



(EMMCO WEST, INC) ANNUAL REPORT

FISCAL YEAR (19-20)

Authority

In accordance with the Pennsylvania Department of Health Rules and Regulations 28 Pa. Code § 1021.103, The regional council governing body shall submit an annual report to the Department.

Reporting requirements of Appendix A – Work Statement. Comprehensive Annual Report as related to, Coordinate and Improve the delivery of EMS in the Council’s region.

Report are due within 30 calendar days of the end of each state fiscal year (June 30th)

William McClincy, Executive Director
bill@emmco.org

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REGIONAL SUMMARY:

(Provide a summary of the council including regional background / demographic and other information unique to individual region / county)

NOTE- Due to the COVID-19 pandemic, EMMCO West's scheduled programming, office operations, and regional activities have been affected. Many events were cancelled, including Symposium 2020 and EMS Appreciation Dinner. Other programming has been modified to exist in a digital virtual format. EMMCO West is committed to continue assisting our regional EMS stakeholders through these challenging times.

EMMCO West (Emergency Medical Management Cooperative) was incorporated in 1983 as a non-profit regional EMS council and began its operations in 1984. Regional acute care hospitals were the corporate shareholders for EMMCO West. Prior to EMMCO West, the former region EMS council consisted of 14 Northwestern PA counties. The region area was divided into two separate regions, EMMCO East and EMMCO West. Through a contractual agreement with the PA Department of Health, EMMCO West is charged with the oversight of emergency medical service activities for seven Northwestern PA counties; those counties being Clarion, Crawford, Erie, Forest, Mercer, Venango, and Warren.

As of July 1, 2004, EMMCO West, Inc. reorganized its corporate structure. A new non-profit board appointee format was established and diversified the membership of the Board of Directors. The Board consists of 12 Northwestern PA hospitals representatives (Ed Directors, Physicians, RNs, Administration), EMS representation from each county, EMA directors, instructors, EMTs, Paramedics, ambulance administrators, American Red Cross, Agricultural Extension Office, Active Aging, volunteer and paid EMS services.

EMMCO West has four standing board committees –

- Quality Improvement
- Regional Medical Advisory
- Communication
- Executive

Since 1988, EMMCO West, Inc. has been recognized as an International Critical Incident Management Stress Team. Peer support and mental health personnel comprise the team. Team members respond to incidents, as requested by EMS and public safety agencies. One-to-one, defusing, and debriefings can be requested. Team members meet on a regular basis and complete on-going education programming.

Annually, since 1985, has conducted a regional educational symposium. Over the years the symposium has grown in attendance and course offerings. The symposium is a three-day event and has an overall attendance of between 400 - 425 EMS providers. As a part of the symposium is Northwest PA's largest public safety trade show with 35-40 vendors attending. *It was with regret that the 2020 Symposium and Appreciation Awards Dinner were cancelled due to the COVID-19 pandemic.*

EMMCO West maintains a diverse online presence. EMMCO West's website, www.emmco.org, is a one stop site for regional EMS agencies and providers. Links to the Department of Health websites (EMS Registry & TRAIN PA), Northwest PA Disaster Response Site, EMMCO West's Event & Answering the Call sites, and the Hands Only CPR site are all located on the EMMCO West homepage. The latest breaking news, downloads of protocols, licensure, educational programs, etc... are at the click or swipe of any device. EMMCO West's Facebook and CISM pages provide instant access to information/resources.

EMMCO West helps to support regional EMS agencies to provide excellence in prehospital patient care. "...the bottom line is patient care..." has been EMMCO West's mantra since it was incorporated in 1983 and remains its premise today!

1. Board of Directors \ Health Council Officers

President: Cindy Snyder

Vice President: Donald Hosey

Treasurer: Philip Rozic

Secretary: Donald Holsten

(Please list all other members below)

<u>NAME</u>		<u>NAME</u>
1 <u>Dan Lowenheim</u>	19	<u>Dr. Wayne Jones</u>
2 <u>Kathy Freeman</u>	20	<u>Cory Fenton</u>
3 <u>Jeff Smathers</u>	21	<u>Thomas Perry</u>
4 <u>Donald Hosey</u>	22	<u>Kim Combs</u>
5 <u>Heather Nulph</u>	23	<u>Brenda Burnett</u>
6 <u>Barbara Nichols</u>	24	<u>Donald Holsten</u>
7 <u>Patty White</u>	25	<u>Jason Chenault</u>
8 <u>Eric Henry</u>	26	<u>Cindy Snyder</u>
9 <u>John Grappy</u>	27	<u>Phil Rozic</u>
10 <u>Donald Hall</u>	28	<u>Heidi Boitnott</u>
11 <u>Cheryl Pebbles</u>	29	<u>Ben Hart</u>
12 <u>Vincent Gerello</u>	30	<u>Katie Sherretts</u>
13 <u>Mary Worley</u>	31	<u>Tim Fletcher</u>
14 <u>Dr. Brandon Kramer</u>	32	<u>Steve Hoffman</u>
15 <u>Douglas Dick</u>	33	<u>Joseph Akif</u>
16 <u>David Morgan</u>	34	<u>Michelle Albaugh</u>
17 <u>Bill Hagerty</u>	35	<u>Tyler Babcock</u>
18 <u>Dr. Carrie Colleran</u>	36	<u>Bethany Anderson</u>

2. Regional EMS Council Staff:

Executive Director William McClincy

<u>STAFF POSITION</u>	<u>NAME</u>
<u>Office Manager-Finance</u>	<u>Kim Pero</u>
<u>EMS System Specialist</u>	<u>Trish Parker</u>
<u>EMS Medical System Spec.</u>	<u>Matt Scowden</u>
<u>EMS Education Specialist</u>	<u>Thomas Buttyan</u>
<u>EMS Operations Specialist</u>	<u>Kaylen Irwin</u>
<u>EMS Con-ed Office Specialist</u>	<u>Stephanie Beier</u>
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3. Regional Medical Director(s)

	<u>NAME</u>
<u>1</u>	<u>Dr. Brian Risavi</u>
<u>2</u>	<u>Dr. Carrie Colleran</u>

4. **Financial Statement of income and expenses:**

	Final Budget	Expended
Personnel Services	426,520.35	422,787.20
Consultant Services	1,500.00	1,418.05
Subcontracted Services	101,397.40	101,397.40
Patient Services		
Equipment		
Supplies	3,000.00	2,795.60
Travel	3,282.00	3,282.65
Other Costs	222,937.25	212,678.10
TOTALS	758,637.00	744,359.00

NOTE: THE AMOUNTS SHOWN ABOVE ARE PRELIMINARY END OF YEAR TOTALS AND NOT FINAL AUDIT AMOUNT

5. **Special Project Funding:**

Projects as determined by the Department to be appropriate and necessary for the implementation of a comprehensive statewide EMS system. The amounts listed below are included in the categorical totals shown above.

(Statewide Cloud PCR)	Amount: \$84,893
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Project Narrative:

EMMCO West oversight – coordination of the statewide electronic cloud patient care reporting (PCR) bridge program. The bridge interfaces with the national NEMSIS database. EMS agencies, through approved NEMSIS vendors, automatically upload PCRs to the cloud server. Data queries are coordinated through BEMS. EMMCO West staff oversee customer service inquiries from EMS agencies and vendors. The regional QI committee and EW staff provide technical support to the PCR dashboard quality assurance reports.

(Digital - Thermometers)	Amount: \$20,910
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Project Narrative:

EMMCO West assessed the availability of digital thermometers carried on board EMS agency vehicles. Few EMS agencies carried the digital touchless thermometers. As a regional quality initiative, EMMCO West is providing all licensed EMS agencies with a touchless digital thermometer. These thermometers will assist EMS staff in assessing a patient’s temperature and provide baseline assessment of EMS personnel’s fitness-readiness.

(Regional Communication Projects)	Amount: \$14,500
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Project Narrative:

Warren County Communication Center (PSAP) was awarded a grant to provide EMS agency access to the PA-STAR Net system. The radio system is the next generation radio system being deployed in the Commonwealth. Warren County is one of the initial PSAP centers to transition its communications to the new system. This is part of a matching grant project partially supported by Warren Co. government.

(Regional EMS Scholarship & Exam Reimbursement Project)	Amount: \$22,215
<p><i>Project Narrative:</i></p> <p>EMMCO West provided regional EMS agencies with up to a \$500 (BLS) \$700 (ALS) reimbursement towards the tuition costs for each student associated with their EMS agency that was enrolled in either an EMR, EMT, AEMT, Paramedic course. The project also reimbursed at 100% the first two initial NREMT written examination attempts for an EMR, EMT, AEMT, Paramedic, or PHRN.</p>	
(Hemostatic Agent Project)	Amount: \$21,600
<p><i>Project Narrative:</i></p> <p>EMMCO West initiated a hemostatic agent project several years ago. This is a continuation of that project and includes additional hemostatic agent dressings for each licensed EMS agency, which were not available for the initial project.</p>	
(QI Suction Unit Initiative)	Amount: \$6,400
<p><i>Project Narrative:</i></p> <p>The regional QI committee identified an EMS systemic issue with portable suction unit failures. Suction units failed to meet licensure standards at the time of licensure inspections. Replacement suction units and battery systems will be made available to EMS agencies during licensure inspections. Licensure inspectors will provide the EMS agency with either a replacement suction unit or battery system to assure the EMS agency has a working suction unit.</p>	
(Virtual EMS Classroom)	Amount: \$14,373
<p><i>Project Narrative:</i></p> <p>More and more educational programming are being streamed in a digital format. Given the rural nature of our region, many EMS agencies and educational centers do not have access to virtual classrooms/technologies. EMMCO West will provide computers and digital video/audio systems so initial and continuing education programs can be viewed in remote locations throughout the region.</p>	

6. Regional Activities/ Organizational Management

Date of the current Comprehensive Regional EMS System Plan	Date 01/2020
Number of Board of Director Meetings \ Health Council meetings	4
Public Education Stop-the- Bleed Events	0
Public Education CPR Events	0
Number of Legislative Inquiries or Contacts	2
Technical Assistance Request (local entities and elected officials)	As needed

Regional Activities/ Organizational Management Project Narrative:

EMMCO West Executive Director participated in public safety meetings to discuss the EMS system-personnel crisis. Legislators from the EW region participated in a meeting held in Union City to discuss the EMS system status. Special dinner meeting with BEMS Director and Fire Institute Director held in Erie to discuss SR-6 and the EMS system issues facing the EMS system.

7. Continuous Quality Improvement

	Quantity
Number of Clinical Cases Reviewed by Regional QI Committee	0
Accidents Involving Ambulances / EMS Personnel Reported in the Region	2
Number of Times the Regional QI Committee Met	4

The QI committee continues to review the statewide cloud bridge QI dashboard metrics. From the results of this review, the following sections are now accurate: Time to 12-Lead, Mobilization Times, Arrival Times, Provider Impression, and Pain Medications. Additional testing of updated bridge dashboard QI metrics is occurring.

It was discovered that duplicate charts were being used. Times were being affected by calculation issues of charts containing “Not Recorded”, “Not Applicable”, those left blank.

The QI committee is reviewing additional metrics to improve their recognition of outstanding EMS agency performance for the annual QI awards. The EMS Dinner was cancelled this year due to COVID-19, however we have added agencies to our Gold Level.

8. Medical Direction

	Quantity
Regional Medical Advisory Committee meetings	4
Accredited Level I Trauma Centers	0
Accredited Level II Trauma Centers	1
Accredited Level III Trauma Centers	0
Accredited Level IV Trauma Centers	1
Accredited primary Stroke Centers	5
Comprehensive Stroke Centers	1
Thrombectomy Capable Stroke Centers	0
Acute Stroke-Ready Hospitals	0

Medical Direction Narrative:

The regional RMAC meets on a quarterly basis. To improve participation, the use of audio and TEAMS conference calling features have been added to the meeting structure. This has allowed additional physicians to participate in the meetings.

RMAC assisted staff with identifying suggested topics for the annual educational symposium.

RMAC and ALS EMS agencies are conducting regional education sessions to update AEMT candidates in the recently released AEMT protocols and scope of practice.

EMMCO West staff and both regional medical directors assisted BEMS with the development of the multimedia TRAIN PA statewide protocol updates for EMS providers.

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9. Systems Operations

	Quantity
Spot inspections conducted – EMS Agencies	2
Spot inspections conducted – EMS Vehicles	0
Spot inspections conducted – Continuing Education Sponsors	0
Spot inspections conducted – Education Institutes	0
Spot inspections conducted – Medical Command Facilities	2
Number of Safety Inspections Conducted	1
Number of Vehicles Inspected During Safety Inspection	5
Photo & Signatures Added to Certification Cards	numerous
BLS Psychomotor Examinations Conducted	14
Number of BLS Psychomotor Exam Candidates Tested.	220
ALS Psychomotor Examinations Conducted	1
Number of ALS Psychomotor Exam Candidates Tested	6
Certification Class Visits Conducted	40
Number of EMS Agency Re-Inspections Conducted	0
Number of Authorized Inquiry Reports Filed with the Bureau	3

Systems Operations Narrative:

Due to the COVID-19 pandemic, the Department of Health issued a series of directives for psychomotor exams, EMS initial and continuing educational programming, EMS agency licensure inspections, and other regulatory tasks, where these tasks were suspended beginning in mid-March 2020. By Mid-May 2020, on-site EMS agency licensure inspections resumed, while other regulatory tasks remained suspended until further notice.

10. Emergency Preparedness Activities

	Quantity
Coalition / Task Force Meetings Attended <small>(only EMSOF funded staff attendance)</small>	3
Table Top Exercises Attended / Conducted	0
Full Scale / Functional Exercises Attended / Conducted	0
Special Event Plans Submitted	4
Responses / Deployments	2
Strike Team Agencies	3

Emergency Preparedness Narrative:

EMMCO West, as directed by BEMS, distributed 36,000+ N-95 masks to county EMA offices for distribution to regional licensed EMS agencies. EMMCO West staff contacted EMS agencies to assess their availability to provide personnel to assist with a potential COVID-19 deployment of assets.

EMMCO West staff and EMSWest modified the preparedness assets and upgraded the tent system to the Western Shelter system. Trailers were modified to a revised floor plan. All DOH trailer assets had replacement tires installed and assets were inventoried.

There are currently 3 EMS strike teams from the EMMCO West region. Included are Clarion Hospital EMS, Community Ambulance Service, and EmeryCare. These agencies have additional equipment and personnel credentialed to respond to in-out of state EMS system emergency responses.

EMMCO West, Inc., in partnership with the NWPA Healthcare Coalition, pursued updating county MCI plans. So far, Crawford and Erie counties have updated their MCI plans and training of EMS personnel in START Triage and MCI planning logistics.

11. Board of Director \ Health Council Meetings

DATE:	TIME	LOCATION
9/17/2019	12:00	EMMCO West, Meadville, PA
12/18/2019	12:00	EMMCO West, Meadville, PA
3/19/2020	12:00	EMMCO West, Meadville, PA
6/17/2020	12:00	EMMCO West, Meadville, PA

12. Medical Advisory Committee Meeting

DATE:	TIME	LOCATION
9/17/2019	10:00 AM	EMMCO West, Meadville, PA
12/18/2019	10:00 AM	EMMCO West, Meadville, PA
3/19/2020	10:00 AM	EMMCO West, Meadville, PA
6/17/2020	11:00 AM	EMMCO West, Meadville, PA

13. Quality Improvement Committee Meeting

DATE:	TIME	LOCATION
9/6/2019	10:00 AM	EMMCO West, Meadville, PA
9/13/2019	10:00 AM	EMMCO West, Meadville, PA
3/13/2020	10:00 AM	EMMCO West, Meadville, PA
6/12/2020	10:00 AM	EMMCO West, Meadville, PA

14. Regional Accomplishments:

Narrative:



Warren County Communication Project FY 19-20

EMMCO West, Inc. regional communication plan outlines projects and initiatives that regional PSAP centers can receive funding to support and improve regional EMS communication systems. Warren County is working with the PA-STAR Net system to integrate EMS agencies onto the new statewide communication system.



EMMCO West Company Vehicle Use

EMMCO West staff company vehicles use to support program areas between July 1, 2019 – June 30, 2020

2019 Kia Sorento	12,407
2014 Ford F350	4,952
2008 Chevy 3500	3,073
Total Miles	20,432



Digital Thermometer Project

EMMCO West is providing each licensed EMS agency in the region with a digital thermometer. With the COVID-19 pandemic, EMS agencies are routinely assessing patients and EMS staff members for assessing their temperatures.



Regional Hemostatic Agent Project

Several years ago, EMMCO West provided EMS agencies with hemostatic agent dressings. Statewide BLS treatment protocols permitted the use of these dressings to control severe hemorrhaging. The current statewide protocols reinforce the use of hemostatic dressings to control severe bleeding. Additional dressings are being provided to EMS agencies to further improve their bleeding control management practices



Virtual EMS Classroom

More and more educational programming is being taught using a virtual classroom environment. The COVID-19 pandemic has exponentially increased the use of virtual education and meetings by EMS agencies and training institutes. The National Registry of EMTs has an online testing process that EMR and EMT candidates can use to take their cognitive exams by using a laptop computer. To assist students, instructors, and EMS agencies navigate the use of these virtual platforms, EMMCO West has virtual learning packs available for regional use. These can be scheduled for pick-up and use by regional EMS stakeholders. Contact EMMCO West to use these virtual learning packets.



EMS Scholarship and Exam Reimbursements

EMMCO West, Inc. expanded its EMS scholarship program to include tuition reimbursement for AEMT and Paramedic educational programs. Up to \$500 for EMR/EMT and \$700 for AEMT/Paramedic reimbursements are available for EMS agencies that sponsor candidates for these training programs. A total of **\$22,215.00** was reimbursed to EMS agencies for either the EMS scholarship or exam reimbursement programs. This was the 8th year for this regional program.



Regional Suction Unit Project Revisited

In 2014, EMMCO West provided EMS agencies with reduced cost portable suction units and replacement battery systems. The regional QI committee had identified multiple failures of suction units were related to failures of the batteries or ineffective suction units. EMMCO West staff will assess and assist EMS agencies with updating suction units and/or batteries during the licensure inspection process.

EMMCO West, Inc. Presents

Symposium 2021

April 8 – 10, 2021



EMMCO West Symposium 2021

Scheduled for April 2021

EMMCO West's annual educational symposium is scheduled for April 8 – 10, 2021. The Ambassador Conference Center, Erie, PA will again be the hosting location. Mark your calendars NOW!