



# Annual Report

July 1, 2012 - June 30, 2013

**Western Virginia  
Emergency Medical Services Council, Inc.**

and

**Near Southwest Preparedness Alliance**



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### Staff Directory (as of 11-1-2013)

- ◆ Executive Director: Robert H. Logan, Ph.D. (logan@vaems.org)
- ◆ Education Program Director: Cathy Cockrell, CICP, CCEMT-P, NREMT-P (ccockrell@vaems.org)
- ◆ Business Manager: Mary H. Christian (mchristian@vaems.org)
- ◆ Administrative Assistant: Sandra D. Short - (sshort@vaems.org)
- ◆ Senior Field Coordinator: Charles W. Berger, NREMT-P (cberger@vaems.org)
- ◆ Field Coordinator: Michael L. Garnett, NREMT-P (mgarnett@vaems.org)
- ◆ Field Coordinator: William E. (Gene) Dalton (gdalton@vaems.org)
- ◆ NSPA Executive Director: John T. Clark, MHA (jtclark@vaems.org)
- ◆ NSPA Assistant Director: Keith Dowler (kdowler@vaems.org)
- ◆ NSPA Materials Manager: Phillip Belcher (pbelcher@vaems.org)
- ◆ Medical Reserve Corps Coordinator: Tanya Ferraro (tferraro@vaems.org)
- ◆ Regional Medical Director: Charles J. Lane, MD, FACEP (clane@vaems.org)

### Office Information

- Main office: 1944 Peters Creek Road, Roanoke VA 24017
- New River Valley office: 6580 Valley Center Drive, Radford VA 24141  
(located in the New River Competitiveness Center)
- Piedmont Office: 1024 DuPont Road, Martinsville VA 24115  
(located in the Henry County Public Safety Training Center)

Additional Contact information is found on page 12, and on our website: [www.wvems.org](http://www.wvems.org)

## Mission

The mission of the Western Virginia EMS Council is to facilitate regional cooperation, planning and implementation of an integrated emergency medical services delivery system.

## Regional EMS Councils in the Code of Virginia § 32.1-111.11

### Regional emergency medical services councils

The Board [of Health] shall designate regional emergency medical services councils which shall be authorized to receive and disburse public funds. Each council shall be charged with the development and implementation of an efficient and effective regional emergency medical services delivery system.

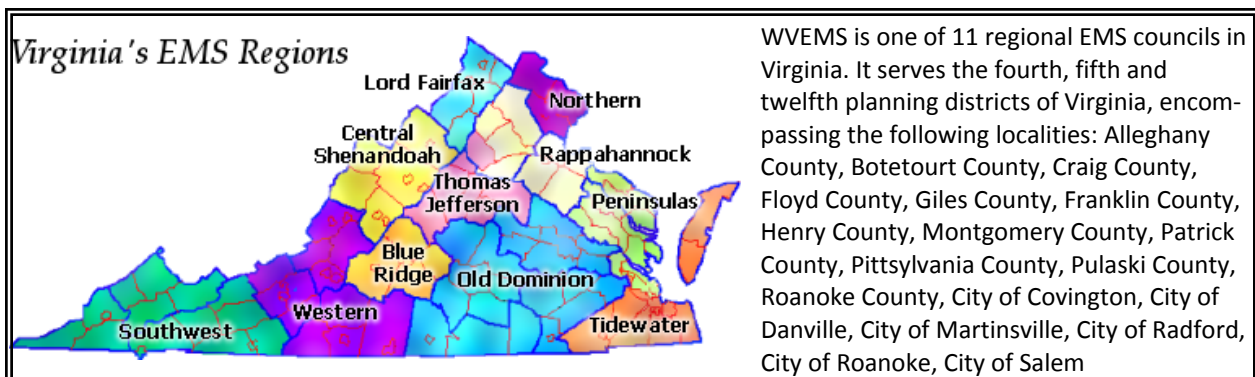
The Board shall review those agencies that were the designated regional emergency medical services councils. The Board shall, in accordance with the standards established in its regulations, review and may renew or deny applications for such designations every three years. In its discretion, the Board may establish conditions for renewal of such designations or may solicit applications for designation as a regional emergency medical services council.

Each council shall include, if available, representatives of the participating local governments, fire protection agencies, law-enforcement agencies, emergency medical services agencies, hospitals, licensed practicing physicians, emergency care nurses, mental health professionals, emergency medical technicians and other appropriate allied health professionals.

Each council shall adopt and revise as necessary a regional emergency medical services plan in cooperation with the Board.

The designated councils shall be required to match state funds with local funds obtained from private or public sources in the proportion specified in the regulations of the Board. Moneys received directly or indirectly from the Commonwealth shall not be used as matching funds. A local governing body may choose to appropriate funds for the purpose of providing matching grant funds for any council. However, this section shall not be construed to place any obligation on any local governing body to appropriate funds to any council.

The Board shall promulgate, in cooperation with the State Emergency Medical Services Advisory Board, regulations to implement this section, which shall include, but not be limited to, requirements to ensure accountability for public funds, criteria for matching funds, and performance standards.



## Leadership and Oversight

### **Board of Directors**

Ford S. Wirt, President\*  
Steven D. Eanes, Vice President\*  
Stephen G. Simon., Secretary\*  
R. Carey Harveycutter, Treasurer\*  
Steve Allen  
William O. Altman  
Karen Alldredge, MD  
John E. Beach  
James L. Cady, Sr.\*  
Tim Duffer  
Dallas Taylor, RN  
W. Steven Davis  
Timothy Dick  
Jason Ferguson  
Joe Coyle  
Daryl Hatcher  
Rickey Hodge  
Michael Jefferson  
Charles J. Lane, M.D., FACEP  
Robert H. Logan, Ph.D.\* (non-voting)  
Ryan Muterspaugh  
*vacant*  
Kristopher Shrader  
Lee Simpkins  
L. Joseph Trigg\*  
J. Dale Wagoner\*  
Bill Brown

### **Representing**

Floyd County  
Henry County  
Roanoke County  
5th Planning District At-Large  
Patrick County  
City of Roanoke  
Virginia ACEP  
City of Salem  
Craig County  
Pittsylvania County  
Emergency Nurses Association  
Giles County  
City of Covington  
Botetourt County  
Montgomery County  
Franklin County  
Va. Assoc. of Vol. Rescue Squads  
City of Danville  
Regional Medical Director  
Executive Director  
Alleghany County  
Hospital System Representative  
City of Martinsville  
City of Radford  
Pulaski County  
12th Planning District At-Large  
4th Planning District At-Large

*\*Executive committee*

### **Committee and Program Leaders**

Executive Committee - Ford Wirt, Chair  
Medical Direction Committee - Charles Lane, M.D., Regional Medical Director/Chair  
General Performance Improvement Committee - Charles Lane, M.D., Chair  
Trauma Performance Improvement Committee - Charles Lane, M.D., Chair  
Personnel and Training Committee - Steve Simon, Chair  
Near Southwest Preparedness Alliance (NSPA) - Carol M. Gilbert, M.D., Chair  
Critical Incident Stress Management Team (CISM) -Mary Jones, Team Administrator  
Allied Resources Committee - Steve Simon, Chair  
Communications Committee - Jim Cady, Sr., Chair  
Pharmacy Committee - Nadine Gilmore, R. Ph., Chair

## Significant Accomplishments

### ***Provider Services and Recognition***

- ✓ Provided volunteer and career referrals and training course information in response to daily telephone and electronic inquiries.
- ✓ Conducted an annual EMS awards program at the Vinton War Memorial. Recognized providers and agencies in ten categories of regional EMS awards and one scholarship. Submitted regional award recipients as statewide EMS award nominees. One winner went on to win Governor's awards.
- ✓ Coordinated and provided a point of contact for an accredited (VOEMS) regional critical incident stress management (CISM) Team consisting of some 50 volunteer mental health and peer public safety debriefers. Quarterly team meetings were conducted, along with several special events. Gained state CISM accreditation.
- ✓ Responded to nine requests for CISM team interventions, and provided numerous educational sessions.
- ✓ Maintained statewide "Virginia EMS Jobs" web database for the Virginia Office of EMS.
- ✓ Managed multi-regional Consolidated Test Site registration system. (WVEMS staff coordinated development of this system.)
- ✓ Served as EMS infrastructure point of contact for all EMS agencies, providers, hospitals, and local governments in the region and beyond.

### ***EMS Education and Advocacy***

- ✓ Provided standardized testing of enhanced and intermediate students exiting from initial certification courses.
- ✓ Coordinated 20 scheduled OEMS consolidated test sites throughout the region, registering 469 students for testing.
- ✓ Conducted four Regional EMS Instructor Network meetings, including ALS coordinators, emergency operations instructors and EMT instructors. The focus of this year's meetings was training of "roll-out trainers" for the new Operational Guidelines.
- ✓ Provided a loaner library of EMS educational videos and training equipment.
- ✓ Participated in program planning for the annual statewide EMS symposium held November 2011 in Norfolk attended by some 1500 EMS providers, nurses and physicians.
- ✓ Offered four EMT-Enhanced courses, enrolling 37 students.
- ✓ Offered one EMT-Intermediate course enrolling 29 students.
- ✓ Partnered agency in accredited EMT-Intermediate programs at the Roanoke Valley Regional Fire-EMS Training Center, New River Valley Training Center, and the Franklin County Department of Public Safety.
- ✓ Partnered with community colleges across the region to offer college credits for EMS educational programs at no additional cost to students.
- ✓ Offered over 350 hours of ALS and BLS continuing education, including the following:
- ✓ Offered four International Trauma Life Support (ITLS) courses.
- ✓ Actively participated in numerous State-level committees and work groups.
- ✓ Served on advisory boards for local college and university programs.
- ✓ Participated in pre-hospital care committees for hospitals in the region.
- ✓ Conducted six peer review committee meetings
- ✓ Promoted and co-sponsored numerous educational events across the region.
- ✓ Participated in disaster exercises in six localities, including multi-jurisdictional drills.
- ✓ Served as site evaluator for other planned EMT-Intermediate programs.
- ✓ Participated in statewide committee reviewing BLS testing procedures and scenarios.
- ✓ Participated in statewide committee charged with writing guidelines for VA EMS providers.
- ✓ Staff members attended national EMS conferences.
- ✓ Maintained professional liability insurance on all students enrolled in council-sponsored ALS training programs, saving students some \$15,000.
- ✓ Field training staff maintained certification as instructors in PEPP, AMLS, ACLS, PALS, PHTLS BLS, and ITLS.
- ✓ Maintained regional web-based training calendar
- ✓ Staff served as state affiliate faculty for ITLS.

### ***EMS Education and Advocacy, cont'd.***

- ✓ Membership on advisory board pursuing accreditation for Intermediate education in Franklin County.
- ✓ Active participation in regional Heart Alert committees, and staff served as Virginia AHA program chair..
- ✓ Maintained staff responsibility for BLS test site coordination to ensure uniformity and provide better customer service at BLS test sites.
- ✓ Staff served as State AMLS Coordinator.

### ***Medical Direction and Performance Improvement***

- ✓ Updated the regional ambulance diversion policy.
- ✓ Maintained a regional ambulance supply exchange and drug restocking policy.
- ✓ Continued projects for regional EMS performance improvement.
- ✓ Developed and implemented new Regional Operational Guidelines, rolled out in January 2013.
- ✓ Provided suggested guidelines for quality improvement programs in agencies.
- ✓ Endorsed 12 ALS Coordinators for recertification. according to regional guidelines.
- ✓ Reestablished and established new clinical education agreements at 13 hospitals in the region.
- ✓ Expanded clinical education to other healthcare entities beyond hospitals.
- ✓ Endorsed new Operational Medical Directors and/or Physician Course Directors for the WVEMS region.
- ✓ Worked with several Operational Medical Directors in obtaining re-endorsement of their OMD status.
- ✓ Continued and expanded the role of regional Performance Improvement Committees.
- ✓ Maintained a Regional Stroke Triage Plan and Regional Trauma Triage Plan.

### ***Communications, Facilities***

- ✓ Coordinated a region-wide system of drug and IV box exchange, incident reporting and follow-up, and provision of inventory control.
- ✓ Maintained a regional waiver exempting EMS agencies from registration for testing of blood with portable glucometry equipment, saving EMS agencies some \$17,500 every two years.
- ✓ Maintained a regional Controlled Substances Registration Permit to allow EMS agencies to carry IV fluids and other controlled substances as "restock items" saving individual agencies some \$11,500 every year.
- ✓ Provided continuing liaison between EMS agencies, medical directors and emergency department nurse managers related to the exchange of supplies and equipment.
- ✓ Provided technical assistance and regional administration for VHASS and Web-EOC, web-based ambulance diversion and mass casualty incident management software.
- ✓ Supported statewide "WeatherSafe" program for sharing air medical turn-down information.
- ✓ Continued ownership and operation of various regional EMS communication systems.
- ✓ Replaced UHF repeaters at two sites serving Alleghany County, and installed emergency generator.
- ✓ Inspected and performed maintenance on Tinker Mountain radio tower.

### ***Public Information and Referral***

- ✓ Maintained an electronic mailing list with over 2,000 subscribers to provide frequent notices of training events and other timely EMS news.
- ✓ Served as a clearinghouse for regional and state EMS pamphlets, posters, displays and other public relation and recruitment materials.
- ✓ Regularly updated the council's Internet web site [www.wvems.org](http://www.wvems.org) with current EMS news and events, education, recruitment, CISM information, committee minutes and council reports, trauma triage information, mass casualty information, General Assembly information and relevant EMS links.
- ✓ Maintained and used large floor-standing display unit that is available for use throughout the region.
- ✓ Published various flyers, for courses, service offerings, etc. throughout the year.
- ✓ Conducted various surveys and published results.

## ***Mass Casualty and NSPA***

WVEMS and the Near Southwest Preparedness Alliance (NSPA) continued their joint partnership building regional medical surge capability and capacity through systematic planning, procurement of needed equipment, supplies, and training/exercise programs. Prioritization and execution of joint programs and projects were aligned based on the regional hazard vulnerability analysis (HVA) which ranked threats based on a threat as determined by likelihood and potential impact.

### **SPECIFIC RESPONSE AND PREPAREDNESS ACTIVITIES INCLUDED:**

- ✓ The continued sustainment and growth of the hospital and extended care preparedness coalition
- ✓ Improved hospital, EMS, public health, and emergency management relationships
- ✓ Procurement of two (2) 100kw generators for use in ensuring continuity of healthcare operations
- ✓ Secured a transportation and medical surge assessment of all skilled nursing facilities in the region
- ✓ Placed two (2) medical surge trailers in region to support medically fragile population in shelters
- ✓ Provided the Certified Hospital Emergency Coordinator course for 30 hospital emergency coordinators across the state
- ✓ Held the first Disaster Behavioral Health Workshop in Southwest Virginia
- ✓ Placed over 300 evacuation sleds in various hospitals within the region
- ✓ Sustained training courses to advance awareness and knowledge of disaster health responses
- ✓ Continued preparedness coordination for three (3) health district's Medical Reserve Corps
- ✓ Managed the ASPR HPP state-allocated budget of \$781,000+

### **Training Provided**

- ✓ Basic & Advanced Disaster Life Support;
- ✓ Advanced Disaster Life Support
- ✓ Certified Hospital Emergency Coordinator (CHEC)
- ✓ Communications (RIOS and BGAN) training;
- ✓ Hazmat training; Mobile medical asset (including STIP) training
- ✓ Regional Collaborative Workshop
- ✓ State Hospital Emergency Preparedness Forum
- ✓ Annual VEMA conference

### ***Other Planning and Coordinating Activities***

- ✓ Published periodic financial reports, quarterly program reports, an annual report, frequent committee minutes and other training and event announcements.
- ✓ Provided a consistent point of contact for EMS providers, agencies and local governments.
- ✓ Provided representation on a number of local, regional and statewide committees and boards.
- ✓ Provided technical assistance to applicants for Virginia EMS Financial Assistance (RSAF) grants and provided standardized grading for all EMS grants submitted to OEMS from agencies within the WVEMS region.
- ✓ Gained approval for \$958,567 in RSAF grant awards to agencies within the region.
- ✓ Revised regional EMS strategic plan and other regional planning documents.
- ✓ Provided fiscal and administrative support for the Alliance for Emergency Medical Education and Research, co-sponsor of the Virginia EMS Symposium and other events.
- ✓ Provided fiscal and administrative support to the Near Southwest Preparedness Alliance (NSPA) to manage some \$1 million in federal hospital preparedness program (HPP) funds.
- ✓ Continued coordination of the Medical Reserve Corps (MRC) in two health districts within the region for the Virginia Department of Health (VDH), and added coordination for the Blue Ridge MRC.

**FINANCIAL POSITION**

<b>June 30,</b>	<b>2013</b>	<b>2012</b>
<b>Assets</b>		
<b>Current Assets</b>		
Unrestricted cash and cash equivalents	147,609	322,925
Restricted cash	216	5,236
Accounts Receivable	302,802	262,366
Prepaid expenses	11,481	13,252
Investments	107,394	121,033
Custodial funds	24,465	26,086
<b>Total current as- sets</b>	<b>593,967</b>	<b>750,898</b>
<b>Property and equipment - net</b>	<b>575,468</b>	<b>423,648</b>
	<b>1,169,435</b>	<b>1,174,546</b>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable	29,992	41,095
Accrued expenses	34,498	165,357
Custodial funds liability	24,465	26,086
Other liabilities	1,619	2,705
<b>Total liabilities</b>	<b>90,574</b>	<b>235,243</b>
<b>Net Assets</b>		
Unrestricted	1,072,876	933,036
Unrestricted - designated	5,985	6,001
<b>Total unrestricted</b>	<b>1,078,861</b>	<b>939,037</b>
Temporarily restricted		266
<b>Total net assets</b>	<b>1,078,861</b>	<b>939,303</b>
	<b>1,169,435</b>	<b>1,174,546</b>

**The Western Virginia EMS Council, Inc. was chartered in 1975 under the laws of the Commonwealth of Virginia.**

**The council is a private, not-for-profit, tax exempt organization as described in section 501 (c)(3) of the Federal IRS Code.**

**Donations to the council are tax deductible.**

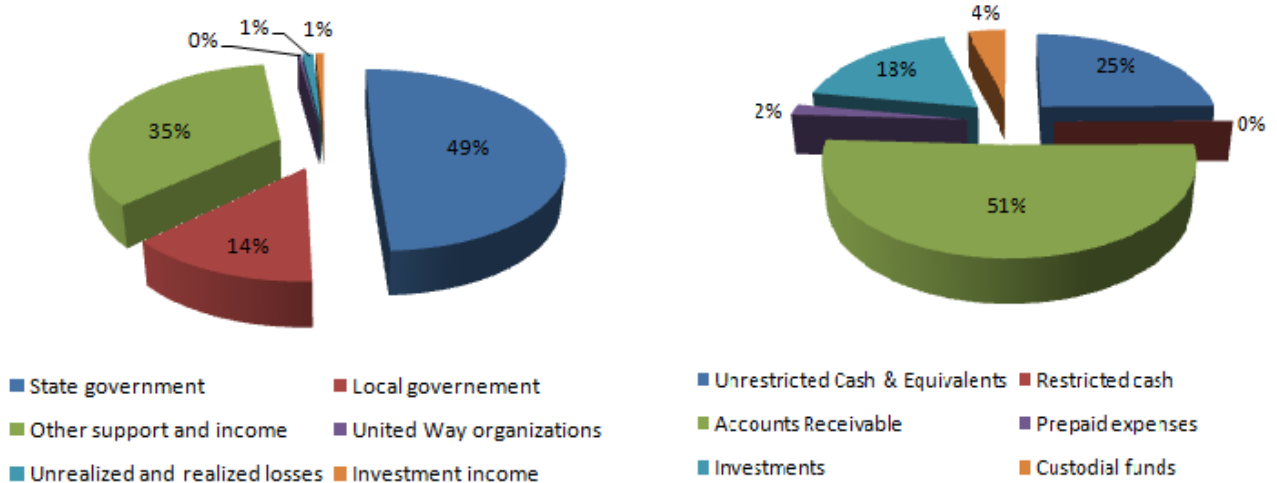
**Federal Employer Identification Number (EIN): 54-1010118**

**DUNS Number: 011866139**

**Guidestar: Search EIN above or "Western Virginia Emergency Medical Services"**

**STATEMENT OF ACTIVITIES**

June 30,	2013	2012
<b>Unrestricted revenues and support</b>		
State government	482,990	482,746
Local government	133,332	133,332
Other support and income	341,145	155,212
United Way organizations	2,911	3,365
Unrealized and realized losses	10,859	(5,067)
Investment income	7,776	3,089
Net assets released	591,772	472,579
	<u>1,570,785</u>	<u>1,245,256</u>
<b>Expenses</b>		
Program services	1,175,384	976,358
Management and general	255,577	242,373
	<u>1,430,961</u>	<u>1,218,731</u>
<b>Change in unrestricted net assets</b>	<u>139,824</u>	<u>26,525</u>
<b>Temporarily restricted net assets</b>		
Federal grant revenue	591,506	470,804
Net assets released from restrictions and reclassifications	<u>(591,772)</u>	<u>(472,579)</u>
<b>Change in temporarily restricted net assets</b>	<u>(266)</u>	<u>(1,775)</u>
<b>Change in net assets</b>	139,558	24,749
<b>Net assets - beginning of year</b>	<u>939,302</u>	<u>914,553</u>
<b>Net assets - end of year</b>	<u>1,078,860</u>	<u>939,302</u>



## \$4.25-for-Life Funding to Localities

In 2006, the full funding generated by the “\$4-for-Life” vehicle registration add-on was allocated in its entirety to EMS. For several years, a portion of this fund has been diverted to other areas, but beginning July 1, 2006, the full amount came back to EMS. Of this amount, 26% is returned directly to the localities. The allocation is based on DMV collections, determined by the number of eligible vehicles registered in each jurisdiction. In the 2009-2010 session, this program was increased to \$6.25, but the additional revenue does not go to benefit EMS at this time.

JURISDICTION	FY-04 Payment	FY-05 Payment	FY-06 Payment	FY-07 Payment	FY-08 Payment	FY-09 Payment	FY-10 Payment	FY-11 Payment	FY-12 Payment	FY-13 Payment
ALLEGHANY COUNTY	8,080.50	8,013.00	13,593	13,911	15,379	17,412	16,236	17,524	21,882	17,252
BOTETOURT COUNTY	15,843.50	15,883.00	26,738	28,225	30,767	36,120	33,726	36,851	35,078	36,467
COVINGTON	2,755.50	2,726.00	4,363	4,596	5,088	5,569	5,232	5,464	5,338	5,408
CRAIG COUNTY	2,694.50	2,655.50	4,321	4,541	5,090	5,631	5,337	5,785	5,524	5,617
DANVILLE	17,991.00	17,871.00	29,018	29,599	31,550	34,753	32,313	34,816	33,625	33,563
FLOYD COUNTY	7,271.50	7,301.50	12,271	12,605	13,938	16,208	15,279	16,823	16,099	16,828
FRANKLIN COUNTY	25,055.50	24,923.00	42,407	44,175	49,228	56,097	52,532	57,215	54,567	56,709
GILES COUNTY	7,836.63	7,870.50	13,282	13,664	15,125	17,040	16,002	16,923	16,503	16,503
HENRY COUNTY	26,352.00	26,240.00	43,571	45,029	54,812	54,517	50,131	54,334	51,995	53,147
MARTINSVILLE	5,811.50	5,766.50	9,535	9,765	10,777	11,686	11,127	12,028	11,590	11,782
MONTGOMERY COUNTY	31,116.50	30,686.50	51,493	53,092	58,653	67,460	63,440	69,536	66,801	69,729
PATRICK COUNTY	9,333.50	9,296.00	15,334	16,036	17,569	19,566	18,306	19,847	18,980	19,423
PITTSYLVANIA COUNTY	29,777.00	29,726.50	49,589	51,360	56,854	64,605	59,870	65,057	63,412	63,120
PULASKI COUNTY	15,495.00	15,531.50	25,705	26,368	28,670	32,960	30,444	32,967	32,054	32,270
RADFORD	4,555.00	4,508.00	7,365	7,574	8,435	9,494	8,794	9,329	9,039	9,410
ROANOKE CITY	39,259.50	38,622.23	63,889	65,410	71,737	81,145	75,208	81,241	77,886	79,119
ROANOKE COUNTY	43,007.63	42,979.50	71,631	75,042	81,765	93,703	87,909	95,237	91,778	94,248
SALEM	11,127.50	10,983.50	18,365	18,744	21,143	23,345	21,676	23,201	22,396	23,095
<b>WVEMS Region</b>	<b>303,363.76</b>	<b>301,583.73</b>	<b>502,470</b>	<b>519,736</b>	<b>576,580</b>	<b>647,311</b>	<b>603,562</b>	<b>654,178</b>	<b>634,547</b>	<b>643,690</b>

## **2013 Regional EMS Award Winners**

### **Excellence in EMS – Steve Allen**

Emergency Management Coordinator, Patrick County

### **Outstanding EMS Administrator – Joe Coyle**

Captain, Christiansburg Rescue Squad

### **Outstanding EMS Agency – Salem Fire and EMS Department**

### **Dr. Cheryl B. Haas Award—Outstanding EMS Physician – Gerald “Wook” Beltran, DO**

OMD, Roanoke County Fire & Rescue

### **Outstanding EMS Educator – Ted Anderson**

EMS Training Specialist, Roanoke County Fire & Rescue Department

### **Outstanding Contribution to EMS by a Nurse—Billy Thompson, LPN**

Carilion Clinic Roanoke Memorial Medcom

### **Outstanding EMS Provider – Brian Hollins**

Salem Fire & EMS, REMSI, Dublin FD

### **Outstanding Contribution to EMS for Children – Rebecca Garnett**

Carilion New River Valley Medical Center Pediatrics

### **Outstanding Contribution to EMS by a Telecommunication Officer – Zachary Beckner**

City of Roanoke E-911 Center

### **Scholarship for Outstanding Contribution to EMS by a High School Senior – Lennon Ross**

Blacksburg Rescue Squad

### **Outstanding Contribution to EMS Health & Safety – Carilion Clinic Life Guard Air Medical Program**

### **Benny Summerlin Award for Service to Local Government**

Ford Wirt, Floyd County

Carey Harveycutter, City of Salem

## **SUPPORTERS**

Commonwealth of Virginia Department of Health

Alleghany County

Botetourt County

Craig County

Floyd County

Giles County

Franklin County

Henry County

Montgomery County

Patrick County

Pittsylvania County

Pulaski County

Roanoke County

City of Covington

City of Danville

City of Martinsville

City of Radford

City of Roanoke

City of Salem

Virginia Rescue Squad Assistance Fund

US Office of the Assistant Secretary for

Preparedness and Response (ASPR), DHHS

Greater Alleghany United Fund (partner)

United Fund of Giles County (partner)

United Way of Roanoke Valley (eligible)

United Way of Montgomery, Radford & Floyd (eligible)

Carilion Clinic:

Carilion Roanoke Memorial Hospital

Carilion New River Valley Medical Center

Carilion Giles Memorial Hospital

Carilion Franklin Memorial Hospital

Carilion Clinic Patient Transportation

LewisGale Medical Center—Salem

LewisGale Alleghany

LewisGale Pulaski

LewisGale Montgomery

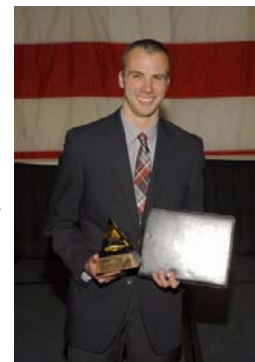
Danville Regional Medical Center

Memorial Hospital of Martinsville and Henry County

Pioneer Community Hospital

VA Medical Center—Salem

One WVEMS regional award winner went on to receive a Governor's Award in November 2013. **Zachary Beckner** of the Roanoke City E-911 Center received the "Outstanding Contribution to EMS By a Telecommunicator" award for 2013. Virginia Health Commissioner Dr. Cynthia Romero and Virginia OEMS Director Gary Brown presented this prestigious award to Zach at the 2013 Statewide EMS Symposium in Norfolk. Zach was recognized for his work with Roanoke City and with Botetourt County where he excels as a leader in many areas related to telecommunications and Fire/Rescue data analysis.



**Zachary Beckner**

## Our Vision

### *The EMS system in the Western Virginia region will . . .*

- ◆ provide access for victims for injury and sudden illness via a **universally available enhanced 9-1-1** emergency telephone system.
- ◆ provide for **dispatcher-provided telephone assistance** (pre-arrival instructions) to callers with life-threatening emergencies.
- ◆ provide for **timely response** of first responder and transportation, personnel and vehicles through a system of predetermined minimum response intervals, monitoring and quality assurance-performance improvement.
- ◆ provide for **high-quality, prehospital treatment** of patients as a result of standardized basic life support training programs, accredited advanced life support educational and mentoring programs, standardized testing programs, frequent and timely continuing education programs, and quality assurance-performance improvement programs.
- ◆ provide **triage and transport**, and transfer if necessary, of patients to the most appropriate facility based on predetermined universally accepted transport guidelines and protocols.
- ◆ provide **timely emergency department care** with emergency physicians, emergency nurses and other support personnel and **trauma care**, when necessary, with personnel and resources associated with a designated trauma center.
- ◆ provide **communications system** capabilities that enable EMS personnel to communicate with all other EMS personnel throughout the region, their dispatchers, all hospital emergency departments and other public safety personnel.
- ◆ provide resources and capabilities in order to appropriately respond to and manage large disasters and **mass casualty** situations.
- ◆ ensure EMS system **viability and excellence** through the effective use of state, local and private funding

## Contact Information

### **Main Office (WVEMS & NSPA)**

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Toll-free (all offices) 800.972.4367

Facsimile 540.562.3488

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Web [www.wvems.org](http://www.wvems.org)

### **WVEMS New River Field Office**

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Facsimile: 206.202.1190

### **WVEMS Piedmont Field Office**

1024 DuPont Road, Martinsville VA 24115

Facsimile: 206.984.3120