Washington County EMS Alliance Working Group Charter: RESOURCE MANAGEMENT INTEGRATION

Sponsor	Supporting Agency (meeting, agendas, minutes)	Proposed Start Date (month/year)	Proposed Duration
WC EMS Alliance Governing Board	Loaned staff resources from ??	XX	Standing Work Group

Mission & Problem Statement	**Mission**: Develop and propose recommendations to the WCEMSA Governing Board for fully integrated and collaborative EMS system framework, infrastructure, resource tracking, deployment modeling and oversight that optimizes use of all EMS system first response, transport, and community health resources. The hallmarks of the proposed framework should include: • Timely, consistent response to achieve effective operational and clinical outcomes. • Responsive, proactive, and adaptive in real-time. • Operationally effective during surges 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. **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 presents challenges to the individual components (i.e., PSAP, fire first response, EMS ambulance transport) ability to provide optimum emergency patient care, prioritize incidents, evaluate system performance – both operational and clinical – and patient outcomes, respond to surges in the system, and implement innovative solutions to growing demands of the EMS system. A structured approach to resource management and integration is essential to developing a high performing system that is adaptable to current and future demands.
Goals & Objectives	**Goal**: Establish the work group. **Objective(s)**: • Identify and onboard participants. • Finalize a proposed charter for approval by the WCEMSA Governing Board. **Goal**: Evaluate and recommend optimal use of all EMS system first response, transport, and community health resources. **Objective(s)**: • Identify all EMS system 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. **Goal**: Evaluate and recommend how best to achieve system-wide incident prioritization and resource management compatibility, and the oversight to sustain both. **Objective(s)**: • Identify and evaluate all fire, EMS, and contracted transport providers' 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.

	• [EMS equipment standardization?] **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. **Objective(s)**: • 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. **Goal**: Evaluate and recommend alternate EMS deployment and disposition models and related resource needs. **Objective(s)**: • ALS fly cars?? • Treat and refer; alt. dest.; MIH/CP; telehealth; NN?? **Goal**: Evaluate and recommend how best to establish and sustain integration between rural and urban systems of care specific to care equity. **Objective(s)**: • ?? • ?? **Goal:** Evaluate and recommend schemes to reduce law enforcement involvement for patients with acute behavioral health crises through alternate EMS response assets. **Objective(s):** • Review current response plan to this patient population • Review/study/R&D EMS best practices, other successful programs – locally, nationally, internationally • Develop alt. response plan, policies, protocols, and training, through collaborative process with relevant stakeholders • ??
Team Leadership	WORK GROUP LEADER: XX Project Support: Loaned Staff Resources: XX
Team Members	A representative from: • WC EMS Alliance Governing Board - XX • County EMS Office - XX • Fire/EMS Operations - XX • WCCCA Operations - XX • Contracted EMS ambulance provider: XX • Public-at-large (citizen) – XX • Ad-hoc members based on focus of work
Stakeholders (people, agencies, organizations)	*Hospital ED Mangers, Public Health Office, community at large,*
Success Indicators	TBD *Work group leader work with Governing Board to establish on going goals that lead to enhance collaboration, interoperability, appropriate resource use. Data analytic reporting benchmarks will be established.*
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, and more frequently as needed based on objectives/work plan timeline. Intermittently between meetings using electronic communications as needed to support work plan timelines. As WG becomes more established, frequency may be modified by consensus of the group.
Decision Making Process	• Work Group recommendations/proposals to Governing Board for approval. • Subsequently, if specific to ASA plan, or related governing documents, the Governing Board makes recommendations/proposals to WCEMS Office.

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.