



Public Health

Seattle & King County

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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EMS 2002-2007 Strategic Plan Update Accomplishments September 2007

The Emergency Medical Services (EMS) system in King County is dedicated to increasing survival and reducing disability from out-of-hospital emergencies by providing the highest quality patient care in the pre-hospital setting.

The *EMS 2002-2007 Strategic Plan Update* provides the regional policies and financial direction to accomplish these goals, including adherence to the medical model of an integrated EMS/Medic One system, a philosophy of cooperative regional decision-making, and the development of innovative strategic initiatives that address the demand for services and encourage system efficiencies.

In accordance with the *EMS 2002-2007 Strategic Plan Update*, the following **paramedic services** were implemented during the six-year levy period:

- Medic 65 was placed in the Shoreline service area in 2002 as a new 12-hour unit.
- Medic 47 was upgraded from a 12-hour to a 24-hour unit in the Bothell area in 2002.
- Medic 14 was upgraded from a 12-hour to a 24-hour unit in the Issaquah area in 2003.
- Medic 12 was placed in the Black Diamond service area in 2004 as a new 12-hour unit.
- Medic 13 was placed in the Des Moines service area in 2006 as a new 12-hour unit.

In addition, two EMT/P units were converted to two paramedic units in 2006, Medic 3 in North Bend and Medic 35 in Woodinville as requested by the regional Medical Program Directors.

As identified in the *EMS 2002-2007 Strategic Plan Update*, the **strategic initiatives** are designed to meet the following objectives:

- Enhance existing programs and add new programs to meet emerging community needs to maintain or improve current standards of patient care.
- Use existing resources more efficiently to improve operations of the system to help contain costs.
- Manage the rate of growth in the demand for EMS services.



In this the final year of the current levy period, the following highlights the efforts of the many individuals in the region involved in implementing the strategic initiatives:

Dispatch Enhancements: The *EMS 2002-2007 Strategic Plan* identified several strategic initiatives related to dispatch with the intent of reducing the growth in calls for paramedic services.

- *Revision of the Criteria Based Dispatch (CBD) Guidelines:* During the current levy period, implemented revisions in June 2004 and July 2007. The average increase in ALS calls prior to the development of this strategic initiative was 5.4% per year (1990 through 1996) while the rate of growth for ALS calls declined to 0.77% per year during the 10-year period following the revisions effort.
- *CBD Guideline Software Integration:* Developed a stand-alone version of the CBD Guidelines that could be used by dispatch centers that were not heavily reliant upon Computer Aided Dispatch (CAD) systems.
- *EMD Quality Improvement:* Completed development of an EMD Quality Review Program with approximately 4,080 cases reviewed since the program was implemented.
- *Enhanced CBD Basic Training and Continuing Education Curricula:* Completed the addition of an Anatomy and Physiology pre-course, implementation of a problem/scenario-based method of delivery, and an online web-based training program for dispatchers.

Advanced Technology Projects: The development of projects that incorporate advancements in technology offers a variety of opportunities for improved efficiencies in the EMS system.

- *Web-based Training for EMS Personnel:* EMS Online delivers web-based Competency Based Training modules for Emergency Medical Technicians. Thirty-three modules are now available online with over 10,000 EMTs and paramedics enrolled in the program throughout Washington state (100% of the ~ 4,000 EMTs in King). Over 150,000 examinations/courses have been completed.
- *Regional Electronic Data Collection Project:* Completed an enhanced EMS monitoring system that would allow for improved oversight of the EMS system with over 96% of over 200,000 medical incident report forms moved from paper to electronic format.
- *Regional EMS Tracking Resource - Online (RETRO) Project:* Created a centralized database to track and store information essential about the approximately 4,000 EMS personnel who work in King County.

EMS System Efficiencies:

- *Paramedic and EMT Procedure and Patient Treatment Evaluations:* Conducted reviews of paramedic and EMT procedures and patient treatment plans, including pulse oximetry, glucometry, naloxone and glucagon use.
- *Injury Prevention Programs:* Created the Fall Factors Program to reduce falls risks in the elderly community with over 1,134 participants.
- *Enhanced Care for Specific EMS Patients:* Created Supporting Public Health with Emergency Responders (SPHERE) program that targets diabetes and high blood pressure in the community.

Please refer to the EMS Division's 2007 Annual Report for more details, available online through the Public Health - Seattle & King County website: www.metrokc.gov/health/ems.