




City of Bowie

2614 Kenhill Drive
Bowie, Maryland 20715

MEMORANDUM

TO: City Council

FROM: David J. Deutsch
City Manager 

SUBJECT: Prince George's County Fire Department Presentation

DATE: September 21, 2010

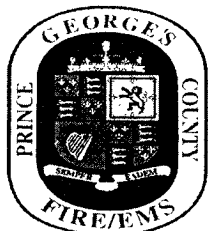
The original intent of this Worksession was to obtain a report from the PGCDF regarding the calls for service and public safety impact of Station 16, which opened on Health Center Drive almost a year ago. Major Richard Lambdin, who has previously appeared before Council, will review the attached document titled Prince George's County Fire/EMS Department Resource Summary 2010 through August. Acting Lieutenant Colonel Tyrone Forby also will attend the meeting.

Major Lambdin will also address the second attached document regarding Station Level Supervision of Advanced Life Support (ALS) Transport Units.

The Bowie Volunteer Fire Department will be present to describe their concern over changes implemented through the September 2, 2010 memorandum.

DJD/asf

Attachments



Prince George's County Fire/EMS Department

Resource Summary 2010 through August

Station 816 - Northview

Apparatus

Unit Type	Responses	Working Fires
Engine	1275	TBD
Special Service*	*	N/A
PA Ambulance	1717	N/A

* Station does not operate a special service.

Career Staffing

Day: None
Night: 5 personnel, 24/7

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	172	13	0	0	172	13
Special Service*	0	####	0	####	0	#####
PA Ambulance	N/A	-	0	0	0	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	0%	100%	0
Fire Only	0%	100%	
BLS Ambulance	0%	100%	

Career	Volunteer
100.0	0.0
100.0	0.0
100.0	0.0



Prince George's County Fire/EMS Department

Resource Summary 2009 (opened October 19)

Station 816 - Northview

Apparatus

Unit Type	Responses	Working Fires
Engine	390	2
Special Service*	*	N/A
PA Ambulance	568	N/A

* Station does not operate a special service.

Career Staffing

Day: None
Night: 5 personnel, 24/7

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	0	0	0	0	0	0
Special Service*	0	#####	0	#####	0	#####
PA Ambulance	N/A	-	0	0	0	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	0%	100%	0
Fire Only	0%	100%	
BLS Ambulance	0%	100%	

Career	Volunteer
100.0	0.0
100.0	0.0
100.0	0.0



Prince George's County Fire/EMS Department

Resource Summary 2010 through July

Station 819 - Bowie (Old Bowie)

Apparatus

<u>Unit Type</u>	<u>Responses</u>	<u>Working Fires</u>
Engine	356	TBD
Truck	133	TBD
Air/Light Unit	10	N/A
BLS Ambulance	808	N/A

Career Staffing

Day: None
Night: 4 personnel, 24/7

Deficient Responses

<u>Unit Type</u>	<u>Understaffed</u>	<u>%</u>	<u>Failed</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Engine	181	51	0	0	181	51
Truck	33	25	0	0	33	25
BLS Ambulance	N/A	-	1	0	1	0

Career/Volunteer Participation

	<u>Volunteer</u>	<u>Career</u>	<u>2nd Crews</u>
Total Effort	3%	97%	5
Fire Only	5%	95%	
BLS Ambulance	1%	99%	

Career	Volunteer
96.8	3.2
94.8	5.2
98.8	1.2



Prince George's County Fire/EMS Department

Resource Summary 2009

Station 819 - Bowie (Old Bowie)

Apparatus

Unit Type	Responses	Working Fires
Engine	687	8
Truck	199	16
Air/Light Unit	15	N/A
BLS Ambulance	1455	N/A

Career Staffing

Day: None
Night: 4 personnel, 24/7

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	366	53	2	0	368	54
Truck	41	21	0	0	41	21
BLS Ambulance	N/A	-	0	0	0	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	2%	98%	0
Fire Only	2%	98%	
BLS Ambulance	1%	99%	

Career	Volunteer
98.5	1.5
97.6	2.4
99.3	0.7



Prince George's County Fire/EMS Department

Resource Summary 2010 through July

Station 839 - Bowie (Annapolis Road)

Apparatus

Unit Type	Responses	Working Fires
Engine	684	TBD
Tower	153	TBD
Brush/Tanker	37	N/A
BLS Ambulance	1105	N/A

Career Staffing

Day: 2 personnel, Monday - Friday, 0700 - 1500 hours
 Night: 2 personnel, 24/7

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	237	35	37	5	274	40
Tower	73	48	0	0	73	48
BLS Ambulance	N/A	-	3	0	3	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	38%	62%	2
Fire Only	45%	55%	
BLS Ambulance	31%	69%	

Career	Volunteer
61.6	38.4
55.1	44.9
69.0	31.0



Prince George's County
Fire/EMS Department
Resource Summary
2009

Station 839 - Bowie (Annapolis Road)

Apparatus

Unit Type	Responses	Working Fires
Engine	1449	15
Tower	141	7
Brush/Tanker	51	N/A
BLS Ambulance	2215	N/A

Career Staffing

Day: 2 personnel, Monday - Friday, 0700 - 1500 hours
 Night: 2 personnel, 24/7 (effective July 2009)

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	475	33	10	1	485	33
Tower	44	31	0	0	44	31
BLS Ambulance	N/A	-	1	0	1	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	28%	72%	25
Fire Only	35%	65%	
BLS Ambulance	19%	81%	

Career	Volunteer
72.3	27.7
65.0	35.0
81.1	18.9



Prince George's County Fire/EMS Department

Resource Summary 2010 through July

Station 843 - Bowie (Pointer Ridge)

Apparatus

Unit Type	Responses	Working Fires
Engine	564	TBD
Tower	92	TBD
Brush	0	N/A
BLS Ambulance	1032	N/A

Career Staffing

Day: 2 personnel, Monday - Friday, 0700 - 1500 hours
 Night: 2 personnel, 24/7

Deficient Responses

Unit Type	Understaffed	%	Failed	%	Total	%
Engine	86	15	1	0	87	15
Tower	21	23	0	0	21	23
BLS Ambulance	N/A	-	0	0	0	0

Career/Volunteer Participation

	Volunteer	Career	2nd Crews
Total Effort	49%	51%	9
Fire Only	66%	34%	
BLS Ambulance	28%	72%	

Career	Volunteer
51.3	48.7
33.8	66.2
72.5	27.5



Prince George's County Fire/EMS Department

Resource Summary 2009

Station 843 - Bowie (Pointer Ridge)

Apparatus

<u>Unit Type</u>	<u>Responses</u>	<u>Working Fires</u>
Engine	1596	11
Tower	182	13
Brush	2	N/A
BLS Ambulance	2290	N/A

Career Staffing

Day: 2 personnel, Monday - Friday, 0700 - 1500 hours
 Night: 2 personnel, 24/7 (effective July 2009)

Deficient Responses

<u>Unit Type</u>	<u>Understaffed</u>	<u>%</u>	<u>Failed</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Engine	594	37	21	1	615	39
Tower	40	22	2	1	42	23
BLS Ambulance	N/A	-	0	0	0	0

Career/Volunteer Participation

	<u>Volunteer</u>	<u>Career</u>	<u>2nd Crews</u>
Total Effort	26%	74%	84
Fire Only	35%	65%	
BLS Ambulance	15%	85%	

Career	Volunteer
74.2	25.8
65.4	34.6
85.3	14.7

**Prince George's County Fire/EMS Department
Staffing Summary Report - 2010 through June**

1	Hyattsville	4	0	19%	81%	25%	75%	16%	84%	63
5	Capitol Heights	0	0	0%	100%	0%	100%	0%	100%	0
7	Riverdale	4	0	19%	81%	29%	71%	13%	87%	12
8	Seat Pleasant	2	2	41%	59%	83%	17%	22%	78%	1
9	Bladensburg	0	0	0%	100%	0%	100%	0%	100%	731
10	Laurel	4	0	19%	81%	23%	77%	17%	83%	120
11	Branchville	4	0	22%	78%	26%	74%	19%	81%	0
12	College Park	4	0	16%	84%	20%	80%	14%	86%	59
13	Riverdale Heights	0	0	0%	100%	0%	100%	0%	100%	0
14	Berwyn Heights	4	0	18%	82%	24%	76%	16%	84%	25
16	Northview	0	5	100%	0%	100%	0%	100%	0%	0
17	Boulevard Heights	4	0	54%	46%	69%	31%	43%	57%	0
18	Glenn Dale	4	0	27%	73%	29%	71%	27%	73%	0
(19)	Bowie #1	0	4	97%	3%	99%	1%	95%	5%	(4)
20	Marlboro #1	2	2	58%	42%	88%	12%	40%	60%	0
21	Oxon Hill #1	0	4	99%	1%	100%	0%	99%	1%	0
22	Cheverly	0	4	100%	0%	100%	0%	100%	0%	0
23	Forestville	2	2	71%	29%	86%	14%	52%	48%	0
24	Accokeek	4	0	28%	72%	35%	65%	24%	76%	0
25	Clinton	2	2	60%	40%	71%	29%	52%	48%	6
26	District Heights	0	7	97%	3%	100%	0%	93%	7%	4
27	Morningside	2	2	47%	53%	81%	19%	30%	70%	0
28	W. Lanham Hills #1	4	0	18%	82%	*	*	18%	82%	1147
29	Silver Hill	0	5	93%	7%	96%	4%	91%	9%	0
30	Landover Hills	0	4	96%	4%	96%	4%	94%	6%	0
31	Beltsville #1	2	2	49%	51%	52%	48%	47%	53%	0
32	Allentown Road #1	0	4	94%	6%	96%	4%	93%	7%	0
33	Kentland #1	0	2	32%	68%	100%	0%	0%	100%	2136
34	Chillum-Adelphi	2	2	58%	42%	49%	51%	63%	37%	25
35	Greenbelt	4	0	25%	75%	31%	69%	21%	79%	0
36	Baden	4	0	41%	59%	34%	66%	45%	55%	0
37	Ritchie	0	0	0%	100%	*	*	0%	100%	518
38	Chapel Oaks	2	2	85%	15%	97%	3%	64%	36%	0
(39)	Bowie #2	2	2	62%	38%	69%	31%	55%	45%	(2)
40	Brandywine	0	4	93%	7%	100%	0%	88%	12%	0
41	Beltsville #2	0	4	100%	0%	100%	0%	100%	0%	0
42	Oxon Hill #2	0	5	98%	2%	100%	0%	97%	3%	0
(43)	Bowie #3	2	2	51%	49%	72%	28%	34%	66%	(9)
44	Chillum	0	5	x	x	x	x	x	x	x
45	Marlboro #2	0	4	100%	0%	100%	0%	100%	0%	0
46	Kentland #2	0	4	92%	8%	96%	4%	89%	11%	0
47	Allentown Road #2	0	4	100%	0%	100%	0%	100%	0%	0
48	W. Lanham Hills #2	4	0	47%	53%	44%	56%	52%	48%	0
49	Laurel Rescue	4	0	27%	73%	26%	74%	27%	73%	0
55	Bunker Hill	0	4	94%	6%	100%	0%	85%	15%	0

* Station does not provide BLS ambulance service.

** Quantity of times that a 2nd crew was available consisting of volunteer staffing

x Station only operated a medic unit.



Fire/EMS Service Delivery in Bowie

Response Times

1 st Due Area		2006			2007			2008			2009			FY10		
		BLS	ALS	ENG	BLS	ALS	ENG	BLS	ALS	ENG	BLS	ALS	ENG	BLS	ALS	ENG
16	Northview*										7:56	7:42	6:46	7:58	7:26	6:31
19	Old Bowie	8:04	12:38	7:05	8:14	11:43	7:23	8:23	12:26	7:47	8:23	11:38	7:35	8:45	11:29	7:16
39	Annapolis Road	8:29	12:09	7:42	7:58	11:32	6:58	7:52	11:33	7:22	8:03	11:10	7:13	7:56	10:24	7:02
43	Pointer Ridge	9:37	10:18	8:37	9:13	9:40	8:17	9:04	9:52	8:27	9:30	9:44	8:15	9:26	9:59	7:31

* Northview opened in October 2009.

Demand for Fire and Emergency Medical Service (EMS) by 1st Due Area – 2006 – 2009

1 st Due Area		2006			2007			2008			2009*		
		EMS	Fire	Total	EMS	Fire	Total	EMS	Fire	Total	EMS	Fire	Total
16	Northview*										2264	656	2920
19	Old Bowie	698	229	927	758	281	1039	859	284	1143	883	243	1126
39	Annapolis Road	1615	649	2264	1796	657	2453	1804	516	2320	1842	494	2336
43	Pointer Ridge	2663	1021	3684	2809	1119	3928	2748	1008	3756	2363	790	3153

* Northview opened in October 2009; therefore, 2009 demand for service is projections based on three (3) months.



INTER-OFFICE MEMORANDUM

PRINCE GEORGE'S COUNTY, MARYLAND

September 2, 2010

TO: All Battalion Chiefs and Career Station Officers

FROM: Tyrone C. Forby, Acting Lieutenant Colonel
[Signature]
Emergency Operations Command

RE: Station Level Supervision of Advanced Life Support (ALS) Transport Units

Effective August 29, 2010, all ALS Transport Units (Medic Units and Paramedic Ambulances) shall receive their primary supervision from the station officer. This is a change from prior EMS operations and requires careful consideration and awareness to ensure that all duties and responsibilities are addressed appropriately. This change represents a supervision and chain of command issue, thus disruption in the daily routine of the ALS Transport Units and the providers assigned should be minimal.

The following memorandum provides station officers and EMS Duty Officers (EMS 801) a review of relevant General Orders and guidance regarding their new responsibilities. Battalion Chief Angell will coordinate training opportunities for each station officer assigned an ALS Transport Unit. In addition, Battalion Chief Angell is available to address questions and concerns that arise from this transition of responsibility. She can be reached at krangell@co.pg.md.us or (301) 583-1860.

Station Officer Responsibilities:

DAILY DUTIES

- I. Unit Checks - Ensure the completion of vehicle and equipment checks at the start of each shift or shift exchange.
 - a. Any critical vehicle or equipment deficiencies must be corrected immediately.
 - b. Contact the EMS Duty Officer for guidance on ALS equipment issues.
 - c. BLS equipment is acquired through station stores process.
 - d. While in the station, the unit shall be attached to the vehicle exhaust system at all times.
 - e. References:
 - i. General Order 02-19 - DriveCam
 - ii. General Order 02-25 - Preventive Maintenance Schedules and Lubricants for Fire/EMS Department Vehicles

- iii. General Order 02-28 - Reserve/County-Owned Apparatus Movement for Operational Continuity
 - iv. General Order 02-37 - Tire Replacement Standards
 - v. General Order 05-06 – EMS Equipment Standardization
2. Staffing – Coordinate with the appropriate Battalion Chief to ensure properly certified and licensed personnel are available to maintain operational ALS units.
- a. The following guidelines are provided to ensure staffing is appropriate:
 - i. ALS Transport Unit Staffing – Two ALS Provider Resources
 - 1. Medic 812, Medic 818, Medic 820, Medic 825, Medic 829, Medic 830, Medic 844, Medic 846, Medic 847, Medic 849

Provider 1	Provider 2	Permitted
EMT-P	EMT-P	YES
EMT-P	EMT-I	YES
EMT-P Preceptor	ALS Intern	YES
EMT-P	ALS Intern	YES*
EMT-P	EMT-B	NO
EMT-I	EMT-I	NO
EMT-I	ALS Intern	NO
EMT-I	EMT-B	NO

- ii. ALS Transport Unit Staffing – One ALS Provider Resources
 - 1. Paramedic Ambulance 816, Paramedic Ambulance 820, Paramedic Ambulance 840, Paramedic Ambulance 842, and Paramedic Ambulance 826

Provider 1	Provider 2	Permitted
EMT-P	EMT-P	YES
EMT-P	EMT-I	YES
EMT-P Preceptor	ALS Intern	YES
EMT-P	ALS Intern	YES*
EMT-P	EMT-B	YES
EMT-I	EMT-I	YES
EMT-I	ALS Intern	YES*
EMT-I	EMT-B	YES
EMT-B	EMT-B	NO



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Station Level Supervision of ALS Transport Units

September 2, 2010

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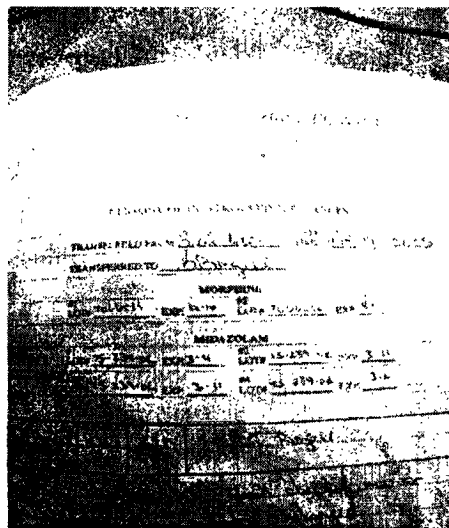
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EMT-P	EMT-I	YES
EMT-P Preceptor	ALS Intern	YES
EMT-P	ALS Intern	YES*
EMT-P	EMT-B	NO
EMT-I	EMT-I	NO
EMT-I	ALS Intern	NO
EMT-I	EMT-B	NO

- ii. ALS Transport Unit Staffing – One ALS Provider Resources
 - 1. Paramedic Ambulance 816, Paramedic Ambulance 820, Paramedic Ambulance 840, Paramedic Ambulance 842, and Paramedic Ambulance 826

Provider 1	Provider 2	Permitted
EMT-P	EMT-P	YES
EMT-P	EMT-I	YES
EMT-P Preceptor	ALS Intern	YES
EMT-P	ALS Intern	YES*
EMT-P	EMT-B	YES
EMT-I	EMT-I	YES
EMT-I	ALS Intern	YES*
EMT-I	EMT-B	YES
EMT-B	EMT-B	NO

- b. Provider Development Staffing:
 - i. *EMT-P preceptors and ALS interns must work with their assigned preceptor to have those productive work hours to count towards their internship program.
 - ii. ALS Students can only work on a unit staffed with an EMT-P preceptor.
 - iii. The EMS Duty Officer may be used as a resource to verify optimal staffing to maintain career development of ALS interns.
- c. Leave and Swaps – When requesting sick or emergency annual leave, employees must first contact the Fire/EMS Department Call Center. These notifications are referred to the appropriate Battalion Chief.
 - i. The leave status is entered directly into Telestaff.
 - ii. The Battalion Chief and/or station officer will work to resolve any staffing issue created by the vacancy.
 - iii. EMS Duty Officer will review Telestaff to ensure there are no credential requirements or preceptor/intern issues for the assigned ALS unit.
 - iv. Employee swaps are approved by the station officer ensuring required credential needs are met.
 - v. Reference:
 - 1. General Order 11-12 - Leave Policy
- 3. Controlled Substances - Ensure that appropriate controlled substances exchange takes place at every personnel shift change.
 - a. Controlled substances are to be signed for during all shift exchanges within a station log book. There should be two signatures (a 'transferred from' and a 'transferred to').
 - b. The drugs shall not be expired.
 - c. Any medication that shows only a month and year expiration date expires on the last day of that month.
 - d. Reference:
 - i. General Order 05-18 - Advanced Life Support Controlled Substances
- 4. Patient Care Report Compliance – Ensure that a patient care report is completed immediately after patient care was transferred to hospital staff. Complete PISPTA and all other reports prior to leaving the station at the end of their tour of duty.

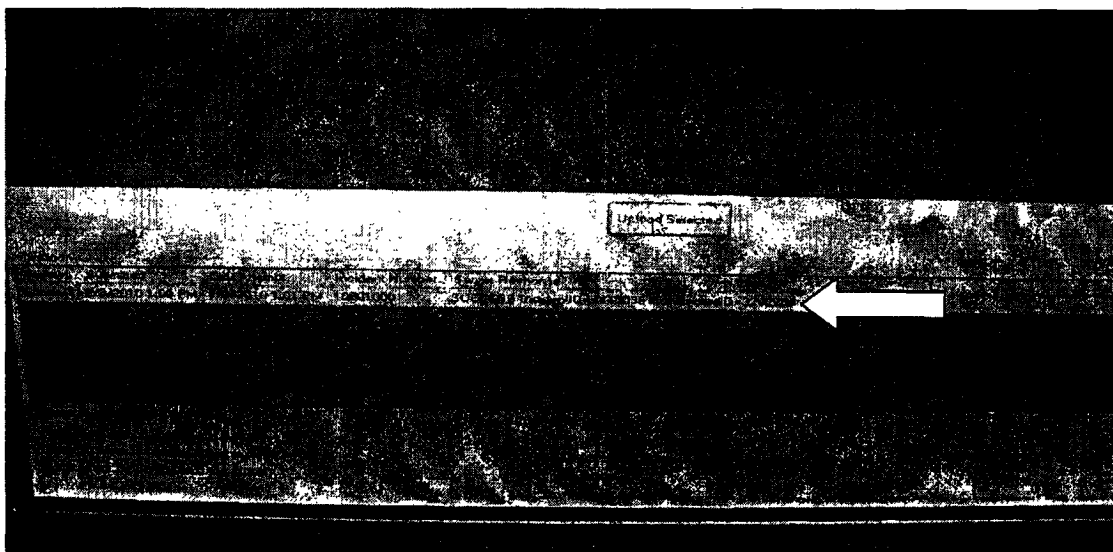


Station Level Supervision of ALS Transport Units

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- a. Employees should document the Run Record (“RR”) number for each response in the station log book. The RR number can be located using the TripTix web version once the report is completed.
- b. The RR number can be located on the ToughBook using the TripTix Mobile at the bottom box in the task bar.
 - i. Confirmation number: **RR3282754** ←
 - ii. Intermedix account number: **4445036**
- c. Reference:
 - i. General Order 03-15 – Electronic Patient Care Report



5. Review of Patient Care Reports – Station officers are to conduct patient care report audits in their respective stations, as well as fill out a QA Audit Summary Form for at least two EMS calls per day where a patient was transported.
 - a. All QA Audit Summary Forms should be reviewed with the providers and then forwarded to the Quality Assurance Office for database entry.
 - b. Reference:
 - i. General Order 05-17 – EMS Quality Assurance Program
6. Monitor/Defibrillator Downloads - Ensure that ALS providers download their assigned monitor/defibrillator. This is to be done every shift during morning equipment checks and after any resuscitation or electrical therapy.
 - a. The confirmation ticket, documenting the transmission was successful, should be placed in an inter-office envelope and sent to the QA office at the end of the month. Unit number should be written on each ticket.

- b. Reference:
 - ii. General Order 05-12 - Medtronic/Physio Control Lifepak Electronic Patient Care Data

- 7. EMS Statistics - Ensure completion of EMS Statistical database.
 - a. EMS maintains statistics related to the operational performance of all ALS units.
 - b. It is critical this information is entered in a timely and accurate manner.
 - c. The following shift reports the previous shift's data (by date and shift) each morning.
 - d. Reference:
 - iii. Provider Action Notice – ALS Statistics

- 8. Unit Pager - All ALS Transport Units should maintain possession of the unit pager by a crew member at all times.
 - a. Reference:
 - iv. General Order 03-02: Career Crew and Medic Unit Pager

- 9. Response Time Performance – Crews should respond promptly and safely to all calls dispatched for service. Turnout times should be at 1 minute.
 - a. Reference:
 - i. General Order 05-01 – Emergency Medical Service Operations
 - ii. General Order 06-14 – Emergency Response Time

- 10. Patient Privacy – Providers have the responsibility of protecting patient's privacy at all times.
 - a. Reference:
 - v. General Order 03-05 – Health Insurance Portability and Accountability Act of 1996 (HIPAA)

- 11. EMS Supplies – Maintain station BLS and ALS supplies to minimum operational standards
 - a. ALS supplies are ordered via email to dl-ALSsupplies@co.pg.md.us every Monday. Supplies are delivered weekly on Tuesday.
 - b. BLS supplies are ordered through the station stores process.
 - c. Reference
 - vi. General Order 05-06 – EMS Equipment Standardization

OPERATIONAL PERFORMANCE AND SAFETY

- 1. Emergency Scene Operations

Station Level Supervision of ALS Transport Units

September 2, 2010

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- a. Arrive on working incidents with all equipment needed to assist patients. Providers should have at a minimum their PPE with PAT tag, ALS equipment (aid bag, drug box, and monitor), oxygen, and stretcher with them at the command post.
 - b. If crews are providing care inside a vehicle during extrication, the provider must be wearing their appropriate PPE.
 - c. Reference:
 - i. General Order 06-01 - Fire Ground Standard Operating Procedure for Structural Fires
 - ii. General Order 08-13 - Personal Protective Equipment
2. Rehabilitation – The crew should be aware of rehabilitation procedures and be prepared to establish rehab sector on working incidents
- a. Reference:
 - i. General Order 05-16 - Emergency Incident Rehabilitation

ADMINISTRATION

1. Apparatus Preventative Maintenance – Ensure mileage is reported to the Ambulance Coordinator in Apparatus Maintenance each Monday
 - a. Reference
 - i. General Order 02-25 – Preventive Maintenance Schedules and Lubricants for Fire/EMS Department Vehicles
2. Payroll – Complete and submit timesheets and distribute pay checks.
 - a. Reference:
 - i. General Order 07-01: Overtime and Compensatory Leave Policy
 - ii. General Order 07-02: Overtime Accountability
 - iii. General Order 07-03: Compensatory Leave Accountability
3. Certification – Ensure employee maintains all of their mandatory certifications/training. (Haz-Mat, Fit testing, EMT- P/I, Infectious control, etc.)
 - a. Reference:
 - i. General Order 04-01 - Required Training to Maintain Operational Status
 - ii. General Order 05-03 – EMS Provider County Certification/Decertification
4. Protective Equipment – Complete employee personal protective equipment (PPE) checks.
 - a. Reference:
 - i. General Order 10-03 – Cleaning, Repair, Replacement, and Altercation of Personal Protective Equipment.

5. Past Performance Appraisals – Station supervisors are responsible for completing PPA's on all assigned employees.
 - a. Station officers can request assistance from EMS Duty Officer for clinical performance elements, if necessary.
 - b. Reference:
 - i. Personnel Law

RISK MANAGEMENT

1. Injury – Employees report their injuries to the station supervisor as soon as possible.
 - a. Reference:
 - i. General Order 08-16 - Reporting Injuries on the Job
2. Loss/Damage – If any items are lost, broken or stolen – a loss damage report needs to be completed. Contact the station officers for further direction. If the items are ALS equipment also contact EMS Duty Officer for replacement
 - a. Contact the EMS Duty Officer for any ALS Supplies that are lost or inoperable.
 - b. Reference:
 - i. General Order 08-23 - Vehicle Accident and Loss Damage Reporting

EMS Duty Officer(EMS801) Responsibilities:

DAILY DUTIES

1. Situational Awareness – Maintain situational awareness of the EMS System at all times
 - a. Provide situational information to the Duty Major, as necessary to improve operational performance
 - b. Coordinate with PSC to ensure the adequate distribution of ALS services throughout the county by transferring units, as necessary, to meet system demands
 - c. Monitor CHATS, FRED, and hospital emergency room capacities to keep abreast on EMS system status.
 - d. Coordinate with Regional EMS duty officers to maintain regional awareness
 - e. Reference:
 - i. General Order 05-09 – Hospital Diversion
2. Quality Assurance – Serve as the initial contact for all complaints arising from patient care to be referred to EMS Quality Assurance.
 - a. Gather interview information to be submitted to the Quality Assurance Officer for further review.

- b. Serve as the initial clinical contact for any issue arising from hospitals or healthcare providers.
- c. Reference:
 - i. General Order 05-17 – EMS Quality Assurance Program

OPERATIONS

1. Function as EMS Group Supervisor on major fires, rescue, medical and other emergencies
 - a. Evaluate the scope of the emergency, the resources required and available to resolve the emergency, in accordance with established guidelines
 - b. Liaison with hospitals in order to determine transport destinations and coordinate patient distribution between hospitals
 - c. Avoid overtaxing individual hospitals to improve unit availability
 - d. Reduce turn-around time increasing availability of transport units
 - e. Coordinate rehab operations on working incidents
 - f. Perform entry and exit evaluations for specialty units
 - g. Participate in post-incident critiques and operational reports
 - h. References:
 - i. General Order 06-06 – Fire and Rescue Operations
 - ii. General Order 05-16 – Emergency Incident Rehabilitation
2. Inter-facility transports - Authorize units to perform transports between medical facilities based upon patient's clinical needs, facility needs, and system availability.
 - a. Reference:
 - i. General Order 05-25 – Inter-facility Transport

SYSTEM PERFORMANCE MEASUREMENT

1. Response Time Performance – Interpret available data and provide periodic reports related to EMS System response time performance
 - a. Provide unit level reports to Managers, Supervisors, and Provider to improve performance
 - b. System Utilization – Collect and interpret data to analyze demand on the system
2. Production/Deployment/Demand Analysis and Intervention – Analyze trends to execute system improvements in real time
 - a. Propose operational solutions when demand outpaces production
 - b. Propose operational solutions when deployment is ineffective to address demand

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3. Demand Mitigation – Analyze system demand patterns to improve system efficiency
 - a. Develop programs to reduce system wide demand
 - i. Injury Prevention
 - ii. Facility Liaison
 - iii. Public Education
4. Operational Analysis – Investigate any incident where system performance fails to meet performance standards
 - a. No Medic Responding
 - b. Hospital Reroute
 - c. EMS Response Time Failure

ADMINISTRATION

1. Staffing Support – The Duty Major, Battalion Chiefs and station officers address immediate staffing needs. The EMS Duty Officer will review staffing daily to ensure:
 - a. Required staffing obligations are met.
 - b. Professional development goals are addressed.
2. Professional Development
 - a. Serve as development oversight for all preceptors and ALS interns.
 - b. Coordinate assignments for incoming interns.
 - c. Validate earned internship hours for phase progression.
 - d. Verify Field Training Officer (FTO) pay documentation for all eligible employees in Telestaff.
 - e. Coordinate and conduct simulation training with all ALS personnel.
 - i. Coordinate with station officers and the Bureau of Fire Rescue Operations (BFRO) Training Calendar to minimize operational impact.
 - f. Provide EMS training materials for station or battalion level drills, upon request
 - g. Reference:
 - i. General Order 05-21 – Advanced Life Support Preceptor Pay
 - ii. Intern Study Guide
3. Electronic Patient Care Report – Provide assistance with any electronic patient care (Trip Tix) reporting issues
 - a. Equipment replacement
 - b. Customer support and documentation guidance
 - c. Reference:
 - i. General Order 03-15 – Electronic Patient Care Report

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4. EMS Liaison – Represents EMS and the Department at meetings and functions
 - a. Serves as the Operational Liaison for healthcare system meetings.
 - b. Reference:
 - i. Paramedic Captains Position Description

LOGISTICS

1. ALS Supply – Resupply of all ALS equipment and supplies.
 - a. Coordinate ALS re-supply and replacement for all ALS Transport Units
 - b. Reference:
 - i. General Order 05-01 – Emergency Medical Service Operations
 - ii. General Order 05-06 – EMS Equipment Standardization