

## The Proposal

Portage County EMS Contracts:  
2010 and Beyond

## The Technical Team

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## Short Term Goals

- **Proper staffing with cross trained paramedic firefighters is the key to providing a high-quality paramedic service countywide**
  - SPFD maintains extra ambulance coverage at no added cost to the County
    - 3-4 simultaneous calls 300 times in 2008
    - 5 simultaneous calls 25 times in 2008
  - Made possible in part by the automatic aid agreements with neighboring fire departments

## Short Term Goals

- **Upgrade Amherst to the ALS Level**
  - Estimated cost of upgrade \$35,000
  - Puts a third ALS ambulance on-line 24/7
  - Reduces reliance on intercepts from SPFD

## Short Term Goals

- **Integrate Amherst in to the Countywide dispatch plan**
  - Greater call allocation for Amherst
  - Will improve skills retention
  - Will reduce the reliance on SPFD for a 3<sup>rd</sup> and 4<sup>th</sup> ambulances

## Short Term Goals

- **Equitable funding for SPFD to supply two fully staffed ambulances 24/7**
  - Two studies\* concur that 14 FTE is the correct staffing for 2 fully staffed ambulances
  - Accounts for the "relief factor"
  - Expected reduction in overtime budget

\* ESCI Study 2006 and Virchow-Krause Study 2008

### Short Term Goals

- **Establish countywide performance benchmarks to guide development of a new deployment strategy**
  - Categories of performance benchmarks:
    - Response Time Reliability
    - Clinical Excellence
    - Customer Satisfaction
    - Fiscal Stewardship
    - Operational Safety
    - Organizational Culture of Cooperation and Mutual Support

### Short Term Goals

- **Minimize or eliminate the impact of political boundaries on response zone design**
  - Create a new deployment strategy that optimizes response-time performance
  - Potential strategies include:
    - Redeploying Medic 2 to the Plover FD
    - Redeploying Amherst to HWYs 10 & J
  - Research and develop intergovernmental and mutual aid agreements

### Short Term Goals

- **Improve dispatch capabilities to support the EMS System**
  - Study ways to enhance cooperation between the PCSD and SPPD dispatch centers
  - Staffing efficiencies may be possible
  - Improve the quality of call taking and dispatching for all emergency calls
  - Allow for specialization during peak call volume hours
  - Study ways to improve operational safety and efficiency of the EMS system

### Short Term Goals

- **Implement a consumer education program**
  - Strengthen the relationship between the system and its users
  - Utilize effective communications channels
- **Create a process for monitoring customer satisfaction**

### Long Term Goals

- **Performance Objectives**
- **Combined License and Operational Plans**
- **Plan for future needs based on anticipated workload**

### Implementation

- This plan seeks to provide the greatest good for the greatest number
- It represents the united consensus of the Technical Team
- The component parts are interrelated
- It is intended to be implemented in stages
- The details of implementation can be developed by ongoing work of the Technical Team