

## **B. METRO REGION EMS SYSTEM PLAN**

Regional Programs & Projects  
FY 2016-2017



# **Metro Region EMS System**

## 1. Regional EMS System Coordination and Management

The EMS grants received support the over **15,000** EMS responders who live and work in the nine county metropolitan region and the more than 30 EMS transport agencies that provide timely response to over **346,000** requests for medical emergencies annually.

These EMS agencies are very competent to manage everyday operations within their PSA, however, while accounting for about one-third of the nation's emergency responders, EMS personnel are the least supported of all public safety and healthcare personnel across the nation to fulfill their roles in responding to large scale events lacking both adequate training and proper equipment for disaster response. Large multiple casualty incidents, whether man-made (accidents or intentional such as terrorism) or natural (storm, fire, pandemic diseases and the like), typically will overwhelm any local EMS provider early in the developing event, especially when emergency medical responders are victims of the catastrophe themselves. A prudent and appropriate response more than likely requires immediate mutual aid from surrounding communities and even may require expansion to a regional, state, or national response. In light of recent disasters, an overwhelming initial EMS response is mandatory in order to mitigate tragic loss of life and human suffering. In order to be successful and efficient, such a response requires planning, equipment and trained personnel. It is no surprise that emergency preparedness is the number one focus of the Metro Region EMS providers. **The core mission of the Metro Region EMS System is the commitment to strive for competence, commitment, cooperation, and regional EMS coordination in order to provide an effective and efficient regional EMS response in the wake of any disaster through ongoing collaboration with state, county, and local emergency management, public safety, public health and healthcare provider agencies.**

### Objectives:

- Maintain the Metro Region EMS System capability to provide EMS surge capacity capabilities upon request to the metropolitan region, the State of Minnesota and other state or federal jurisdictions.
- Maintain the capability to support and coordinate with any other MN EMS regional system response strategy for EMS surge capacity through continued development of regional components of MN Ambulance Strike Team (MNAST) which includes support equipment purchases and maintenance.

- Maintain the Metro EMS Regional Coordination Center and ability to provide 24/7 on-call staffing for EMS (MAC) multi-agency coordination that also could be used for state EMS coordination
- Provide a real-time, reliable system for EMS resource allocation during mass casualty incidents and large scale, multi-jurisdictional events. (EMSMAC function)
- Review and maintain the regional EMS responder rehab protocols.

**Evaluation:**

- Provide management training on regional response and surge plans.
- Provide workshops and seminars in the area of incident management, medical surge and emergency preparedness for EMS provider agencies that comply within State and Federal guidelines such as NIMS-ICS structure with state, county, and local emergency management, public safety, public health and healthcare provider agencies.
- Maintain collaborative participation with regional MNAST participants, county EMS councils and emergency management directors, MN EMSRB, MN Department of Health (MDH), MN Homeland Security and Emergency Management (HSEM), Regional Healthcare Coalitions, the metro RHRC, the MMRTAC and emergency preparedness partners.

**Outcomes:**

- The metro region EMS providers to be actively involved and informed in the development and maintenance of the regional EMS incident response plan to significant events and disasters which may occur and that regional EMS is actively involved and represented in the emergency preparedness planning process at all levels within the region.

**Timeline:**

***Ongoing-2017:*** Maintain relationships with local, county, regional, state, and Federal emergency preparedness agencies and groups by attending these entities scheduled meetings as well as to continually assess and review regional response plans as well as to facilitate regional coordination of resources and assets with appropriate partners.

- Ongoing-2017:** Support MN Ambulance Strike Team development through equipment acquisition and maintenance, training and exercises. (Includes and not limited to insurance, storage, access fees and maintenance of EMS communications equipment, radio cache, bases of operations, trailers, Alternate Care Site (ACS) supplies and the two MCI buses in the metro region.)
- Ongoing-2017:** Support the ongoing operations, training and exercise of a statewide EMS MACC.
- Ongoing-2017:** Maintain and update emsmn.org website bi-monthly.
- Ongoing-2017:** Promote the involvement of all public safety disciplines into 3 Echo-Hostile Event Response trainings, maintain and update material and support agencies hosting trainings presentations.
- October 2015:** Identify NIMS compliant training needs and engage Education Subcommittee to host educational events.
- December 2015:** Complete biennial review and update as needed the regional Incident Response Plan.
- January 2016:** Identify other IMT trainings in order to sustain EMS response capabilities
- January 2016-2017:** Maintain as needed the regional Incident Response Plan.
- Ongoing-2017:** Identify and schedule emergency preparedness training to meet responder and provider requirements such as ICS 300/400 classes.

## **2. Regional EMS System Coordination and Management –Healthcare Involvement**

By action of the EMS TOC and the MESB, The Metro Region EMS System (MREMSS) acts as the regional EMS representative of the EMS community within the metro Healthcare Coalition and sits on the Steering Committee. Also, the MREMSS is the MDH contracted host of the MN Metropolitan Regional Trauma Advisory Committee and provides a coordinator to the committee as well as provides administrative assistance to the committee.

### **Objectives:**

- Support and maintain the MN Metropolitan Regional Trauma Advisory Committee operations.
- Continue participation within the regional Healthcare Coalition (includes Emergency Management, Public Health, Hospitals and Hospital Systems, Unaffiliated Clinics, and Long Term Care)

### **Evaluation:**

- Provide management and coordination support to MMRTAC.
- Attend and support Healthcare Coalition meetings as EMS regional representative and report updates to EMS community.

### **Outcomes:**

- The metro region EMS providers will be represented and informed on the development, scope of work, and projects of the regional Healthcare Coalition and RTAC.

### **Timeline:**

***Ongoing-2017:*** Maintain ongoing managerial support and support efforts of regional RTAC and Healthcare Coalition through attending regional meetings and actively participating in regional healthcare initiatives.

### **3. Regional EMS System Coordination and Management –EMS Research**

Since EMS research continues to be identified as a critical need by EMS providers in the region, the Metro Region EMS System has been funding EMS research grants for a number of years. The Metro Region has the capacity to do research based on both academic expertise and credible scientific sample size and recognizes this is an opportunity to continue to support research that could have a greater impact and develop evidence-based EMS Best Practice models. The Metro Region EMS System solicits and awards funding (grants) for approved for Emergency Medical Services (EMS) research proposals. The intent of the grants is to support specific research projects which may: **improve the coordination of emergency medical response in the nine county metropolitan area; improve resource utilization; demonstrate enhanced cost effectiveness of services; evaluate medical equipment, treatments and pre-hospital interventions; improve pre-hospital medical care skills of emergency medical responders in the metropolitan area; evaluate trends or developments in pre-hospital care; establish basis for pre-hospital protocols or standard operating procedures; or otherwise demonstrate a positive impact on regional EMS services.**

#### **Objectives:**

- Provide EMS research grants to Metro Region agencies which have a demonstrable impact on metro region EMS service delivery and regional impact in order to improve patient care and allocation of resources by determining the efficacy of evidenced based emergency care.
- Provide a forum for sharing the results of EMS research conducted in the Metro Region.
- Offer presentations on research to other venues as appropriate upon request.

#### **Evaluation:**

- Ensure at least two EMS research grants are awarded to agencies within Metro Region for EMS research.
- Ensure presentations on completed EMS research projects are provided to the Metropolitan Emergency Services Board (MESB) and the EMS TOC and final reports are posted on Metro Region's EMS web site.
- Ensure grant recipients demonstrate how proposed research would impact EMS.

**Outcomes:**

- At least one research project, relevant to improved coordination of EMS in the Metro Region and/or the evaluation of standards or procedures to improve patient care, are completed.
- The research conducted is made available for others to utilize the information that was discovered.
- Practical application of grant research is identified.

**Timeline:**

***November 2015:*** RFP distributed for EMS research grants.

***February 2016:*** The EMS TOC and its subcommittees evaluate research proposals and recommend to the Metropolitan Emergency Services Board of potential grant recipients.

***April 2017:*** Research grants completed and final reports submitted to the MESB and the Metro Region EMS System.

#### **4. Regional EMS System Coordination and Management – Critical Incident Stress Management (CISM)**

Emergency medical service personnel – dispatch, ambulance, fire/rescue, law enforcement, and hospital staff are at high risk of developing stress-related illness and injuries from the effects of critical incident stress. They share many common stresses inherent to their work including higher risk of injury, the need to make immediate decisions without error, unfamiliar or uncontrollable work environments and frequent exposure to the sights, smells and sounds of human trauma and continual responsibility for human life. Critical incident stress management (CISM) is a comprehensive, organized approach for the reduction and management of harmful aspects of stress in emergency services. CISM has been identified as a priority program not only for EMS providers within the Metro Region, but also for providers throughout Minnesota and across the United States.

##### **Objectives:**

- Enhance the well-being of EMS providers and increase skill retention through critical incident stress management.
- Contribute via a performance based grant to the support of a system for critical incident stress management.
- Collaborate with other regional EMS programs to support the development and sustainability of CISM teams.
- Require Metro CISM to identify new funding mechanisms to complement funding from the Metro Region EMS Program.

##### **Evaluation:**

- Ensure critical incident stress management services are available twenty-four hours/day, seven days/week all year long (24/7/365) through the Metro CISM Team.
- Ensure regional CISM will provide a contemporary and appropriate approach to CISM through training annually within the metropolitan region for EMS providers and CISM team members.
- Receive written funding and activity reports from Metro CISM.



**Outcomes:**

- Short and longer-term adverse physical and mental consequences of critical incident stress are mitigated through access to the Metro CISM Team for assistance in managing critical incident stress.
- Access to CISM services in Minnesota is strengthened through development of partnerships between CISM teams for training, support and/or mutual aid.
- The Metro CISM team has an effective and appropriate approach to CISM and Post Traumatic Stress Disorder (PTSD) situations that provide for initial and longer term support of Emergency Service Personnel.
- Metro Region CISM Team continues to identify and secure new funding mechanisms, other than from the Metro Region EMS System.

**Timeline:**

- September 2015:*** Metro Region EMS System revises and renews contract effective through June, 2017 with the Metro CISM Team to provide service support from July 2015 through June 2017.
- March 2016:*** Metro CISM Team presents a report and a two (2) year plan, including a strategic plan for obtaining other funding sources to sustain their program, to Metro Region EMS Technical Operations Committee (EMS TOC).
- Ongoing-2017*** Ongoing CISM support to Metro first responder community.

## 5. **EMS Personnel Training**

On-going training is a need of all EMS providers. The metro EMS transport agencies, under the guidance their medical director, provide abundant, exceptional education to their responder base. Many services even host large, very well attended educational conferences. The Metro Region EMS System intends not to compete with our regional partners including the MNSCU EMS training institutions in providing education. The Metro Region EMS System plans to provide workshops, training opportunities, and classes on topics identified by the providers within the region that may not be readily available through existing training programs and conferences. Topics and class scheduling will be identified in the annual work plans of the EMS TOC and its subcommittees.

### **Objectives:**

- Provide workshops on current EMS topics or issues to EMS providers in the Metro Region, based on input from the Metro Region EMS System committees (TOC and its committees).
- Enhance the knowledge and/or skills of EMS providers and managers.
- Build relationships and promote public safety responder integration with the MREMSS.

### **Evaluation:**

- Deploy education that addresses a minimum of two (2) topics of interest identified through need assessment at the committee level as well through a regional survey.
- Deploy a minimum of two (2) educational presentations focusing on the outcomes of completed EMS regional research projects.

### **Outcomes:**

- To have a wide variety of EMS and public safety providers participate in training opportunities or workshops offered by the Metro Region EMS System.

### **Timeline:**

- November 2015:** Multiple training topics identified by Education/Research Subcommittee through a targeted customer survey.
- January 2016:** Two or more training opportunities to be scheduled.
- Ongoing-2017:** EMS committees to continue planning regional training.

***October 2016:***

Two or more opportunities have been identified and scheduled for EMS providers and/or managers in the Metro Region to be completed before July, 2017.

## **6. EMS Communications**

Public safety and EMS providers repeatedly identify dependable communications as the single most important element required for an *efficient, effective, appropriate* and *coordinated* timely response to everyday emergencies. In the face of regional man-made or natural disasters, an overwhelming initial EMS response is mandatory in order to mitigate tragic loss of life and human suffering. Capacity, multifunctionality, reliability and interoperability are the critical cornerstones for an effective communications and information management system. Any proficient response requires transmission of real-time information to assess needs and resources, which can change suddenly and unexpectedly. Communication failures hinder all levels of response management and often lead to chaos and confusion not only in disaster response but in daily operations as well. The Metro Region EMS System continues to remain steadfast in its efforts to upgrade and maintain the ARMER system in the region. It has committed itself to strive for interoperable communication not only in the region but also throughout the state through relationships with the other regions and regional radio boards. The Metro Region EMS System is dedicated to enhancing interoperability through the unrestricted transfer of 911 data, the development of Next Gen 9-1-1 and information between primary and secondary PSAP centers. The MREMSS uses its EMS Communications and IT Subcommittee and the MESB's committees to fervently maintain, enhance and expand the regional EMS communication system through the integration of new technologies.

### **Objective:**

- Utilize the EMS Communications and IT Subcommittee to address EMS communications issues within the Metro region and develops annual work plan.
- Ensure EMS participation, compliance, and exercise within the scope of the regional tactical interoperability communications plan (TICP).
- Continue EMS participation in the development of Next Generation 911 systems that will allow the unfettered transfer of ANI/ALI data and the flexibility to transfer 911 calls to other PSAPs and 2<sup>o</sup> PSAPs even across regional and state boundaries.
- Support regional COMLs and field deployed incident dispatch teams.

### **Evaluation:**

- Ensure the EMS Communications and IT Subcommittee meets regularly to address EMS communications issues affecting the Metro Region.

- Facilitate the development and implementation of an approach to transfer 911 data and information between primary and secondary PSAP units in the region through the collaborative efforts of co-sponsors from within the Metro Region, State of Minnesota and other vested/interested partners to test the concept within in the parameters of Next Gen(eration) 911.
- Collaborate in the development and implementation of an all-hazards, multi-discipline approach to enhance radio interoperability with all EMS providers within the State during daily and disaster responses.

**Outcomes:**

- Improved interoperability of EMS communications systems within the Metro Region and adjacent jurisdictions.
- Ensure EMS communications are consistent with state and regional radio plans and standards.
- Improved accuracy of the 911 data that is exchanged between PSAPs and minimized time to dispatch when calls are transferred between agencies.

**Timeline:**

- Ongoing-2017:*** The EMS Communications and IT Subcommittee maintains quarterly meeting schedule and work plan.
- Ongoing-2017:*** MREMSS facilitates EMS representation in Next Gen 911 planning activities.
- Ongoing-2017:*** Investigate costs, feasibility and interest in 2<sup>o</sup> PSAP CAD interface capability into regional emergency management common operating picture platform-Knowledge Center. Ensure regional participation continues in the MnTrac system.
- Ongoing-2017:*** Continued support of the development and integration of EMS COMLs and IDT into local, regional and state response plans.
- December 2015:*** Collaborate with regional Education Committee to identify EMS communication training topics and schedule dispatch/communication training sessions at least once per calendar year.

## **7. EMS Regional Equipment Operations and Maintenance**

The Metro Region EMS System is committed to strive for competence, commitment, cooperation, and coordination in order to provide an effective and efficient regional EMS response in the wake of any disaster through ongoing collaboration with state, county, and local emergency management, public safety, public health and healthcare provider agencies. As a result of this commitment, the MREMSS has been maintaining much of the MNAST cache of personal protective gear, two (2) all-weather Western Shelter systems (including multiple tents, lighting, portable HVAC systems, two (2) trailer sized electrical generators), patient monitoring systems, a support trailer, and a communications support trailer complete with an auto-deployable satellite dish to provide broadband capabilities when deployed. Recently the MESB-MREMSS was asked to take over the operations of the MCI bus located at the MAC-FD. The bus requires maintenance, a heated storage facility and other items such as additional insurance, fuel, etc. The MREMSS will be negotiating a MOU with Allina Health to provide driver support that would ensure the regional capacity to deploy two (2) MCI buses.

### **Objectives:**

- Ensure the cache of response equipment is maintained and deployable.
- Maintain and sustain the operations and response capabilities of the MACFD MCI bus.

### **Evaluation:**

- Negotiate an operational MOU with Allina.
- Train a cadre of vehicle operators and load masters.
- Develop necessary manuals and maintenance schedules for vehicle and equipment.
- Establish and follow maintenance schedules for all equipment.

### **Outcomes:**

- Ensure 24/7 availability of MACFD MCI bus for deployment.

### **Timeline:**

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| <b>August 2015:</b>  | Secure an ALLINA MOU agreement.                   |
| <b>August 2015:</b>  | Identify operations personnel and begin training. |
| <b>July 2015:</b>    | Operations and maintenance manuals compiled.      |
| <b>Ongoing-2017:</b> | Continued operations.                             |

## **8. Public Safety Cooperation and Involvement**

In light of recent disasters, an overwhelming initial coordinated public safety response is mandatory in order to mitigate tragic loss of life and human suffering. In order to be successful and efficient, such a response requires planning, equipment and trained personnel. The lack of coordinated public safety responses to MCI events continues to be a serious gap. The lack of a common operating picture, common agreed upon objectives and real time situational awareness, the lack of communication between multiple responding agencies and disciplines, the lack of inter-discipline training and exercise, and just plain discipline and jurisdictional silos are the reason for most response shortcomings. ALL of the response agencies including emergency management, public health and the hospital systems must train and exercise together.

The most feared mass casualty incidents are those that are caused by a hostile event.

The Metro Region EMS System manages the 3 ECHO Hostile Event Response course for the State of Minnesota.

The 3 ECHO response model is an integrated practice for first responders that move beyond the separation of law enforcement and rescue/medical personnel during active shooter, post blast response, and other hostile events. The integration of disciplines is completed as soon as possible during an event response with the goal of providing the ability to rescue viable victims while the response to the hostile event is ongoing and risk to all responders is mitigated.

This course provides training that builds a robust and adaptive collaboration among different levels of government, among multiple jurisdictions, and among departments and agencies within single jurisdictions as well as building collaboration across multiple response disciplines. This collaboration encompasses planning, training, and operations with the goal of coordinating the capabilities and resources of various entities for the common purpose of responding to intentional threats to people. The specific activities in this training address the response capabilities **to save lives**, execute emergency operations plans, and specifically of mitigation activities designed to limit the loss of life, personal injury, and other unfavorable outcomes to all victims and responders. This training emphasized the collaboration and innovation specifically outlined in the framework for the National Preparedness Goal will improve the metro response capability.

### **Objectives:**

- Support metro jurisdictions who schedule 3 ECHO trainings.

- Maintain and sustain the training equipment need for 3 ECHO training.
- Provide office and logistic support for 3 ECHO trainings.

**Evaluation:**

- Identify jurisdictions that are interested in providing 3 ECHO training.
- Maintain online registration capability.
- Provide for the printing of training materials.
- Provide training equipment.
- Schedule at least two regional 3 ECHO trainings in the metro region.

**Outcomes:**

- Increase the competencies and hostile event response capabilities across all public safety disciplines.

**Timeline:**

- August 2015:*** Identify regional partners that wish to host a 3 ECHO training.
- September 2015:*** Schedule and promote one regional 3 ECHO class
- July 2016:*** Schedule and promote a second 3 ECHO class.
- Ongoing-2017:*** Maintain cache of training supplies and online class registration tool.



## **9. EMS Public Education**

EMS providers are expected to be a public education resource by the citizens in their communities. In order to support the public education role of EMS providers, the Metro Region EMS System is committed to sustaining its regional initiative for community public education that addresses the need to enhance the public's awareness of healthy and/or safety-conscious lifestyles as well as personal and family emergency preparedness. The Metro Region EMS System collaborates with the EMS providers and community/public health representatives as well as other non-governmental organizations (NGOs) to identify appropriate public education/information topics. Furthermore, the System recognizes the benefits and synergy in multi-regional, multi-organizational and/or statewide public education initiatives and is committed to exploring the possibility of collaboration with one or more regional entities on public education campaigns.

### **Objectives:**

- Promote public and governmental awareness of health and safety-conscious lifestyles through a public education campaign that targets the reduction in the risks of illness or injury and/or promotes safer behavior as well as promotes the essential roles EMS plays in the region.
- Identify public education initiatives addressing needs identified by the Metro Region EMS providers or gaps/needs gleaned from community health mapping and assessments.
- Explore options of collaborating on a public education initiative with other entities such as TZD, AHA, and NTHSA.
- Support public education campaigns by distributing general health, emergency medical care and personal-family preparedness materials to EMS providers and collaborative partners for public distribution.
- Ensure the Metro Region EMS website is current through regular updates and additional postings of new information to site.

### **Evaluation:**

- Ensure approved education materials, addressing an identified illness or injury or promoting safer behavior, are developed and distributed through EMS providers.

- Ensure informational resources that are developed are distributed to the community to promote public awareness, and health prevention and promotion.
- Review the [emsmn.org](http://emsmn.org) web site educational pages and update as necessary.

**Outcomes:**

- Produce and distribute electronic or printed educational material promoting at least two (2) public educational topics annually.
- Provide relevant information that can be utilized by the general public to promote healthy and safe lifestyles.
- Provide relevant information that can be utilized by the general public and elected officials in which to support EMS visibility and EMS initiatives.

**Timeline:**

- Ongoing-2017:*** Monitor, maintain and support emsmn.org website.
- Ongoing-2017:*** Review and update as necessary the emsmn.org website at least bi-monthly.
- Ongoing-2017:*** Maintain and distribute upon request supplies of current, approved informational pamphlets and brochures as well as “Procedures for Emergency Care’.