



## **Mission and Vision Statements Washington County's EMS System Revised April 2017**

The mission of Washington County EMS is to maintain and enhance a safe and effective EMS system through leadership, oversight, facilitation and education for the citizens and EMS community we serve.

The vision of Washington County EMS is to provide a high performance patient-centric health care system, within a just culture, through improved resource utilization, expanded education, system development and collaboration.

## **Foundation Washington County's EMS System Revised April 2017**

### **Integrated EMS System based on a collaborative public/private partnership**

- Utilizes all EMS system resources to best meet patient needs.
- EMS calls are cooperatively and collaboratively managed by the professional public safety community through effective teamwork.
- The integration of public safety, public health and health care systems provide opportunities for broader out-of-hospital care of non-acute and chronic conditions.

### **Transparency and Accountability**

- Planned, real-time and strategic availability and tracking of EMS response resources are accessible to operational and administrative staff of all EMS system agencies.
- All EMS system agencies are engaged in and committed to quality improvement on an agency and system level and within a just culture environment.
- Development of a shared reporting system that regularly monitors and measures the quality and performance of all partners in the EMS system.

**Responsive**

- The EMS system framework and its oversight is designed and structured to accommodate timely and consistent response to achieve effective operational and clinical outcomes.

**Fiscally Responsible**

- While clinical excellence and operational effectiveness are priorities of the EMS system, they are to be pursued in a fiscally responsible manner.

**Clinical Excellence**

- Patient-centric system that is evidence-based with tangible and meaningful performance measurements.
- Treatment protocols are progressive, evolving with current medical practices, based on sound scientific research and linked to patient outcomes.
- EMS field providers function at a high level of clinical competency supported by coordinated and collaborative continuing education and quality improvement programs.
- Involvement and leadership in out-of-hospital clinical practice and quality improvement by a physician with EMS training, knowledge and experience.

**Operational Effectiveness**

- A system structure capable of effectively responding to surges and disasters.
- Strong data and quality improvement programs that measure performance and support system improvements and enhancement.
- Adoption and routine utilization of the NIMS incident command system.

**Culture of Safety and Mindfulness**

- Reporting Culture – Reporting errors and near-misses to help reduce adverse events and injuries. System guidelines are identified for prioritization, tracking, trending and responsibilities.
- Just Culture – An atmosphere of trust in which both systems and human behaviors are explored in a manner that creates an environment where mitigation of risk is an interest superior to blame.
- Flexible Culture – Adapts to changing demands and defers to expertise. Encourages creative thinking and generates innovative ideas and solutions to problems.
- Informed Culture – Learning by means of on-going dialogue to identify sources of hazard and it opens opportunities for the system to transform continuously for the better.