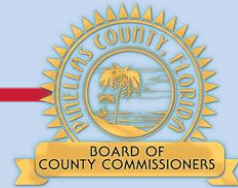


Doing Things!

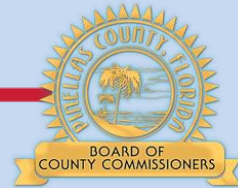
**EMS System
Clinical Update
May 8, 2018**





State of the System

- Operational/Call Volume
 - 781,499 Calls to 9-1-1; 231,000 EMS Responses; 184,000 Patient Transports (FY16-17)
- New System Components
 - BLS Ambulance Program
- Stroke Triage
 - EMS is leading a community partnership to address stroke triage
 - American Heart/American Stroke
 - Local Hospitals
 - National Experts
- Clinical Protocol Updates
 - Critical Care, Hazmat, Tactical, Technical Rescue Teams
- Emergency Medical Dispatch
 - Focusing on Dispatch Life Support and CPR Instructions



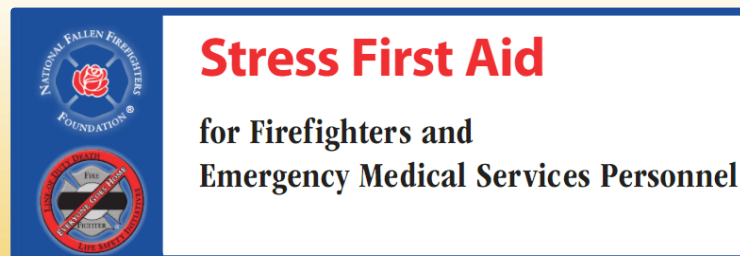
Clinical Education

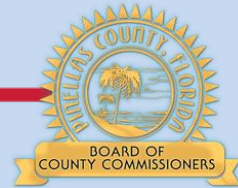
- CME Program
 - Consistently delivering content
 - Partnering with community experts
 - Maintaining competency of responders

- Examples:
 - Pediatric Education
 - NAEMT Emergency Pediatric Care (EPC) class this fall—more comprehensive and advanced training than ever before—Twice state requirement!
 - Partnering with All Children’s
 - EMS Week Symposium
 - May 14th through 18th
 - Multiple physician led didactic and practical educational opportunities

Provider Wellness

- National Fallen Firefighter “Stress First Aid” Model
 - Changing a culture
 - Developing a common vocabulary
 - Building competency at individual and company levels to care for ourselves and our fellow responders
 - Ensuring resources are available to our responders when needed



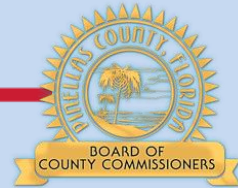


Quality Management Advances

- FirstPass System
 - 30K charts per month reviewed by system
 - Human eyes on 5K (15-20%) that flag for further review
 - Rapidly driving performance and allowing improvement cycles

- Patient Satisfaction Surveys
 - % Overall Patient Satisfaction (% Very Satisfied and Satisfied): 99.80
 - % Overall Patient Engagement (% Top Box or Very Satisfied): 56.35 → This is a clear opportunity to better demonstrate our value to the community

- Hospital Data Exchange Project
 - Early still but up and running with HCA facilities
 - Anticipating others systems to join when IT challenges solved
 - Must be able to know if our care was appropriate and successful

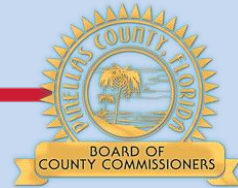


Ongoing Clinical Challenges

- Opioids
 - Clinical Protocol Changes
 - Law Enforcement Officer Naloxone Program
 - Over 200 LEOs have received in-person training and over 600 more have received online training
 - As of last week LEOs have given Naloxone to 9 patients so far this year

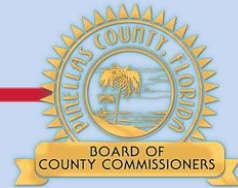
- Pharmaceutical Shortages
 - Ongoing issue exacerbated by hurricanes
 - County and Sunstar staff doing an excellent job mitigating
 - Discussion on root cause solutions at Federal level

- Multiple Complex Special Events
 - 500+ Special Events –Sporting Events, Concerts, Festivals, Marathons, etc.



Quality Management Goals

- Ongoing Goals and Opportunities
 - **Demonstrate our value to the community**
 - Leverage our system's unique strengths to drive the science of prehospital medicine forward
 - Work to better understand and respond to changing demands on our system
 - Specific issues such as Opioids
 - Call Volume/Call Type/Demographic Shifts
 - Healthcare community interface/Changing Delivery models
 - Additional system level resources will allow:
 - Improved data systems and **data analysis** to support decision making
 - Improved focus on human factors (patient and responder safety)
 - More performance improvement projects with shortened cycle time
 - More nimble response to changes



Summary

- Achievements:
 - Our EMS system is doing many amazing things every single day
 - Our EMTs and Paramedics are performing at a very high level
 - Partnerships among agencies and with the community have never been better

- Opportunities—Focus on Patient Safety and Provider Wellness
 - Building out the team--additional system level staff would facilitate implementation of more rapid and data driven quality improvement cycles
 - Investing in the Infrastructure--additional classroom, lab, and simulation space would leverage the excellent advances we have made in our education and training program