

# ANNUAL PRESENTATION TO REGIONAL COUNCILS

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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

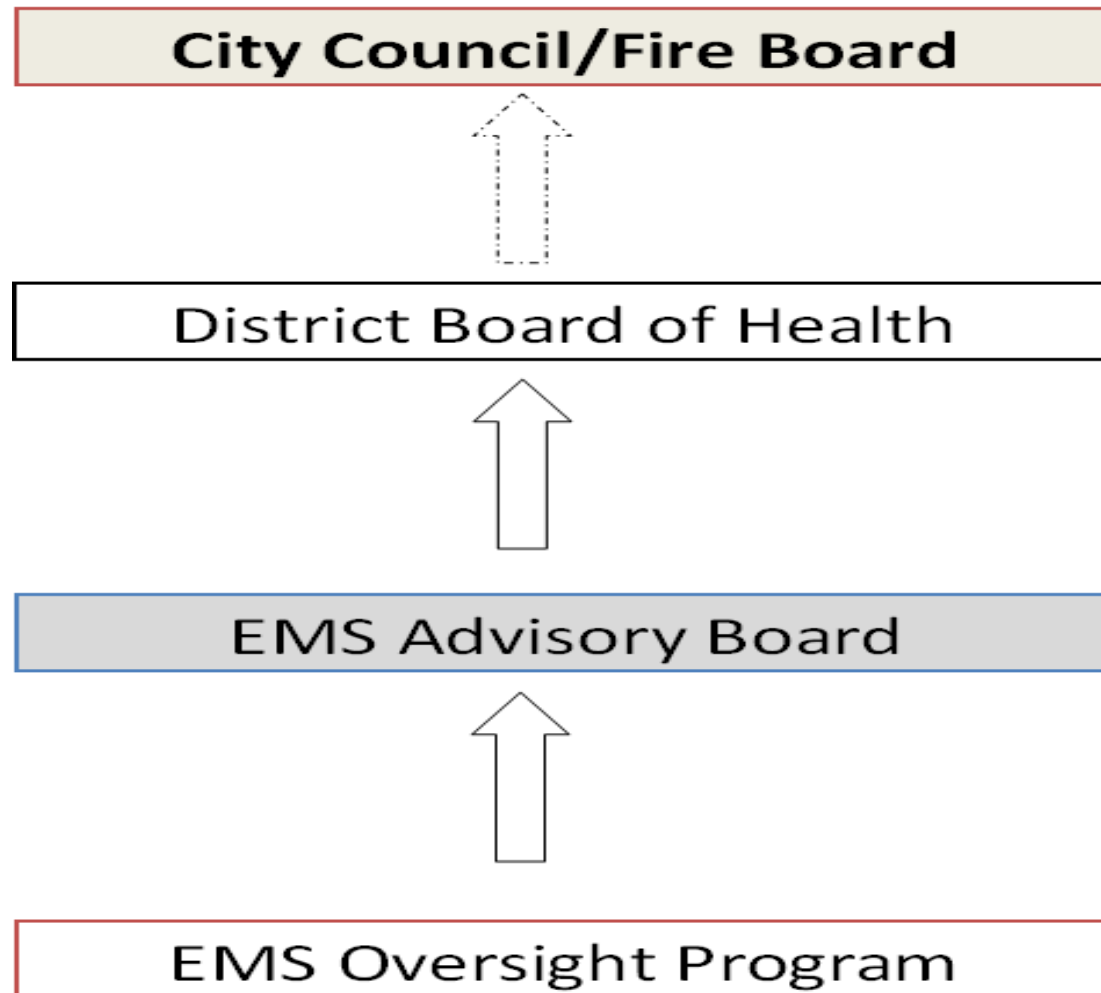
# EMS Advisory Board

- 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)
  - 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 2017-2018 ANNUAL REPORT

FY19 Annual Report will be published in November



# Data Report Highlights



Washoe County is home  
to 439,220 residents

There were more than  
70,887 EMS-related calls  
during FY18

There are approximately 8 EMS-  
related calls every hour in  
Washoe County, 24 hours a day

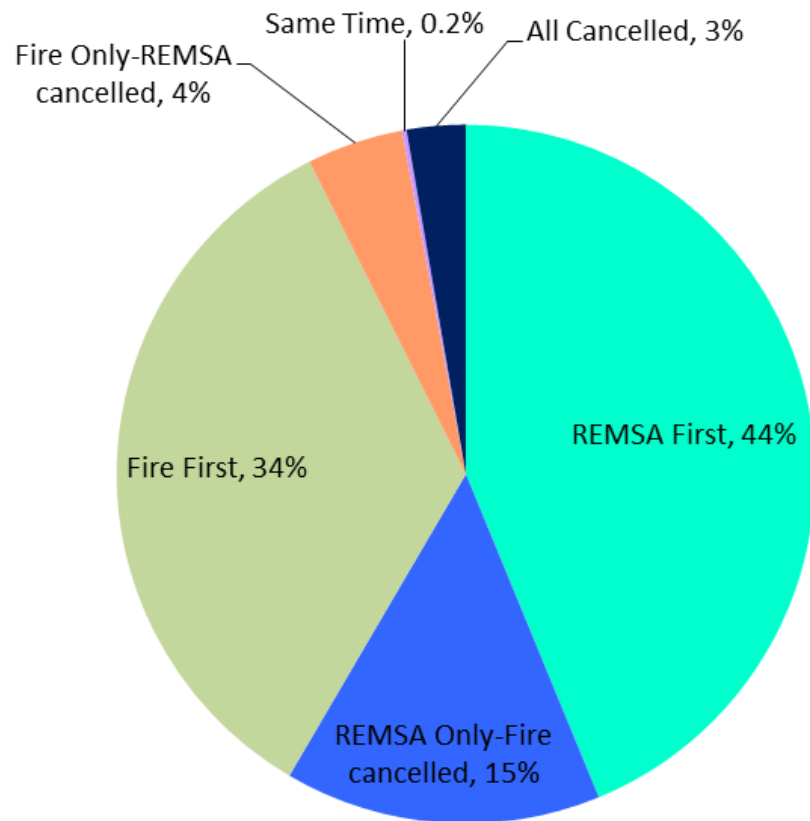
# Data Report Highlights

- 52,117 calls for service.
  - ▣ Matched calls between fire agencies and REMSA.
  - ▣ 1.01% increase from FY16-17
- Median Response Travel Times:
  - ▣ En Route → Fire First Responder arrival: 04:19 minutes
  - ▣ En Route → REMSA arrival: 05:52 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	05:52
2	06:25
3	07:13
9	07:51
All	06:14
Used N = 50,680	

# Data Report Highlights

**Figure 4: Arrival on Scene, All Matched Calls, FY18**



# Regional Accomplishments

- EMS Strategic Planning Initiatives Accomplished:
  - ▣ Implementation of appropriate protocols to determine service levels through EMD process to low acuity Priority 3 calls.
    - Omega calls implemented February 1, 2018
    - Card 33 calls implemented July 2, 2018
    - Alpha calls implemented October 1, 2018
  - ▣ Develop a regional set of protocols for the delivery of prehospital patient care.
    - January 2018 protocols were in effective for eight agencies within Washoe County.

# Regional Accomplishments

- Statewide training developed for First Responders
  - ▣ Videos provide basic information about a variety of disabilities and strategies to use when responding to calls involving citizens with intellectual and/or development disabilities.
- Mass Casualty Incident Plan Update, Alpha Plan
  - ▣ The EMS Program facilitated the development of a plan addressing large-scale or multi-location MCI called the Alpha Plan.

# Regional Accomplishments



- EMS Strategic Planning Initiatives in Process:
  - ▣ Establishment of CAD-to-CAD interface between primary PSAP and REMSA dispatch center.
  - ▣ Establish a regional process that continuously examines performance of the EMS system.

# BUT **NOT** AN EMERGENCY

Don't let non-emergencies  
compete with real ones.

**KNOW THE  
DIFFERENCE**

**THINK  
BEFORE YOU  
DIAL<sup>911</sup>**

[thinkbeforeyoudial.com](http://thinkbeforeyoudial.com)



# 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



# CURRENT PROJECTS



# Updated Strategic Plan 2019-2023, Approved May 2019

## □ **Goal #1 – Enhanced utilization of EMS resources**

- Objective 1.1. Develop appropriate protocols to determine service level for low acuity EMS calls that receive an alternative response by July 1, 2019.
- Objective 1.2. Develop standardized procedures for eligible patients to receive funded alternative transportation to obtain medical care at an alternative destination by November 4, 2021.

## □ **Goal #2 – Improve pre-hospital EMS performance**

- Objective 2.1. Implement regional usage of Automatic Vehicle Locator (AVL) technology to dispatch closest available unit by December 31, 2022.
- Objective 2.2. Increase depth of resources able to respond to EMS calls for service in Washoe County by December 31st annually.
- Objective 2.3. Monitor national trends and plan for response, specifically active assailant, by December 31, 2019.

# Updated Strategic Plan 2019-2023

## □ **Goal #3 – Improve communications**

- Objective 3.1. Enhance radio communication systems within Washoe County by June 30, 2023.
- Objective 3.2. Establish a CAD-to-CAD (computer aided dispatch) interface between the three PSAPs and REMSA dispatch center by December 2022.

## □ **Goal #4 – Enhanced EMS system through improved continuity of care**

- Objective 4.1. Establish a regional process that continuously examines performance of the EMS system by August 2020.
- Objective 4.2. Produce an annual report on EMS system performance that includes hospital outcome data by January 31, 2021.

# Updated Strategic Plan 2019-2023

## □ **Goal #5 – Identify recurrent callers of the EMS system**

- Objective 5.1. Develop a process to identify and report the recurrent callers in the community by December 31, 2019.
- Objective 5.2. Participate in community workgroup to provide recurrent callers with other resources, reducing the impact to the EMS system by November 30, 2021.

## □ **Goal #6 – Continue collaborative models**

- Objective 6.1. Coordinate and report on strategic planning objectives quarterly through June 2023.
- Objective 6.2. Promote the EMS Oversight Program through regional education of the strategic plan's goals and initiatives through June 2023.
- Objective 6.3. Create a new EMS strategic plan for 2023-2028 by February 2023.

# Additional Regional Projects

- CASPER – Community Assessment for Public Health Emergency Response
  - ▣ Door to door survey uses validated sampling method to collect household information before, during, or after disasters.
  - ▣ Conducted by Health District during “preparedness phase”, to inform and prevent, or to gather statistically validated and generalizable data for emergency preparedness efforts.
    - 224 out of 238 survey completed (94%)

# Additional Regional Projects

- Nearly one in three (28%) households' main source of information during an emergency is television.
- The primary method of communication during an emergency is via phone call (74%).
- Only 26% of households feel they are “well prepared” in the event of an emergency, 25% of households have a meeting place within their neighborhood, while 23% have meeting places outside their neighborhood.
- Less than half (38%) of households were aware of the emergency notification system, CodeRED.

# Additional Regional Projects

- The majority (85%) of households intend to evacuate in the event of voluntary evacuation.
- 94% of households reported they believe they could evacuate within an hour without assistance.
- Nearly two in three (62%) households reported they have at least one pet and the majority (93%) indicated they would bring their pet with them if they had to evacuate.
- Most households (55%) indicating they would initially evacuate to friends or family members houses or a second home.

# Recommendations



- Increase community awareness about the importance of planning and redundant forms of communication
- Increase community awareness of CodeRED
- Collaborate with neighboring counties on messaging, plan development and preparedness exercises
- Provide both English and Spanish written and verbal information when possible



