

ANNUAL PRESENTATION TO REGIONAL COUNCILS

Christina Conti
Washoe County Health District

EMS Oversight Program

- ▣ EMS Oversight Program Manager – Christina Conti
- ▣ EMS Coordinator – Brittany Dayton
- ▣ Statistician – Heather Kerwin
- ▣ Office Support Specialist – Jackie Lawson
- ▣ EMS Advisory Board Support – Dawn Spinola

Inter-Local Agreement

- 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

Authority of ILA

- 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
 - Signatories include: City of Reno, City of Sparks, Truckee Meadows Fire Protection District, Washoe County Board of County Commissioners, and Washoe County Health District

EMS Advisory Board

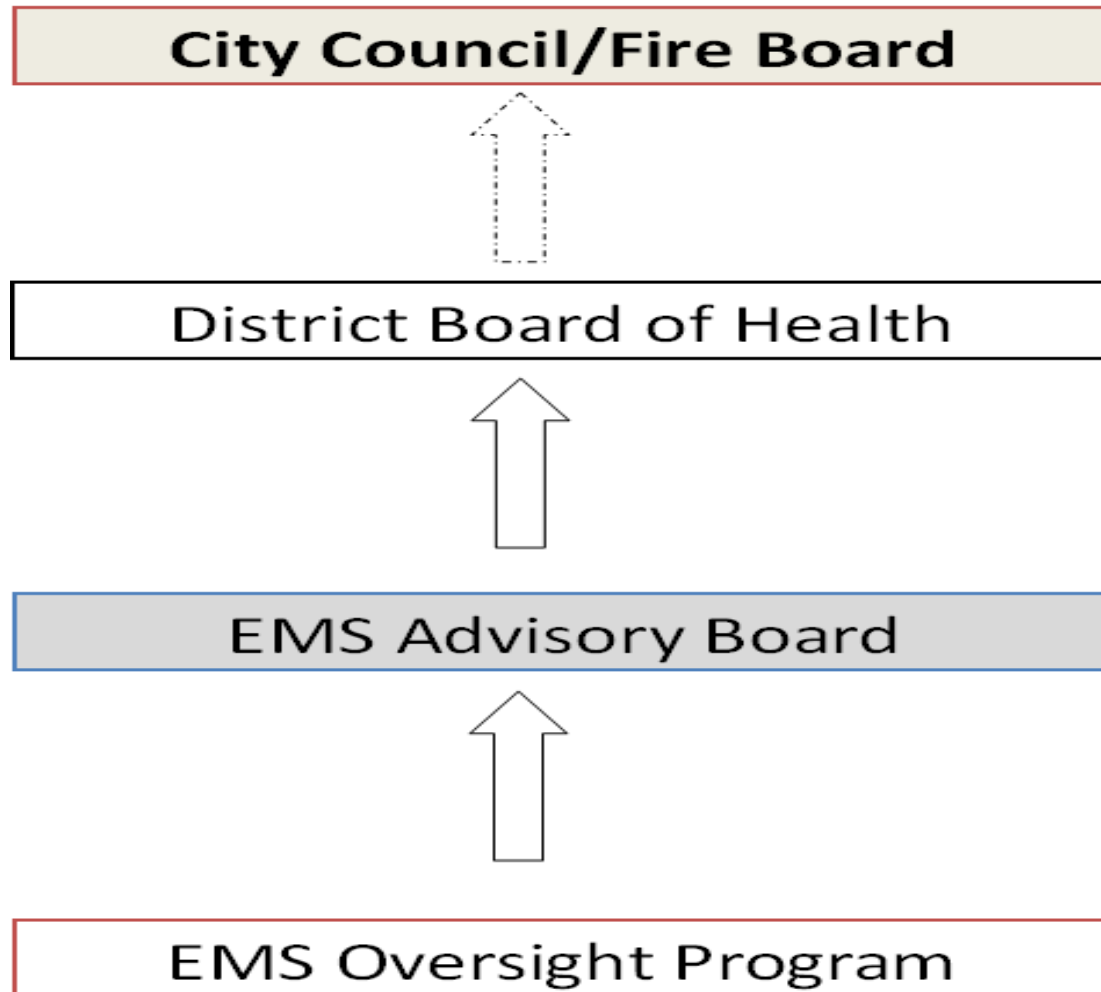
- EMS Advisory Board is comprised of the following members:
 - Reno City Manager
 - Sparks City Manager
 - Washoe County Manager
 - District Health Officer
 - Emergency Room Physician – (DBOH Appointment)
 - Currently up for appointment
 - Hospital Continuous Quality Improvement (CQI) Representative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

Organizational Chart



FY 2016-2017
ANNUAL REPORT



Data Report Highlights

- 51,372 calls for service.
 - Matched calls between fire agencies and REMSA.
 - **11.8% increase from FY15-16.**
- Median Response Travel Times:
 - En Route → Fire First Responder arrival: **04:07 minutes**
 - En Route → REMSA arrival: **05:26 minutes**
- Patient Perspective:
 - Median time a patient is waiting from the initial call to the first arriving unit on scene, utilizing REMSA priorities.

| REMSA Priority | Patient's Perspective |
|------------------------|-----------------------|
| 1 | 06:08 |
| 2 | 06:37 |
| 3 | 07:39 |
| 9 | 08:13 |
| All | 06:30 |
| <i>Used N = 49,806</i> | |

Regional Accomplishments

- EMS Strategic Planning Initiatives Accomplished:
 - ▣ Established franchise map review methodology.
 - ▣ Determined data elements to verify Omega process.
- EMS Strategic Planning Initiatives in Process:
 - ▣ Implementation of appropriate protocols to determine service level through the EMD process to low acuity Priority 3 calls.
 - ▣ Establishment of CAD-to-CAD interface between primary PSAP and REMSA dispatch center.

Regional Accomplishments

- Development of Task Force to work on Regional EMS Protocols.
 - ▣ Task Force met bi-weekly beginning in February 2017 .
- Trauma Data report published.
- Mutual Aid Evacuation Annex revision, approved May 2017.
 - ▣ Full Scale evacuation exercise October 2016.
- Creation of regional response heat map.

Partner Accomplishments

- Partner agencies provided their EMS related highlights, which include accomplishments such as awards and national recognition.
- Included agencies:
 - City of Reno Fire Department
 - City of Sparks Fire Department
 - Truckee Meadows Fire Protection District
 - REMSA and Care Flight
 - Gerlach Volunteer Fire & EMS Department
 - Pyramid Lake Fire Rescue

FY 17-18 PROJECTS



Strategic Planning Initiatives

- Current projects from EMS Strategic Plan:
 - Implement appropriate protocols to determine service levels through EMD process to low acuity Priority 3 calls.
 - Establish CAD-to-CAD interface between primary PSAP and REMSA dispatch center.
 - Establish a two-way interface to provide visualization of AVL for all EMS vehicles for the primary PSAP and REMSA dispatch center.
 - Establish a regional process that continuously examines performance of the EMS system.
 - AVL information gathering project.

Additional Regional Projects

- Public outreach and education- appropriate use of 911.
- Downtown corridor “hot spot” workgroup.
- Collaboration with Mobile Outreach Safety Team.
- Update of Multi-Casualty Incident Plan:
 - Alpha Annex for large scale, multi-location events
- EMS training video for citizens with I/DD (Intellectual/Development Disabilities).

This word cloud features the following terms and phrases:

- Central/High-Frequency Words:** Regional EMS Services, EMS, Washoe, Strategic, Processes, Fire Services, Prehospital, Collaborative, Alternative, Dispatch, District, Respond, Provided, Continuously.
- Operational & Service Words:** Protocols, Ambulance, Quality, System, Board, Goals, Calls, Well, Health, Emergency, Information, Options, Threats, Outcomes, Improving, Recommendations, Oversight, Focus, High, Strengths, Changes, Advisory, Process, Vision, Region, Medical, Systems, Approval, Citizens, Leaders, Improve, Review, Program, Patient, Care, Issues, Needs, Strategic, Five Year, Processes, Fire, Services, Prehospital, Collaborative, Alternative, Dispatch, District, Respond, Provided, Continuously.
- Administrative & Planning Words:** Planning, Providing, Purpose, Establish, Report, Maintain, Consensus, Efforts, Provides, Entry, Birth, Across, Counters, Now, Six, Impact, Based, Created, Results, City, Capital, Include, Current, Meeting, Best, ILA, Three, Assessment, Needs, Stakeholder, Respectful, Items, Weaknesses, Internally, Volunteer, Courts, Professional, Responsible, Regulations, Oriented, Changing, Effective, Environment, Practices, Obtain, Duly, Awards, Evidence, Based, Respond, Provided, Continuously.
- Healthcare & Patient Care Words:** Care, Issues, Needs, Stakeholder, Respectful, Items, Weaknesses, Internally, Volunteer, Courts, Professional, Responsible, Regulations, Oriented, Changing, Effective, Environment, Practices, Obtain, Duly, Awards, Evidence, Based, Respond, Provided, Continuously.
- Other Notable Words:** Protocols, Ambulance, Quality, System, Board, Goals, Calls, Well, Health, Emergency, Information, Options, Threats, Outcomes, Improving, Recommendations, Oversight, Focus, High, Strengths, Changes, Advisory, Process, Vision, Region, Medical, Systems, Approval, Citizens, Leaders, Improve, Review, Program, Patient, Care, Issues, Needs, Strategic, Five Year, Processes, Fire, Services, Prehospital, Collaborative, Alternative, Dispatch, District, Respond, Provided, Continuously.