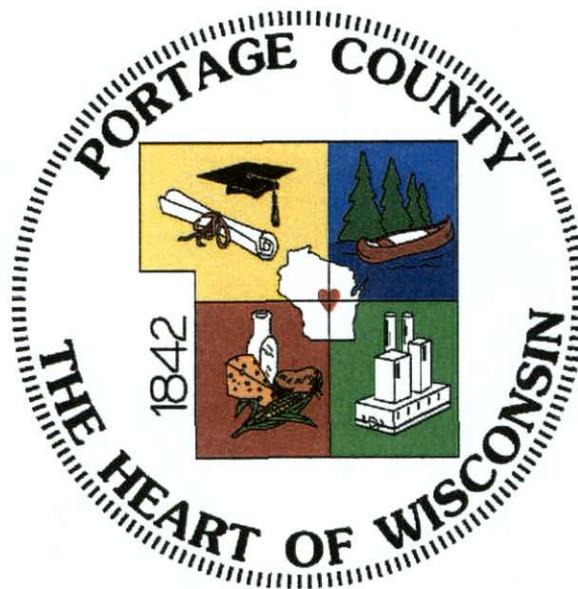


# Portage County

## EMS Oversight Board



### 2010 - 2011 Annual Report

This report has been prepared by:  
Sandra Curtis, Portage County Emergency Management Director

## EMS Oversight Board Annual Report

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## Acronyms

|      |                                       |
|------|---------------------------------------|
| AED  | Automated External Defibrillator      |
| AEMT | Advanced Emergency Medical Technician |
| AFD  | Amherst Fire District                 |
| ALS  | Advanced Life Support                 |
| ANSI | American National Standards Institute |
| BLS  | Basic Life Support                    |
| CPR  | Cardiopulmonary Resuscitation         |
| CQI  | Continuous Quality Improvement        |
| EMR  | Emergency Medical Responder           |
| EMS  | Emergency Medical Services            |
| EMT  | Emergency Medical Technician          |
| PCEM | Portage County Emergency Management   |
| QA   | Quality Assurance                     |
| RFP  | Request For Proposals                 |
| RL&S | Red Lights and Siren                  |
| RRU  | Rapid Response Unit                   |
| RSI  | Rapid Sequence Intubation             |
| SOG  | Standard Operating Guideline          |
| SPFD | Stevens Point Fire Department         |
| UMER | United Emergency Medical Response     |

### **EMS Oversight Board Purpose**

The Portage County Board of Supervisors created the EMS Oversight Board by Resolution 109 2006-2008 adopted on April 17, 2007. By law, the EMS Board is a public body, subject to the requirement of Wisconsin's open meeting and open records law.

The charter of the Board is the oversight of the clinical, administrative, qualitative measures and operations of the Portage County EMS System. The Board will review, study and oversee the system, and provide qualitative standards for the providers.

The Board is requested to prepare an annual report for the County, City and Amherst Fire District with a performance review and evaluation of all policies and performance standards.

By the creation of the EMS Oversight Board it is not intended to abrogate the responsibilities of the Police and Fire Commissions as set forth in s. 62.13 Wis. Statutes or the Fire District as set forth in s. 61.65 Wis. Statutes.

### EMS Oversight Board Composition

| <u>NAME</u>          | <u>APPOINTED</u> | <u>TERM EXIRES</u> | <u>REPRESENTING</u>    |
|----------------------|------------------|--------------------|------------------------|
| Jeanne Dodge         | July 2010        | April 2012         | County Board           |
| Don Jankowski, Chair | April 2010       | April 2012         | County Board           |
| Jerry Moore          | April 2011       | April 2012         | City Council           |
| Randal Stroik        | April 2009       | April 2012         | City Council           |
| Don Spierings        | December 2008    | April 2012         | Amherst Fire Dist.     |
| Mike Pagel           | April 2011       | April 2013         | Town Representative    |
| Tim Kluck            | April 2011       | April 2013         | Village Representative |
| Linda Johnson        | April 2011       | April 2013         | Medical System Rep.    |

### Advisors to EMS Oversight Board

|                                 |                                                 |
|---------------------------------|-------------------------------------------------|
| Dave Allen, Assistant Chief EMS | Amherst Fire District                           |
| Victor Voss, Fire Chief         | Amherst Fire District                           |
| Joe Gemza, Assistant Chief EMS  | Stevens Point Fire Department                   |
| Tracey Kujawa, Fire Chief       | Stevens Point Fire Department                   |
| Dr. Mike Curtis                 | Saint Michael's Hospital                        |
| Mike McKenna                    | Portage County Corporation Counsel              |
| Jennifer Jossie                 | Portage County Finance Director                 |
| Sandra Curtis                   | Portage County Emergency Management Director    |
| Patty Dreier                    | Portage County Executive                        |
| Gary Wescott                    | Liaison, Stevens Point Police & Fire Commission |
| Sally McGinty                   | Director of Emg Mgt., City of Stevens Point     |
| Gary Johnson, EMS Director      | United Emergency Medical Response               |

Portage County EMS Association  
 Portage County Public Safety/Emergency Management Committee  
 Saint Michael's EMS Advisory Council

All Portage County Fire Departments provide on-scene support to EMS response agencies throughout the County. They also serve in an advisory capacity to the EMS system.

### EMS Technical Team

Dr. Michael Curtis, Medical Director  
 Michael Fraley, EMS Coordinator  
 Tracey Kujawa, Stevens Point Fire Department, Chief  
 Victor Voss, Amherst Fire District, Chief  
 Joe Gemza, Stevens Point Fire Department, Interim Assistant Chief of EMS  
 Dave Allen, Amherst Fire District, Assistant Chief EMS  
 Sally McGinty, City of Stevens Point, Director of Emergency Management  
 Kathy Larson, United Emergency Medical Response  
 Sandra Curtis, Portage County Emergency Management Director

**Portage County EMS System Partners**

**Emergency Medical Responder Groups:**

| Name of Service | EMR | EMT | AEMT | Paramedic |
|-----------------|-----|-----|------|-----------|
| Almond EMR      | 9   | 1   | 1    |           |
| Amherst EMR     |     | 2   | 7    | 5         |
| Bancroft EMR    | 7   | 3   |      |           |
| Dewey EMR       |     | 9   |      |           |
| Grant EMR       | 3   | 4   |      |           |
| Hull EMR        | 4   | 6   |      |           |
| Plover EMR      |     | 6   | 5    | 3         |
| Rosholt EMR     | 12  | 1   |      |           |
| Rudolph EMR     | 17  | 15  |      | 3         |
| Sharon EMR      | 5   |     | 3    | 1         |
| Stockton EMR    |     | 4   | 4    |           |

**Industrial First Responder Groups:**

|                     |    |   |  |  |
|---------------------|----|---|--|--|
| McCain Foods        | 19 | 1 |  |  |
| Worzalla Publishing | 9  | 2 |  |  |

**Ambulance Service Providers:**

**Stevens Point Fire Department:**

Staffing                                      34 - Paramedic                                      5 - Intermediate

The primary response area for Stevens Point Fire Department/Portage County Ambulance Service is as follows:

- 12.5 towns
- 6 villages
- City of Stevens Point

The Stevens Point Fire Department provided 101 inter-facility transfers during 2010.

The Stevens Point Fire Department and Amherst Ambulance Service have adopted an ALS (Advance Life Support) intercept policy for advanced level of care. SPFD responds with Amherst Ambulance when requested or when paged by dispatch.

| <b>SPFD Call Volume</b> | <b>2008</b> | <b>2009</b> | <b>2010</b> |
|-------------------------|-------------|-------------|-------------|
| City of Stevens Point   | 1856        | 1850        | 1923        |
| Portage County          | 1817        | 1571        | 1595        |
| <b>Total:</b>           | <b>3673</b> | <b>3421</b> | <b>3518</b> |

**Amherst Fire District:**

Staffing                                      10 - Paramedic                                      10 - AEMT

The primary response area for AFD was expanded during 2010 to include the eastern 1/2 of the Town of Stockton and the Village of Nelsonville. The primary response area includes

- 3 villages
- 4.5 towns

See Attachment 1 & 2 Portage County Ambulance Service and Portage County Emergency Medical Responders.

| <b>Municipality</b>         | <b>2008</b> | <b>2009</b> | <b>2010</b> |
|-----------------------------|-------------|-------------|-------------|
| Town of Almond              |             |             | 1           |
| Town of Amherst             | 65          | 36          | 39          |
| Town of Belmont             | 15          | 15          | 15          |
| Town of Lanark              | 33          | 40          | 36          |
| Town of New Hope            | 24          | 14          | 18          |
| Town of Plover              |             |             | 2           |
| Town of Stockton            | 1           | 1           | 7           |
| Village of Amherst          | 65          | 52          | 62          |
| Village of Amherst Junction | 13          | 17          | 10          |
| Village of Nelsonville      |             | 2           | 2           |
| City of Stevens Point       |             | 2           | 2           |
| <b>Total Calls</b>          | <b>216</b>  | <b>179</b>  | <b>194</b>  |
| <b>Total # of patients</b>  |             | <b>184</b>  | <b>201</b>  |

**United Emergency Medical Response**

Staffing:           16 - Paramedics                   7 - AEMT                   3 - EMT

In 2010 Portage County entered into a direct contract with United Emergency Medical Response effective January 1, 2011. The direct contract is intended to produce a more unified approach to the objectives of the EMS system and adherence to the benchmarks established by the EMS Oversight Board.

| <b>Run Volume: Town of Grant</b>  | <b>2008</b> | <b>2009</b> | <b>2010</b> |
|-----------------------------------|-------------|-------------|-------------|
| United Emergency Medical Response | 65          | 53          | 56          |

**Mutual Aid Partners**

The Stevens Point Fire Department maintains signed Mutual Aid Agreements with the following EMS providers:

- Wisconsin Rapids Fire Department
- Mosinee Fire and EMS
- Wausau Fire Department
- Iola Ambulance
- Waupaca Area Ambulance
- United Emergency Medical Response
- Waushara County EMS
- Marshfield Fire And Rescue Department

The Amherst Ambulance Service maintains signed Mutual Aid agreements with the following EMS providers:

- Iola Ambulance Service
- Waupaca Area Ambulance Ltd.
- Waushara County EMS

United Emergency Medical Response maintains mutual aid agreement with the following EMS services:

- Waushara County EMS
- Marshfield Fire and Rescue Department
- Wisconsin Rapids Fire Department

All Portage County Fire Departments provide on-scene support to EMS providers throughout the County.

### **Rapid Response Unit (RRU)**

In late 2005, Mark Toyota donated a Toyota 4Runner to Portage County for an EMS pilot project. In January of 2011 Mark Toyota presented Portage County with a new 2011 Toyota 4Runner utilizing a special Toyota grant program. A Safety Day at Mark Motors in Plover was held in May 2011 dedicating the new vehicle.

During 2010 the RRU was housed at the Stevens Point Fire Department, Station 1 at 1701 Franklin Street, on a daily basis. SPFD deployed the unit when staffing allowed and/or when an incident deemed it necessary. During 2010 SPFD deployed the unit for critical calls 195 times.

Portage County employs casual staff to provide EMS coverage at "Special Events" throughout the County. RRU staff covered more than 60 Special Events during 2010.

### **Current funding for Rapid Response Unit:**

- Mark Motors & Toyota continue to support the RRU program by providing a "no cost" lease for the duration of the program through a special Toyota grant program.
- Portage County funds all operating costs of the vehicle including supplies, fuel, maintenance, insurance and staffing costs.

### **PERFORMANCE BENCHMARKS**

Mutually developed system-wide performance benchmarks designed to provide an accurate measure of the effectiveness and efficiency of the EMS program have been set by contract with all three EMS providers. The EMS Oversight Board maintains primary responsibility for adherence to the process utilizing the EMS Technical Team and the EMS Quality Circle for input. Performance measures include monitoring systems in areas of Clinical Excellence, Customer Satisfaction, Response Time Reliability, Operational Safety and a system organization that supports a culture of cooperation and mutual support.

During 2010-2011 the EMS Oversight Board continued to work cooperatively with the EMS Technical Team and the providers to further the mission of monitoring the system progress on the above performance measures.

### **Clinical Excellence**

The Portage County EMS Medical Director, the service providers, the County EMS Coordinator along with Saint Michael's Hospital have continued the quality assurance program with several enhancements.

### **QA (Quality Assurance) Program**

All providers of EMS services in the Portage County EMS System are encouraged to participate in the established QA program. This program focuses on quality review on a case-by-case basis when someone identifies a concern about a particular run. This quality review can be initiated by a provider at any level of the system (dispatch, first responder, ambulance provider, hospital or medical director). The provider can request the Medical Director or the Service Director to perform a QA review of a specific medical case.

### **CQI (Continuous Quality Improvement)**

The EMS Medical Director, the EMS Coordinator, along with the three ambulance services, (SPFD, AFD and UEMR) have developed a mechanism to track and monitor specific interventions and protocol adherence for the following medical emergencies:

- 1.) Cardiac chest pain
- 2.) Respiratory distress
- 3.) Altered level of consciousness
- 4.) Major trauma

The EMS Quality Circle meets monthly to compare data among local providers.

### **After Action Reviews**

Under the direction of the EMS Medical Director, the EMS Coordinator and the provider service directors, an After Action Review system has been developed which objectively reviews multi-casualty and/or multi-jurisdictional EMS incidents. One incident was reviewed during the past 12 months. The process focuses on every aspect of the event from dispatch to delivering the patient to the appropriate level of medical care. Through the review process, participants are encouraged to discuss elements of the event that went right, elements that could have gone better, and what corrective measures could be implemented to improve the next major response. All involved responders are invited to the "closed door" discussion which is conducted in a confidential manner to protect patient information and any pending investigations.

### **RSI (Rapid Sequence Intubations)**

An electronic database tracking the key components of this EMS procedure is being maintained and monitored for outcome effectiveness. This database is being maintained by the Service Director at SPFD. This procedure is performed only by the Stevens Point Fire Department Paramedics. During 2011 all Department paramedics participated in intensive airway management training followed by the development of a new medical protocol.

### **Cardiac Arrest Survival**

The EMS system has renewed its interest in improving cardiac arrest survival rates in the County. Following the EMS Coordinator's attendance at training in Seattle/King County, Washington, an initial plan has been developed to capitalize on previous work done by the Cardiac Arrest Survival Team (CAST) and further improve our system. Along with serving as a highly measurable indicator of our overall system performance, cardiac arrest resuscitation is recognized as critical to communities as survivors are given the opportunity to return to their families, to work and participate in the community when they otherwise would not have. Cardiac arrest survival is measured as an individual returning to normal or near normal life after suffering a witnessed, shockable sudden cardiac arrest. Portage County EMS' resuscitation rate is about 32% while the top performing systems in the United States boast a 49% survival rate.

### **Customer Satisfaction**

1. During 2010, the casual staff paramedics employed by Portage County continued to distribute Customer Satisfaction Surveys at Special Events throughout the County. Sixteen completed surveys were returned during 2010. A summary of the results of the survey is attached for review. (See Attachment 1 for Rapid Response Unit survey results).
2. Starting in January of 2011 Portage County EMS contracted with a nationally recognized company, EMS Survey Team, to conduct patient satisfaction surveys. Quarterly survey results will be shared with the EMS Oversight Board as they become available.

### **Response Time Reliability**

The EMS Oversight Board has recognized the First Responder Groups as the backbone of the Portage County EMS System. First Responders, especially those trained to the EMT level, can provide essential care to stabilize the patient until the transport unit arrives. At the April 2011 EMS Oversight Board Meeting, the Board adopted the following set of recommendations to help frame the County Response Time Reliability standards:  
Recommendations:

- Focus efforts to improve cardiac arrest survival on strategies that are not dependant on ambulance response time
- In rural areas, an ambulance fractile response time standard of 15 minutes or less 90% of the time is medically reasonable, if the emphasis is on peri-arrest emergencies
- Develop a customer focused rural response time reliability standard
- Define response time as starting when the phone rings in the PSAP and ends when the ambulance is in park at the scene.
- Measure response times on a town-by-town basis

### **EMS Operational Safety**

EMS Provider Safety has been added to the list of Performance Standards. The Quality Circle reviews the usage of red lights and sirens in response to medical emergencies by all service providers, ambulance and EMR. See RL&S statistics below. During 2010, all

Stevens Point and Amherst ambulances were outfitted with chevron striping on the rear of the vehicles to improve visibility. All newly manufactured ambulances must have the chevron striping included as a new safety standard.

|                                   | <b>Response Mode to Scene With RL&amp;S</b> | <b>Transport Mode from Scene with RL&amp;S</b> |
|-----------------------------------|---------------------------------------------|------------------------------------------------|
| Stevens Point Fire Dept.          | 46.05%                                      | 6.57%                                          |
| Amherst Fire District             | 31.84%                                      | 2.49%                                          |
| United Emergency Medical Response | 100%                                        | 0.71%                                          |

### **EMS Oversight Board 2010-2011 Highlights**

July 2010 Kate Garsombke resigned as Program Assistant for PCEM.

August 2010 Corinna Neeb was hired as the new Program Assistant for PCEM. The Board requested the Technical Team gather statistics and present information about response times in rural Portage County. Sandra Curtis outlined the RFP process. The Board approved a 2-year contract (with a 2-year renewal provision) with 3 Rivers Billing. The Board moved to support the outlined 2011 EMS budget.

September 2010 The County Executive removed the dispatch study from the capital projects docket.

October 2010 No meeting held.

November 2010 SPFD hired two new employees. The Board approved renewal of the EMS Coordinator 2-year contract.

December 2010 Amherst Ambulance installed a poly-communication system to facilitate combined training with the SPFD. UEMR installed a new radio system and UEMR is looking to purchase a new ambulance.

January 2011 An ambulance was placed at Plover on January 10. Sandra Curtis announced the receipt of the new 2011 Rapid Response Unit (RRU) from Mark Toyota. A focus for 2011 will be public education. In February, both dispatch centers are adopting the use of Priority Dispatch software. The Board approved the funding distribution and requirements for the 2011 First Responder grant, which was created and recommended by the EMS Association. The Board approves an EMS patient satisfaction survey. The Board set the 2011 goals and objectives.

February 2011 No meeting held.

March 2011 Sandra Curtis introduced to the Board Sally McGinty, the new Director of Emergency Management for the City of Stevens Point. Reappointment of Tim Kluck, Mike Pagel and Linda Johnson to the Board for another 2-year term. Four new paramedics were hired to staff the Rapid Response Unit. The Technical Team presented a revised timeline of contract initiatives. Tom Mallison is not running for re-election- the Mayor will decide a replacement for him. The new RRU was placed into service. The SPFD accepted delivery of their new ambulance. Dave Allen submitted an article to the local papers about automatic external defibrillators (AEDs). Plans are moving along for the purchase of an off-road 6-wheel vehicle (for EMS incidents) by the Amherst Fire District. Michael Fraley attended the Resuscitation Academy in King County Washington. Additional RRU staff is needed to cover special events.

April 2011 Promotion of four new lieutenants at the SPFD. Mayor Halverson appointed Jerry Moore to replace Tom Mallison on the EMS Oversight Board. Board approved 3 Rivers Billing company's recommended mid-year rate for ALS, BLS and the mileage rate. The Board approved the United Emergency Medical Response 1-year contract. Set the response time standard goal for each municipality in Portage County at 15 minutes 90% of the time for peri-arrest calls (does not include cardiac arrest calls). Three new RRU attendants were hired.

May 2011 At the annual Joint EMS, Public Safety and Stevens Point Police and Fire Commission meeting, 2010 annual reports from Amherst Ambulance, United Emergency Medical Response and Stevens Point Fire Department were presented. Finance Director gave a 2010 financial overview. The reconciliation of ambulance accounts for 2010 for Amherst and Stevens Point was also approved at the joint meeting. The Portage County EMS brochure is ready for distribution to all first responder groups, towns and villages. The Board approved EMS/911 strategic plan and to forward it to the County Executive.

June 2011 SPFD awards Sudden Cardiac Arrest Pin to Tate Roselius, SPFD; Pete Ostrowski, SPFD; Megan Kropidowski, Plover FD/EMR; Kathy Bruckbauer, Plover FD/EMR; Justin Hunter, Plover PD; Jeff Thomas, Plover PD for their hand in saving a person suffering a cardiac arrest. Joe Gemza is appointed the Interim Assistant Chief of EMS. A Portage County Dispatch Working Group is formed. Amherst Ambulance hired a new paramedic, Jill Kapla. UEMR adds one new medic, bringing the staff total to four certified in critical care. Portage County EMS has its own webpage on the Portage County website.

## **EMS Oversight Board**

### **Rules of Operation**

#### **Mission/Core Purpose**

The mission of the EMS Oversight Board is to develop policy and procedure recommendations for the efficient delivery of EMS services to all citizens of Portage County. The Board will oversee the clinical, administrative, qualitative measures and operations of the Portage County EMS system. The Board will work in compliance with the Wisconsin Open Meeting Law.

The basis for the development of the EMS Oversight Board was created by County Board Resolution 109 2006-2008 adopted on April 17, 2007.

#### **CHAIRPERSON & VICE CHAIRPERSON:**

The Board will elect a Chairperson and Vice Chairperson for a term of two years. The Chairperson and Vice Chairperson will be elected at the first EMS Board meeting following the County Board appointment of the EMS Board members, in the even numbered years; 2010 , 2012, 2014, etc. The Chairperson will preside over meetings of the Board. The Vice Chairperson will preside over meetings in the absence of the Chairperson to assure the continuity of operations. Both the Chair and the Vice Chair must be members of the Board and will hold only one elected position.

#### **COORDINATOR OF INFORMATION:**

The EMS Oversight Board will designate a Coordinator of Information who will serve at the pleasure of the Board. The Coordinator of Information will undertake those duties and responsibilities as assigned by the EMS Oversight Board. The Coordinator of Information shall be the point of contact for the Board and shall ensure compliance with the contract between the County and the providers. In order to assure the proper minutes of all meetings, the Coordinator of Information will appoint a Recording Secretary. The Secretary will keep minutes of the business conducted at the EMS Board and other duties as assigned by the Coordinator of Information. The Recording Secretary will be a paid staff person.

#### **EMS COORDINATOR:**

The Board will hire or contract for an EMS Coordinator. The EMS Coordinator will report directly to the Emergency Management Director. The Coordinator will oversee the licensing, policy implementation, and data collection of the EMS system, as directed by the Service Providers. The Coordinator will assist the Medical Director and the service providers in functions related to quality assurance (QA), Continuous quality improvement (CQI), after incident reviews. The Coordinator will assist the medical Director and the Service Providers with protocol review, revision and implementation. The Coordinator will attend EMS Association, EMS Oversight Board meetings and other committee meetings as necessary and directed by the EM Director.

#### **MEETING LOCATION, DATES AND TIMES:**

The EMS Oversight Board has established a routine meeting location of the Portage County Courthouse Annex Building, 1462 Strongs Avenue, Stevens Point. However, the meeting location may change from time to time at the discretion of the Chair. The Board will meet every month or more often at the discretion of the Chair. The meetings will be scheduled on the third Thursday of every month. However, meeting dates and times may change from time to time at the discretion of the Chair. Special meetings of the board may be called by the Chair with minimum public notice of 24 hours prior to the meeting.

**AGENDA ITEMS:**

Items to be included in the agenda will be submitted to the Coordinator of Information at least five working days prior to the Board meeting unless an emergency condition is present. The agenda will be compiled and distributed to the Board members, local media, and others who request copies, at least 24 hours prior to the meeting. Agenda items may not be added on the floor of the meeting.

**PUBLIC OPPORTUNITY:**

The EMS Board will in every agenda provide an opportunity to receive public comments and input. Members of the public who wish to address the Board on specific agenda items must first register their request, with such comments subject to the reasonable control of the Board Chair as set forth in Robert's Rules of Order. The board will encourage public input and will seek out experts to assist in the decision making process.

**QUORUM:**

A quorum will consist of five members of the EMS Oversight Board.

**VOTING:**

A majority vote of members present, where a quorum exists, is necessary for passage of an agenda item. A formal vote, by roll call of the Board, may be required for some actions.

**MINUTES:**

Minutes of all meetings will be approved by the Board at a subsequent meeting. Approved minutes will be filed with the County Clerk and will be posted on the County website.

**BOARD PRIORITIES:**

The Board will develop a plan to oversee the qualitative measures and operations of the Portage County EMS System.

- The Board will develop strategies for providing EMS service most efficiently to the entire County maintaining a balance between economic efficiency and providing adequate funding at all levels within the system.
- The Board will encourage initiatives to alleviate increased call volume.
- The Board will develop a system to monitor quality assurance standards to assure clinical excellence and enhance continuous quality improvement throughout the EMS System.
- The Board will develop a plan to monitor and measure customer satisfaction throughout the EMS system.
- The Board will develop a plan to enhance and protect the overall safety of all providers within the EMS system.
- The Board will encourage input into the planning process, and provide for ongoing communication with key stakeholder groups.

The Board will prepare an annual report for the County, the City and Amherst Fire and Safety District addressing the above components. The annual report will also provide a performance review and evaluation of all policies and performance standards of the service providers.

Final recommendations from the board will be forwarded for consideration and adoption to the following entities:

- Portage County Public Safety/Emergency Management Committee and the County Board
- Stevens Point Police & Fire Commission and the City of Stevens Point Common Council
- Amherst Fire and Safety District.

**DECISION MAKING:**

- The EMS Oversight Board will work in compliance with the Wisconsin Open Meetings Law.
- The EMS Board will develop evidence-based decisions, utilizing EMS system experts, citizen input, economic considerations, and system-wide quality of service considerations.
- The EMS Board will match or align decisions with the mission and values of the Board

**COMMUNICATIONS:**

The EMS Oversight Board will follow Robert's Rule of Order in conducting Board meetings.

- The EMS Board will provide regular updates to appropriate county and municipal committees and boards related to the Board's discussions and recommendations.
- The EMS Board will encourage public input and involvement and will seek out experts to assist in the decision making processes as appropriate.
- The EMS Board will provide information/education to the general public on issues germane to the discussions surrounding the EMS system.
- The EMS Board will develop a communication plan for public outreach and interaction to provide consistent messages.
- EMS Oversight Board members will work collaboratively to effectively manage conflicts that may arise as part of their work. The Board will bring issues to the table and foster open, honest and respectful communications.

**ADOPTION AND AMENDMENTS OF THE RULES OF OPERATION:**

Adoption of these rules or approval of amendments to the rules can be made at any regular or special meeting of the Board. The Rules of Operation will be reviewed annually to assure compliance with the mission of the Board. Over time, the Board will clarify its role and authority through ongoing discussions with input from other committees, boards and commissions.

The above Rules of Operation were adopted by the Portage County EMS Oversight Board on May 15, 2008.

Updated:  
January 2009 with Organizational Chart added

## **2011-2012 EMS Oversight Board Recommendations**

### **1. EMS Coordinator continuation**

In November 2010 the Portage County Board approved a two year contract with the current EMS Coordinator; January 1, 2011-December 31, 2012. The individual in this position has continued to work cooperatively with the EMS Oversight Board, the EMS Medical Director and all service providers in the following areas:

- Assist with the coordination of licensing of the County EMS groups
- Assist with EMS training for all first responder groups
- Update EMS protocols
- Collect and analyze data to measure system performance
- Coordinate pre-hospital CQI reports
- Facilitate after-action reviews on multi-casualty, multi-jurisdictional incidents
- Support county committees, boards and other governing bodies
- Coordinate EMS QA functions

No recommendation is necessary at this time. There is a two year contract in place.

### **2. Contract with United Emergency Medical Response in 2012**

The EMS Oversight Board recommends Portage County enter into a one-year contract with United Emergency Medical Response effective Jan. 1, 2011, to provide EMS coverage to a portion of the town of Grant. United Emergency Medical Response will be held to the same performance standards as other services contracted by Portage County. The leadership at United Emergency Medical Response has expressed willingness to cooperate and participate in the performance standards established by the Portage County EMS Oversight Board. The Technical Team will conduct a full review prior to a recommendation regarding the contract continuation.

### **3. Rapid Response Unit continuation**

A. The EMS Oversight Board recommends the continued use of the RRU for Special Events coverage and for Stevens Point Fire Department lieutenants at critical incidents during 2011 and 2012.

B. Currently the County employs six paramedics to provide coverage at various special events. This continuation is dependent on the generous ongoing support of Mark Motors & Toyota with the annual "no cost" lease agreement.

C. A second RRU should be incorporated into the system in 2012, which would be housed at the Stevens Point Fire Department and used by lieutenants as field supervisors on a daily basis. 2012 Capital Project proposal includes the direct purchase of a RRU vehicle.

### **4. First Responder funding continuation**

The EMS Oversight Board had proposed a funding level for the First Responder grant at \$75,000 during 2010 and 2011. The Board will continue to monitor the spending of the funds to assure the needs of the EMR groups are being met as well as meeting the

spending priorities set by the Board. The Board recommends continuing the grant at its current funding level for 2012.

5. **Ambu-Lift contract continuation**

The EMS Oversight Board is recommending the continuation of the contract between Ambu-Lift and Portage County for non-emergent after-hours transportation services. This transportation is provided for patients who have been medically cleared to return to their place of residence after treatment in the emergency department. The patients served by this contract have been primarily the very elderly with no other means of transportation. The contract with Ambu-Lift was developed during 2008 and has continued during 2009, 2010 and 2011. Ambu-Lift provided 135 transports during 2010 at a cost of \$8415. However, this service produced \$7530 in revenue.

6. **Revised deployment strategy for ambulance services**

In January 2011 Station #2 ambulance was redeployed to the Village of Plover Fire Department for 40 hours per week. The work schedule remains flexible based on training schedule and other factors. The goal of this strategy is to enable both the Stevens Point Fire Department and Amherst Ambulance to realize their performance benchmarks of clinical excellence, customer satisfaction, response time reliability, operational safety and system organization that supports a culture of cooperation and mutual support. The Technical Team continues to address deployment strategies as the EMS system grows and evolves.

7. **Upgrade Amherst Ambulance to EMT-Intermediate level**

The Amherst Ambulance service upgraded their level of care to the EMT-Intermediate level on July 20, 2010. With this upgraded level of service, Amherst Ambulance was assigned additional primary response territory. (See Attachment 1 map titled, "Portage County Ambulance Service.") The AFD & SPFD services mutually developed a "move-up" strategy to be better positioned to assist Stevens Point Fire Department with timely service to patients in other areas of the County.

8. **Maintain the plan for monitoring customer satisfaction**

A plan for monitoring customer satisfaction was implemented in early 2011. Portage County EMS contracted with EMS Survey Team to gather patient input about the EMS service. The EMS Oversight Board recommends the continuation of the contract for 2012 to continue to monitor and measure the overall performance of the EMS system.

Initiatives have been implemented to keep key stakeholders (e.g. politicians, municipal boards, taxpayers) informed of the ongoing progress in the EMS system. Quarterly reports are provided to the EMS Board and shared with key stakeholders.

9. **Consumer/Public Education program continuation**

Portage County has taken many steps to improve the EMS system over the years. It is important to keep the public informed of the many improvements. Investing in consumer/public education can further improve the safety of our community. The EMS Technical Team has developed a consumer/public education program plan. The Board

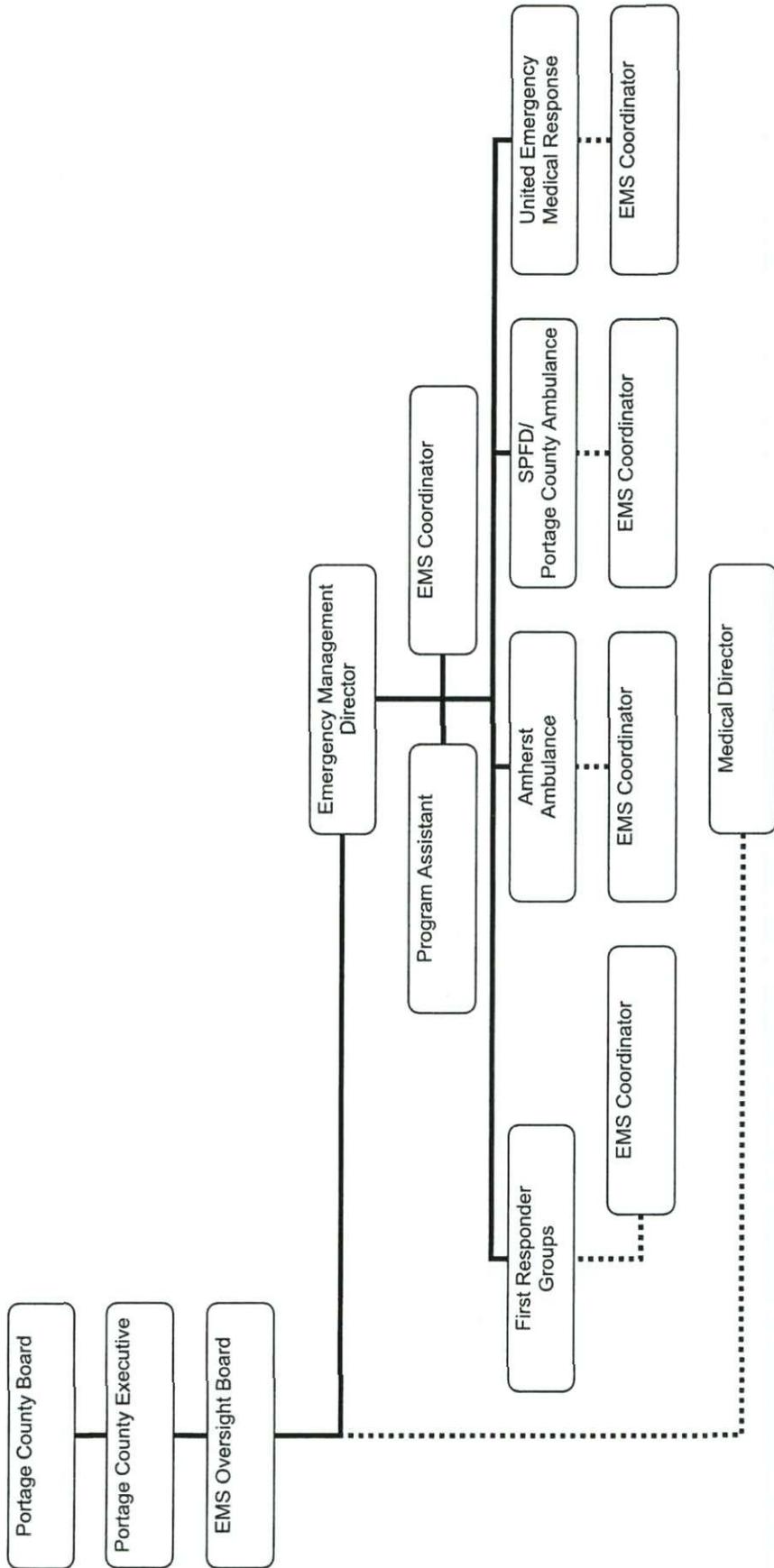
recommends the funding of educational programs, CPR classes, continued use of the RRU at Special Events, and utilizing the media to effectively market the EMS system as a part of the Consumer/Public Education Program. The EMS Oversight Board recommends maintaining the existing Public Education program and the associated funding level.

10. **Study methods to enhance dispatch services to improve EMS response**

The current EMS contract requires the affected parties to study methods to enhance dispatch services and protocols that may lead to improvement in the response times and response quality of the service providers. The EMS Oversight Board suggests that the current dispatch protocols, policies and procedures be examined for ways to improve response times and response quality of providers. The county and city are currently involved in an internal study that is focused on developing the best overall dispatch system to meet the needs of all emergency responders today and well into the future.

Approved 1-15-2009

# EMS Organizational Chart -- Financial and Contractual Duties



# Emergency Medical Service Survey



Portage County Emergency Medical Services recently had the opportunity of providing Emergency Medical Services (EMS) coverage at your Special Event with the Rapid Response Unit (RRU). Your opinion of the service is very important to us! We would greatly appreciate your taking a few moments to complete this survey to help us better understand your expectations of us as a service provider. Your response will aid in providing Portage County with the best emergency medical services available.

1.) In which city, town, or village did the Special Event take place? **Stevens Point, Amherst, Rosholt**  
 What was the type of Special Event (Fair, Picnic, Walk/Run)? **Cancer Walk/Run, Walk WI, Hockey game, PC Ice Wars, Threshere, Lactic Edge Triathlon, Bluegrass in the Pines, Feel Good Fest, Art In the Park, Walk for Hope, Duathlon**

|                                                                                     |     |    |    |     |     |
|-------------------------------------------------------------------------------------|-----|----|----|-----|-----|
| 2.) Do you feel there was a <u>risk</u> for injury or illness at the Special Event? | Yes | 15 | No | N/A | 1   |
| 3.) Do you feel there is a <u>need</u> for EMS coverage at the Special Event?       | Yes | 15 | No | N/A | 1   |
| 4.) Did you feel <u>safer</u> with EMS present at the Special Event?                | Yes | 15 | No | N/A | 1   |
| 5.) Was the <u>presence</u> of EMS at the Special Event apparent?                   | Yes | 14 | No | 2   | N/A |
| 6.) Was the Paramedic readily <u>available</u> if you had needed medical care?      | Yes | 14 | No | N/A | 1   |
| 7.) Was the <u>appearance</u> of the Paramedic professional?                        | Yes | 15 | No | N/A | 1   |
| 8.) Was there a <u>need</u> for the Paramedic to provide medical treatment to you?  | Yes | 6  | No | 10  | N/A |
| 9.) Did the Paramedic treat you in a courteous <u>manner</u> ?                      | Yes | 11 | No | N/A | 5   |
| 10.) Did the Paramedic <u>explain</u> what treatment was being provided?            | Yes | 6  | No | N/A | 8   |
| 11.) <u>Overall</u> , were you pleased with the EMS service at the Special Event?   | Yes | 15 | No | N/A | 1   |

During 2008 the Rapid Response Unit (RRU) vehicle was donated to Portage County by a private business. The costs associated with staffing the RRU was also donated by a private business. Your input may influence financial decisions regarding the future of Emergency Medical Services (EMS) in Portage County. Please rate each of the following by their level of importance to you:

|                                                        | Strongly Agree | Agree | Neither Agree/Disagree | Disagree | Strongly Disagree |
|--------------------------------------------------------|----------------|-------|------------------------|----------|-------------------|
| Need for EMS coverage at future Special Events:        | (12)           | (4)   |                        |          |                   |
| Need for County financial support of EMS at Events:    | (9)            | (3)   | (2)                    |          |                   |
| Excellent medical care within EMS System:              | (11)           | (4)   |                        |          |                   |
| Access to CPR/AED training and other public education: | (11)           | (2)   | (1)                    |          |                   |
| Continuous improvements of EMS in Portage County:      | (6)            | (4)   | (3)                    |          |                   |

### Additional Comments:

"I felt very safe and confident that is anything did happen to me or anyone else that I knew someone was there and very capable of handling the situation." – 10/27/10 (Cancer Walk/Run)

Risk for injury or illness at the Special Event:

"Bee/wasp stings; kids activities; kids hammering nails; food vendors possibly burns preparing foods- hamburgers, etc; vast ages of people; some disabled; elderly needs for if medical need arises"

– 09/20/10 (Art in the Park)

“My husband fell & the EMS was there for us. He checked the BP & gave him some oxygen & stayed with us until Tony felt better. He was very efficient, professional & friendly.” – 09/16/10 (Walk for Hope)

“The EMS staff at both events were a nice presence. Nice to know if a situation arose – help/assistance was readily available. The techs were personable, friendly, approachable!” – 09/14/10 (Feel Good Fest- Amherst/Bluegrass in the Pines- Rosholt)

“2 yrs ago we had an incident during the Sunday Horse Pull where a horse owner got injured & it was so nice to have a professional to take control. I would hate to see them be eliminated.”. – 07/19/10 (Rosholt Thresheree)

“Sponsors of the event should know best if on site help would be necessary. It would seem that events involving truck tractor machinery – heat and a crowd might want EMS services” – 07/19/10 (Rosholt Thresheree)

“I am so very pleased with the treatment I received after suffering from dehydration and an electrolyte imbalance. Because of the great care I received I was able to complete the marathon. The EMT staff was superb – very professional and compassionate. They kept extremely close “tabs” on me during the walk.” – 07/17/10 (Stevens Point – Marathon Walk WI)

“Great job. Thanks.” – 01/28/10 (Stevens Point hockey game)

Was the presence of EMS at the Special Event apparent? “NO - not by KC track” – 01/08/10 (Kitty Cat/USSA Races)

“It was a wonderful feeling knowing if there would have been any overall injury to my 8 year old that they were there right away and we didn’t need to wait.” – 01/06/10 (Amherst Portage County Ice Wars – Kitty Cat Races)

**Statistical Results**

|                                                                                     |            |              |           |              |              |
|-------------------------------------------------------------------------------------|------------|--------------|-----------|--------------|--------------|
| 2.) Do you feel there was a <u>risk</u> for injury or illness at the Special Event? | <b>Yes</b> | <b>94%</b>   | No        | <b>N/A</b>   | <b>6%</b>    |
| 3.) Do you feel there is a <u>need</u> for EMS coverage at the Special Event?       | <b>Yes</b> | <b>94%</b>   | No        | <b>N/A</b>   | <b>6%</b>    |
| 4.) Did you feel <u>safer</u> with EMS present at the Special Event?                | <b>Yes</b> | <b>94%</b>   | No        | <b>N/A</b>   | <b>6%</b>    |
| 5.) Was the <u>presence</u> of EMS at the Special Event apparent?                   | <b>Yes</b> | <b>87.5%</b> | <b>No</b> | <b>12.5%</b> | <b>N/A</b>   |
| 6.) Was the Paramedic readily <u>available</u> if you had needed medical care?      | <b>Yes</b> | <b>87.5%</b> | No        | <b>N/A</b>   | <b>6%</b>    |
| 7.) Was the <u>appearance</u> of the Paramedic professional?                        | <b>Yes</b> | <b>94%</b>   | No        | <b>N/A</b>   | <b>6%</b>    |
| 8.) Was there a <u>need</u> for the Paramedic to provide medical treatment to you?  | <b>Yes</b> | <b>37.5%</b> | <b>No</b> | <b>62.5%</b> | <b>N/A</b>   |
| 9.) Did the Paramedic treat you in a courteous <u>manner</u> ?                      | <b>Yes</b> | <b>68.8%</b> | No        | <b>N/A</b>   | <b>31.3%</b> |
| 10.) Did the Paramedic <u>explain</u> what treatment was being provided?            | <b>Yes</b> | <b>37.5%</b> | No        | <b>N/A</b>   | <b>50%</b>   |
| 11.) <u>Overall</u> , were you pleased with the EMS service at the Special Event?   | <b>Yes</b> | <b>94%</b>   | No        | <b>N/A</b>   | <b>6%</b>    |

*Please rate each of the following by their level of importance to you:*

|                                                        | <b>Strongly Agree</b> | <b>Agree</b> | <b>Neither Agree/Disagree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> |
|--------------------------------------------------------|-----------------------|--------------|-------------------------------|-----------------|--------------------------|
| Need for EMS coverage at future Special Events:        | (75%)                 | (25%)        |                               |                 |                          |
| Need for County financial support of EMS at Events:    | (56.3%)               | (18.8%)      | (13.33%)                      |                 |                          |
| Excellent medical care within EMS System:              | (68.8%)               | (25%)        |                               |                 |                          |
| Access to CPR/AED training and other public education: | (68.8%)               | (13.33%)     | (6%)                          |                 |                          |
| Continuous improvements of EMS in Portage County:      | (37.5%)               | (25%)        | (18.8%)                       |                 |                          |

**Assess your vital signs.**



**STEVENS POINT FIRE DEPARTMENT  
AMHERST FIRE DISTRICT  
UNITED EMERGENCY MEDICAL RESPONSE**

## EMS Executive Summary

### Portage County EMS

Stevens Point, WI  
Client 4501

### EMS System Report

Quarterly Report for April - June, 2011



|                                             |      |
|---------------------------------------------|------|
| Number of Your Patients in this Report:     | 56   |
| Number of Patients in All EMS DB:           | 8470 |
| Number of Transport Services in All EMS DB: | 53   |

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Lansing, MI 48096  
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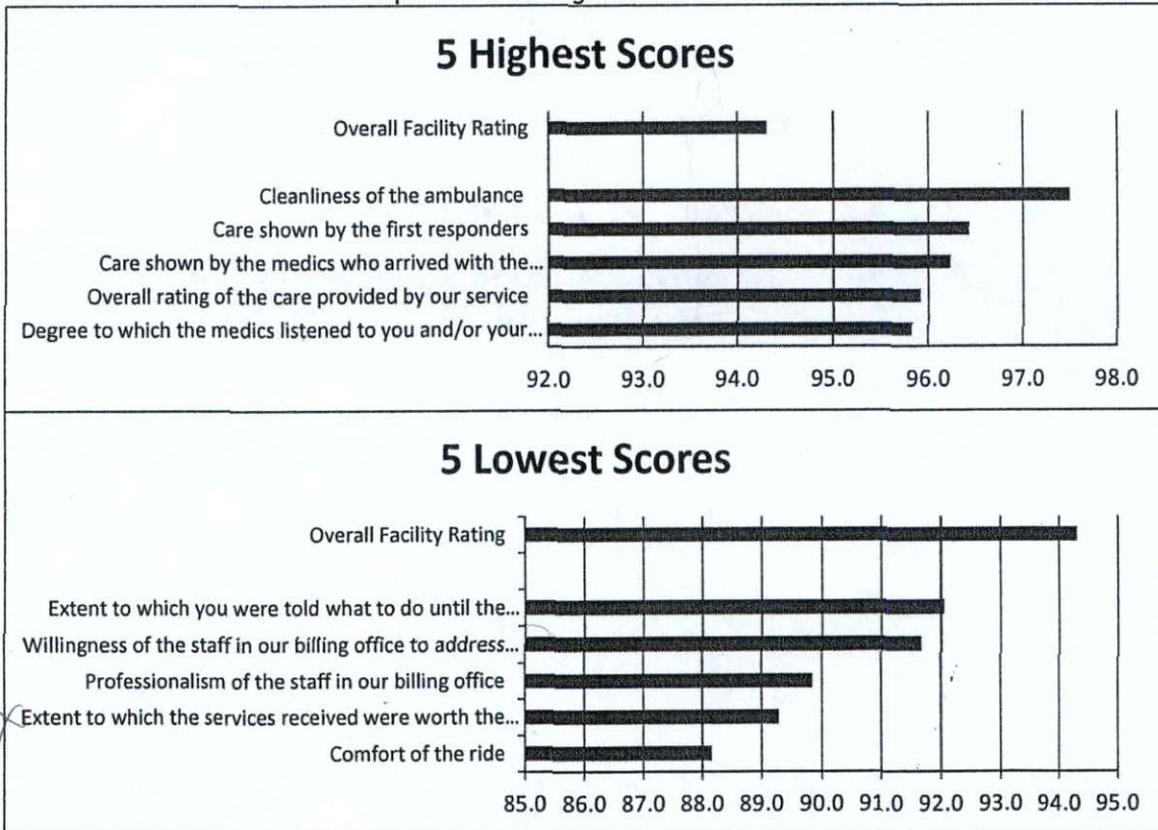




1.0 Overall Performance Summary

- This report contains data from 56 Portage County EMS patients who returned a questionnaire between 4/1/2011 and 6/30/2011.
- The overall mean score for the standard questions was 94.31; this is 1.88 points higher than last period's score of 92.43.
- Your current score is 2.63 points higher than the All EMS Facility DB external benchmark standard question score of 91.68. This score ranked 9<sup>th</sup> for all services in the data base and also ranked 9<sup>th</sup> for small volume services.
- 81.1% of responses to standard questions had a rating of Very Good, the highest rating, compared to 71.7% last period.

2.0 Comparisons of Highest and Lowest Scores



Assess your vital signs.

For more information, contact  
1-877-583-3100 or  
service@EMSSurveyTeam.com



3.0 Greatest Increase and Decrease in Scores by Question

| Decreases                                                            | Last Period | This Period | Change | Total DB Score |
|----------------------------------------------------------------------|-------------|-------------|--------|----------------|
| Comfort of the ride                                                  | 92.19       | 88.16       | -4.03  | 86.79          |
| Professionalism of first responders                                  | 96.88       | 95.00       | -1.88  |                |
| Extent to which you were told what to do until the ambulance arrived | 93.18       | 92.05       | -1.13  | 90.22          |
| Professionalism of the medics                                        | 95.31       | 94.81       | -0.50  |                |

| Increases                                                            | Last Period | This Period | Change | Total DB Score |
|----------------------------------------------------------------------|-------------|-------------|--------|----------------|
| Extent to which the ambulance arrived in a timely manner             | 89.06       | 95.59       | 6.53   | 91.56          |
| Helpfulness of the person you called for ambulance service           | 89.58       | 95.65       | 6.07   | 92.11          |
| Extent to which the services received were worth the fees charged    | 83.33       | 89.29       | 5.96   | 85.69          |
| Cleanliness of the ambulance                                         | 92.19       | 97.50       | 5.31   | 93.51          |
| Degree to which the medics listened to you and/or your family        | 91.18       | 95.83       | 4.65   | 93.13          |
| Extent to which the medics kept you informed about your treatment    | 90.00       | 93.88       | 3.88   | 91.44          |
| Care shown by the first responders                                   | 93.75       | 96.43       | 2.68   |                |
| Willingness of the staff in our billing office to address your needs | 89.29       | 91.67       | 2.38   | 87.74          |
| Professionalism of the staff in our billing office                   | 87.50       | 89.84       | 2.34   | 87.65          |
| Concern shown by the person you called for ambulance service         | 93.75       | 95.65       | 1.90   | 91.92          |
| Care shown by the medics who arrived with the ambulance              | 94.44       | 96.23       | 1.79   | 93.05          |

\*4.0 Greatest Scores Above Benchmark by Question

| Highest above Benchmark                                              | This Period | Variance | Total DB Score |
|----------------------------------------------------------------------|-------------|----------|----------------|
| X Extent to which the ambulance arrived in a timely manner           | 95.59       | 4.03     | 91.56          |
| Cleanliness of the ambulance                                         | 97.50       | 3.99     | 93.51          |
| Willingness of the staff in our billing office to address your needs | 91.67       | 3.93     | 87.74          |
| Concern shown by the person you called for ambulance service         | 95.65       | 3.73     | 91.92          |
| Degree to which the medics relieved your pain or discomfort          | 93.60       | 3.72     | 89.88          |
| Extent to which the services received were worth the fees charged    | 89.29       | 3.60     | 85.69          |
| Helpfulness of the person you called for ambulance service           | 95.65       | 3.54     | 92.11          |
| Overall rating of the care provided by our service                   | 95.92       | 3.35     | 92.57          |
| Care shown by the medics who arrived with the ambulance              | 96.23       | 3.18     | 93.05          |

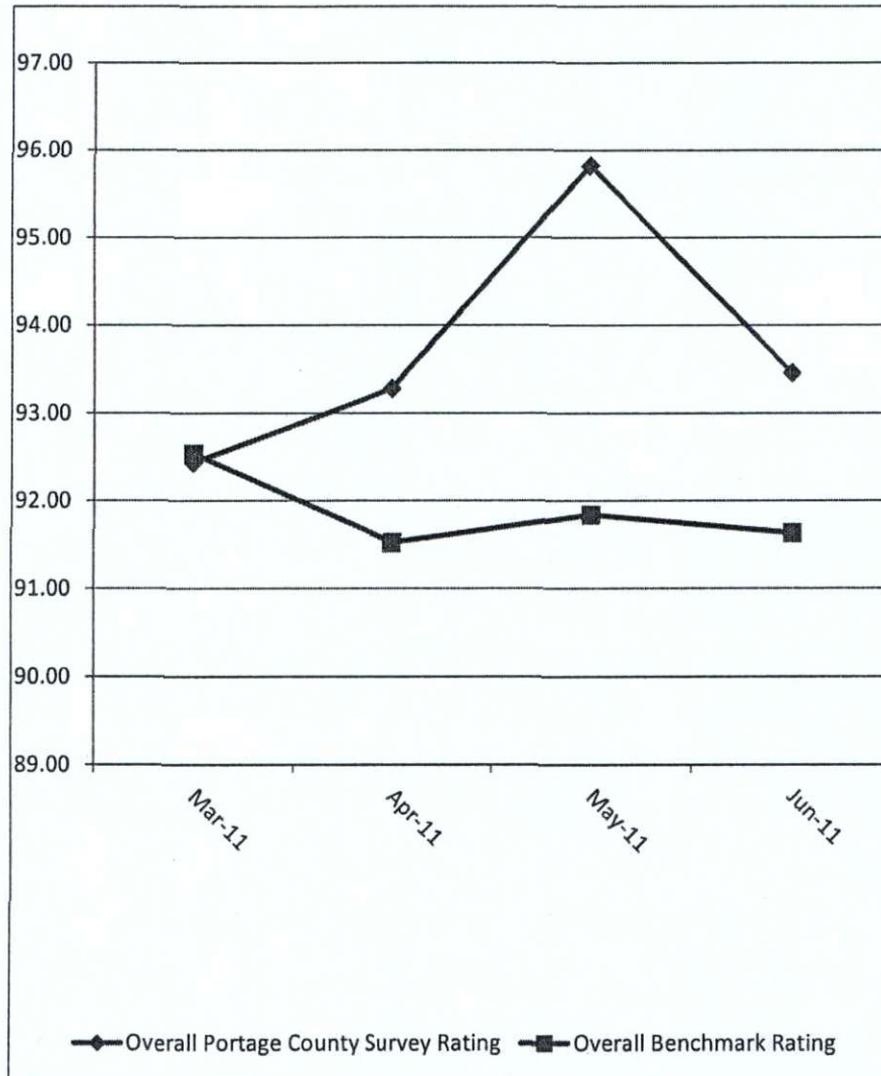


Assess your vital signs.

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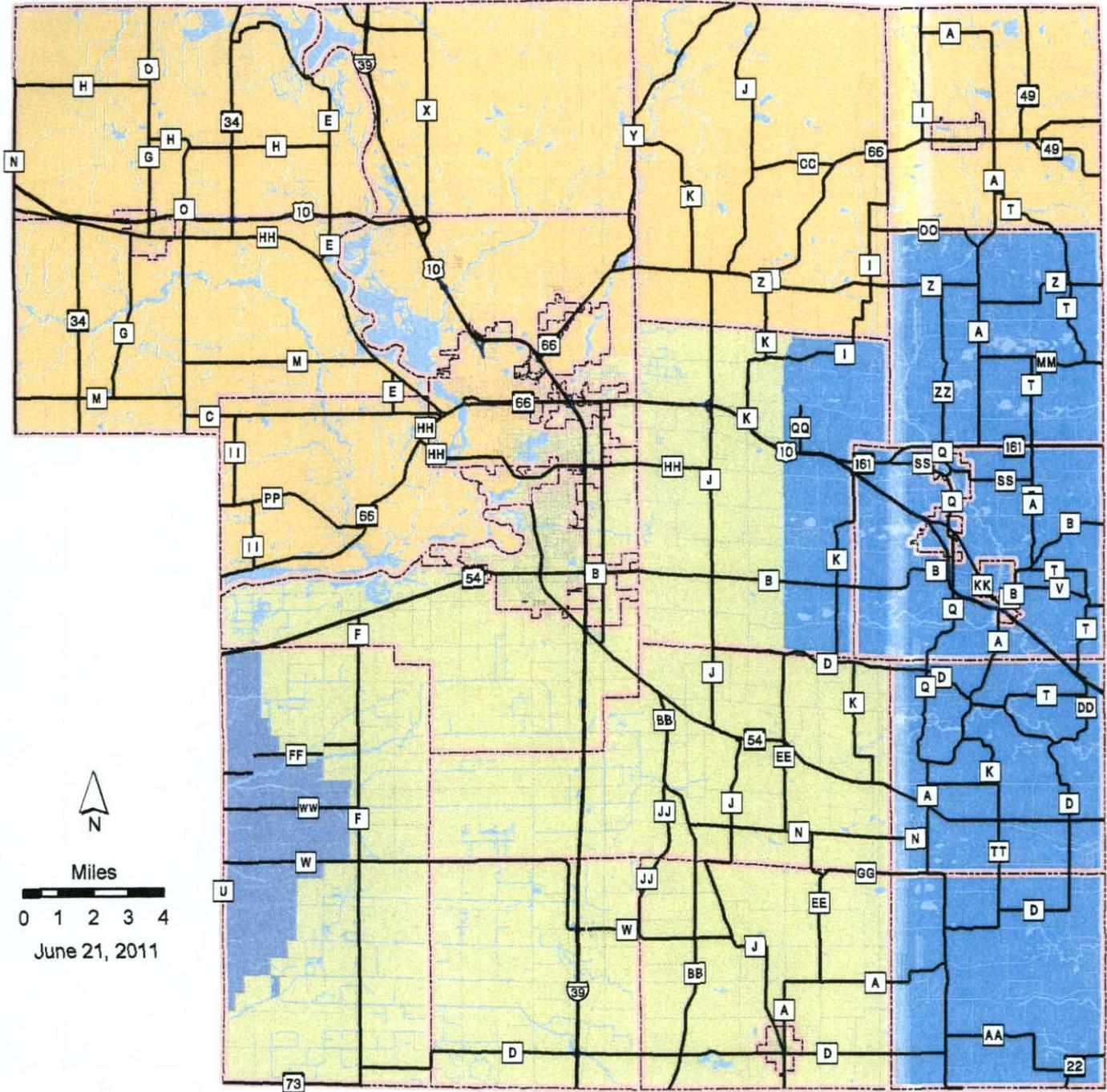
5.0 Monthly Graph of Total Score



Assess your vital signs.

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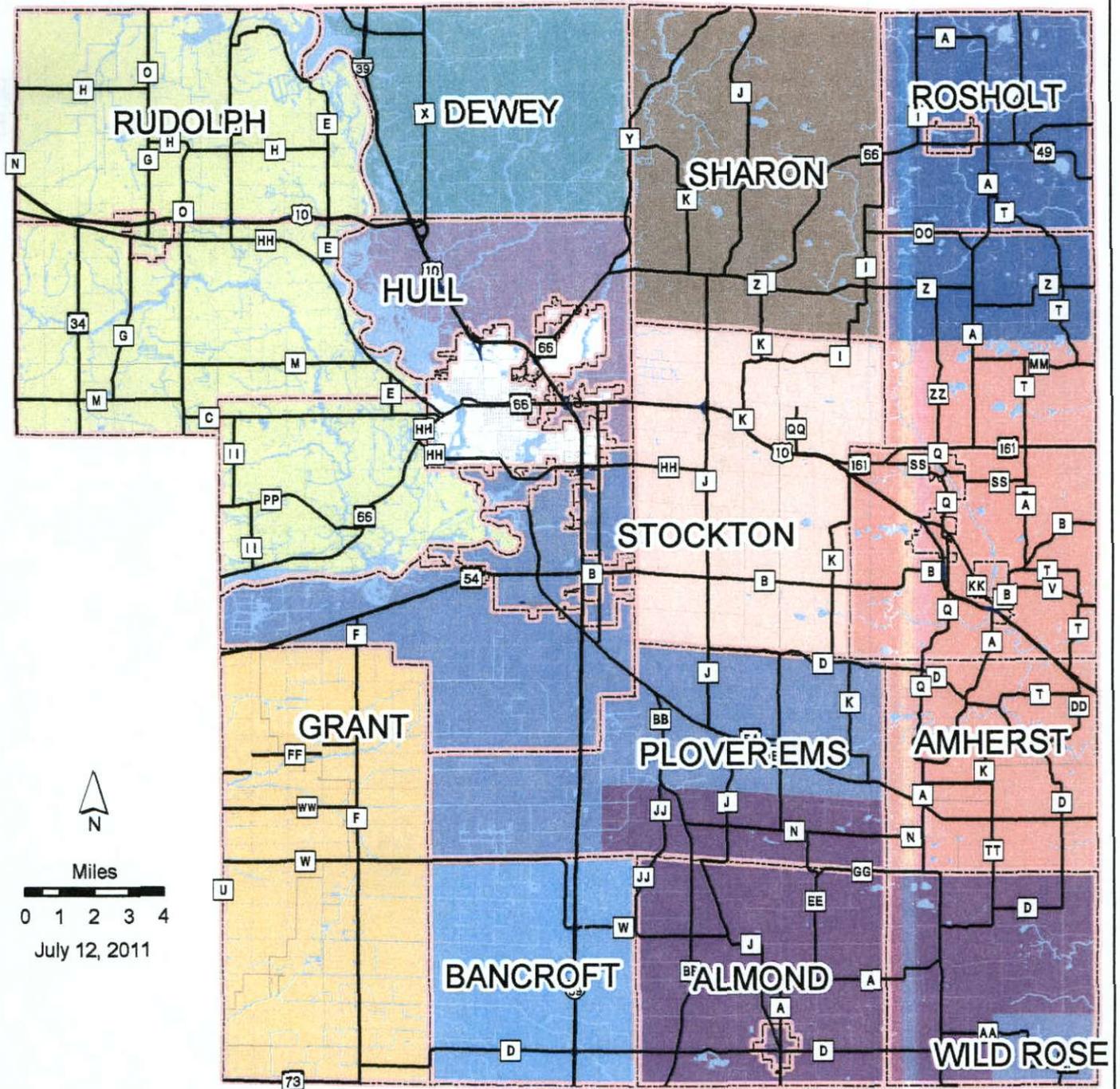
# Portage County Ambulance Service



- UNITED
- PORTAGE COUNTY STATION 1
- PORTAGE COUNTY STATION 2
- PORTAGE COUNTY AMHERST

# Portage County

## Emergency Medical Responders



### Calls for Service / Responses 2010

|          |           |       |          |         |           |           |         |
|----------|-----------|-------|----------|---------|-----------|-----------|---------|
| Almond   | 58 / 53   | Dewey | 34 / 35  | Plover  | 719 / 695 | Sharon    | 38 / 26 |
| Amherst  | 164 / 171 | Grant | 59 / 49  | Rosholt | 64 / 55   | Stockton  | 68 / 62 |
| Bancroft | 46 / 42   | Hull  | 114 / 94 | Rudolph | 108 / 107 | Wild Rose | 4 / ?   |