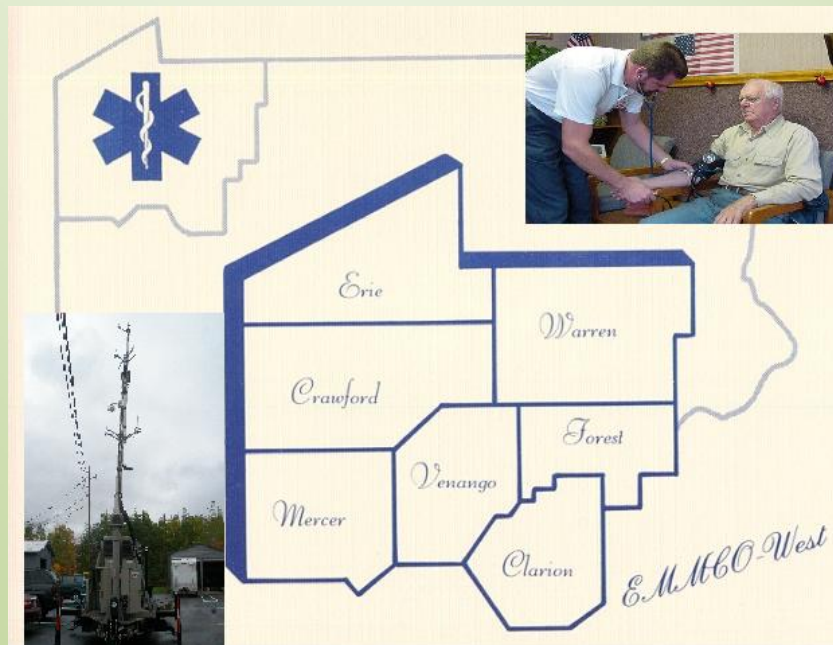


[EMMCO West, Inc]

[FY 08-09 Annual Report]

*[July 1, 2008 – June 2009]*



**Report Developed By:  
EMMCO West Staff**

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## About EMMCO West, Inc.

EMMCO West, Inc. was incorporated in 1983. Its primary mission is to coordinate the prehospital care system within seven Northwestern Pennsylvania counties. The area served includes Clarion, Crawford, Erie, Forest, Mercer, Venango, and Warren counties.



25th Anniversary Award From Manufacture's Association of NW PA

EMMCO West, Inc. is a non-profit 501 (c) 3 corporation. It is managed by a board of directors comprised of constituents throughout the seven counties served by EMMCO West, Inc.. EMMCO West is funded through a grant agreement with the PA Department of Health. EMMCO West is one of sixteen regional EMS councils located throughout the Commonwealth.

To assist the EMMCO West Board of Directors there are subcommittees that include the Regional Medical Advisory (RMAC), Transportation, Quality Improvement, and Executive committees. To support region programming, there are specialized regional assets that include the CISM team, (5) EMS Strike Teams, and an ALS/BLS Evaluation Team. There are (8) full time staff members that include:

- Bill McClincy      Executive Director
- Chris Heile      Assistant Director
- John Button      EMS System Specialist
- Kim Pero      Office Manager
- Melissa Thompson      Con-ed/Preparedness Specialist
- Michelle Eaton      MIS/Con-ed Specialist
- Jane Hamza      EMS Education Specialist
- Trish Skelton      EMS System Outreach Specialist

## Regional Statistics\* As of June 1, 2009

The following are updated statistics of EMS assets within the EMMCO West region:

### System Data:

<u>19</u>	Advance Life Support (ALS) Services	<u>115</u>	ALS Vehicles
<u>50</u>	Basic Life Support (BLS) Services	<u>58</u>	BLS Vehicles
<u>15</u>	Quick Response (QRS) Services	<u>28</u>	QRS Vehicles
<u>3</u>	Voluntary Rescue Service Recognized		
<u>4</u>	Air Ambulance Service Bases	<u>4</u>	Air Ambulances

### Personnel Resources:

<u>332</u>	Certified PA DOH First Responder
<u>2,916</u>	Certified PA DOH Emergency Medical Technician (EMT)
<u>535</u>	Certified PA DOH Paramedic
<u>264</u>	Paramedics with Medical Command Authorization
<u>83</u>	PA DOH Prehospital Registered Nurse (PHRN)
<u>16</u>	Recognized Prehospital Physician

### Accreditations:

<u>5</u>	PA DOH Training Institute Accreditations
<u>10</u>	PA DOH Medical Command Facilities
<u>1</u>	PA Trauma System Level II Trauma Center (Hamot Medical Center)

Regional Evaluations (BLS) (this does not include practical retesting dates)

Scheduled Practical - 17  
Scheduled Written- 21

Regional Evaluations (ALS)  
Scheduled Practical – 3

Regional Evaluations (BVR-Tech)  
Scheduled Written - 10

Students Evaluated in Region (through 6/12/2009)  
First Responders - 35  
EMTs - 253  
Paramedics – 26  
BVR-Tech - 106

Patient Care Reports:

Submitted patient care reports (PCRs) in the EMMCO West region for the past three years: % Change

2006 101,263 -  
2007 106,603 5.3% increase  
2008 107,521 0.8% increase

\* Data reflects total year data reports.

Interfacility Transports :

2006: 16,699 -  
2007: 17,524 0.96% increase  
2008: 18,685 0.94% increase

Regional System Utilization:

Daily Response 295 Avg. per day  
Hourly Response 12.3 Avg. per hour  
Frequency Age Range 80 -84 Age range

Response Times: (dispatch to arrive scene in minutes)

	2005	2006	2007	2008
QRS*	5.4	5.8	2.5	5.6
BLS	10.3	9.9	10.7	10.5
ALS	8.5	8.4	8.8	8.7

\*Includes data from several large, paid municipal fire based QRS.

Response Time 90<sup>th</sup> percentile values 2008:

QRS 11 minutes  
BLS 18 minutes  
ALS 16 minutes

**NEMSIS Project**

Assistant Director Chris Heile is the chairman of the PEHSC data committee. The committee is working with the PA Department of Health and PCR vendors to assure Pennsylvania's EMS data system is in compliance with the new national data standards called, NEMSIS. The immediate goal is to get the PCR systems collecting mandatory NEMSIS elements plus additional NEMSIS elements identified by the committee and adopted by the Bureau of EMS

Additionally, the National EMS Scope of practice was compared to the NEMSIS procedures list for the Bureau of EMS. Recommendations for changes to the data elements from the scope of practice, which were missing, were incorporated into the subsequent data set.

## **Regional Projects-**

The following is a summary of developmental projects and initiatives that EMMCO West was associated with during fiscal year FY 08-09.

### **Mobile Communications Unit (MCU)**



The 65' free standing mobile communications unit was placed into service by Venango County. It is currently housed at the Venango County 911 Center, Oil City, PA. Through a variety of funding sources, administer by the NWPAERG (regional taskforce) and EMMCO West, the mobile communication unit (MCU) is available for use as a regional asset.

The MCU is designed to augment or replace local communication systems, which might be overwhelmed or disabled. The unit is self contained and self supporting. By its design, it is able to provide interoperable communications during a multi-casualty event or assume day-to-day dispatch operations.

The NWPAERG communications committee plans to train radio technicians in each of the counties to operate the system. Venango County is coordinating the use of the MCU for non-emergent events, such as county fairs or other special events.

### PA Scope of Practice & Statewide Protocol Updates-

During Fall 2008, EMMCO West staff conducted a series of townhall style meetings to orient prehospital personnel and the medical community to the new PA Scope of Practice and Statewide ALS/BLS protocols. Some of the topics included-

- The prehospital transport of STEMI (ST segment elevation myocardial infarction) and stroke patients was identified within the air ambulance transport protocol, Protocol 181.
- Effective July 1, 2010, all ALS licensed vehicles must carry a CPAP device. Through special funding by the PA Department of Health, Bureau of EMS, a CPAP project was initiated throughout the EMMCO West region, which assured each ALS vehicle had an approved CPAP device.
- BLS CPAP program was initiated statewide. Similar in structure to the Epie-Pen and AED, a BLS service's medical director can establish a BLS CPAP program. Special CPAP train-the-trainer courses were held to initiate the program.
- Hemostatic dressings, approved by a service medical director, can be used by ALS or BLS personnel. These dressings help suppress severe bleeding. The use of tourniquets was also reviewed within the protocols.
- ALS personnel now are authorized to use the King Airway device and intranasal medication administration.
- Any changes to the protocols were highlighted within the revised protocol books. An index of changes was also created by staff.
- Protocols can be downloaded from either the EMMCO West Internet site, [www.emmco.org](http://www.emmco.org) or from the Bureau of EMS website, [www.health.state.pa.us/ems](http://www.health.state.pa.us/ems)

## Photo IDs For State Certification Cards

EMMCO West, Inc. initiated the PA Department of Health photo identification and signature system. This process validates the identity of the EMS provider and places their photo and signature onto their PA Department of Health state certification card.

During townhall meetings and special training events (i.e. PERC & Symposium), EMMCO West has set up the processing station. During normal business hours, M-F 8 AM – 4:30 PM, the identification system is available at the EMMCO West office in Meadville, PA.

During a deployment to another state or an in-state event, the photo identifications will be used to validate EMS qualifications. The program is voluntary and no appointment is needed to participate in the program.

## 2009 EMS Leaders of Tomorrow (EMSLOT)

In February 2009, and continuing through May 2009, regional EMS providers, managers, supervisors, and leaders attended the 2009 EMSLOT & Guest Lecturer series. 4 of the 8 guest lecturers were incorporated into the regional Symposium.

Regional, state, and nationally renowned guest speakers presented timely topics, geared towards today's and tomorrow's EMS leaders. Guest speakers included J.R. Henry, Dr. Roy Cox & Dr. Richard Fuller, City of Philadelphia EMS Chief George Butts, Attorney Steve Wirth, and Fleet Manager of EmeryCare David Leicht.

A recognition dinner is planned for early Fall 2009, for candidates that attended pre-requisite sessions and attended at least 5 of the guest lectures.

Additional sessions will be based upon funding from the PA Department of Health.



### EMS Instructor Enrichment Project

The PA Department of Health contracted with EMMCO West to develop a statewide EMS Instructor enrichment initiative. Through the Fall of 2008, the various components of the project were assembled by the EMMCO West staff. Michelle Eaton, was the project director and coordinated the details of the initiative.

An instructor DVD was created, a statewide meeting of ALS/BLS training institutes was held in February, and a comprehensive (4) Module training program was rolled out across the Commonwealth. Each PA DOH certified instructor is to attend a Module I-III presentation. Module I is offered live or on the learning management system, LMS. Module II and III are conducted by EMMCO West staff. Spring 2009 sessions were held and Fall 2009 sessions are advertised on the EMMCO West internet site, [www.emmco.org](http://www.emmco.org).

Much of the information is new. The National EMS Education Agenda, Scope of Practice, and Educational Standards are discussed and reviewed in both Modules I & II. Module III is a hands-on session using the new PA DOH BLS Skill Sheets. Instructors gain firsthand experience using the new BLS skill sheets. In addition, the revised statewide ALS/BLS protocols are discussed, with attention placed on the new skills EMS practitioners can perform.

Module IV starts after January 1, 2010. During an instructor's certification, they will be monitored using an instructor improvement/ assessment form. Feedback is provided to the instructor and to the training institute.

In addition to Michelle Eaton, staff members Chris Heile, Melissa Thompson, Jane Hamza, and Executive Director Bill McClincy assisted in the creation and presentation of the enrichment project. Assisting with the development of the instructor DVD was Jim Kifer, Kelly Martin, and Chad Rue.

## **Symposium 2009**

The annual educational conference, Symposium 2009, was held in early March 2009. The Radisson Inn-Sharon was the conference location. 40 vendors plus 379 emergency providers attended this year's symposium.



The Symposium served as a starting point for the EMS Leaders of Tomorrow Lecture Series. Guest speakers J.R. Henry and Dr. Roy Cox & Dr. Richard Fuller gave managers and field providers information they could use to improve their EMS systems.

The Make-A-Wish gift basket benefit netted \$2,000 in donations. And the pinewood derby contestants did their best to get the Grand Prize, tickets to the Pocono 500!



2009 EMS Achievement Award was presented to Donna Shreffler, Knox Area Ambulance, shown here with EMMCO West Staff member John Button.



Hillbilly Heaven was this year's theme. Above were some of the Jethro contestants. There were also Ellie Mae, Granny, and Pa contestants. Everyone had a good-ole time! Party 2009 was sponsored by UPMC Mercy & STATMedEVAC.

Sunday morning breakfast and coned was sponsored by UPMC Mercy. Hands-on training sessions were featured. Also occurring Sunday morning was the initial exercise for the region's newest asset the MSEC trailer. The regional EMS Strike Team, along with representatives from Noga Ambulance, EMSI, and Dr. Tom Stein used West Middlesex Middle School gymnasium to set up the MSEC trailer system.

**New Symposium Location for 2010!** Symposium 2010 will be held at the Ambassador Banquet & Conference Center, Peach & I-90 Erie, PA. Save the following dates, **April 8 – 11, 2010.**

### **MSEC & Hospital Trailer Systems**

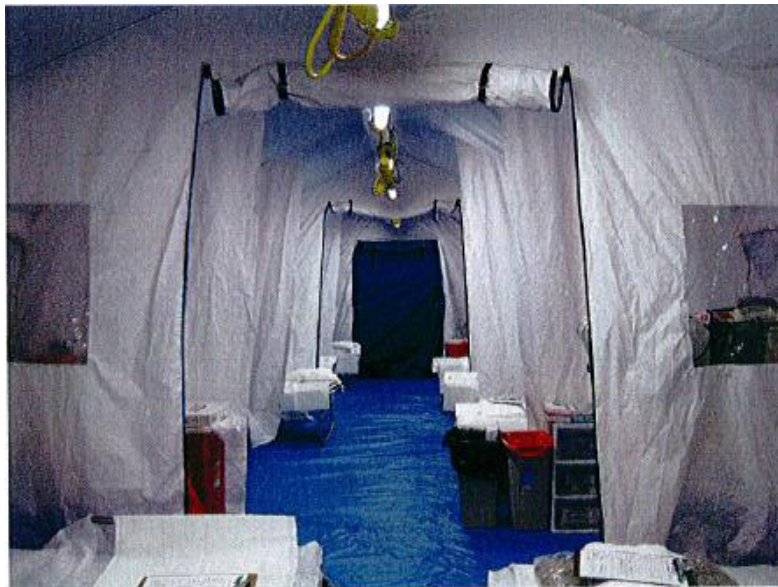
The EMMCO West region is the recipient of two new medical surge treatment systems. The PA Department of Health, Office of Public Health Preparedness and the Bureau of EMS provided funding for these two unique systems.

The MSEC trailer is a 50 bed medical treatment shelter system. Traditional disaster shelters are not designed to manage minor or moderately ill or injured victims. The regional EMS Strike Team will deploy the MSEC trailer to a pre-existing facility, like a high school gymnasium or warehouse.



MSEC Trailer system. EMS Strike Team sets up the MSEC system during Symposium 2009 at West Middlesex Middle School.

The EMMCO West region is also one of eight regions across the Commonwealth to receive a 50 bed mobile hospital system. The system consists of 6 inflatable tents and supplies necessary to establish a mobile hospital for several days. The hospitals are complimented by a heating, air conditioning, and electric supply system.



Mobile Hospital System located in the EMMCO West region.

In June 2009, a special training program was held for EMS Strike Teams, regional hospitals, EMA, public health, public safety, and EMS providers at the Crawford County Fair Grounds, Meadville, PA.

### **EMSOF 2009 Provider Money**

EMMCO West, Inc. provided regional EMS services with over \$70,000 of special projects and/or equipment. For EMS services to be eligible for the EMSOF program, they need to be a licensed PA DOH ambulance service or recognized QRS. EMS services that participate in the region's quality improvement program, (missed call reports & suction unit) receive a higher priority for the EMSOF provider funding. The following is the breakdown of provider EMSOF for FY 08-09:

Clarion County \$10,555.

Crawford County \$4,940.

Erie County \$22,914.

Forest County -0-

Mercer County \$7,628.

Venango County \$17,287.

Warren County \$6,740.

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\$70,064 Total Provider EMSOF

### **CO Monitor Project**

The EMMCO West Regional Medical Advisory Committee and Quality Improvement Committee initiated a regional health & safety project. Through funding provided by the PA Department of Health, Bureau of EMS, 100+ CO Detectors were purchased for regional EMS services. Through a grant submission process, EMS services were provided these small "yellow" CO detectors, which can be attached to the first in bag.

Regional councils in other areas of the state implemented similar programs and saw a significant impact on patient care and EMS personnel safety. In document cases, the treatment of patients was altered as the result of the unit going off in a patient's residence. Other cases reported high levels of CO within the ambulance vehicle. Within in the first week of deployment in the EMMCO West region, an activation occurred and affected the crew's management of the situation.

Services are asked to document and notify EMMCO West of any activation of the CO devices. The CO detectors are low maintenance and are disposed after 3 years.

### **Federal Rural AED Grant 2009**

Through a federal rural AED grant and funding through the Bureau of EMS, free AEDs were distributed. The federal grant is from Health and Human Services, Rural Health Program. The target audience was rural gathering places/ organizations within federally designated rural districts. 22 AEDs were distributed to organizations in Clarion, Crawford, Erie, Mercer, Venango, and Warren counties. The organizations were partnered with local EMS services. Cardiac Science AEDs and Zoll AEDs were distributed to the recipient organizations.

### **STEMI & 12 Lead EKG Transmission Project**

The revised 2008 Statewide ALS/BLS Protocols identify that a patient experiencing ST segment elevation myocardial infarction (STEMI) should be transported to a recognized cardiac care hospital (PCI center). The EMMCO West Regional Medical Advisory and Communication committees assessed the regional ALS system's ability to transmit 12 lead EKGs, which is needed to make a STEMI determination by a Medical Command Physician.

A transmission device, known as the Rosetta Rx, will be installed in four ambulance services. Participating services in this initial phase of the project are McGonigle, Conneaut Lake, Meadville, and Community Ambulance. Sharon Regional Health System, Meadville Medical Center, and UPMC Northwest will be the receiving hospitals for the 12 lead transmission systems. The Rosetta system uses the 400 Mhz radio medical frequency used for medical command to transmit the 12 lead. Transmission time varies between 45 to 75 seconds. Additional ALS services and hospitals are planned to receive the Rosetta system in the coming years, as funding allows.

The Medical Advisory Committee is assembling a resource guide for medical command centers/physicians. The guide will identify regional, and adjoining regional hospitals, and their capabilities for managing a STEMI or stroke patient. This guide will assist medical command physicians in directing prehospital personnel for their transport of these type of patients.

### **Regional CISM Team**

The EMMCO West critical incident stress management (CISM) team has renewed its International Critical Incident Stress Foundation (ICISF) recognition. Since 1988, EMMCO West's CISM team has been offering public safety personnel a variety of critical incident stress management services. Tony Bostaph is the team's clinical director.

The team has conducted a variety of CISM training programs for team members and adjacent CISM teams. In June, the founder of CISM, Dr. Jeffrey Mitchell is conducting a special Suicide Prevention, Intervention, and Post Intervention training program in Franklin, PA. CISM teams and mental health personnel from across the Commonwealth are sending personnel to attend this special course.

In late Spring 2009, members of the Northwest CISM team joined the EMMCO West CISM Team. Michelle Eaton is the EMMCO West team liaison. The CISM team is available to conduct continuing education and CISM orientation sessions. The team can be contacted by calling 814-337-5380 and/or in off hours activate the pager by using the same phone number.

### **Regional Training Programming**

The EMMCO West staff conducts on-going continuing education programs throughout the year. Below are some of the courses that have been offered to regional providers:

Chris Heile	DNR & PCR documentation
Jane Hamza	SCAN EMS & Child Safety Seats
Chris/Jane	ICS For EMS
Michelle Eaton	CISM Orientation & Team Operations Canine Search & Rescue Operations
Bill McClincy	EMS Instructional Methods Course
Staff	EMS Instructor Enrichment Program

## **Committee Reports**

Quality Improvement- The committee continues to review monthly suction unit reports from EMS services and from licensure inspections. A root cause of the failures appears to be associated with the suction unit's battery. As reported in EMMCO West's Spring 2009 LifeLine newsletter, there is a significant improvement in the performance of suction units within services that are participating in the suction unit reporting program than those that are not participating.

The other significant issue being addressed by the QI committee is associated with missed or delayed responses to calls. Self reporting data and data from regional 911 centers are being reviewed by the committee.

The QI committee also collaborated with the medical advisory committee to endorse the CO detector health & safety project.

Transportation- This committee establishes the EMS provider EMSOF priorities for the EMMCO West region, based from the PA Bulletin listing of eligible EMSOF equipment/projects. Based on requests received from EMS services, EMMCO West uses a group purchasing process to attain the provider equipment.

Regional Medical Advisory Committee (RMAC) – With the release of the revised 2008 statewide ALS/BLS protocols, the committee began addressing treatment and transportation issues associated with STEMI and stroke care, plus the implementation of CPAP for BLS services, and the CO detector safety project. The committee, along with the communication committee, identified technology gaps in the ability of ALS personnel to effectively transmit 12 lead EKGs to medical command facilities. A regional 12 lead EKG transmission project was identified and is being implemented.

Communication Committee – Venango County took ownership of the mobile communication unit (MCU). The committee worked with the NWPAERG Communication Committee to develop a memorandum of understanding for use of the MCU. This project is



a collaborative venture between EMMCO West and the NWPAERG.

The region's AVL (automated vehicle location) system status was reviewed by the communication and executive committees. The AVL system's deployment in Clarion, Crawford, and Erie counties continued. The project's growth is dependent upon funding from state or federal grants.

Input was sought from the communication committee regarding the use of 12 lead EKG transmissions over the existing 400 Mhz medical radio system. The committee provided input to the RMAC regarding this project.

Executive Committee- The board's executive committee met several times to address corporate issues. Included were the vacancies of two executive committee positions, development of long term investment strategies, review of the region's new 5 year grant agreement with the PA DOH, and attendance at a multi-regional council board meeting, held by the Bureau of EMS to address system-wide issues.

### **Pandemic Tabletop Exercise For EMS**

A pandemic drill, designed to address the impact on the region's EMS system, was conducted by EMMCO West. The drill was conducted by the PMG Associates, LLC. Participants that attended Symposium 2009 completed questionnaires and the information attained assisted the drill developers in their design of the drill. The scenario was based on the use of an unknown agent to infect EMS providers that attended a regional conference. The spread of the infection was tracked at 24, 48, and 72 hours, and reached beyond the continental United States. Key questions of detection, EMS system-wide staffing, and back filling of personnel from other areas of the state or adjacent states were addressed. EMS services that attended the tabletop drill completed reimbursement forms for the drill, pending the availability of funding.

## **EMS Strike Team Deployments**

The state and region's EMS Strike Teams again met the request for assistance to the Gulf coast. Hurricane Gustov and Ike hit Louisiana and Texas coastlines in early September 2008. As part of the federal response (FEMA), PA's EMS Strike Teams were requested to stand by in Louisiana, even before either hurricane hit the Louisiana coast line.

EMMCO West staff members Melissa Thompson and Michelle Eaton responded to the hurricane Gustov request. EMS Strike Team personnel from Clarion Hospital EMS, Meadville Area Ambulance, Conneaut Lake Area Ambulance, and Cambridge Springs Area Volunteer Ambulance Service were deployed for almost two weeks. The teams transported patients, evacuated hospitals in the affected areas, and manned medical treatment shelters.

Upon the team's return, another hurricane, Hurricane Ike, was forecast to hit the same areas as Hurricane Gustov. Chris Heile from EMMCO West was deployed as part of the Pennsylvania's incident command team.



Part of the PA EMS Strike Team Ambulances that were deployed to Hurricanes Gustov and Ike

The PA Department of Health conducted recognition programs for the EMS personnel that responded and supported the EMS Strike Team's deployment to Hurricane Gustov and Ike.

### **EMS Strike Team Status**

The EMMCO West EMS Strike Team has seen a change in participating services. The current EMS Strike Teams are:

- Clarion Hospital EMS
- Meadville Area Ambulance Service
- Cambridge Springs Area Volunteer Ambulance Service (CAVAS)
- Millcreek Paramedic Service
- EmergyCare
- Community Ambulance Service

Each team consist of a minimum of 4 – 6 EMTs or paramedics. The teams receive quarterly training and immunizations are provided for each team member. In addition, EMMCO West has provided equipment for personnel protection to each team member. During a deployment, EMMCO West's MCI Trailer is designed to support the region's EMS Strike Team with the transport of tents, bedding, and food supplies (i.e. MRE's and water).

The personnel from CAVAS have agreed to coordinate the region's MSEC trailer deployment. The team has drilled with the MSEC trailer over the Spring, to familiarize themselves with the trailer system.

The region's EMS Strike Teams will be used to deploy the MSEC and mobile hospital trailer systems. Future training sessions are being planned and include possible integrated training sessions with adjacent region's EMS Strike Teams.

### **Statewide EMS System Assessment**

In May 2009, EMMCO West staff and a special focus group of EMS system administrators and providers completed a 67 indicator assessment. The assessment is part of a national assessment of a model EMS system. NHSTA developed the assessment, which is assessing the EMS system across the United States.

Pennsylvania EMS plans on using the information to write its new EMS system plan. PEHSC and the Bureau of EMS are coordinating the statewide assessment. A regional EMS system plan will be developed in the coming year, based from the assessment's data.

## **EMS Week Activities & EMS Provider-Elected Officials**

### **Breakfast**

The week of May 17 – 23, 2009 was identified as national EMS recognition week. Proclamations from Governor Edward G. Rendell and the PA Legislature (House and Senate) announced EMS week in Pennsylvania. May 20, 2009 was identified as national EMS Provider Day. To celebrate, the Sheetz stores throughout their system of stores provided free coffee or soft drinks to any recognized EMS practitioner. EMMCO West's Melissa Thompson arranged this second annual recognition program by the Sheetz Corporation.

EMMCO West staff members hit the streets and roads throughout the region. Staff members visited over 60 different EMS services. As part of recognizing their efforts, EMS providers were given the choice of specially designed chocolate ambulances or stars of life made by Daffins of Sharon. Many hospitals and EMS services conducted picnics or luncheons for EMS providers. St. Vincent Health Center in Erie held the Star of Life luncheon and awarded a Star of Life Award to Dennis Suscheck.

On Friday, May 22, 2009, EMMCO West held its annual EMS Provider and Elected Officials Breakfast at Cross Creek Resort, Titusville, PA. Dr. Thomas Stein was the keynote speaker. He reviewed the integration of the MSEC trailer, mobile hospital trailer system, EMS Strike Teams, and regional EMS providers during a multi-casualty incident.

EMMCO West thanks all of the region's EMS providers that provide day-to-day care of ill and injured patients in Northwestern PA.

**THANK YOU!**