

Regional Council Quarterly Reporting

As based on the Scope of Services contract between each Regional EMS Council in the Commonwealth of Virginia, and the Virginia Department of Health, Office of Emergency Medical Services, each Regional EMS Council is required to submit a Program Report, reflecting progress on the annual work plan.

For the remaining quarterly reports for the 2013 Contract Year, the following format will be followed, regardless of the method of reporting (Lotus Notes, e-mail, hard copy):

NOTE: First Quarter Responses are in Black

The following items will be reported upon, in the following order:

A. Regional Infrastructure

1. Regional EMS Council Office Hours

The council's main office, located at 1944 Peters Creek Road NW, Roanoke VA is open Monday through Friday, 8:30 AM until 5:00 PM.

Field offices are located in Radford and Martinsville, and are generally open and staffed three days per week and at other times by appointment. Please see www.wvems.org for additional information.

2. Continuity of Operations Plan (COOP)

WVEMS has a Continuity of Operations Plan. It will be updated in the second quarter. The most recent update (a major re-write) was submitted to OEMS in the second quarter of last year. No comments were received.

3. Employee Qualifications and Performance

- a. Position Title
- b. Responsibilities/Duties
- c. Number of hours per week worked
- d. Percentage of work time allocated to contractual duties
- e. Line of Supervision
- f. Education/Training Requirements
- g. Work Experience/Qualifications

Copies of current position descriptions with the required information have been posted to Lotus Notes.

4. Notification of position vacancy.

There have been no vacancies to date in FY 13.

5. Organizational Information

- a. Agency wide organizational chart, including all employees/staff.
- b. Names of all the members of the Board of Directors
- c. List of Board Members paid through contract funds.
- d. Disclosure of board members, employees and/or staff relationships with service or entity regulated by OEMS

All posted to Lotus Notes.

6. Documentation and Reporting

a. Inclusion of appropriate parties in mailings

Appropriate OEMS program managers and others are included in mass mailings where appropriate.

b. Annual financial report by 12/31

Audit field work complete. Will be presented to BOD at its December meeting.

c. Program reports

Quarterly reports are filed in the first month of the subsequent quarter as required. Posted to Lotus Notes.

d. Final annual report

Work on the FY12 Annual Report has begun. To be presented to BOD at its December meeting.

e. Meeting minutes

Posted to Lotus Notes.

f. Roster of all subcommittee members

-Agendas, rosters, minutes for all subcommittee meetings

Posted to Lotus Notes.

g. Regional policies, bylaws, procedures and protocols

Any policies, protocols, procedures etc. that have changed will be posted to Lotus Notes. No changes in the first quarter.

h. Three copies of educational materials purchased with state funds

None in the first quarter.

i. Financial statements of revenue and expenditures

Included in the board minutes and posted to Lotus Notes.

7. Fees

Course fees are charged to offset costs and clearly posted in course announcements. Other fees for services are charged for various programs such as ID badge production, new drug box registration, etc.

8. State Committee Responsibilities

a. Directors Committee

The Executive Director attended the RDG meeting held in Richmond on August 9, 2012.

b. Advisory Board

The Executive Director attended the EMS Advisory Board meeting held in Richmond on August 10, 2012.

c. Assigned committees

The Executive Director attended the Legislation and Planning Committee meeting held in Richmond on August 10, 2012. He serves as Vice-chair of that committee. Other WVEMS staff attended various education and medical direction meetings.

B. Regional Medical Direction

1. Regional Medical Director

a. Scope of Services

Defined in the RMD contract.

b. Signed contract

Posted to Lotus Notes.

B. Regional Medical Direction (Cont.)

2. Regional Medical Protocols

a. Revision of BLS and ALS medical protocols, post to website, proof of approval by Board. Current protocols posted to WVEMS website and reaffirmed by WVEMS BOD in June 2012.

b. Revision of titles of protocols based on VPHIB version 3 data dictionary incorporated in revised protocols to be implemented on January 1, 2013. Posted to Lotus Notes.

c. Electronic copies of protocol revisions to OEMS
January 1, 2013 protocol revisions posted to Lotus Notes.

d. Proof of notification of protocol posting to regional stakeholders
Revised protocols will be distributed to all stakeholders via web download in PDF format, hard copy availability, smart phone and tablet apps.

e. Proof of distribution of Protocols to stakeholders and OEMS
Revised protocols will be distributed to all stakeholders via web download in PDF format, hard copy availability, smart phone and tablet apps.

3. Regional EMS Supplies Restocking Program

a. Update and revise medication and supplies restocking plan.
A revised restocking agreement was implemented with all agencies and hospitals in FY12. Posted to Lotus Notes in an earlier quarter.

b. Provide OEMS with copy of plan, and supporting documentation of approval by Board.
Adopted by WVEMS BOD at its regular meeting on March 8, 2012. Posted to Lotus Notes with third FY12 quarter.

4. Regional Medication Kit Exchange Program

a. Review, revise and coordinate exchange program for hospitals and agencies.
A revised restocking agreement (which includes medication kit exchange) was implemented with all agencies and hospitals in FY12. Posted to Lotus Notes in an earlier quarter.

b. Provide OEMS with copy of plan, and supporting documentation of approval by Board
Adopted by WVEMS BOD at its regular meeting on March 8, 2012. Posted to Lotus Notes with third FY12 quarter.

C. Regional Planning

1. Regional EMS Plan

- a. Review and revise the Regional Strategic EMS Plan.
 1. Review of council mandates (Code of Virginia)
 2. SWOT Analysis
 3. Planning Committee work to vision for region.
 4. Mission Statement
 5. Core strategies, with strategic initiatives
 6. If no changes, proof of review and approval of existing plan by Board.

- b. Provide OEMS with copy of plan
- c. Proof of notification of plan posting to web to regional stakeholders.
- d. Proof of distribution of plan to stakeholders and OEMS.

To be addressed in future report. Board to begin consideration of updates at its December 2012 meeting.

2. Stroke Triage Plan (STP)

- a. Maintenance of Stroke Triage Committee
 - 1. Quarterly submission of rosters, agendas and minutes of meetings
- b. Review of Regional Stroke Triage Plan (revision if necessary)
- c. Submission of STP to OEMS
- d. Proof of notification of plan posting to web to regional stakeholders, and copies to stakeholders as requested.

Stroke Plan is posted on WVEMS website and notice is given to all stakeholders via website and list-serv postings. Hard copies are provided upon request. Decision scheme is included in protocols.

3. Regional MCI/Medical Surge Plan

- a. Attendance (host/attend meeting) – collects and shares information.
- b. Copies of agendas, attendance records, minutes and other documentation as proof of participation and accomplishments.
- c. Provide OEMS with copy of plan, and supporting documentation of approval by Board.
- d. Proof of notification of plan posting to web to regional stakeholders.
- e. provide evidence of development and execution of an exercise every two years that test at least one aspect of the plan
- f. Proof of distribution of plan to stakeholders and OEMS.

WVEMS has taken the lead in developing a regional MCI plan. The MCI work group has met several times. The most recent draft has been posted to Lotus Notes. The work group will meet again in late October.

4. Hospital Diversion Plan

- a. Review/revise hospital diversion plan
- b. Provide OEMS with copy of plan, and supporting documentation of approval by Board.
- c. Notification of plan posting to web to regional stakeholders by 6/1.
- d. Proof of notification of plan posting to web to regional stakeholders.
- e. Proof of distribution of plan to stakeholders and OEMS.

Most recent plan posted to Lotus Notes as adopted by BOD on June 21, 2012. Revisions will be prepared and adopted by the Near Southwest Preparedness Alliance (HPP planning group) in FY 13. Most recently, the Diversion Plan was put into action as Roanoke area hospital EDs reacted to a surge of patients presenting as a result of the fungal meningitis outbreak.

5. Pandemic and Continuity of Operations Planning

- a. Evidence of assistance to EMS Agencies in developing plan of action for H1N1, reporting of unmet needs, planning activities, incidents and responses (if applicable). Evidence of assistance to EMS agencies in developing plan/procedure for continuation of operations in the event of reduction or cessation of activities by that EMS agency.

Assistance in pandemic planning and any other area is offered to agencies as requested. Most recently, WVEMS and NSPA, along with VDH have participated in the Fungal Meningitis outbreak, implementing emergency diversion policies and other assistance to hospitals and EMS agencies.

D. Regional Coordination

1. Regional Information and Referral

- a. Evidence of assistance regarding EMS issues to stakeholders.

Assistance is offered on a continual basis.

b. Maintaining website, posting of documents as required in the contract.

The WVEMS website is updated frequently. List-serv posting are made on a periodic basis. OEMS is copied. Web statistics are posted below.

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2012	1,763	3,627	29,376	114,222	1.48 GB
Feb 2012	1,631	3,395	32,229	112,174	1.45 GB
Mar 2012	1,728	3,504	29,090	104,744	1.59 GB
Apr 2012	1,714	3,399	45,961	117,224	3.80 GB
May 2012	1,948	4,009	45,973	130,991	2.35 GB
Jun 2012	1,685	3,646	36,823	101,170	1.42 GB
Jul 2012	1,449	3,422	34,349	88,148	1.38 GB
Aug 2012	1,530	3,935	29,263	90,986	1.55 GB
Sep 2012	1,536	3,384	79,216	128,178	2.07 GB
Oct 2012	641	1,150	17,933	38,613	921.87 MB
Nov 2012	0	0	0	0	0
Dec 2012	0	0	0	0	0
Total	15,625	33,471	380,213	1,026,450	17.99 GB

2. Regional PI Program

a. Develop/Revise/Maintain Regional PI Plan (PIP).

PIP Includes:

1. PI Program outline development
2. Schedule and Topics
3. Method of reporting significant events, including action plan, and resolution plan.
4. PIP includes regional PI committee membership, objectives and rules of committee meetings.

PI plan was reviewed and reaffirmed by the WVEMS board or directors at its September 12 meeting. Posted to Lotus Notes.

b. Coordination of PI program

1. Development of regional PI template, including:

- a. Schedule and Topics
- b. Method of submitting quarterly PI project results to committee.
- c. Method of reporting significant events to regional PI committee.

c. Evidence of provision of technical assistance to agencies to comply with State regs related to reporting. Encourage all agencies to submit data for regional PI initiatives, and to meet requirements.

d. Conduct quarterly regional PI specific meetings, as defined in regional PI plans.

1. Committee should review findings of agency PI programs, and address significant events.
2. Develop action plans to improve identified issues (e.g. training specific to issue).
3. Develop a method of evaluating an action plan.
4. Demonstrate resolution of identified issues.

e. Submission of PI items for FY 07:

1. Agenda, rosters of attendees, and minutes for all quarterly PI meetings.
2. Copy of the PIP
3. Copy of the template PIP plan provided to EMS Agencies in the region.
4. Evidence of EMS Agency involvement in the PIP.
 - a. If agenda and minutes of meetings don't reflect ID of PI issues, then evidence of plans to correct the issues and resolution shall be submitted.

All addressed in Regional PI Plan. Research projects are ongoing. Assistance to agencies regarding PI issues and reporting is offered upon request. Agenda and minutes of September 2012 PI Committee meeting posted to Lotus Notes.

3. Regional Trauma Program

- a. Creation of regional trauma committee

- b. Trauma Triage Plan (TTP)
 1. Triennial review of TTP
 2. Submission of TTP to OEMS
 3. Proof of notification of plan posting to web to regional stakeholders.

- c. Trauma Performance Improvement Program
 1. Develop/revise/maintain region wide TPI Plan (TPIP) for trauma related responses. Plan to include the following:
 2. Outline of organized TPI program to examine triage and care of trauma patients, including:
 - a. Monitoring/assessing adherence to patient care protocols
 - b. Monitoring/assessing compliance with trauma triage plans.
 - b. Monitoring/assessing system issues
 - c. Identifying educational needs
 - d. Identifying methods of resolving issues
 - e. Report how identified issues were resolved or improved.
 3. Schedule and topics for quarterly region wide PI project to be conducted by contractor and individual EMS agencies
 4. PI based method of reporting trauma related significant events. Includes method of reporting to TPI committee, method of developing an action plan, and a method of resolving the event.
 5. TPIP to include the regional TPI committee membership, objectives of the committee and rules for participation in meetings. Committee composition should include representation from OMD's, designated trauma centers, non-designated hospitals and a diverse representation of EMS agencies in the region.
 6. Develop and distribute a TPI template for agencies to use to establish or maintain their own PI programs for trauma responses with OEMS approval for template. Template includes:
 - a. Schedule and topic for TPI project each quarter
 - b. Method to submit quarterly results to regional TPI committee
 - c. Method of reporting significant events to TPI committee
 - b. Provide technical assistance to agencies to comply with State regs related to QI reporting. Encourage all agencies to submit data for regional PI initiatives, and to meet requirements.
 - c. Conduct quarterly TPI specific meetings, as defined in TPI
 7. Regional TPI committee should review the findings of individual agency trauma related PI programs, as well as address any significant events that have occurred.
 8. Develop action plans to improve identified issues
 9. Develop method of evaluating action plan

10. Demonstrate resolution of identified issues.

TPI plan was reviewed and reaffirmed by the WVEMS board or directors at its September 12 meeting. Posted to Lotus Notes. Trauma-related research topics ongoing. Most recently (in October), trauma triage data provided by OEMS will be reviewed and will become the focus of a TPI project in FY 2013.

d. Submission of TPI related items:

1. Agenda, rosters of attendees, and minutes for all quarterly TPI meetings.
2. Copy of the TPIP
3. Copy of the template TPIP plan provided to EMS Agencies in the region.
4. Evidence of EMS Agency involvement in the TPIP.

a. If agenda and minutes of meetings don't reflect ID of TPI issues, then evidence of plans to correct the issues and resolution shall be submitted.

e. Regional PI/TPI may be addressed by the separate or combined committees.

Agenda and minutes of September 2012 PI Committee meeting posted to Lotus Notes.

D. Regional Coordination (Cont.)

f. dissemination of TPI reports developed and/or produced by OEMS/TSO&MC

In October 2013, OEMS provided valuable TT data to each region. This information has been distributed to the TPI committee, and will be presented to the BOD in December. It has identified deficiencies that will be addressed by the TPI committee in FY 2013.

4. RSAF Program

- a. Promote grant writing and review assistance services to agencies one month prior to submission deadline with electronic/hard copy notifications. Assist agencies to review and write RSAF grant applications upon request, and request assistance from grants administrator when appropriate.
- b. Promote services to assist agencies to submit grants electronically.
- c. Conduct regional reviews and grading of grants as per regulations and policies governing the RSAF program.
 1. Conduct two review and grading sessions during the contract period, and submit grades
 2. Notify submitting agencies of review meeting time and agenda
 - a. Meeting is open to public
 - b. Minutes recorded and kept on file for 5 years.
 3. Ensure that each application is reviewed consistently by grant review committee and assigned grade, using OEMS criteria.
 4. Rank no less than top 3 applications in order of priority for each regional council area, and submit by e-mail to grants administrator.

Assistance was provided to approximately 10 applicants for RSAF funding in the current cycle. A review meeting to score and grade all applications was held on October 13. All applicants were invited to the review meeting, and all participated. Amanda Davis from OEMS, and Billy Altman from FARC attended. Grades and comments will be transmitted to OEMS.

5. CISM Program

- a. Maintain an OEMS accredited regional CISM team as per policy manual guidelines.
- b. Quarterly statistical report submission
- c. Updated CISM team operating policy to OEMS, using OEMS approved template.
- d. CISM Team Meeting minutes submitted to OEMS.

CISM team remains active.

CISM policies posted to Lotus Notes.

CISM team meeting agenda and minutes posted to Lotus Notes.

Quarterly report filed with OEMS.

6. Regional EMS Awards Program

- a. Conduct Regional EMS Awards Program
 1. Title is (RC name) EMS Awards Program.
 2. Regional Awards Program has same 11 categories and criteria as Governor's Awards, including scholarship.
 3. Use of OEMS nomination form.
 4. Schedule and publicize the awards program.
 5. Award to each first place winner.
- b. Assure that regional nominations are judged and forward first place winners information to OEMS by 8/2.
 1. Appoint a committee to select regional winners.
 2. Provide information to Advisory Board Selection Committee.
 3. Submit news release to local media and OEMS within one week of ceremony, using format provided by OEMS.

Planning for 2013 Regional EMS Awards is underway.

D. Regional Coordination (Cont.)

7. Regional EMS Instructor Network

- a. Conduct a minimum of two meetings to discuss educational performance improvement, issues surrounding educational aspect of training, instructor administrative requirements, and CTS concerns.
- b. Notify all EMT instructors, ALS Coordinators, OEMS DED Staff, OEMS Program Reps, and Emergency Operations Instructors of the meetings. Meeting notice distribution 20 days prior with agenda.
- c. Meeting should be set up for face to face networking, but shall be conducted in a format allowing for feedback.
- d. Agenda, roster and minutes to OEMS

Instructor Network meetings will be held in a future quarter.

E. BLS-CTS Administration

1. Establish at least one OEMS approved CTS facility within it's service delivery area.
2. CTS schedule for FY 11.
3. Publish CTS schedule on web.
4. Provide CTS schedule to EMT-Instructors.
5. Register testing candidates.
6. Ensure CTS Evaluator compliance with P&P Manual
7. Maintain list of current approved CTS Evaluators, and submit to OEMS
8. Fee for initial testing.
9. Fee for retest.
10. No fees for written examination
11. Adherence to guidelines of CTS P&P Manual

The CTS program operated throughout the quarter. Major changes to the statewide web-based CTS registration system were rolled out to accommodate changes made by OEMS. Access to CTS registration system reporting was granted to OEMS examiners. Points above were accomplished or adhered to.

F. Regional Category One CE Program

1. Promote ALS and BLS CE that satisfies Category 1 requirements in each planning district.

2. Submit the website address of the CE program schedule within region.

All EMS CE opportunities offered by WVEMS during the quarter were posted on the WVEMS training calendar. Other opportunities were posted upon request of various EMS agencies, schools and hospitals.

Statewide IT Support

WVEMS coordinated the provision of IT support, including the hosting of all council websites, the CTS registration system, the vaems.jobs site, etc. through its contracts with Corallogic Corporation and various other support personnel and developers.