



DRAFT as of 6/18/24

**Washington County EMS Alliance
Working Group Charter: RESOURCE MANAGEMENT**

Sponsor	Supporting Agency (meeting, agendas, minutes)	Proposed Start Date (month/year)	Proposed Duration
WC EMS Alliance Governing Board Rep:	Washington County EMS Rep:	July 1, 2024	Standing Work Group

<p>Mission & Problem Statement</p>	<p>Mission: Develop and propose recommendations to the WC EMSA Governing Board to optimize the allocation, utilization, and management of resources within the EMS system to enhance response efficiency, patient care quality, and operational sustainability utilizing all EMS system dispatch, first response, transport, and community health resources. The hallmarks of the proposed framework should include:</p> <ul style="list-style-type: none"> Clinically appropriate, consistent response to achieve effective operational and clinical outcomes Responsive, proactive, and adaptive in real-time Operationally effective during periods of overly high demand and major emergencies Consideration of Countywide incident demand and clinical performance trends, all available EMS assets in the County, and emerging changes to growth and development, demographics, the overarching health care system, and care equity. <p>Problem Statement: Washington County's 9-1-1 emergency response system is comprised of a single Public Safety Answering Point (PSAP), and private and public agencies providing out of hospital care to the community. This complex system includes 9-1-1 dispatch, fire first response, and a tiered ALS and BLS deployment of transport ambulances. This tests the individual components (i.e., PSAP, fire first response, EMS ambulance transport) ability to provide optimum out-of-hospital patient care, prioritize incidents, evaluate operational system performance, respond to periods of overly high demand in the system, and implement innovative solutions to growing demands of the EMS system. A structured approach to resource management and integration is necessary to developing a high performing system that is adaptable to current and future demands.</p>
<p>Goals & Objectives</p>	<p>Goal: Establish the work group. Objective(s):</p> <ul style="list-style-type: none"> Identify and onboard participants. Finalize a proposed charter for approval by the WC EMSA Governing Board. <p>Goal: Evaluate and recommend optimal use of all EMS system dispatch, first response, transport, and community health resources. Objective(s):</p> <ul style="list-style-type: none"> Identify all EMS system dispatch, first response, transport, and community health resources and their current use in the system. Evaluate if/how utilization could be optimized as clinically appropriate. Recommend optimal dispatch configurations/assignments. Enhance coordination among different EMS units <p>Goal: Evaluate and recommend how best to achieve system-wide incident prioritization and resource management compatibility, and the oversight to sustain both.</p>

	<p>Objective(s):</p> <ul style="list-style-type: none"> • Identify and evaluate all dispatch, fire, and EMS operational policies. Make recommendations for improvement where there are policies that conflict with, or are obstacles to, system-wide incident prioritization and resource management compatibility. • Identify and evaluate all applicable standing dispatch orders and response agreements. Make recommendations for improvement where there is conflict with, or are obstacles to, timely response, system-wide incident prioritization, and resource management capability. <p>Goal: Evaluate and recommend an optimal mechanism to enable shared access to track real-time availability of all EMS response resources/units by all EMS system agencies.</p> <p>Objective(s):</p> <ul style="list-style-type: none"> • Research and recommend real-time dashboards that display and track resources in the system. • Research industry best practices for resource tracking and management and make related recommendations for implementation to governing body. <p>Goal: Evaluate and recommend alternate EMS deployment and disposition models and related resource needs.</p> <p>Objective(s):</p> <ul style="list-style-type: none"> • ALS fly cars (??) • Treat and refer (??) • Alternate Destination (??) • MIH/CP (??) • Telehealth (??) • Nurse Navigation (??) <p>Goal: Evaluate and recommend how best to establish and sustain integration between rural and urban systems of care specific to care equity.</p> <p>Objective(s):</p> <ul style="list-style-type: none"> • ?? • ?? <p>Goal: Evaluate and recommend schemes to reduce law enforcement involvement for patients with acute behavioral health crises through alternate EMS response assets.</p> <p>Objective(s):</p> <ul style="list-style-type: none"> • Review current response plan to this patient population • Review/study/replicate EMS best practices, other successful programs – locally, nationally, internationally • Develop alt. response plan, policies, protocols, and training, through collaborative process with relevant stakeholders, e.g., behavioral health and law enforcement • ?? <p>**Objectives will be tested through a series of Plan, Do, Study, Act (PDSA) cycles, creating a framework for improvement. This approach helps to assure that system level changes made lead to improvement.</p>
Team Leadership	<p>WORK GROUP LEADER: XX</p> <p>Project Support: Loaned Staff Resources: XX</p>
Team Members	<p>A representative from:</p> <ul style="list-style-type: none"> • WC EMS Alliance Governing Board – XX • County EMS Office – XX • EMS Medical Direction – XX • Fire/EMS Operations – XX • WCCCA Operations – XX • Contracted EMS ambulance provider – XX • Public-at-large (citizen) – XX

	<ul style="list-style-type: none"> Ad-hoc members based on focus of work
Stakeholders (people, agencies, organizations)	Hospital systems, Public Health, Behavioral Health, law enforcement, NEMT, and the community at large.
Success Indicators	<p>Completion of PDSA cycles with corroborating data to suggest that implemented changes lead to improvement.</p> <p>Work group leader to establish on going goals that lead to enhance collaboration, interoperability, appropriate resource use. Data analytic reporting will be established.</p>
Feedback Plan	Work plans, status updates, and recommendations/proposals communicated or presented to WCEMSA Governing Board at their standing meetings.
Meeting Frequency	At least monthly initially, or more frequently as needed based on objectives/work plan timeline. Intermittently between meetings using electronic communications as needed to support work plan timelines. As workgroup becomes more established, frequency may be modified by consensus of the group.
Decision Making Process	<ul style="list-style-type: none"> Decisions will be made by consensus where possible. If consensus cannot be reached, a majority vote will decide. In cases of a tie, the chairperson will make the final decision to bring forward to the Governing Board. Subsequently, if specific to ASA plan, or related governing documents, the Governing Board makes recommendations/proposals to WCEMS Program.
How Decisions Are Communicated	Reported at WC EMS Alliance Governing Board meeting and in minutes thereof. Work group minutes.
Sunset Clause	To be determined in conjunction with the EMS Alliance Governing board.
Sustainability Plan	To be determined in conjunction with Governing Board with consideration for financial and operational sustainability.