



Implementation Matrix

EMS ALLIANCE STRATEGIC PLAN 2022-2024

YEAR 1 (2022)

YEAR 2 (2023)

YEAR 3 (2024)

Centralized Dispatch

- Develop policies, procedures, protocols for new system
- Conduct live testing
- Support training on new system
- Fully implement new system
- Establish and track metrics

- Measure and track performance of new system
- Optimize/maximize functionality

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Resource Management Integration

- Recommend charter for new work group (by Centralized Dispatch work group)
- Create new work group
- Establish proactive EMS system framework, infrastructure and oversight

- Ensure current EMS resources are recognized and utilized appropriately
- Explore alternate EMS deployment and disposition models

Data and Performance Metrics

- Develop data reporting program
- Adjust QI plan to include clinical and operational measures
- Evaluate use of single patient care reporting software

- Explore data system that uses real-time data to evaluate trends
- Ensure analyzed data flow between WC Public Health and EMS system providers

- Establish data exchange pathways with local and regional health systems
- Participate in a clinical study or trial

System Enhancements

- Create new work group
- Create decision-making process for annual system enhancement investments
- Consider targeted contemporary EMS delivery methods (e.g., behavioral health)
- Make annual recommendation for system enhancement investments

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- Ensure inclusion of best practices and innovation where needed

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Financial Stewardship

- Create new work group
- Create and implement new System Enhancement Fund

- Identify and monitor financial and economic drivers of the system – establish baseline measures

- Establish annual reporting of financial/economic measures

Medical Direction

- Create new work group
- Create countywide EMS training program

- Define scope of oversight for medical direction
- Enhance countywide EMS training program

- Create structure for centralized medical oversight
- Continue to enhance countywide EMS training program
- Support 'pipeline' of qualified EMS physicians