

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/6/2009 16:55	Goal 1	1.2	Data Committee	In Progress	On-going	In June 09 the team began meeting with individual agencies to explain the data collection process, administration functions, EMSTARS program, and general discussion related to the process. There were 6 agencies visit that were successful; therefore more o	The outreach programs and educational and training for all providers is a best practice that we believe will be effective, we are identifying opportunities that will help others agencies commit to EMSTARS.	Travel is a challenge within the constraints of budgetary process within DOH EMS.	None	Chief Charles E. Moreland
8/6/2009 17:15	Goal 1	1.3	Data Committee	In Progress	On-going	June 09 EMSTARS team is working on data linkages with several partners. The next action steps for the team is 1) define data sharing needs 2) define linkage requirements and 3) determine accessibility solution.	None at this time.	Interfacing with all key players within the community in order for the linkage to be effective.	More defining must take place, development of business plan, IT planning, and financial needs assessment will need to be completed as we move forward.	Chief Charles E. Moreland

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/6/2009 17:28	Goal 1	1.4	Bureau of EMS and EMS Advisory Council Data Committee	Other: Need to Realign Target date	Target is 12/09	June 09 Two Subcommittees were formed 1) outreach programs, 2) education and training. This will help in our continual goal of accomplishing objective 1.4 Currently there are 96 agencies onboard with 63 additional provider committed to participate.	The outreach programs and educational and training for all providers is a best practice that we believe will be effective, we are identifying opportunities that will help others agencies commit to EMSTARS.	Travel is a challenge as we work within the constraints of budgetary process of DOH EMS.	We are currently doing a needs assessment to determine any resource needs.	Chief Charles E. Moreland
8/6/2009 17:35	Goal 1	1.5	Data Committee	In Progress	12/31/2009	Currently working on defining data sharing needs, linkage requirements, and accessibility solution.	N/A	Interfaces needed, financial needs, and determining as a whole how the data will be used.	Currently assessing resource needs.	Chief Charles E. Moreland
8/6/2009 17:42	Goal 1	1.6	Data Committee	In Progress	12/31/2010	The outreach programs and educational and training for all providers, which we believe will be effective in identifying opportunities that will help others agencies commit to EMSTARS. We are doing maintenance and improvements to data dictionary that shou	N/A	Travel is a challenge within the constraints of budgetary process within DOH EMS. Providers interest and identifying key player within organizations that will embrace EMSTARS.	Currently assessing resource needs.	Chief Charles E. Moreland

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
7/6/2009 12:48	Goal 2	2.2	Quality Managers	In Progress	ongoing	Utilizing State Region breakdown, members of the Quality Managers were assigned agencies in their respective regions to contact in reference to the utilization of a customer satisfaction survey. Of the 12 Air Providers, 9 (75%) are currently utilizing a customer satisfaction survey, and 3 (25%) are not. Region 1 - In the process of updating Region 2 - In the process of updating Region 3 - In the process of updating Region 4 - In the process of updating Region 5 - In the process of updating Region 6 - Of the 10 agencies within region 6, 8 (80%) are currently utilizing a customer satisfaction survey, and 2 did not respond Region 7 - In the process of updating	Due to the challenge of obtaining and maintaining a current contact list, it was decided that our constituency group would assign a region to group members in which to make the necessary contacts.	The challenge of maintaining the most current contact list created some slight problems.	Time.	Art Garcia
7/15/2009 17:51	Goal 2	2.3	Florida AeroMedical Association and Florida Chapter of ASTNA	In Progress	ongoing at present	Attended Quality Managers' meeting on behalf of Air medical constituency groups. Participated in discussion regarding utilization of customer satisfaction tools. Surveyed Air Medical Programs to elicit baseline number of programs with current customer satisfaction tools in use. This information was placed in an excel spreadsheet and submitted to Art Garcia, Quality Managers. We will plan to delegate a constituency group member to participate with Quality Managers to follow up on the status of this objective and provide feedback on behalf of air medical groups (cited as resource in objective).		A current challenge is minimal participation and contact with licensed fixed wing providers in Florida. They comprise 50% of licensed air medical providers in the state and possess vital information we need to successfully meet the objectives of the current and future strategic plans.	Contact information for current licensed fixed wing providers in Florida.	Kathy Koch RN, BSN, EMTP, CMTE, President - Elect, FAMA

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/5/2009 17:16	Goal 2	2.4	Access to Care	In Progress	early 2010	<p>***Overview of Action Steps***</p> <p>1) Coordinate with all stakeholders in regards to identifying current best practices for hospital diverts/delays. 2) Attend stakeholder meetings from as many interested groups as possible. 3) Participate in pertinent educational opportunities that relates to subject. 4) Contact educators to begin development and examine conducting education in regards to best practices for field crews. (FI Strategic Plan 2.4) 5) Finalize Access to Care Position Paper</p> <p>***Status of Action Steps***</p> <p>1) Met with stakeholders in July 08 at constituency group meetings. Presented power point from Canadian ESN titled Ambulance Wait Time Delays in EDs. 2) Attended Webinar facilitated by Page, Wolfberg, and Wirth titled "Wait by the Wall Until We Get to You", which dealt with the latest EMS and Hospital Standoffs. 3) Met with Emergency Nurses at July 09 meeting and requested that they begin developing "Best Practices" position paper for hospitals to run parallel with the "Best Practices" paper from the Access to Care Committee. 4) Met and spoke with every constituency group hum</p>	<p>***Overview of Action Steps***</p> <p>1) Equip Emergency Departments and EMS to track ED bed status and recognize when an ED is at "saturation" on local levels. 2) Provide the tools to give EMS the ability to recognize hospitals that are consistently accomplishing efficient throughput and also recognize those that do not. ***Status of Action Steps***</p> <p>1) Participated in selection of patient tracking system for systems not equipped with</p>	Obtaining input on paper. Time.		Mike Patterson

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/5/2009 17:20	Goal 2	2.5	Access to Care Committee	In Progress		<p>***Overview of Action Steps*** 1) Coordinate with all stakeholders in regards identifying opportunities to educate the public and accomplish outreach for EMS. (FI Strategic Plan 2.5) ***Status of Actions Steps*** 1) Outreach opportunities currently in planning process – City of Delray Beach annual Fire Station Open House/Health Fair. Many EMS Agencies and Fire Departments across the State making every attempt to do outreach by participating in EMS Speaker's Bureaus, EMS &amp; Fire Station open house events, and by staffing displays at County Fairs and similar events.</p>		Many EMS agencies experiencing severe budget cuts at this time and the committee is experiencing a significant focus shift due to increasingly scarce grant opportunities.		Mike Patterson
7/13/2009 11:31	Goal 3	3.1	Education Committee	Complete		Committee report: MQA and the Bureau of EMS will provide us with all the data that has been requested.		Strategic Plan timeline can be impacted by contractual obligations of the Bureau of EMS and MQA.	No pending	Jane Bedford & Danny Griffin
8/4/2009 17:03	Goal 3	3.1	Emergency Medical Services for Children	In Progress	Ongoing into next plan	Not completed - recommend to continue into next strategic plan with the verbiage changed to "the number of pediatric patients transported in crash protection devices". Currently - sending out survey to establish baseline for this in the state of Florida		the word "approved" - there is no established approved device. While there are studies going on, this will take some time. changing the word "restraint" as it often has a double meaning.		Julie Bacon

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
7/13/2009 11:34	Goal 3	3.3	Education	Complete		This committee has defined the minimum curriculum standards for a curriculum that is to be used and that will define the scope of practice.	Collaboration with many Florida groups and EMS agencies worked well to collaborate and develop this standard project.	The standards to be adopted into rule.		Jane Bedford & Dan Griffin
7/13/2009 11:37	Goal 3	3.5	Education	In Progress	Unknown	This goal is in the Legislative committee for review and action.		Making legislative changes.		Danny Griffin
7/13/2009 11:40	Goal 3	3.6	Education	In Progress	unknown	Education committee has submitted to the Legislative Committee their recommendations for this goal.	Looked at National Standard Refresher curriculum and adopted hours from that curriculum		Legislative action to make the change.	Dan Griffin

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
7/2/2009 13:20	Goal 3	3.7	Dispatch	In Progress	Possibly Spring 2009	3.7 Implement a	standardized dispatch training module. Review national model, and adopt standardized training module. Request statute change. *** Denise Amber Lee Act occurred in 2008, independent of dispatch constituency group. As rule was established, dispatch constituency groups and EMS Bureau personnel have assisted in establishing standards for voluntary certification and	Comparing different State models for dispatch training and certification	Lack of input initially into legislation and challenging Statute language. Using DOE template for dispatch training in Statute that was outdated and geared towards medical dispatch more than fire and law dispatch. Political posturing by various groups. Funding (none) Lack of national dispatch model	Further engagement with Bureau representatives, State legislators, Denise Amber Lee Foundation, Florida APCO, Florida NENA
7/13/2009 11:44	Goal 3	3.9	Education Committee	In Progress	October 30th, 2009	Education Committee will be contacting all EMS Training Centers not currently accredited and ask if they attend to become accredited and if so how can we assist them in the process.			Responses from Training Centers	Jane Bedford & Dan Griffin

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
7/2/2009 13:28	Goal 5	5.1	dispatch	In Progress	Unknown	<p>5.1 Improve effectiveness of dispatch system. Action: Calls screened out/appropriately *****</p> <p>Survey put out to 9-1-1 Coordinators in June 2009 to review status of current dispatch centers in relation to type of Communications Center, use of call processing protocols, medical director oversight etc. Survey results are still being gathered. Expect to provide Bureau with results at end of July 2009</p>		<p>Did not have (and most likely will not be able to gather) baseline data for accomplishment of the action item objective for appropriately screened out calls. Almost impossible to quantify because of a lack of consistent quality assurance practices within the various communications centers. From results of survey we may be able to establish suggestions for improving overall effectiveness or best practices within Florida Communications Centers</p>	None at this time	Jim Lanier

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
7/2/2009 13:33	Goal 5	5.2	Dispatch		Unknown	5.2 Improve EMS 911 call to patient contact). Action: Calls with appropriate pre arrival instructions, priority dispatched, met response time targets *****	None (except that goals need to be more deliverable!)	Did not have (and most likely will not be able to gather) baseline data for accomplishment of the action item objective for appropriately instructions, response times, etc. Almost impossible to quantify because of a variety of standards within the various communications centers. From results of survey we may be able to establish suggestions for improving overall call processing effectiveness, but unclear at this time	None at this time	Jim Lanier

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/5/2009 17:25	Goal 5	5.3	Access to Care Committee	In Progress		<p>***Overview of Action Steps*** 1) Identify methods for data collection for EMS unit wait times. ***Status of Action Steps*** 1) Working with member of EMSTARS to investigate as to what methods will or will not work. 2) Raw data target/July 2009 EMS meetings. 3) Raw data collection not fully usable by Access to Care Committee at this point in time. EMSTARS Committee still states commitment to project. 4) Presented idea of Canadian ESN "clock in" and "clock out" systems for more accurate validation of actual wait and "wall times". Our committee recognizes the associated expense and understands that a similar system is not fiscally possible at this time.</p>				Mike Patterson
8/6/2009 17:49	Goal 5	5.3	Data Committee	In Progress	Jun-10	<p>January 09 the definition sub-committee recommended a definition for off-load and it was approved at the January 09 meeting. The definition approved is as follows: Transfer of care occurs when patient care responsibilities is transferred and a verbal rep</p>	N/A	N/A	N/A	Chief Charles E. Moreland

## Online Action Plan Report

7/1/2009 - 8/5/2009

Date	Select the goal number for your objective:	List the objective number (note: only report on one objective at a time, if applicable):	Name of committee or group assigned this objective:	What is the status of this objective?	List completion date or planned completion date:	Please provide an overview of the action steps, including dates of action step activities, being used to complete this objective (ex. develop baseline, survey, meet with partners, provide education, etc...):	List any best practices learned while implementing this objective:	Please provide any challenges while attempting to implement this objective:	List any pending resource needs to implement this objective:	Name of person submitting action plan update:
8/4/2009 16:58	Goal 5	5.4	Emergency Medical Services for Children	In Progress	Ongoing	Under "Pediatric" - 1 Structure webinar course on prehospital pediatric topics/contacts hours for individuals attending Partnership with EMLRC, timeline November, 2009 Link EMSC website to EMLRC where lectures will be posted up through 2/28/10 for continuing education units. Partnership with EMLRC, timeline November, 2009 Drafted rule language for mandatory pediatric hours for the recertification of EMTs and paramedics, Partnership with Medical Directors, Education Committee, Legislative Committee, to Rule Workshop on August 13 Under "Pediatric" - 2 % of agencies with pediatric specific treatment protocols - this has been completed. Recommendation for next plan - Suggest a minimum of baseline protocols so that all agencies would have a baseline for pediatric care				Julie Bacon
8/4/2009 20:04	Goal 6	6.2	EMSC - as a resource	Other: we are a resource on this	ongoing	Re: at risk populations (pediatrics) Develop letter/email to agencies involving superintendents; public/private school principals; Dept of Education; EMS Directors, EM managers regarding school drills and EOC operations Special Needs Shelters/Populations consider adding measure into next strategic plan Ambulance Deployment Plan - Neonatal in document for evacuation of NICUs in hospital; partner with FNPTNA				Julie Bacon

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

Moreland@coj.net

Moreland@coj.net

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

Moreland@coj.net

Moreland@coj.net

Moreland@coj.net

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

art@leegov.com

kkoch@tgh.org

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

emschief@putnam-fl.com

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

emschief@putnam-fl.com

janeb@naturecoastems.org

julielbacon@aol.com

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

janeb@naturecoastems.org

djgriffin1@cox.net

djgriffin1@cox.net

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

jim.lanier@mymanatee.org

janeb@naturecoastems.org

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

**Contact E-mail:**

jim.lanier@mymanatee.org

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

**Contact E-mail:**

jim.lanier@mymanatee.org

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

**Contact E-mail:**

emschief@putnam-fl.com

Moreland@coj.net

**Online Action Plan Report**  
**7/1/2009 - 8/5/2009**

Contact E-mail:

julielbacon@aol.com

julielbacon@aol.com