

# MEDIC ONE/EMERGENCY MEDICAL SERVICES STRATEGIC PLAN & LEVY REAUTHORIZATION

Regional Services Subcommittee meeting 3/20/2018

## Summary

*Topics included a review of 2014-2019 EMS levy program costs, discussion of current Strategic Initiatives and next steps, and further identification of possible future programs.*

## Attendees

<i>Chair: Tom Agnew, City of Bothell</i>	Jason Hammond, KCEMS
Jeff Bellinghausen, South King Fire & Rescue	Tracie Jacinto, KCEMS
Dave Beste, Bellevue Fire	Melina Kuzaro, Valley Regional Fire Authority
Cynthia Bradshaw, KCEMS	Michelle Lightfoot, KCEMS
Seth Buchanan, Kirkland Fire	Vonnie Mayer, Valley Communications
Helen Chatalas, KCEMS	Rick Myking, Renton Regional Fire Authority
Jeff Clark, Eastside Fire & Rescue	Eli Panci, City of Kirkland
Matt Cowan, Shoreline Fire	Michele Plorde, KCEMS
Kevin Coughlin, Woodinville Fire	Tom Rea, KCEMS
Erik Friedrichsen, KCEMS	Mitch Snyder, Puget Sound RFA
Roy Gunsolus, Renton Regional Fire Authority	Penny Sweet, City of Kirkland
Lyman Howard, City of Sammamish	Jay Wittwer, Tukwila Fire

## Issues discussed

### Costs and Strategic Initiative review

#### Overview:

The EMS Division manages core regional Medic One/EMS programs that support all aspects of the regional system, and pilot programs that test innovative approaches to improve EMS services and manage the growth of the system.

#### Discussion:

Regional Services and Strategic Initiatives account for approximately 15% of total 2014-2019 levy expenditures. Expenditures have grown from 9.6 % of total expenditures in 2002, to 16.1% in 2017, due to greater investment in QI/data analysis and management. Recently, a decrease in overhead and indirect costs, along with staff reductions, has resulted in decreased spending.

The EMS Division presented each of the five Strategic Initiatives currently being tested in the 2014-2019 levy period. They focus on enhancing the quality of, and access to, EMS data; better understanding the needs of vulnerable populations and complex patients to help improve care; and providing greater training and quality improvement opportunities to BLS agencies, all of which aim to improve patient outcomes. The Subcommittee is tasked with eventually endorsing the “next steps” for these pilots.

1. The Vulnerable Populations Strategic Initiative (VPSI) was developed with the assumption that there were populations throughout the region that could be served better. The Initiative seeks opportunities to improve interactions between EMS and vulnerable populations, such as those with limited English and elderly
2. The Regional Records Management System Initiative (RMS) consolidates data into a singular record management system that is funded and overseen by the EMS Division. The Initiative will enhance the quality of, and access to, EMS data, which assures increased system oversight and improved patient care. All agencies are now on ESO, and the Division is working to obtain greater hospital participation with the overall goals of improving ESO QI and data collection
3. The BLS Training & Quality Improvement Strategic Initiative (BLS QI) links and synchronizes strategies to more systematically and uniformly review data, and provide consistent training based on the results of the data review. 2018 is the first year that funds are expended for Run Review activities.
4. The Efficiency and Effectiveness Strategic Initiative (E&E) supports continuous improvement projects that have focused on better understanding the needs of complex patients out in the field. This will improve the quality of care and help manage the rate of growth of the system.
5. The BLS Efficiencies Strategic Initiative targets strategies to manage BLS demand and delay future growth in the request for BLS assistance. Projects include the Nurseline, taxi vouchers program and developing an alternative response unit for management of low-acuity medical calls (CMT). BLS Efficiencies funding was used to develop the regional approach for initial EMT training. This project standardized and expanded available training options, allowing flexibility with Fire Department partners while still ensuring continued excellent training of EMTs throughout King County.

Meeting participants offered ideas about enhancing the taxi voucher program by expanding it, and including Uber and Cabulance options. A warning was issued about needing to monitor costs for intentional abuse. Topics raised included the growing issue of repeat 911 callers, and steps for better interaction and connection with the homeless population. There was support for continuing the Regional EMT Training program, and Operative IQ was brought up as a potential system efficiency. The group also discussed Seattle's participation in regional programs, and using regional money for regional implications.

### **Next Meeting**

April 17, 2018:            1:00 – 3:00 pm            Renton Highlands Library conference room  
2801 NE 10<sup>th</sup> Street, in Renton

Items for discussion include identifying Regional Programs and Initiatives to implement and/or refocus.