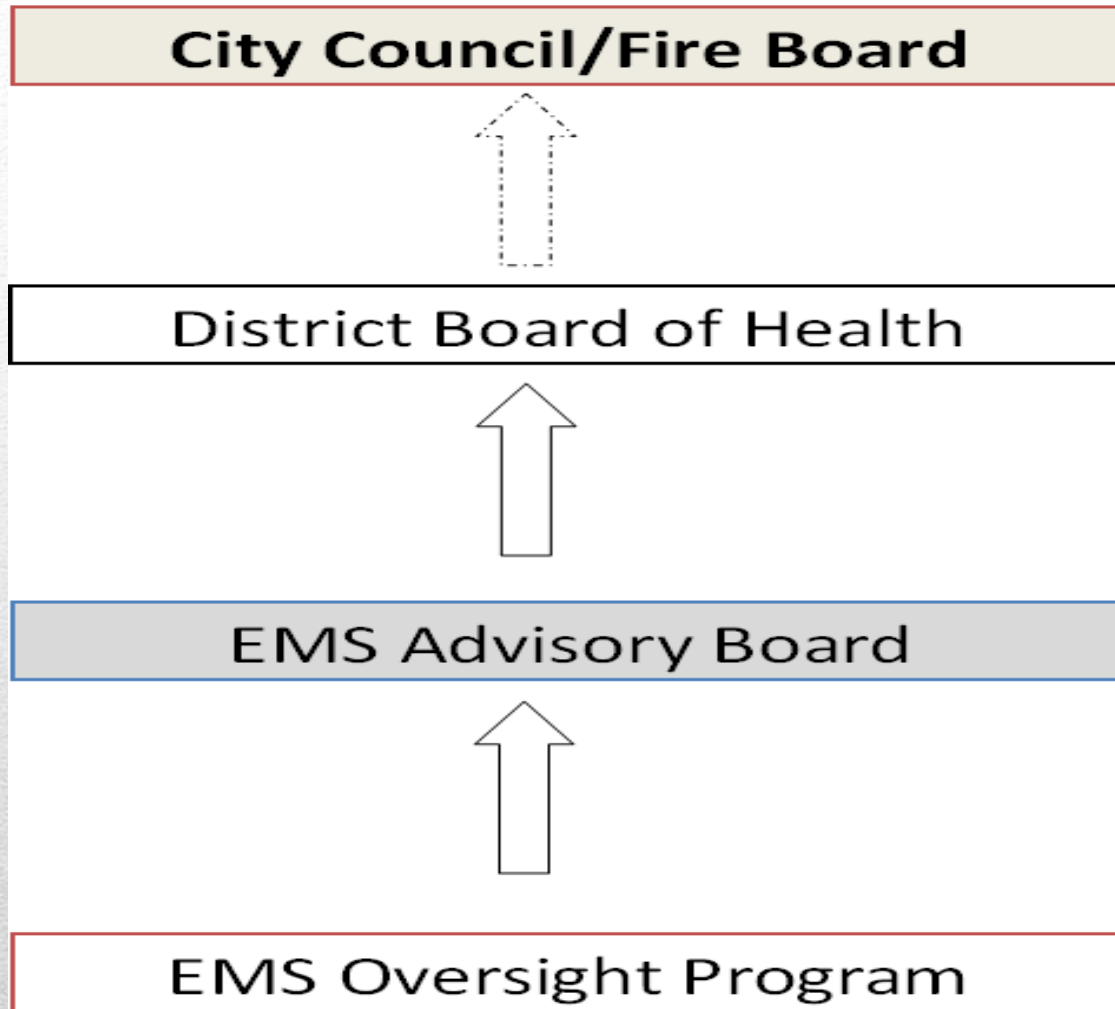
Authority of ILA

- EMS Advisory Board is comprised of the following members:
 - Reno City Manager
 - Sparks City Manager
 - Washoe County Manager
 - District Health Officer
 - Emergency Room Physician – (DBOH Appointment)
 - Hospital Continuous Quality Improvement (CQI) Representative – (DBOH appointment)

EMS Advisory Board

- The EMS Advisory Board was established to provide concurrent review of present topics within the Washoe County EMS System.
- The EMS Advisory Board meets quarterly and reviews reports, evaluations, and recommendations of the EMS Oversight Program.
 - Makes recommendations to District Health Officer and/or the DBOH related to performance standards, medical protocols, etc.
 - Strives to implement recommendations of the EMS Oversight Program.
 - Makes recommendations to respective Boards/Councils regarding participation in working groups established for coordination, review, evaluation and continuous improvement of Emergency Medical Services.

EMS Advisory Board



Organizational Chart

- Revision of ambulance franchise response zones map, effective 07/16
- Multi-Casualty Incident Plan revision, effective 07/16
- Development of Omega Protocols, effective 07/16
- Development of Regional Annex to the Statewide Medical Surge Plan
- Heart Safe Community Designation, submitted 07/11/16
- Regional 5-year EMS Strategic Plan Development

FY 2015-2016

Accomplishments



FY 2015-2016 Annual Report

- 45,294 calls for service
 - Matched calls between fire agencies and REMSA
- Median Response Times
 - 911 Call → Fire First Responder arrival: **06:55 minutes**
 - 911 Call → REMSA arrival: **07:19 minutes**
- Arriving Agency Information:
 - Fire agency first: 47%
 - REMSA First: 38.3%
 - REMSA Only (fire cancelled): 11.2%
 - Fire Only (REMSA cancelled): 2.1%
 - All responders cancelled: 1.0%
 - Same time arrival: 0.2%


Data Report Highlights



REGIONAL EMS FIVE YEAR STRATEGIC PLAN


- SWOT Analysis (Strengths, Weaknesses, Opportunities, & Threats)
 - EMS Working Group, August 2015
- Monthly mentoring sessions
 - Manager Driscoll, City of Sparks
- Monthly meetings with stakeholders
 - Fire representatives
 - PSAP representatives
 - REMSA
 - WCRCS (radio communications)
- Quarterly updates to EMS Advisory Board

Development Process



To coordinate the delivery of efficient and effective emergency medical services to the citizens, businesses and visitors of Washoe County through collaboration with EMS providers.

Mission Statement



The Washoe County EMS system will provide high quality patient care through collaborative efforts and integrated healthcare providing evidence-based prehospital medicine exceeding the expectations of the community.

Vision Statement

- Respectful
- Customer Service Oriented
- Accountable
- Professional
- Responsive
- Quality Improvement/Assurance
- Collaborative

Regional Values

- **Goals** – overarching goal for region
 - **Objectives** – the elements to achieve the goal
 - **Strategies** – the steps to achieve the objective

Overview

- Enhance utilization of EMS resources by matching appropriate services, as defined by the call for service, through alternate protocols, service options and transportation options.
 - Omega Protocols
 - Alternate Transportation Options

- Improve prehospital EMS performance by reducing system response times through the use of technology and the development of regional response policies.
 - AVL (Automatic Vehicle Locator) utilization
 - Ambulance franchisee response map
 - Mutual Aid Agreements
 - Define EMS Tier 1 (fire jurisdictions) response measurement

- Improve Communications between EMS partners through enhanced usage of technology and the development of regional guidelines.
 - Enhance radio communications
 - CAD-to-CAD interface
 - AVL visualization for EMS vehicles

- Improve continuity of care through regional processes that ensure patient information transfers from the scene to the hospital.
 - Electronic Patient Care Reporting
 - Annual EMS system performance report with hospital data

- Design an enhanced EMS response system through effective regional protocols and quality assurance.
 - Regional protocols
 - Regional continuous improvement process

- Continue collaborative model with regional EMS agencies, health organizations and public safety stakeholders.
 - Coordinate and report on strategic objectives
 - Promote EMS Oversight Program through regional education (biannual report to signatories of Inter Local Agreement & ambulance franchisee Board)

- October 2018
 - Begin drafting goals, objectives and strategies for years 2022-2023
 - Bring updated Regional EMS strategic plan to EMS Advisory Board and District Board of Health

- Determination of data elements for process verification of the Omega protocols (09/30/16)
- Finalize standardized methodology for ambulance franchise map reviews (09/30/16)
- Jurisdictional fire response measurement (03/31/17)
- Development of Regional Protocols (06/30/17)
- Establish CAD to CAD Interface between PSAP and REMSA (ongoing until 12/31/17)

FY 2016-2017 Strategic Planning Projects



Questions?