



# FLORIDA EMS QUALITY MANAGERS

*The mission of the EMS Quality Managers Association is to promote quality principles and practices, and champion quality initiatives among Florida's EMS community through education, benchmarking, networking and research.*

President  
Angel J. Nater, BS, EMT-P  
Program Manager  
Seminole County EMS

1<sup>st</sup> Vice-president  
Jeff R. Barnard, Exec Dir.  
Office Of The Medical Dir.  
Pinellas County EMS.

2<sup>nd</sup> Vice-president  
John Simpson, EMT-P  
Quality Development Officer  
Lake/Sumter EMS

Secretary  
Art Garcia, Captain  
QA & Training Officer  
Lee County EMS

Past President  
Pat Brandt, RN  
Quality Manager  
Orange County Fire/Rescue

## Florida EMS Quality Managers Meeting Minutes October 10, 2007, Orlando, FL

- I. Introductions – Angel Nater
- II. Discussion on new Strategic Plan – Art Garcia
  - Art Garcia to represent Quality Managers group as liaison for Strategic Plan.
- III. Discussion on goal 2.2 of the Strategic Plan
  - Constituency group discussed and agreed that the Quality Managers should remain involved in this goal along with the EMS Providers constituency group.
    - Group discussed and agreed to the development of short survey to determine the number of agencies currently utilizing a customer satisfaction tool.
    - Levi Owens, EMSTARS Project Manager offered the assistance of the state office to conduct this survey via telephone contact.
    - Art Garcia and Levi Owens discussed this request with John Bixler, EMS Bureau Chief, after the meeting concluded, and Mr. Bixler agreed to this request
    - Levi Owens to coordinate with Scott McDermid, and results to be forwarded to Angel Nater and Art Garcia
    - Mic Gunderson, President, PS (Integral Performance Solutions) suggested reviewing the EMS\_CAHPs\_ document which has a Customer Satisfaction Survey component. Mr. Gunderson

agreed to forward the link to that document to the Quality Managers Board of Directors for their review.

IV. Discussion on goals 5.4 thru 5.6

- Quality Managers agreed to work with Medical Directors Group and EMSTARS Data Committee on these goals.
- Corey Richter, Strategic Planning Committee Co-Chair addressed the group on the progress of the Strategic Plan

V. Discussion on updating Quality Improvement Manual

- Group agreed to following language in goal 5.6
  - Develop standardized Quality Improvement / Quality Assurance (QI/QA) templates for use in all EMS provider agencies in conjunction with the Strategic Plan.

VI. Announcement that nominees for the position of 1<sup>st</sup> Vice President, and Secretary have been posted to the web-site. Please cast your vote for your candidate as soon as possible. Results will be announced at the next meeting in Jacksonville in January, 2008.

VII. Open discussion. (None)

VIII. Meeting adjourned.