



Central Shenandoah
EMERGENCY MEDICAL SERVICES

COUNCIL

Regional EMS Plan

Central Shenandoah EMS Council, Inc.

Serving Emergency Services Providers in:

Augusta, Bath, Highland, Rockbridge, Rockingham,
Buena Vista, Harrisonburg, Lexington, Staunton and Waynesboro

Last reviewed: December 2016

VISION STATEMENT

To establish and maintain a comprehensive and effective regional EMS system for the central Shenandoah Valley that provides for the health and safety of its citizens and visitors.

MISSION

The Central Shenandoah EMS Council, Inc. is an integral part of Virginia's comprehensive EMS system. It serves to assess, identify, coordinate, plan and implement efficient and effective regional EMS delivery system in partnership with Virginia's Office of Emergency Medical Services and the EMS Advisory Board.

CORE STRATEGIES

1. Provide high quality EMS training throughout the region.
2. Develop meaningful regional partnerships.
3. Represent regional EMS agencies at the state level.
4. Provide planning, coordination and support for the regional EMS system.

EXPLANATION

These strategies and initiatives do not address the day-to-day working of the Central Shenandoah EMS Council and its staff. This plan is designed to help guide the regional council Board of Directors and staff in areas which need improvement or require new

CSEMS Council involvement over a multi-year period. A separate annual work program, designed each year, will address the items in this plan.

STRATEGIC INITIATIVES

1. Provide high quality EMS training throughout the region.

1. Establish and evaluate initial basic and advanced EMS certification training.

1.1.1 Provide and evaluate initial EMT and AEMT certification training in all geographic areas demonstrating a need.

- Identify geographical areas in need of initial certification courses.
- Schedule and provide initial certification courses.
- Evaluate impact by examining number of additional providers available to or affiliated with area agencies following conclusion of courses.
- Evaluate need for an additional accredited EMT program in the region.
- Counsel and support EMT accreditation applicants if the need for a program is identified.
- Evaluate need for an additional accredited Advanced EMT programs in the region.
- Counsel and support Advanced EMT accreditation applicants if the need for a program is identified.

1.1.2 Provide and evaluate initial Intermediate certification training.

- Schedule and provide initial certification courses.
- Evaluate impact by examining number of additional providers available to or affiliated with area agencies following conclusion of courses.
- Evaluate need for an additional accredited Intermediate programs in the region.
- Counsel and support Intermediate accreditation applicants if the need for an additional program is identified.

1.1.3 Develop a program to provide and evaluate initial Paramedic certification training.

-
- Seek out a partner organization to sponsor a paramedic program in the region.
- Develop, sign and implement an agreement with sponsor organization which will allow the CSEMS to offer paramedic education

1.2 Establish and evaluate initial basic and advanced EMS continuing education in all geographic areas demonstrating a need.

1.2.1 Identify geographical areas in need of continuing education.

1.2.2 Schedule and provide continuing education.

1.2.3 Schedule and provide auxiliary education programs (ACLS, PALS, PEARS, etc.).

1.2.3 Evaluate impact by examining attendance of conducted continuing education classes.

1.3 Foster high quality and well-informed EMS instructors in the region.

1.3.1 Maintain an active state-certified EMS Instructor network.

- Host scheduled meetings to facilitate exchange of instructor methodology and keep instructors abreast of current regional and state requirements/trends.
- Establish an annual instructor survey to assess the effectiveness of the instructor network meetings.
- Evaluate and implement changes to address areas of need identified in surveys.

1.3.2 Maintain an active local protocol instructor cadre.

- Identify and train qualified providers to be local protocol instructors.

- Host meetings as needed to facilitate exchange of instructor methodology and keep instructors abreast of current regional and state requirements/trends.
- Establish an annual local protocol instructor survey to assess the effectiveness of the instructor network meetings.
- Evaluate and implement changes to address areas of need identified in surveys.

2. Develop meaningful regional partnerships.

2.1 Foster relationships with traditional and non-traditional EMS system providers.

2.1.1 Improve working relationship with local hospitals.

- Identify all hospital administrators and chief ER nurses/administrators in the region and meet with them.
- Identify all hospital pharmacists in the region and maintain effective liaison.

2.1.2 Develop a working relationship with community organizations vital to public health in the Shenandoah Valley.

- Identify community service organizations that assist public health agencies and develop regional partnerships.
- Educate identified community service organizations on CSEMS and EMS.
- Identify areas where CSEMS can assist in organizational goals.
- Evaluate impact of CSEMS' impact towards enhancing community health.

2.2 Educate local government leaders on EMS (elected and non-elected).

- Actively participate with the Augusta County Officers Association, Rockbridge Emergency Response Group and the Rockingham Memorial Task Force.
- Local governing officials.

2.2.1 Establish, expand and enhance American Heart Association contracted Training sites.

2.2.1.2 Hospital-based training sites

- Contact and educate the administration on the needs, advantages and benefits of establishing or expanding a contracted training site.
- Provide instructor training in all disciplines (BLS, ACLS and PALS) to the staff of the training site.
- Facilitate administrative activities required to establish a training site.
- Host scheduled meetings to facilitate exchange of instructor methodology and keep instructors abreast of current regional and state requirements/trends.
- Conduct an annual site review to assess the quality of the training site.
- Evaluate and implement changes to address areas of need identified by the site review.

2.2.1.3 Non-hospital-based training sites

- Contact and educate the administration on the needs, advantages and benefits of establishing a contracted training site.
- Provide instructor training in the BLS discipline to the staff of the training site.
- Facilitate administrative activities required to establish a training site.
- Host scheduled meetings to facilitate exchange of instructor methodology and keep instructors abreast of current regional and state requirements/trends.
- Conduct an annual site review to assess the quality of the training site.
- Evaluate and implement changes to address areas of need identified by the site review.

2.2.2 Provide the community the skills to effectively assess and maintain life from the critical minutes immediately following an emergency until the arrival of emergency medical services personnel.

- Coordinate community-based educational programs.
- Establish contractual relationships with identified organizations or companies to provide certification and renewal courses.
- Annually evaluate and compare the number of students completing training programs.
- Adjust course offerings based on annual evaluations.

3. Represent regional EMS agencies at the state level.

3.1 Maintain regional representation on the EMS Advisory Board.

3.1.1 Determine a process for selection of nominees.

- Identify appropriate selection criteria.
- Adopt a nomination process for regional nominees.
- Submit candidates as requested.

3.2 Maintain regional representation on appropriate state EMS committees.

- Identify appropriate candidates for committees.
- Actively solicit individuals for committee membership.
- Encourage active participation at committee meetings.
- Request regular updates from committee members at board meetings.
- Regularly evaluate committee representation/attendance and make appropriate nominations/appointments as needed.

3.3. Maintain regular regional OMD representation on the Medical Direction Committee.

- Maintain attendance requirements in the Regional OMD contract.

3.4 Attend General Assembly hearings and proceedings as needed.

3.5 Attend state and national American Heart Association functions as required.

- Require attendance of the Community Training Center Coordinator at the bi-annual Emergency Cardiovascular Care Update conference and Exposition.

4. Provide planning, coordination and support for the regional EMS system.

4.1 Refine, evaluate and revise the Regional EMS Plan as necessary

4.1.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.2 Refine, evaluate and revise the Regional Trauma Plan as necessary

4.2.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.3 Refine, evaluate and revise the Regional EMS MCI Plan as necessary

4.3.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.4 Coordinate, evaluate and revise as required the Regional Performance Improvement Program (General)

4.4.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.5 Coordinate, evaluate and revise as required the Regional Performance

Improvement Program (Trauma)

4.5.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.6 Maintain and revise as required the CSEMS web page and social media accounts

4.6.1 Identify appropriate core strategies, strategic initiatives and Objectives to drive traffic to the site and ensure regional EMS providers are notified of all regional and state announcements as needed.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.7 Coordinate a biannual meeting of the Regional RSAF Grant Review Committee as required by our contract with the Virginia Office of EMS to review and grade RSAF Grant Applications

4.7.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.8 Coordinate an effective CISM Program for the region.

4.8.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.9 Coordinate an annual Regional Awards Program as required by our contract with the Virginia Department of Health.

4.9.1 Identify appropriate core strategies, strategic initiatives and objectives.

- Monitor progress
- Gain feedback
- Take corrective action
- Distribute to regional stakeholders

4.10 Provide Operational Medical Directors a mechanism to assess the minimum competencies of advanced life support providers.

4.10.1 As directed by the Medical Control Review Committee, establish a structure to evaluate individual provider competency and provide specific feedback to the Operational Medical Directors.

- Monitor progress
- Gain feedback
- Take corrective action as directed by the Medical Control Review Committee and the Operational Medical Directors.

4.11 Coordinate consolidated test sites as directed by the Virginia Office of Emergency Medical Services.

4.11.1 Administer consolidated test sites in accordance with the Consolidated Testing Test Site Policies.

- Monitor progress
- Gain feedback
- Take corrective action as directed by the Virginia Office of Emergency Medical Services.

4.11.2 Maintain an adequate number of qualified and accessible test site evaluators.

- Schedule and provide for initial and refresher evaluator training.
- Monitor evaluator performance.
- Provide feedback to evaluators regarding performance.
- Take corrective action as required and/or as directed by the Virginia Office of Emergency Medical Services.
- Evaluate adequacy and quantity of current evaluators.

- Take appropriate steps to address deficiencies.

4.12 Coordinate National Registry of EMTs Advanced Level (AL) Practical Exam sites as needed in the region.

4.11.1 Administer consolidated test sites in accordance with the National Registry of EMTs Policies.

- Monitor progress
- Gain feedback
- Take corrective action as directed by the National Registry of EMTs.

4.11.2 Maintain an adequate number of qualified and accessible test site evaluators.

- Schedule and provide for initial and refresher evaluator training.
- Monitor evaluator performance.
- Provide feedback to evaluators regarding performance.
- Take corrective action as required and/or as directed by the National Registry of EMTs.
- Evaluate adequacy and quantity of current evaluators.
- Take appropriate steps to address deficiencies.