

Celebrating Our Successes

July 2010 – June 2012 Florida EMS Strategic Plan Accomplishments

Through the joint efforts of the BEMS, EMSAC, and 25 EMS constituency groups and other stakeholders, the 2010 - 2012 Florida EMS Strategic Plan accomplishments include, but are not limited to:

Goal 1 – Improve the EMS System through effective leadership and communication by the EMS Advisory Council (EMSAC).

- Amended the EMSAC bylaws to support the EMS Strategic Plan.
- All EMSAC members have been assigned the task of chairing or co-chairing an EMS Strategic Plan goal.
- A reporting process has been implemented in the EMSAC meeting process to include updates as they relate to the EMS strategic plan.
- A successful integration of various constituency groups into one voice assisted in the improvement and regularity of communication between the EMSAC and the constituency groups.
- Smaller constituency groups have been aligned with various council members to ensure enhanced communication is implemented.

Goal 2 – Improve EMS data collection and participation through advocacy, outreach, and improved accessibility to EMS incident-level data.

- Improved leadership effectiveness and participation of the EMSAC Data Committee by creating a mechanism for monitoring and reporting attendance for all Data committee and subcommittee meetings; updating bylaws to include 85% attendance requirement; creating a follow up plan for members who do not meet 85% participation threshold; and developing and conducting an orientation/education session for all new members to enhance understanding and promote leadership within the data committee.
- Improved access to EMS incident level data for evaluation and benchmarking activities through the establishment of the current number of reports available to EMSTARS submitting agencies.

(Insert EMSTARS logo)

Goal 3 - Improve customer satisfaction through injury prevention, public education and knowledge of the EMS System.

- Injury prevention programs have been made available to the public through the Florida Department of Transportation Motorcycle Safety Coalition resulting in the reduction of motorcycle fatalities by more than 30%, injuries by more than 17%, and crashes by more than 18%.
- Improved customer satisfaction by increasing participation by local quality managers in statewide EMS activities

(Insert PIER logo)

Goal 4 – Improve EMS workforce education, performance and satisfaction.

- Established guidelines for EMS dispatch training for ground services.
- Measured and identified opportunities to improve EMT/Paramedic satisfaction.
- Identified provider levels to be adopted (EMR, EMT, AEMT, Paramedic) to begin facilitation of the National EMS Education Agenda for the future.
- Facilitated pediatric/neonatal educational programs throughout the state. Conducted 19 pediatric/neonatal classes for a total of 122 classroom hours, 278 students, and 162 books. Classes have been conducted in all RDSTF regions.

(Insert EMSC logo)

Goal 5 – To ensure economic sustainability of the EMS system and serve as a clearing house for EMS legislative issues.

- Measured and improved the percentage of billed charges collected by working with The Florida Ambulance Association which continues to provide information and act as a resource to the provider community on reimbursement issues through publication of notifications of impending changes to Medicare and Medicaid regulations and guidelines and continually seeking out opportunities to provide educational opportunities to the EMS Community on all reimbursement issues that are likely to affect reimbursement for ambulances in the State of Florida.

Goal 6 – Improve performance of key EMS processes through benchmarking and partnerships.

- Measured and identified opportunities for improvement of dispatch system effectiveness by mandating certification of Public Safety Telecommunicators (PSTs) with minimum training of 132 hours and examination.
- Created a steering committee to increase implementation across the state for daily use for coordination of mass casualty situations.
- Developed two standardized QI/QA templates for use by all EMS providers.

Goal 7 – Assure the EMS System is prepared to respond to all hazard events in coordination with state disaster plans.

- Surveyed EMS Provider Agencies and hospital Emergency Departments to ensure EMS plans and related documents include consideration for at-risk populations.
- Air Medical Disaster Plan developed by FAMA to enable EMS providers to transport patients to Air Medical Transport Services (AMTS) during times of local/regional disaster conditions.

Goal 8 – Maintain an accident-free environment and promote a culture of safe and appropriate utilization of Florida Air Assets.

- Improved air medical crew resource management and education through by conducting a one day minimum air medical safety summit with representation from all stakeholders involved in air medical transport.
- Adopted initial and continuing educational training requirements for aircrew of licensed air providers resulting in two hours of altitude physiology and aircraft safety/emergencies for refresher training.

(Insert FAMA logo)

Goal 9 – Increase access to care by improving patient safety, responder safety and the safety of the general public.

- Improved safety of staff from increasing violence in emergency departments through the continual monitoring and reporting of data received from the National Council of the Emergency Nurses Association.

(Insert FENA logo)

Goal 10 – Improve consistency, efficiency and education of public safety personnel with respect to incident related Emergency Medical Dispatch (EMD) and radio communications.

- Improved EMS radio communications between transports and receiving hospitals by developing and conducting a survey to determine which agencies/counties are using UHF vs 800 MHz vs other frequencies, as well as, determine MED8 compliance.
- Increased awareness, integration and support of EMD in the Florida public safety environment by closely monitoring dispatcher legislation certification initiatives.