

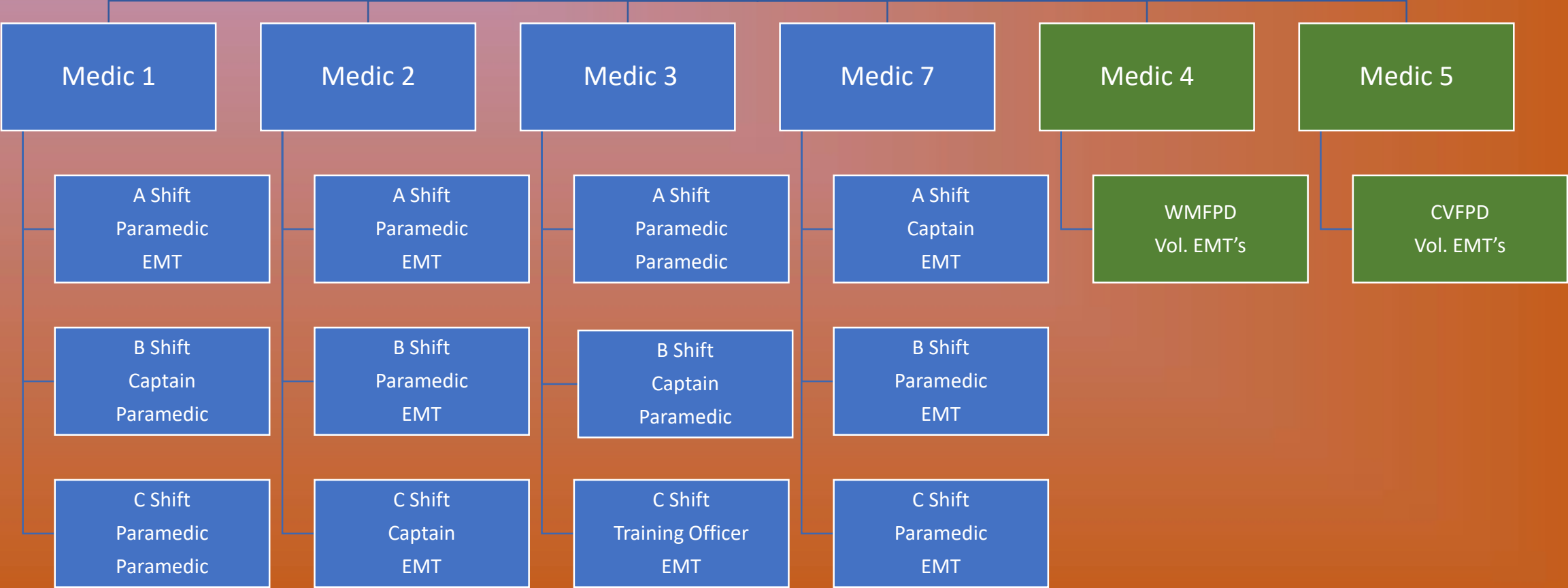
MONO COUNTY  
EMERGENCY MEDICAL SERVICES

# Statistics

- Four career ALS Ambulances – 16 paramedics, 8 EMT's
- Two volunteer BLS Ambulances (MOU) – White Mtn. & Chalfant Valley
- 2017 Incidents – 2,305 responses (7% increase)
  - Medic 3 – 53%
  - Medic 2 – 20%
  - Medic 7 – 13%
  - Medic 1 – 11%
  - Medic 4 – 2%
  - Medic 5 – 1%

EMS Chief

Billing & Collections Specialist



# EMS Services Provided

- Emergency response, access, treatment
- EMS Transport: Advanced Life Support (ALS), Basic Life Support (BLS)
- Inter-facility transport
- Critical care transport
- Internal billing
- CPR instruction
- EMT training – initial and continuing education

# FY 2017-18 Goals

- Evaluate EMS in the Tri-Valley
- AED Placement in County Buildings – Phase I
- Recruitment of EMS Chief
- Dedicated Fiscal Specialist for Ambulance Billing

# FY 2018-19 Goals

- Implement EMS program in the Tri-Valley
- AED placement in County Buildings – Phase II
- Implement seasonal Public Education/Information Program
- Provide EMS training to Fire Districts with an emphasis on remote or underserved districts
- Produce an EMS Standard of Cover document

# OUR MISSION

The mission of Mono County Emergency Medical Services is to provide quality services to the County which preserve life, reduce suffering, improve health and promote the safety of citizens and visitors who live, work and play in our County.

The mission is accomplished through a systems approach focused on providing high quality patient care services; organizational sustainment; public awareness and education; proactive safety interventions; and all-hazard readiness.

# Achieving Our Mission

## PRINCIPLE 1 – HIGH QUALITY PATIENT CARE SERVICES

- Timely response to emergencies
- Patient conditions are stabilized or improved
- EMS response is integrated with the health care system
- Focus on core service responsibilities
- Having appropriate resources to deliver services
- Effective quality improvement feedback



# Achieving Our Mission

## PRINCIPLE 2 – ORGANIZATIONAL SUSTAINMENT

- Qualified workforce large enough to meet the demands for service
- Staffing levels sufficient for timely response to emergencies
- Well trained workforce
- Well compensated members dedicated to serving the community (volunteer & career)

# Achieving Our Mission

## PRINCIPLE 3 – PUBLIC AWARENESS AND EDUCATION

- Proactively inform residents of goals, programs, services and issues.
- Community members engaged through CPR, first aid and wellness programs
- High risk populations educated and assisted
- Citizens are well aware of the volunteers providing EMS services as well as opportunities to participate
- County staff members trained in CPR and AED response

# Achieving Our Mission

## PRINCIPLE 4 – PROACTIVE SAFETY INTERVENTIONS

- Medical and rescue services provided in special situations
- Planned response to emergencies at special events
- Persons with medical needs identified and served in the event of a disaster event
- Members take responsibility for prevention

# Achieving Our Mission

## PRINCIPLE 5 – ALL-HAZARDS READINESS

- Timely response in all types of weather and threats
- Facilities designed for effective operations
- Department maintains capability to deal with low frequency-high risk situations
- Department is a key participant in the County's All-Hazard Incident Management Team

# Measuring Success

- Critical Care – Quality Improvement
- Safety
- Customer Satisfaction
- Recruitment and Retention
- Response Time Performance
- Revenue Collection

Questions?