

## EMERGENCY MEDICAL SERVICES

### MISSION

*“Enhancing Lives through Our Commitment to Excellence”*

### VISION

*“We are committed to the changing needs of a growing community and being a recognized leader in providing innovative medical care”*

### GOALS

#### GOAL 1

##### Improve response time

- Objective 1** Have a Mobile Intensive Care Unit (MICU) on location in 10 minutes or less on 90% of total call volume.
- Objective 2** Through on-going evaluation either modify or create new districts where call volume and response time deem it necessary.
- Objective 3** Better utilization of system status management system, or a program that is equal or better than, in placing units in a geographical location in anticipation of where calls will occur.

#### GOAL 2

##### Maintain a fleet of dependable, low maintenance vehicles

- Objective 1** Remount three (3), possibly four (4), units each year dependent on mileage and annual cost.
- Objective 2** Maintain a fleet of First Response Squad and Supervisory vehicles to respond and assist in large scale events.
- Objective 3** Maintain a fleet of Mobile Command Units & Regional Response Trailers to respond and assist in Mass Disaster situations within Southwest Texas Region, or where needed.

#### GOAL 3

##### Maintain automation and high technology, in daily operations.

- Objective 1** Replace any damaged or lost notebook (*Toughbook*) computers.
- Objective 2** Maintain a department supply of updated & upgraded notebook (*Toughbook*) computers to properly run existing electronic patient care reporting (ePCR) software.
- Objective 3** Maintain a department network which promotes quick & efficient communications through both Intranet and Internet connectivity and provides access to department servers for storage of ePCR records and department documents.
- Objective 4** Utilize Priority Dispatch technology to determine most appropriate resource(s) for requests of service through 911.
- Objective 5** Utilize GPS technology to send closest MICU thereby reducing dispatch time.

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### GOAL 4

#### Maintain a high proficiency level through quality assurance and quality improvement

- Objective 1** Improve over all quality of care performance of the field staff through continuous quality improvement reducing deficiencies by 50% through Continuous Quality Improvement through monitoring, measuring, and identifying staff competencies and deficiencies in psychomotor, cognitive, and affective skills so to promote and verify excellence, draw strengths and consistencies among field staff.
- A. Peer Review (QA)** A committee which continuously identify and attempts to resolve problems in areas of patient care and pre-hospital management by identifying deviation from a standard and correcting these deviations.
  - B. Data Collection** Improve collection of data by obtaining and tracking of evaluation in performance appraisals, patient care survey and chart and call reviews so to shed light on efficacy, effects and cost effectiveness of interventions and to lead to positive changes in professional standards, training, and equipment and procedures
  - C. Preceptors (P-II)** Standardize education for existing P-II so newly hired employees will receive initial didactic training so to provide them with basic foundation. While also providing initial clinical preparation to bring their basic foundation together with somewhat controlled environment, in order to develop their basic patient interaction, thought processes, and psychomotor abilities.
  - D. Field Training Officers (FTO)** A well developed field instruction program is the solid core from which an EMS agency draws its consistencies and strength. Having each employee evaluated and trained by professional field instructors is the best way to promote and verify excellence.
- Objective 2** Provide one (1) Field Training Office (FTO) for every seven (7) on duty employees.
- Objective 3** Enhance existing training program with use of medical labs, hospitals and institutions of higher learning.
- Objective 4** Provide one (1) Lieutenant from Operations Division for every ten (10) on duty employees.

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### **GOAL 5**

#### **Enhance our education process by adhering to current national standards**

- Objective 1** Identify guest speakers who can introduce both new and current standard practices to our field staff thereby improving their understanding and performance of patient care standards.
- Objective 2** Improve continuous education program to meet national standards which includes ACLS, PALS, PHTLS.
- Objective 3** Provide educational classes for existing clinical (training) staff.
- Objective 4** Provide an annual leadership development academy for field staff holding a position of P-II and/or Lead P-I.

### **GOAL 6**

#### **Establish protocols that implement medications and technology based on current research and collected data.**

- Objective 1** Peer review to identify and look at current patient care standards so to make recommendations for improvement.
- Objective 2** Research new medications and equipment based on recommendations from QA so to meet National Standards.
- Objective 3** Establish correlating data so to measure FBC EMS standards to current National Standards.

### **GOAL 7**

#### **Develop a team of EMS Employees to attend and educate at Public Relations (PR) events**

- Objective 1** Organize and develop a committee by soliciting participation through a detailed description of expectations, requirements, and responsibilities.
- Objective 2** Develop a budget for full-time employees to attend and participate in PR events.
- Objective 3** Develop budget for materials to be displayed and distributed to PR attendees.
- Objective 4** Research available grant funds for funding of approximately 80% of the expenses associated with PR events.

### **GOAL 8**

#### **Contact and maintain relationship with local healthcare facilities to provide information & education about Fort Bend County EMS and 911 Response**

- Objective 1** Develop a program to contact public & private facilities.
- Objective 2** Implement a method of education either by offering group seminars or going on location to individual facilities.
- Objective 3** Design brochures and/or pamphlets to provide information regarding 911 – when to call information, as well as when to identify an alternative (i.e. – Save a Life by Knowing Your Alternatives).
- Objective 4** Develop a budget for materials to be displayed and distributed to facilities.

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### **GOAL 9**

#### **Develop and maintain a relationship with local media**

- Objective 1** Establish points of contact with local agencies
- Objective 2** Contact all of our local newspapers and TV stations to education them about Fort Bend County EMS and our service area.
- Objective 3** Maintain communications through a continuous flow of information by reporting achievements, news, and related information.
- Objective 4** Maintain and update a web page for our department.

### **GOAL 10**

#### **Develop a regional response team for development to mass disaster/casualty situations**

- Objective 1** Identify staff which present with an interest in participating in trailer deployment, mobile command operation and Special Ops training.
- Objective 2** Develop an assessment of regional areas to determine what kinds of emergencies would result in the request to have the trailer(s) deployed.
- Objective 3** Through the assessment, stock the trailer(s) accordingly to meet specified situations for an all hazard response.
- Objective 4** Facilitate training opportunities on trailer operation & deployment along with the Mobile Command Unit Capabilities and obtaining necessary drivers license (Class A required).
- Objective 5** Develop a training curriculum for the team members to obtain the necessary certifications and licensures to provide care in the various environments to which the Regional Response Team might be deployed.
- Objective 6** Increase the squad units' response capability with small multi-casualty trailers which can be deployed for incidents lasting 24 hours or less.

### **GOAL 11**

#### **Improve working relationships with all Emergency Response Agencies within Fort Bend County**

- Objective 1** Decrease time on scene, work related injuries and employee complaints, thus providing the best possible service to our residents.
- Objective 2** Evaluate various types of training available to determine the needs and course, allowing for the creation of a training schedule.
- Objective 3** Contact the training department of all agencies to identify interest, possible participants, and assets available for cooperative training.
- Objective 4** Organize multi-agency training opportunities for all field staff. Schedule training to allow for participation by more than 50% and evaluate training through course evaluations, and surveys of participants.

**EMERGENCY MEDICAL SERVICES**

<b>PERFORMANCE MEASURES</b>	<b>2008 ACTUAL</b>	<b>2009 ACTUAL</b>	<b>2010 PROJECTED</b>	<b>2011 PROJECTED</b>
<b>Operations</b>				
Percentage of calls responded to <10 min	64%	64%	66%	68%
Cost per EMS response	\$328.25	\$307.27	TBD	TBD
Total number of EMS responses	26,242	28,603	31,116	34,227
Total number of patients transported	12,361	12,669	13,302	13,967
Patient satisfaction with EMS transport	94.54%	95%	95%	95%
Returned Surveys Received	8.30%	10:00%	10%	10%

## EMERGENCY MEDICAL SERVICES

FUND: 100 General

ACCOUNTING UNIT: 100540100 Ambulance – EMS

### EXPENSE BUDGET

CATEGORY	2009 ACTUAL	2010 ADOPTED	2011 ADOPTED
Salaries and Personnel Costs	\$ 7,241,222	\$ 7,352,637	\$ 7,332,699
Operating Costs	\$ 728,608	\$ 867,067	\$ 791,140
Information Technology Costs	\$ 71,955	\$ 60,110	\$ 21,641
Capital Acquisitions	\$ 543,805	\$ 219,500	\$ 194,000
<b>TOTAL</b>	<b>\$ 8,585,589</b>	<b>\$ 8,499,314</b>	<b>\$ 8,339,480</b>

### 2011 AUTHORIZED POSITIONS

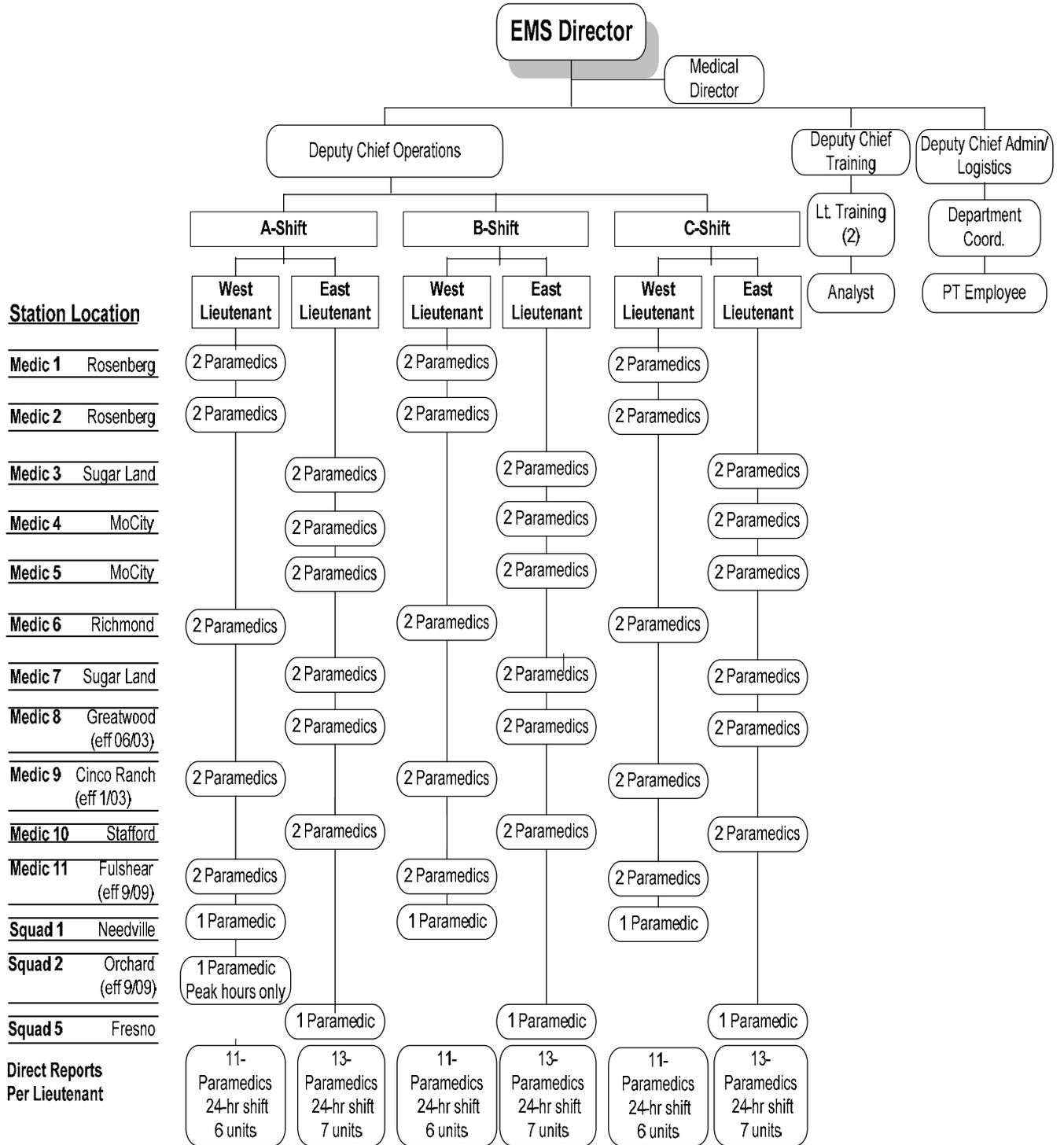
Job Title	Job Code	Grade	Count
Administrative Assistant	J08AC	G08	1
EMT - Intermediate	J08019	G08	8
Analyst	J08071	G08	1
Department Coordinator	J09018	G09	1
Paramedic I	J09046	G09	38
Paramedic II	J10033	G10	27
Lieutenant - Operations	J12021	G12	6
Lieutenat - Clinical	J12061	G12	2
Deputy Chief - Operations	J13007	G13	1
Deputy Chief - Clinical	J13035	G13	1
Deputy Chief-Admin/Logistics	J13045	G13	1
Director of EMS	J15015	G15	1
<b>Total Authorized Positions</b>			<b>88</b>

### NEW POSITIONS

Job Title	Job Code	Grade	Count
Medical Supply Officer	J06AC	G06	1
<b>Total New Positions</b>			<b>1</b>

# EMERGENCY MEDICAL SERVICES

## ORGANIZATION CHART



**Station Location**

- Medic 1** Rosenberg
- Medic 2** Rosenberg
- Medic 3** Sugar Land
- Medic 4** MoCity
- Medic 5** MoCity
- Medic 6** Richmond
- Medic 7** Sugar Land
- Medic 8** Greatwood (eff 06/03)
- Medic 9** Cinco Ranch (eff 1/03)
- Medic 10** Stafford
- Medic 11** Fulshear (eff 9/09)
- Squad 1** Needville
- Squad 2** Orchard (eff 9/09)
- Squad 5** Fresno

**Direct Reports Per Lieutenant**

- 11- Paramedics 24-hr shift 6 units
- 13- Paramedics 24-hr shift 7 units
- 11- Paramedics 24-hr shift 6 units
- 13- Paramedics 24-hr shift 7 units
- 11- Paramedics 24-hr shift 6 units
- 13- Paramedics 24-hr shift 7 units