

BRUNSWICK COUNTY
EMS STRATEGIC PLANNING
1st Meeting – March 13, 2007
2nd Meeting – May 14, 2007
DSS Conference Room – Lawrenceville, VA

Participants: (10 providers) Buddy Hyde, Devon Clary, Connie Moore, Wayne Bowen, Dean Clary, Allen Richardson, Charles Vaughan, Brad Morefield, Ryan Abernathy, Leon Williams, & County Administrator Woolridge.

S.W.O.T. Analysis of EMS in Brunswick County

Strengths:

- 1st call coverage
- Education/training
- High school program
- EMS vehicles
- First responder program – Company 7
- Expanding EMS agencies / more locations
- Response times
- 2nd & 3rd call coverage
- Paging
- Communications center
- Decisions for air evac flights
- 12 lead equipment
- Improving ALS intervention
- Experienced providers
- ODEMSA
- Our O.M.D. (Dr. David Brown)
- Our OEMS field representative (Jimmy Burch)
- Grant awards
- Rip & Run fax

Weaknesses:

- Response times to scene
- Recruitment of members
- Membership retention
- Geographic location of EMS agencies
- Staffing
- Location of hospitals
- Frequent diversions (CMH)
- Amount of ALS certified providers
- Reception of radio signals
- Lack of using Incident Command System (ICS)
- Inadequate benchmarks

Weaknesses (continued):

- Funding
- Agency collaboration / mutual aid working relationships
- Lack of Emergency Medical Dispatch (EMD)
- Call prioritization (emergency vs. non-emergency)
- Public education on call reporting
- Media coverage
- Providers moving
- Benefits package of career providers and volunteer benefits
- Lack of diversity

Opportunities:

- Recruitment
- Multi-agency training
- Awareness of EMS
- Use of newspapers & radio media
- Grants
- Training (funded & non-funded)
- Increased staffing
- Billing
- Life cycle of vehicle study
- Paid for call
- Standardized approach to incentives, equipment, and terms

Threats:

- Volunteer burn-out
- Funding – budget support
- Life of DHS Assistance to Firefighter's Grant
- State funding (RSAF) grant status
- Liability / HIPPA
- Equipment condition & maintenance
- Natural & man-made disasters
- Resource availability
- Infection control for EMS
- Domestic protection alerts from communications center
- Continued existence of our current system
- Medicare/Medicaid status for billing
- Injury to providers / insurance coverage
- Change in local government leadership
- Contract EMS services
- Time away from home
- Provider safety – highway traffic increase

Group Ideas for Improving EMS in Brunswick County
Post-it® note brainstorming exercise
March 13, 2007

Incentives, recruitment & retention

- Incentives for taking ALS classes
- Fire & EMS promotional video
- Awareness/incentives for recruitment & retention
- EMS volunteer of the year
- Active recruitment
- Scholarships for EMS education
- Vehicle tax relief

Operations

- Written S.O.P. for landing zones in county
- Each station (FD) getting becoming 1st responder status
- Written S.O.P. for EMS response
- 1st, 2nd, and 3rd due response boundaries agreed upon & in writing
- 1st, 2nd, and 3rd due areas depicted on maps
- County standard for compartment inventory of equipment
- Ensure all EMS agencies are meeting compliance with equipment
- One EMS agency, not to take from the identity of separate squads
- Utilizing post call critiques (per individual dept. s.o.p.)
- Critical Incident Stress Teams (with a countywide s.o.p.)
- Standard of Care / Quality Assurance
 - Improve PPCR completions
- Revise vehicle numbers to match fire units (i.e. Medic 5, 9, 1, etc.)
- Staffing more units so they can be geographically located for response time

Public Education/Awareness

- Website
- Improve public awareness of EMS operations/needs

Planning

- Continue this format of EMS stakeholder meetings
- Have someone stay on top of VDH news, state government changes, etc.

Training

- Continuing education
- County-wide EMT class
- Schedule multi-agency training events
- Continue training at no cost / low cost – county funds available when agencies can't afford

Communications

- Tactical / operational channel for EMS calls
- Separate EMS frequency
- New repeater system
- Increase education regarding communication
- Improve EMS communication system
- FCC compliance (i.e. narrowband, etc.)

Equipment

- Mass casualty trailer
- Stair chairs

Funding

- Improve funding for all agencies so members can focus on training
- Have someone in county office seek EMS grant opportunities and complete them
- Collaborative attempts to receive funding
- Billing improvements/quality assurance in processes
- Identify other funding streams

BRUNSWICK COUNTY STRATEGIC PLAN FOR EMERGENCY MEDICAL SERVICES

YEAR 1 Goals (May 2007 – May 2008)

- Standard Operating Procedure/Guidelines (#1 priority)
- 2nd and 3rd due response maps and response matrix by call types (#2)
- Standardize equipment and compartments on county EMS vehicles (#3)
- Recruitment & Retention Program
 - Website (www.brunswickfireandrescue.org)
 - Tax relief
 - EMS volunteer of the year award program
- Use of plain text, common terminology (NIMS compliance)
 - Education on communications
- High school EMS program
- Standardized vehicle numbering (i.e. Medic 5, 9, & 1)
- Collaborative bulk purchasing
- Multi-agency training
- Quality assurance program
- Continue Quarterly EMS stakeholder meetings
- Purchase standard type stair chairs in all EMS agencies
- Hold one (1) Mass Casualty Drill (MCI)
- Host a continuing education (CE) Super Weekend
- Have some career staffing in each of the 3 transport agencies
- Pursue a DHS grant for countywide communications upgrade (4/2008)

YEAR 2 Goals (May 2008 – May 2009)

- EMS operational / tactical channel(s)
- Recruitment & Retention Program
 - Scholarships established for EMS education/training
 - Produce a video for marketing EMS in our county
- Critical Incident Stress Team with
- EMT-B class for Brunswick County
- Hold one (1) Mass Casualty Drill (MCI)
- Implement a career pool of six (6) providers to rotate across agencies
- Purchase/acquire a mass casualty response trailer

YEAR 3 Goals (May 2009 – May 2010)

- Hold one (1) Mass Casualty Drill (MCI)
- Narrowband compliance (FCC) in all agency radios

**Brunswick County
Emergency Medical Service Agencies
Proposed
Standard Operating Procedures
Working List**

This S.O.P. / S.O.G. list shall be an on-going project whereby additional topics will be added as the mutual need arises within county emergency operations. Five (5) initial topics have been identified by the EMS stakeholder's group during strategic planning sessions as needing immediate attention and other topics will follow.

- Incident Command System (NIMS compliance)
- Incident Response Matrix by call types
- Radio Communication Benchmarks (i.e. patient contact, etc.)
- Mass Casualty Incident Operations
- Medical Air Evacuation Procedures

**Operational Planning Teams
assigned to task completion
of topics identified in this plan
(will be adding personnel from across EMS agencies and others)**

- Recruitment & Retention – Devon, Connie, Allen, Wayne, Bryant (PW)
- Standard Operating Procedures – Buddy, Devon, Connie, Wayne
- EMS Vehicle equipment standardization – Ryan (Grit), Allen, Connie
- Quality assurance program – Connie, others?