

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

Regional Services Subcommittee meeting 5/15/2018

## Summary

*Topics included debuting and discussing Strategic Initiatives for the next levy span, an overview of the Initial Proposed Financial Plan, and a review of the Subcommittee Report to be presented at both the Finance Subcommittee and EMS Advisory Task Force meetings later this month.*

## Attendees

*Chair: Tom Agnew, City of Bothell*

Dave Beste, Bellevue Fire

Cynthia Bradshaw, KCEMS

Seth Buchanan, Kirkland Fire

Jeff Bellinghausen, South King Fire & Rescue

Helen Chatalas, KCEMS

Jeff Clark, Eastside Fire & Rescue

Kevin Coughlin, Woodinville Fire

Mickey Eisenberg, KCEMS

Erik Friedrichsen, KCEMS

Jason Hammond, KCEMS

Steve Heitman, Mercer Island Fire

Tracie Jacinto, KCEMS

Keith Keller, KCM1

Michelle Lightfoot, KCEMS

Matthew Morris, Puget Sound Fire Authority

Rick Myking, Renton Regional Fire Authority

Toby Nixon, City of Kirkland

Kevin Olson, Valley Regional Fire Authority

Michele Plorde, KCEMS

Tom Rea, KCEMS

John Rickert, South King Fire & Rescue

Tommy Smith, Redmond Fire

Mark Thompson, South King Fire & Rescue

## Issues discussed

### Strategic Initiatives

#### Overview

The region undertakes innovative pilot projects (known as Strategic Initiatives) that focus on improving EMS care, containing costs and managing system growth. For the 2014-2019 levy span, Strategic Initiatives have addressed 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.

#### Proposed Initiatives

The EMS Division brought forth enhanced and new proposals for discussion by the Regional Services subcommittee members. These proposals were based on the regional needs and issues identified by Stakeholders over the course of levy planning. Each is centered on using a solid regional approach to strengthen standardization, coordination, interconnectedness and partnerships.

## **1. Vulnerable Populations Strategic Initiative**

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 the elderly.

For the 2020-2025 levy span, the EMS Division is proposing to continue its outreach efforts and projects with community partners and fire departments to ensure the highest quality prehospital care delivery for vulnerable populations. The Division recommends enhancing support to the Equity and Social Justice (ESJ) work related to workforce diversity (such as the STAR scholarship and Future Women in EMS/Fire Academy), and to the regional activities related to improving mental wellness among our EMS providers. This entails training, supporting pilot studies, and ensuring access to programs on the regional and local levels.

## **2. Accelerating Evaluation and Innovation: an Opportunity for Unprecedented Quality Improvement (AEIOU) Strategic Initiative – NEW**

The newly-created Accelerating Evaluation and Innovation: an Opportunity for Unprecedented Quality Improvement (AEIOU) Strategic Initiative builds upon the technology work of the past decade between dispatch centers, fire departments, hospitals, the University of Washington, and the King County EMS Division to bolster the region's quality improvement capabilities and efforts.

Specific pieces of the Initiative involve integrating the high-tech platforms of our different partners to improve the timeliness, access, and quality of data across dispatch, agencies and hospitals; allowing for using near-real time information, enhancing agencies' abilities to conduct reviews of EMS care and patient outcomes at the regional and local agency level; creating additional opportunities for King County EMS to lead quality improvement projects; addressing the real challenge and need to leverage the electronic data records to generate meaningful clinical information; and improving approaches to quality improvement through training and education across the region.

## **3. EMS Online Strategic Transition in Regionalized Innovation, Value and Education (S.T.R.I.V.E.) Strategic Initiative – NEW**

Another new proposal is the EMS Online Strategic Transition in Regionalized Innovation, Value and Education, or S.T.R.I.V.E. Initiative. Recognizing the changing educational, data, and technological needs of the eLearning environment, this Initiative modernizes the continuing medic education (CME) program that EMS has provided to thousands of EMS providers for over 15 years via EMS Online.

The proposal addresses cross-platform functionality by implementing a Learning Management System (LMS), and extending the LMS functionality to agencies not yet using a LMS platform. The ability to export data would increase, allowing agencies to share and collaborate regionally as desired, and also customize training, based on

needs. It would reduce duplication, increase efficiency, and let the region meet the eLearning expectation of the adult learner.

### Discussion

Quality Improvement (QI) remains a high priority throughout the region. Over the past decade, there has been a commitment to comprehensive capture data, since information drives patient care. Taking QI to the next level will involve integrating with hospital data, and the **AEIOU Initiative** is an opportunity to do so.

EMS Online is faced with customization limitations and needs to be reinvented for the future. **STRIVE** provides EMS Online the architecture necessary to support increasing continuing education needs. It was proposed that upgrading the system on a more regular basis be mandatory, and part of the funding process. Working with an outside vendor (as opposed to using King County IT) could potentially bring about cost savings.

### **Regional Services Financial Plan**

The Subcommittee reviewed two separate Financial Plans (see attachments):

1 - Status Quo: continuing the current Regional Services and Initiatives over the 2020-2025 levy period; and

2 - Initial Proposed: Status Quo with new Initiatives included.

### **Subcommittee Report**

A document highlighting the Accomplishments and Decisions Made by the Regional Services Subcommittee was reviewed and edited.

### **Actions Taken**

1. The Subcommittee endorsed presenting the Subcommittee Report and Initial Proposed Financial Plan to both the Finance Subcommittee and *EMS Advisory Task Force* at their May meetings.

### **Next Meeting**

June 19, 2018, from 1:30 – 3:30 pm at the 2100 Building, located at 2100 24<sup>th</sup> Ave S, in Seattle. Items for discussion include reviewing refined programmatic costs for future Finance and Task Force meetings.