

Emergency Medical Services

Detailed Activity Pages



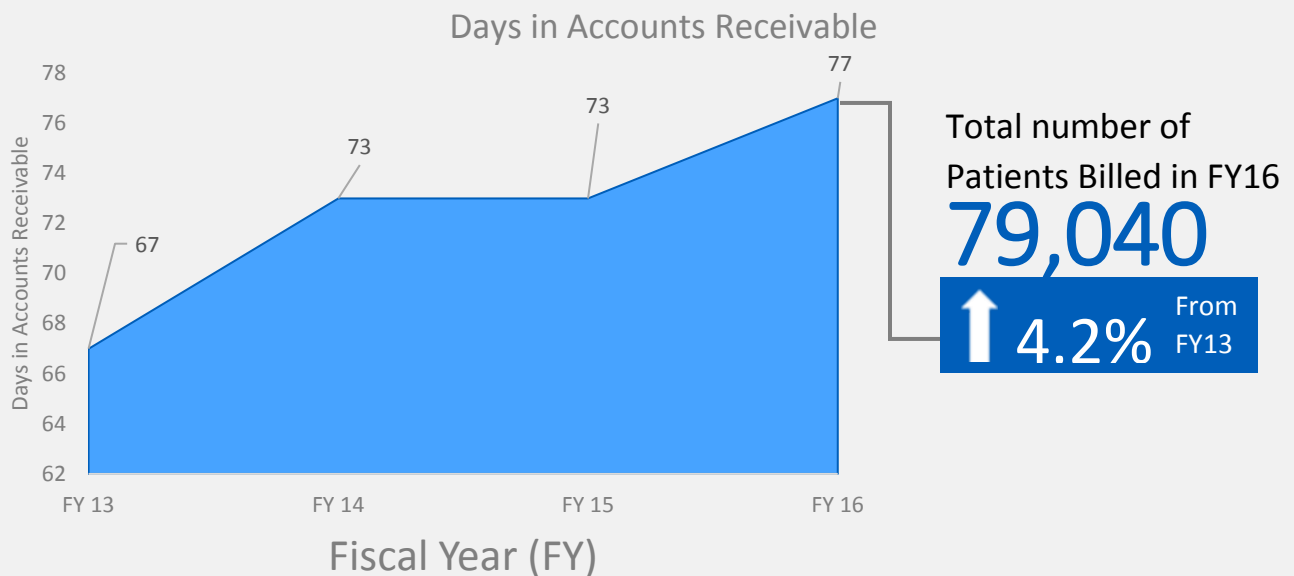
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Billing Services

The purpose of the Billing Services activity is to facilitate patient billing, insurance reimbursement, and offer payment plans, to extend patient care and reduce the cost of EMS operations. The Billing Services program pursues and accounts for received medical reimbursement from Medicare, Medicaid, and private insurance to recover a portion of the healthcare delivery cost provided by EMS. The effectiveness of the billing services program is directly related to the revenue generated each year. The FY 2016-17 projected revenue from providing emergency medical services is \$24.7million.

Key Outcome



Activity Statistics

Average Revenue Collected per Patient Transported	\$294.67
Average Bill Processing Time	12 days

Strategic Outcome Alignment

The Billing Services activity aligns with the Government that Works strategic outcome. Through this activity, ATCEMS contributes to the financial sustainability of the City by facilitating the entire reimbursement and payment process for transports. The staff in Billing Services takes pride in being stewards of the city's resources while continuing to show compassion for each patient that calls in to make arrangements to pay a bill.

Services

- ✓ Customer Service
- ✓ Data Entry

- ✓ Research & Collection
- ✓ Billing

Employees



15 Civilian Personnel

Budget

\$1,682,464

Future Budget Drivers

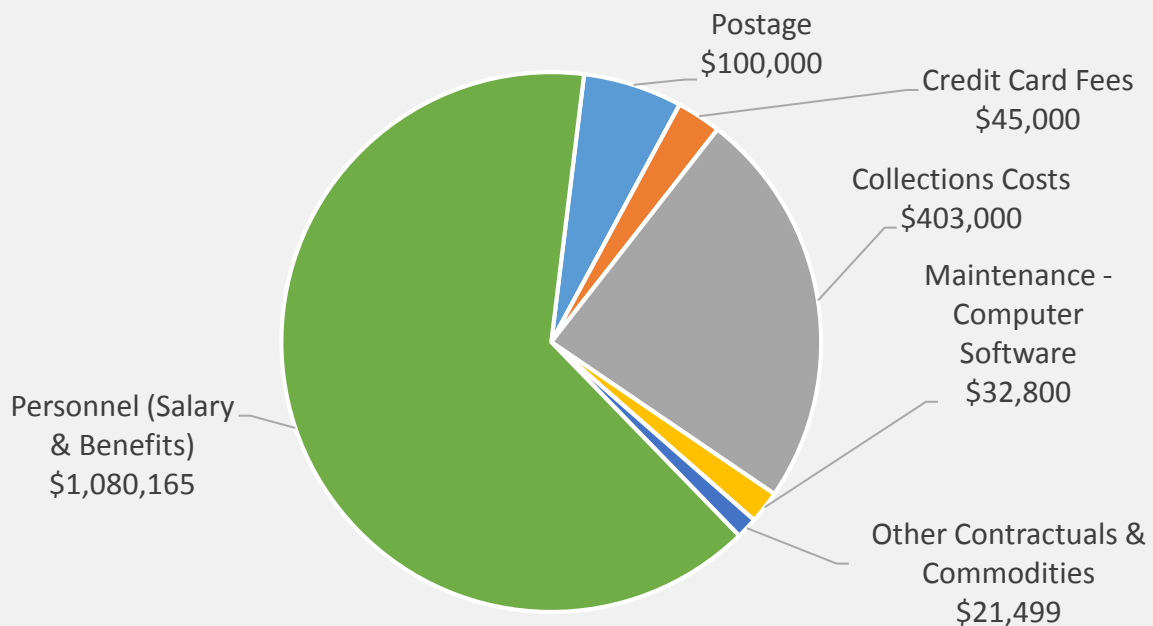
-  Personnel Costs
-  Contract increases
-  Population Growth
-  Regulation changes

In Our City

A patient called the billing office seeking clarity for why they were receiving a bill for ATCEMS services. The patient was under the impression that their insurance would cover the entire balance since Medicare always covers all of their medical costs. The bill was overwhelming at first glance and the patient did not see how they could possibly pay for this service since they live on a fixed income. One of our billing experts reviewed the patient's incident and educated the patient on Medicare's billing requirements which recently changed in October of 2015. The patient's incident didn't fall within these requirements but it was clear there was a medical need for transport. The billing expert offered to appeal the incident to Medicare on their behalf. The billing expert requested medical records from the hospital to further justify the medical need for transport. This claim was appealed and paid by the insurance company. The patient received an EOB confirming the bill had been paid. The patient called to express their gratitude.

The patient described above is merely one of many patients our billing experts go the extra mile for. In many of these circumstances the patient receives a bill or denial for services and begins to feel scared, lost, and as if they nowhere to turn so they look to us for guidance. We do not take this burden lightly at ATCEMS. Our billing specialists are compassionate people that take into consideration each individual situation and work with our patients to explore all options.

Breakdown of Billing Services Budget



Significant Contracts

Gila, LLC (Collections Contract)	\$300,000
Zirmed, Inc. (Billing & Clearinghouse)	\$26,065

Benefits of Service

ATCEMS provides competitive and cost-effective billing by utilizing its own in-house accounts receivable staff. Our philosophy is that every case starts with our 911 Emergency Communications Center and ends with Billing Services. Billing Services facilitates patient billing, insurance reimbursement, and offers payment plans, to extend patient care and reduce the cost of EMS operations. As a publicly funded organization, it is important to the community that we act prudently with its money. We continue to seek innovative ways to maximize the return on the dollars that are spent, and work diligently to find grant funds to improve the many programs we have.

Policy Issue

The Affordable Care Act (ACA) directly impacts the Billing Services Activity's ability to receive federal reimbursements for the services provided through Medicare or Medicaid. The current ACA regulations have resulted in more stringent requirements to get reimbursements approved. The potential repeal and/or replacement of the ACA will likely impact reimbursements for transports.

Community Health Paramedic (CHP)

The primary mission of the Community Health Paramedic Program (CHP) is to identify individuals in targeted patient populations and connect them with resources that better serve their long term needs. The CHP aligns with City of Austin healthy living initiatives for maintaining a healthy life both physically and mentally. The CHP program addresses issues related to prevalence of disease and/or unhealthy conditions, health care quality and access to care. This program aligns with the City of Austin Community Health Improvement Plan (CHIP), and Imagine Austin Core Principles for Action (develop as an affordable and healthy community).

Key Outcomes

Reduction in Calls for an Ambulance as a Result of CHP Intervention:

57%

Patients Managed Without Calling EMS or Returning to Hospital Emergency Department Within 30 Days Of Enrollment:

1,261

Activity Statistics

Eligible Patients Enrolled	878
Total Number of Mobile Crisis Outreach Team Units Dispatched	1,083

Strategic Outcome Alignment

The CHP activity aligns with the Health strategic outcome and focuses on healthy living initiatives for maintaining a healthy life both physically and mentally. The CHP program addresses issues related to the prevalence of disease and/or unhealthy conditions, health care quality and access to care. CHP aligns with the City of Austin Community Health Improvement Plan (CHIP) and Imagine Austin Core Principles for Action – to develop as an affordable and healthy community.

In Our City

Client Background: Client #1 is a male in his 30's with chronic medical needs, substance dependency and housing issues. Client had multiple contacts with EMS, resulting in multiple EMS transports. Client also had multiple contacts with APD and Downtown Austin Community Court resources. Client was referred to the EMS Community Health Paramedic (CHP) program for medical assessment and referral to appropriate resources.

CHP Efforts:

- Client was found to be medically complex, suffering from mental health and substance abuse issues and lacked stable housing.
- Client was assessed and found to lack primary medical and mental health care, was seeking substance abuse treatment and was at risk of having to live on the streets.

CHP Personnel Efforts Included:

- Working with APD to ensure the client's safety
- Referring to primary care resource
- Coordinating efforts with the Downtown Austin Community Court to have client approved and referred to substance abuse treatment
- Referring to social service agency to assess for supportive housing eligibility and job training assistance.

Client Outcome:

- Client was enrolled in both primary care and substance abuse services.
- After discharge, client was moved into stable, supportive housing.
- Client remains in stable, supportive housing and is now employed.
- No EMS contacts since completing work with CHP (>6 months).

Employees



9

Sworn Civil Service Personnel

Budget

\$1,192,460

Future Budget Drivers



Personnel costs

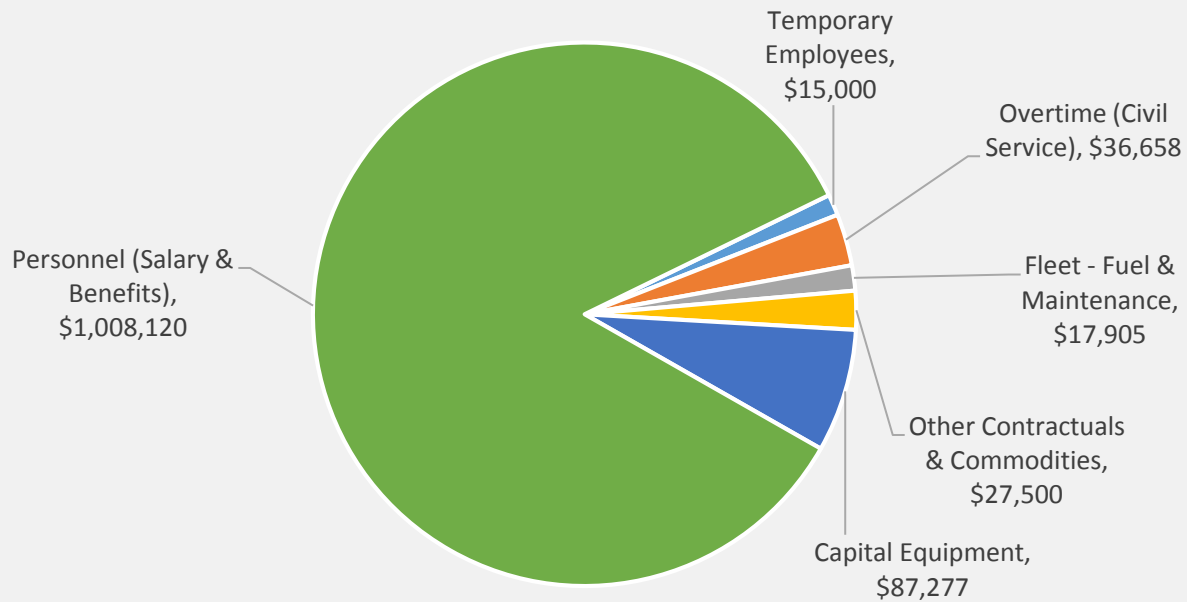


Population growth

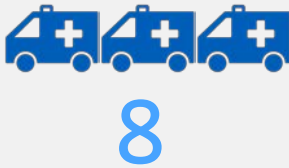


Changing industry standards

Breakdown of Community Health Paramedic Budget



Equipment



SUV's equipped to respond to medical emergencies along with Advanced Life Support (ALS) equipment

Services

- ✓ Community Health Paramedic (CHP)
- ✓ Homeless Outreach Services Team (HOST)

Benefits of Service

The CHP Program works to ensure a client has access to appropriate services that address their long term medical needs, such as:

- Funding for healthcare, such as insurance and charitable care
- Primary and/or specialty care
- Transportation to and from essential locations, including doctor appointments and pharmacy locations
- Mental health services
- Prescriptions and pharmacy services

By connecting clients to more appropriate health and social services, clients receive the care they need to manage their medical needs while reducing the likelihood they will require emergency services, such as EMS. The CHP Program serves as a touch point for other health, public safety and social service providers seeking a mobile medical resource to help identify medical needs and coordinate efforts in serving clients that have a broad impact on emergency and healthcare resources in the community.

Policy Issue

The Texas Health and Safety Code Title 9, Chapter 773, also known as the Emergency Medical Services Act, is the statute that establishes the standard for Emergency Medical Services for the State of Texas. It defines the qualifications for EMS providers and personnel and establishes minimum standards for operating as an EMS service in the State of Texas. The Texas Administrative Code, Title 25, Part 1, Chapter 157 further defines the minimum requirements specifically for EMS provider licensing, EMS personnel certifications, EMS training and course approval, and numerous other standards and regulations. The proposed modifications from the State on Chapter 157 in particular will likely include mandates for operational and training changes in EMS.

ATCEMS is also regulated by Texas Local Government Code 143 which focuses on employee and management rights and sets standards for discipline, promotion and appeals. The Meet & Confer Contract with the ATCEMS Employee Association gives further clarification and direction on employee and management rights. Finally, the standards set forth by the Commission on Accreditation of Ambulance Services (CAAS) provide requirements for operations that ATCEMS must adhere to maintain its accreditation status.

Community Relations & Injury Prevention

The Community Relations and Injury Prevention activity improves public health, prevents injuries, and reduces illness by providing free, multilingual public education and injury prevention programs. Realizing the vision of healthy people in healthy communities is possible only if we actively engage our community, in its full cultural, social and economic diversity, and become an authentic partner in changing the conditions for health and safety. Our programs, services and classes are designed to raise awareness and provide education and resources that help change dangerous behaviors and mitigate preventable accidents and injuries. We also align with the City of Austin’s TAKE10 Bystander CPR Initiative by providing free CPR/AED training classes to the public. Initiatives that teach CPR to the public are an important part of successfully treating cardiac arrest. These programs, with widespread availability of Automatic External Defibrillators (AED), can triple the chances of survival and improve the chances of a positive outcome.

Activity Statistics

Number of Child Safety Seat Events Aided by ATCEMS	40
Number of people reached with ATCEMS public education programs	29,698

Employees



2 Sworn Civil Service Personnel

4 Civilian Personnel

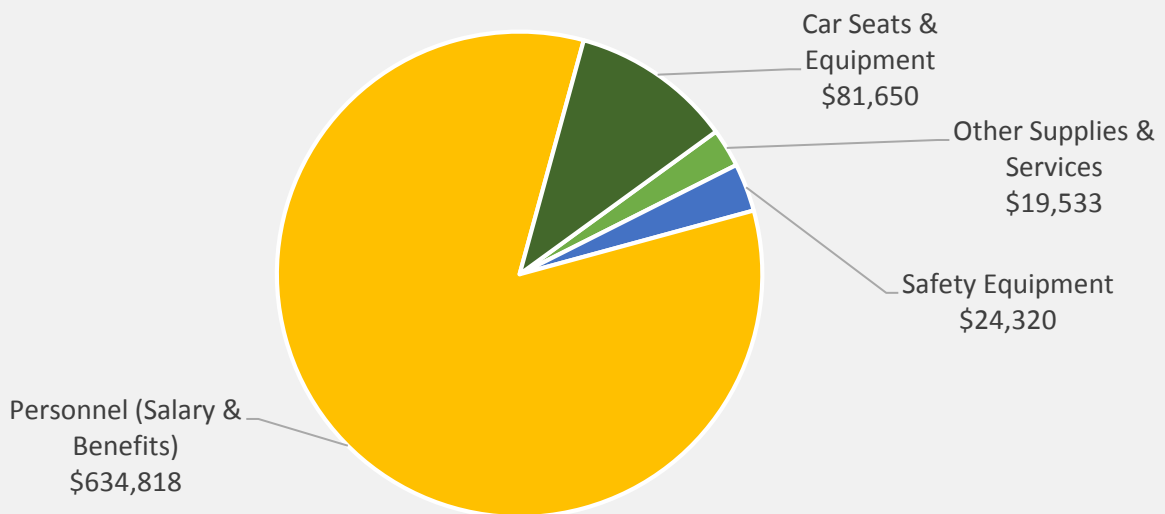
Strategic Outcome

The Community Relations and Injury Prevention activity aligns with the Health strategic outcome. The activity’s primary focus is to cultivate safe environments for our citizens through education, providing resources such as child safety seats, and CPR training. This activity aligns with the City of Austin’s Vision Zero Plan, the Public Safety Imagine Austin Core Principals for Action, and the COA Community Health Improvement Plan (CHIP).

Significant Contracts

Texas Department of Transportation (TxDOT) Child Passenger Safety Grant	\$84,462
Apricot Software Contract	\$4,850

Breakdown of Community Relations Budget



Equipment



- 1 Trailer for Transport of Child Safety Seats
- 1 Passenger Van for Community Outreach
- 1 Vehicle for Fall Prevention Program Home Visits

Budget

\$760,321

Future Budget Drivers



Personnel Costs



Increased demand for services

Services

- ✓ Community outreach & public education
- ✓ Child Passenger Safety & Car Seat Program
- ✓ Senior Safety & Fall Prevention
- ✓ Creation and distribution of bilingual, educational brochures and marketing materials related to health and safety prevention
- ✓ Creation and distribution of PULSE Magazine, an ATCEMS monthly digital publication for employees, stakeholders, and the community

In Our City

The grant funded Child Passenger Safety program conducts monthly car seat inspections and provides free car and booster seats to families in need. At every car seat inspection event we track Child Passenger Safety Seat Misuse Rates and analyze the data for future educational opportunities. Our Safe Baby Academy program is a free, three-hour class providing education and resources to families, parents, and caregivers of infants and children less than 12 months of age. Program curriculum includes Safe Sleep Education, Child Passenger Safety, Infant CPR/Choking, Home Safety and Water Safety. Families are surveyed pre and post class instruction to identify bed sharing and unsafe sleeping practices to help mitigate the risk of suffocation and sudden infant death syndrome (SIDS) in children. By partnering with local non-profit organizations and City of Austin departments who share common goals and objectives, we can enhance community engagement and increase awareness of important health and safety issues.

Policy Issue

The Child Safety program within the Community Relations & Injury Prevention Activity is entirely dependent on grant funding to provide services to the community. The City's policy on minimum grant acceptance has placed the program into a more competitive category when applying for grant dollars. The reliance on grant funding places the program at risk of suspension if the program is unable to secure the necessary funding and would negatively impact the thousands served annually through this program.

Benefits of Service

The Community Relations and Injury Prevention section plays an important role in community engagement and education. Cardiac arrest is a great example of how citizen involvement can make a difference. Every year approximately 600 people experience cardiac arrest and are treated by the Austin/Travis County EMS system. About 13 percent of these leave the hospital alive compared to the national average of 10 percent. This success is the result of a community-based approach that begins with the bystander and includes the public safety responders and the healthcare system.

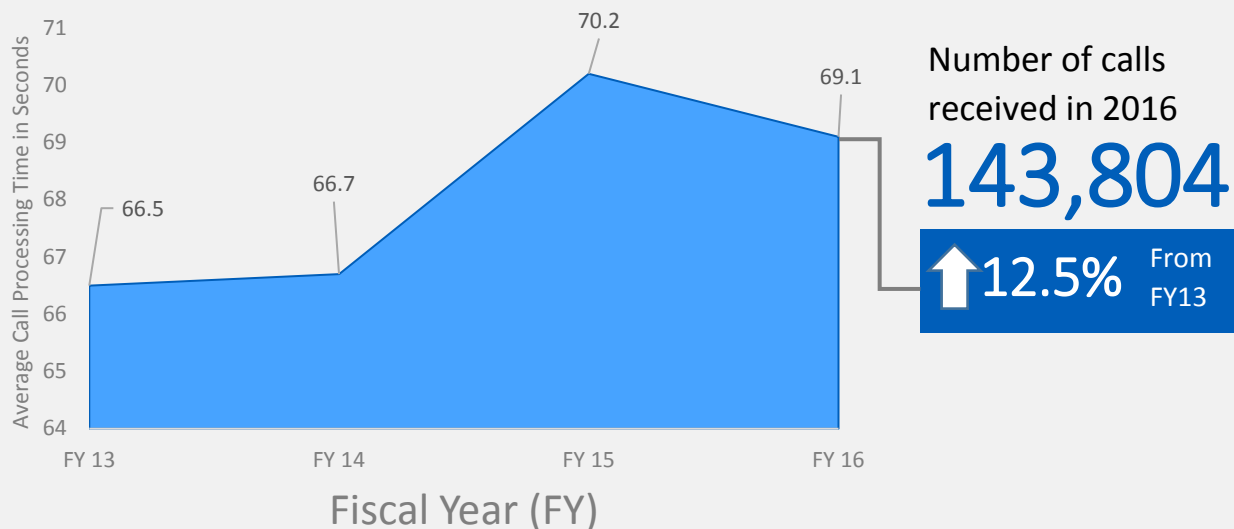
Over the past two years ATCEMS has experienced a steady 7% increase in emergency responses to traffic crashes involving children under 12 years old. Review of patient care reports have noted that 51% (166) of those children were not restrained in a car or a booster seat. Of the 244 children ages 8-12 involved in traffic crashes over that same time frame, 98% (238) of them were not restrained in a child safety seat or booster seat. Child injuries resulting from motor vehicle crashes are preventable with proper restraint and the ATCEMS Child Passenger Safety program anticipates providing thousands of car seats and booster seats through the 62 scheduled events in FY 2016-17. The program anticipates reaching 35,000 people in the coming year through all public education programs.

Emergency Communications

The Communications Division is the first point of contact for all patients entering the EMS system. Our communication medics accurately triage calls, ensure the correct response is sent and begin patient care through Pre-Arrival instructions (PAIs) before field responders arrive on scene.

Key Outcome

EMS Communications Center Average Call Processing Time
(in seconds)



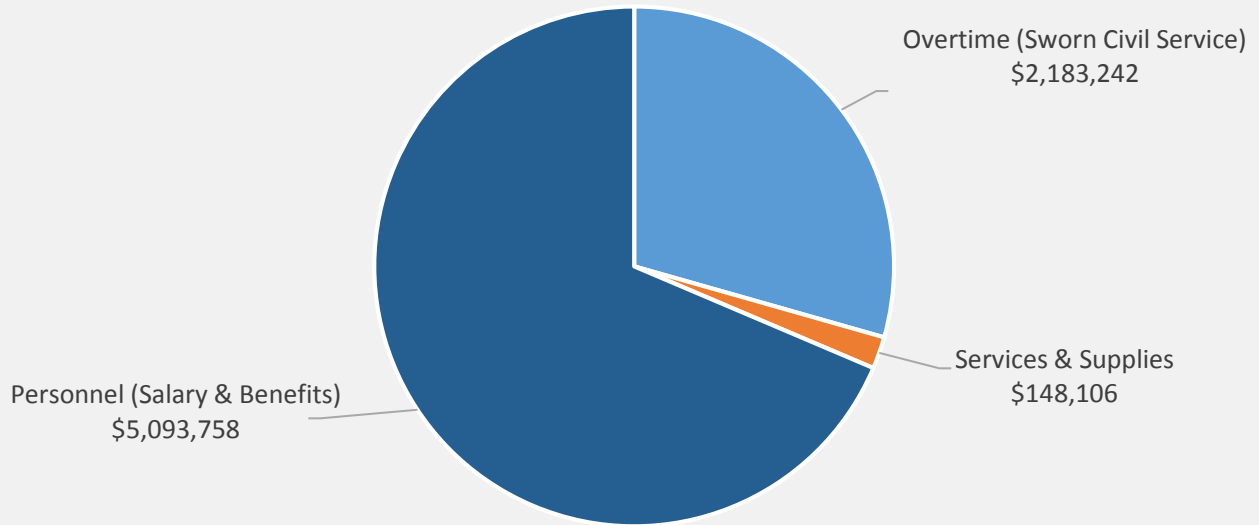
Activity Statistics

Number of 911 Calls Received	143,804
Percent of calls answered by EMS Communications in less than 10 sec.	92.23%

Strategic Outcome Alignment

The Emergency Communications activity aligns with the Health and Safety strategic outcomes. Safety of the community is the cornerstone of the Emergency Communications activity and is evident the moment a call is answered by our sworn medics. Once the safety of all involved is confirmed, this activity seamlessly transitions its focus on the health of the patient by providing in-call medical instruction to the caller while simultaneously providing arrival instructions to the unit in-route.

Breakdown of EMS Communications Budget



Employees



54 Sworn Civil Service Personnel

6 Civilian Personnel

Budget

\$5,716,412

Future Budget Drivers



Population growth



Changing industry standards



Personnel Costs

Services

- ✓ 911 Calls Processing & Triage
- ✓ Pre-Arrival Self-Help Instructions
- ✓ Dispatching Emergency Services
- ✓ Coordination of Inter-Agency Response

Significant Contracts

FIRSTWATCH Solutions, Inc. (Software)	\$14,692
Immix Technology, Inc. (Telestaff Scheduling Software)	\$21,000

In Our City

Haley Fleming – Premature Delivery in Homeless Camp in South Austin. Just after midnight EMS Communications Medic Haley Fleming received a 9-1-1 call from a frantic man reporting his girlfriend was having contractions and in pre-term labor. The call was from a wooded area behind a retail establishment in South Austin. Communications Medic Fleming had to determine the location, which was challenging. Once the address was verified, Ms. Fleming immediately began assessing the patient through our 9-1-1 caller. During this assessment the baby begins to deliver, causing the caller to become more hysterical. Very quickly this caller relays that the baby girl has delivered and she is blue. Haley provides pre-arrival instructions to this caller walking him through the process of stimulating the child, then performing CPR. Understandably the parents are hysterical but Haley provides a calm, reassuring voice on the other end of the phone and masterfully walks them through our life saving instructions. CPR is continued for several minutes until EMS responders arrive and take over care. This baby girl was successfully resuscitated and transported to Dell Children’s Medical Center where she was determined to be approximately 25 weeks gestation. She was admitted to the Neonatal ICU and survived with no neurological deficits.

Without the lifesaving instructions provided by ATCEMS Communications this baby girl would not have survived her premature birth. This is but one example of the daily lifesaving efforts of our ATCEMS Communications Division, and why it is important for our Communications Medics to be certified medical technicians.

Benefits of Service

- Accurately triages all 9-1-1 calls for prioritization ensuring the correct and fastest response is delivered to the patient
- Provides “zero-minute” response to life threatening complications by providing pre-arrival instructions
- Quality assurance program designed to meet or exceed national standards and maintain the communications center accreditation
- Manages all ambulances and first responders through the radio system to ensure essential radio traffic and updates are provided
- Balances the system by moving ambulances in order to ensure gaps are covered and reducing response times

Policy Issue

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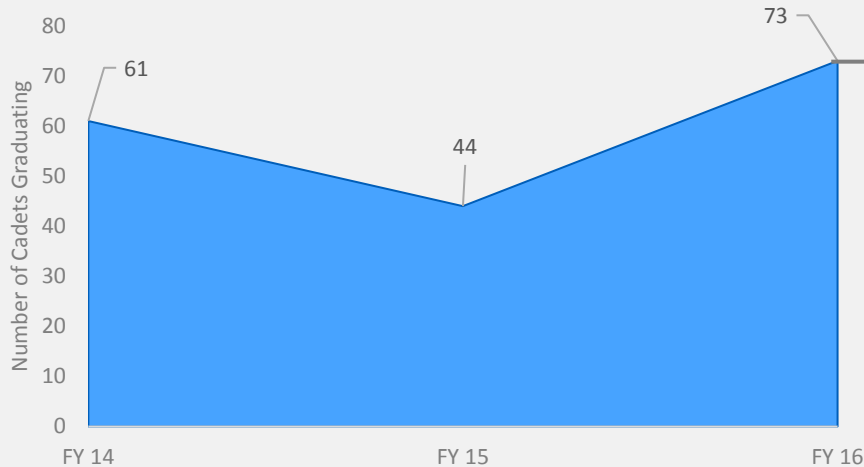
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Employee Development & Wellness

The Employee Development and Wellness Division provides comprehensive programs to service employee needs for new employee training, continuing medical education, staff development, and wellness. The education provided to employees ensures that medics are able to clinically and operationally competent and prepared to deliver quality care, and prepare them for progressive advancements and tenure with the department. Our wellness programs provide employees opportunities to maintain physical wellness and fitness, as well as a support system for mental wellbeing.

Key Outcome

Number of Cadets Graduating from the Academy



Average CE Hours Completed Per Uniform Staff in FY16

30.5hrs

↑ 1.7% From FY14

Fiscal Year (FY)

Activity Statistics

Employees Completing Annual Assessment	83%
Employees with Annual TB Tests Completed	83%

Strategic Outcome Alignment

Employee Wellness & Development activities align with both the Safety and Health strategic outcomes. These internally focused activities work to ensure that all staff have the training and professional development needed to provide quality care in the safest manner to the community. The wellness activity focuses on the health of our employees and their ability to maintain physical and mental wellness and fitness.

Employees



12 Sworn Civil Service Personnel

6 Civilian Personnel

Budget

\$2,473,900

Future Budget Drivers



Personnel Costs



Contractual Obligations



Increased demand for services

Services

Employee Wellness

- ✓ Annual physical and fitness assessments
- ✓ Immunization Program
- ✓ Infection control and training
- ✓ Peer Support Team
- ✓ Mental health & well-being support
- ✓ Chaplain & Life Coach Services

Staff Development

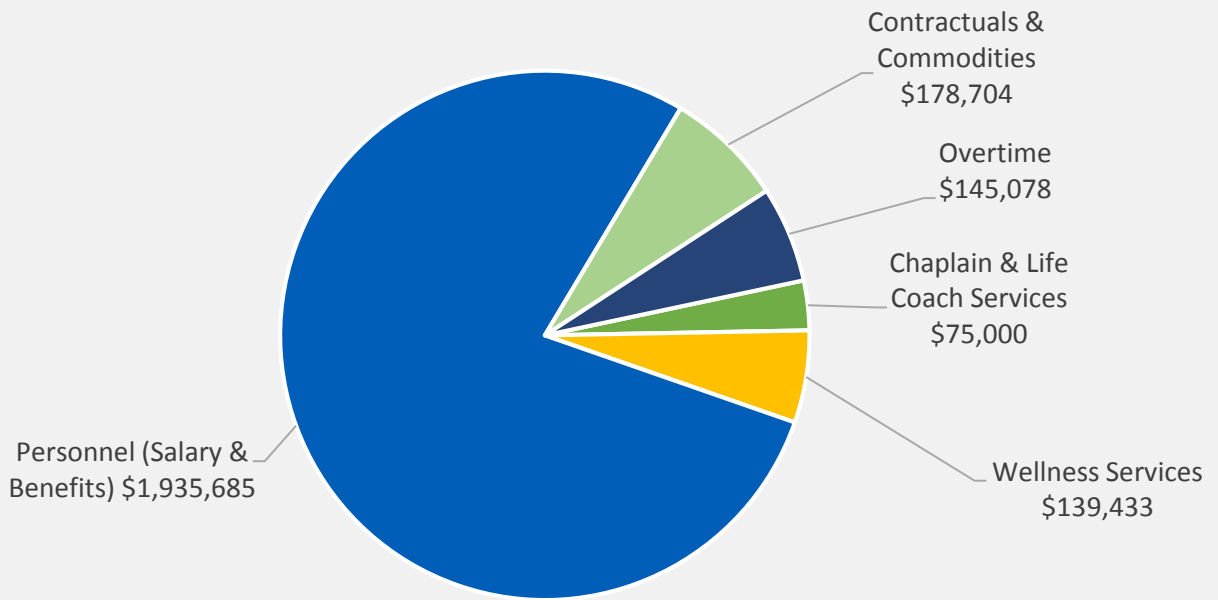
- ✓ New employee orientation & training
- ✓ EMT & Paramedic courses
- ✓ National Standard courses
- ✓ Clearance to practice process
- ✓ Continuing Medical Education program
- ✓ Field Training Officer Program

Policy Issue

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Breakdown of Employee Development & Wellness Budget



In Our City

In 2016, 16 employees started the first internal paramedic course for ATCEMS. This program is to provide paramedic education to those interested in advancing their careers, while enhancing the clinical practice of our service. This investment will allow ATCEMS to fill critical positions within the department while retaining some of the best employees who may have left to seek this opportunity elsewhere.

In 2014, a field medic visited the Wellness Center for his first annual medical assessment. While there, the staff discovered indications of a serious medical problem. "My blood pressure was really high. I had no idea it was that high and I was feeling pretty good that day." The Wellness staff made arrangements for him to see a specialist that day for further follow-up, and ultimately additional treatment to get better. "This is the only way it would have been found before I really started feeling bad."

Significant Contracts

Capital Area Occupational Medicine (Physical Exams, Drug & Alcohol Testing, Immunizations)	\$111,650
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Benefits of Service

The Employee Development and Wellness activities are the foundations to ensuring that the staff in the field and in communications have the resources, training and support needed to provide the best service and care to the community. The process begins with the new employee training that prepares entry-level medics for competency in a complex emergency medical services system. Advanced level training is also provided to prepare newly promoted medics for advanced medical care. Staff development is continued through the continuing medical education (CE) program that includes recognized national standards courses and curriculum. The hours completed in CE contribute to Texas Department of State Health Services certification requirements for employees. The activity also provides emergency medical technician and paramedic certification courses to prepare employees for career advancement.

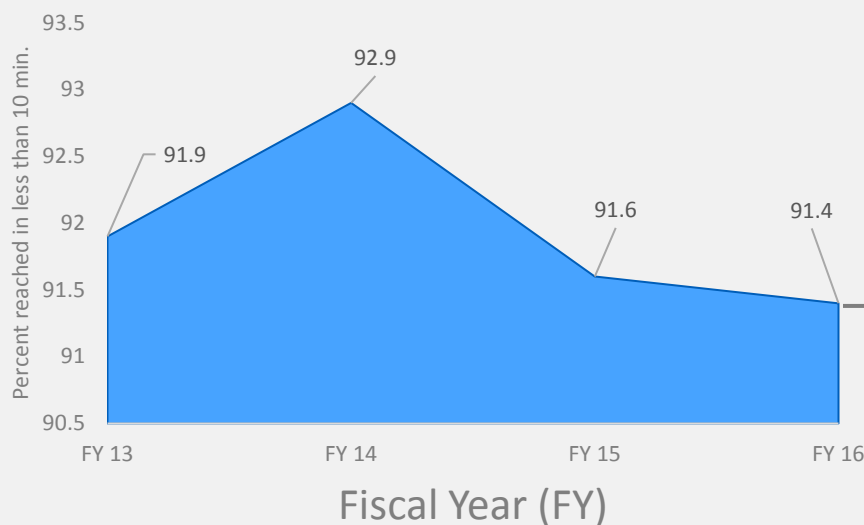
The Employee Wellness activity focuses on the physical and mental fitness of each employee providing annual medical and fitness assessments that allow employees to maintain awareness of their physical wellness. The program also provides support through the Peer Support Team for employees experiencing work-related stress and crisis such as post-traumatic stress disorder. In addition, the wellness activity includes services provided by a contracted psychologist that provides critical interventions for employees in crises and sentinel events.

Emergency Field Operations

Austin-Travis County EMS Field Operations are the front-line men and women of the organization dedicated to delivering the highest level of pre-hospital medical care to the citizens of Austin and Travis County. Our Department’s service area covers 1,043 square miles including the City of Austin and Travis County as well as parts of Hays and Williamson Counties. Emergency Response includes our Special Operations Rescue Teams who are trained in a variety of rescue specialties and tactical emergencies including; swift water, high angle, hazardous materials/WMD response, wilderness search and rescue, and confined space operations. The team responds to emergencies locally, regionally, and nationally as needed.

Key Outcome

Percent of potentially life-threatening calls responded to within 9 min. and 59 sec.
 (Life-threatening calls are priority 1 level per dispatch and response area is within the City of Austin)



Total Number of Units Dispatched in FY16

159,992

↑ 20.2% From FY 13

Activity Statistics

Number of patient transports	78,725
Number of incidents	131,825
Average minutes from call to delivery of cardiac patients at Emergency Room	37.51
Total unit hours for special events	7,988

Strategic Outcome Alignment

The Emergency Field Operations activity aligns with the Health and Safety strategic outcomes. The safety of the community is the cornerstone of the Emergency Field Operations activity and is evident in the response through emergency ground, specialized rescues and standby emergency medical services at special events. Once the safety of all involved is secured, this activity seamlessly transitions its focus on the health of the community through excellent and effective clinical care to ensure the best outcome possible for each patient served.

Significant Contracts

Stryker Goods and Services (Medical Equipment/Stretchers)	\$609,000
Medical Supplies	\$1,469,000
Zoll Medical Corporation (Medical Equipment and Services)	\$1,474,566
EZ-IO (Medical Equipment & Services)	\$200,000
Miller Uniform & Emblems, Inc.	\$300,000

Employees



497

Sworn Civil Service
Personnel

Budget

\$56,456,173

Future Budget Drivers

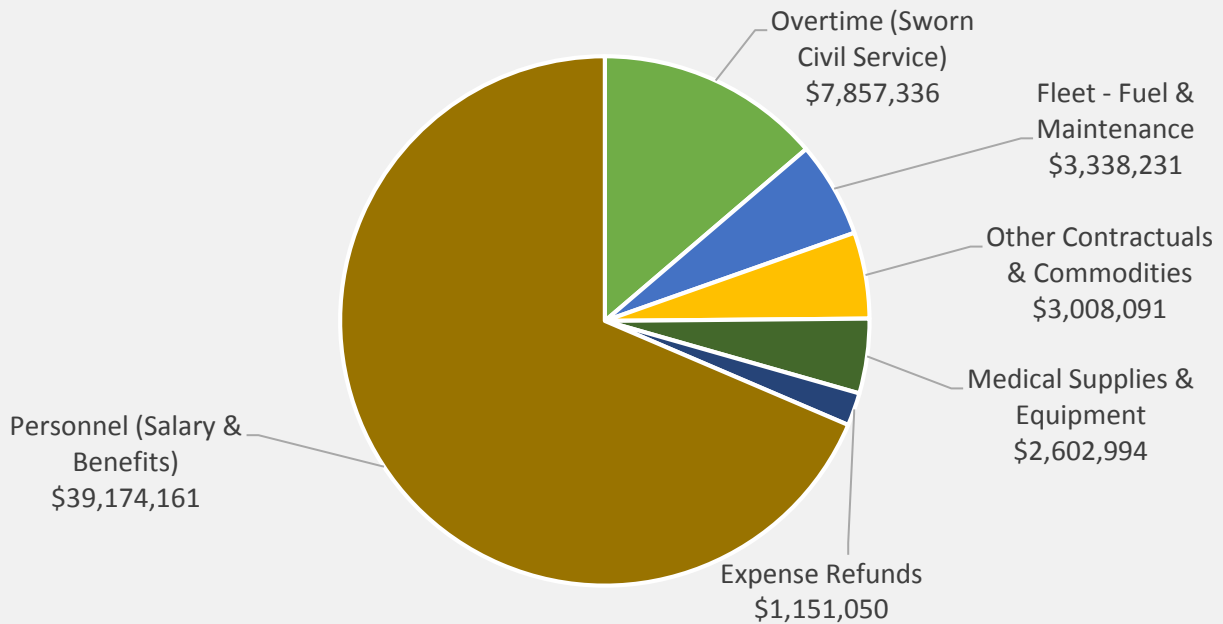


- Personnel costs
- Medical costs
- Fuel prices
- Number/type of events

Services

- ✓ Emergency Response in Austin/Travis County
- ✓ Specialized Standby Support Services (Special Events)
- ✓ Specialized Modalities: Bio-terror medical response; Hazardous materials medical support; Multi-casualty and incident management training; Response to ground, high angle, water and other specialized rescues; Bike medics; Rescue paramedics; Tactical paramedics (Special Weapons and Tactics Team and Travis County Sheriffs Office team support); Motorcycle medics; Circuit of the Americas track medics

Breakdown of Emergency Field Operations Budget



Benefits of Service

ATCEMS provides immediate medical care and response to individual health emergencies, accidents or disasters. We play an important role to ensure operational readiness and response capabilities to disasters that threaten the health and safety of the larger public. We provide equal access to service by providing a service that all residents are guaranteed access to emergency medical services. The public expects EMS to be available every hour of every day to all residents regardless of ability to pay. We also provide a "common good" that benefits the entire community without excluding or restricting access to the patient. We deliver the required medical skills and assessment to the patient side, anytime, anywhere and without restrictions.

Equipment



42 Stations	73 Ambulances (Frontline & Reserve)
9 Sprinters	1 Ambus
6 Motorcycles	10 Motorcycles
8 Rescue Boats (Frontline & Training)	7 Polaris & Gators

Policy Issue

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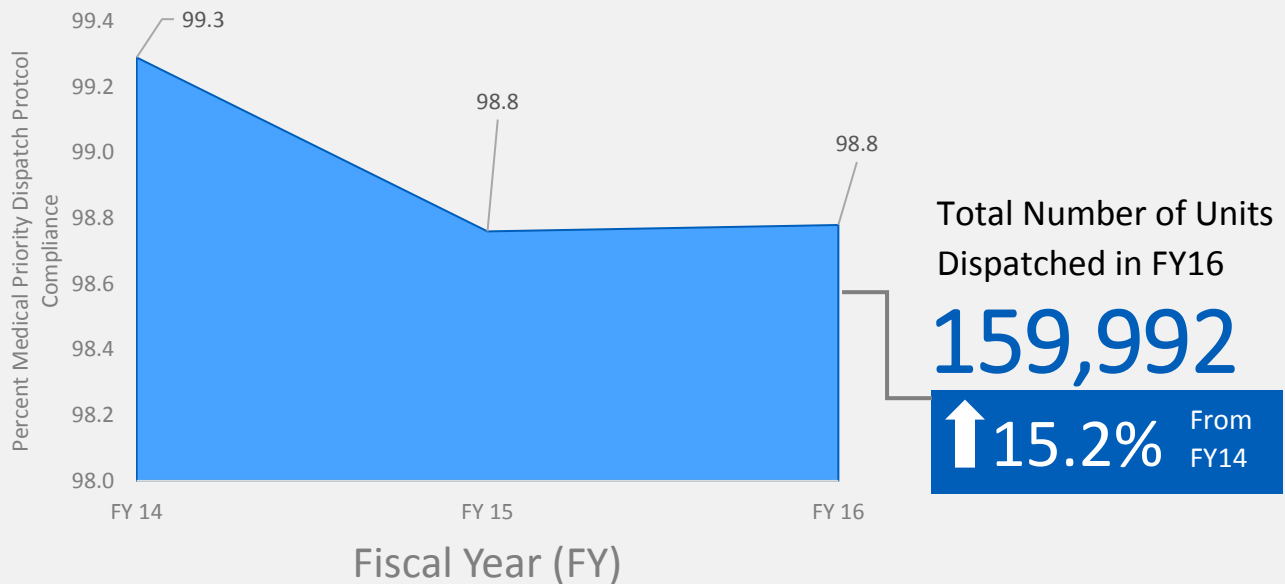
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Safety & Performance Management

The Safety and Performance Management activity oversees the daily performance of the department by thoroughly and objectively investigating any concern or inquiry about our clinical practice. The staff works with all areas of the department to continually improve knowledge, performance and safety.

Key Outcome

Medical priority Dispatch Protocol Compliance



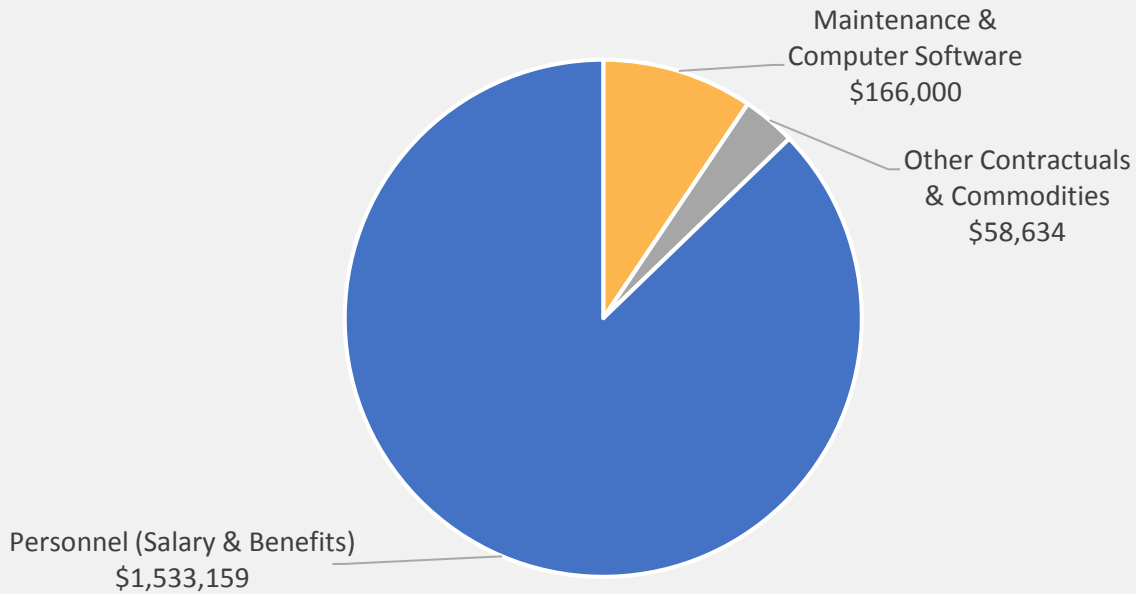
Activity Statistics

Number Of Employee Injuries	108
Number Of Lost-Time Employee Injury While On Duty	10
Percent Of Patients In Cardiac Arrest From Cardiac Causes Delivered To An Appropriate Medical Facility With A Return Of Circulation	30%

Strategic Outcome Alignment

The Safety & Performance Management activity aligns with the Safety strategic outcome. The clinical and operational reviews conducted in this activity assist in ensuring successful emergency response outcomes and continuous quality assurance and improvements of clinical services provided. In addition, as the safety arm of the department, this activity works to ensure compliance with laws and regulations on every level of government and the safety of the department staff and the community at large.

Breakdown of Safety & Performance Improvement Budget



Employees



5 Sworn Civil Service Personnel

7 Civilian Personnel

Budget

\$1,757,793

Future Budget Drivers



Personnel Costs



Contractual obligations

Equipment



2 Clinical Performance Improvement: Chevy Tahoe Response Capable Vehicles

1 Safety: Chevy Tahoe Response Capable Vehicles

Services

- ✓ Maintenance of data warehouse; Data architecture; Data analysis; Pre-arrival self-help instructions
- ✓ Reporting; Business process analysis
- ✓ Maintenance and development of data collection systems
- ✓ Medical Inquiry
- ✓ Clinical performance assessment; Collection of system/individual performance data
- ✓ Clinical operating guidelines development; Implementation and testing; Credentialing assessment
- ✓ Research and development; Improve clinical performance of system and individuals
- ✓ Accident investigations and safety training; safety specifications for EMS vehicles/stations; Safety Incentive Program

Significant Contracts

Zoll Data Systems - (Software Maintenance)
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\$115,345

In Our City

Safety and Performance Improvement provide valuable services to employees, citizens, and other stakeholders. In Fiscal Year 2015-2016, the Safety Team revised our driver safety program. In 2012, EMS saw an increase in preventable collisions. Since the overall Driver Safety Program was revised near the end of 2014, the trend has reversed and demonstrated a continual decrease in preventable collisions, despite an increase in mileage driven and call volume. The New Driver Training Program, revised in 2015, has led to a decrease in the preventable collisions involving employees with less than 2 years tenure. This program focuses on hands on practice on a closed course, and provides a direct benefit to our employees and citizens.

Our rate of injuries has remained relatively constant despite an increase in call volume. In addition, the number of injuries occurring while lifting or loading patients has decreased as well. This reduction can be attributed to the culture of safety that has been created in the department.

Our Data Team was recognized by the EMS Compass initiative for our performance measures dashboard, citing it as “a best practice for reporting EMS data” to stakeholders. EMS Compass is federally funded program that aims to standardize performance measures in the EMS industry.

Our Clinical Performance Improvement Team has strengthened relationships with our medics during Fiscal Year 2016. The result of these relationships has been an increase in open discussions that are clinically focused and an increase in the number of cases and questions sent to the team – indicating increased comfort with our performance improvement process.

Benefits of Service

The Performance Improvement data is responsible for collecting, analyzing, and reporting data. This information is used to make tactical and strategic planning for our clinical, operational, and administrative teams. Information is also reported to our citizens as well as other healthcare system stakeholders. Finally, this information is reported to city leadership for planning purposes.

Our Clinical Performance Improvement Team ensures that we are providing the best care possible for our citizens. This is accomplished through Patient Care Record (PCR) review; investigation of clinical errors or near misses; study of calls where exceptional care was provided, and acting as a clinical resource for our medics. Our goal is to feed this information back to the system in an effort to continuously improve our clinical practice and performance.

The Safety Team provides oversight for safe practices within our organization. Program goals include injury reduction in the workforce and education to increase awareness of safety best practices. These best practices also place focus on patient safety. The program goals are accomplished by system education that is derived from data collected by the team. The program also encourages reporting of safety concerns by staff, which in turn lead to actionable items to improve the safety of our employees and patients. The team is also focused on creating a culture of safety within the organization. Their efforts reduce injuries, which improves quality of life and employee longevity.

Policy Issue

As the safety arm of the department, this activity is regulated by several federal and state laws that we must remain knowledgeable of and ensure that the staff is properly trained and compliant in daily operations. These regulations include but are not limited to OSHA Act of 1970, Section 3, Texas Health & Safety Code 502, Hazard Communications Act and U.S. Code Chapter 15 Occupational Health and Safety.