

## Standards of Excellence (SoE) – Frequently Asked Questions

- *Is this a voluntary process?*

\*Yes, the process an EMS agency must go through to be recognized as an Agency of Excellence (AoE) is completely voluntary.

- *What criteria qualifies the EMS agency to be considered?*

\*The EMS agency is required to be a licensed EMS agency in good standing with the Virginia Office of EMS (OEMS) or an EMS agency operated by the United States government within this state.

- *What costs are associated with the process?*

\*There are no costs to the EMS agency related to the process to be recognized as an AoE.

- *How does SoE affect the EMS agency license issued by the Virginia Office of EMS?*

\* Ideally, it doesn't. The SoE process is designed to recognize EMS agencies that operate "above and beyond" the Virginia EMS Regulations for EMS Agency licensure. Additionally, recognition as an AoE does not extend the term of the existing EMS agency license.

- *Is this process punitive?*

\*Absolutely not. This process is to identify areas where the EMS agency goes "above and beyond" the Virginia EMS Regulations for EMS Agency licensure. However, a regulatory action by OEMS against the EMS agency could affect the agency's standing as an AoE recognized by OEMS..

- *Why should an EMS agency go through this process?*

\*The process is an excellent means of assessing itself from several major standpoints. Recognition as an AoE sets an example for other similar EMS agencies in the area or across the state. It may also be used as part of a recruitment/retention campaign, and may be beneficial for any business opportunities that the EMS agency may enter into, or are considering.

- *What does the EMS agency receive when they are recognized as an AoE?*

\*The agency will be officially recognized at the Virginia EMS Symposium during the annual EMS awards program. Additionally, the agency will be provided with decals to affix to agency vehicles, as well as a graphic to use on agency letterhead,

- *What does the evaluation process entail?*

\*First, the EMS agency completes the self assessment found on the OEMS website (attach link). Upon completion, the EMS agency submits the self assessment (with electronic copies of pertinent documents) to OEMS via e-mail (address here). Upon receipt, OEMS evaluates the self assessment, and provides feedback on any item that may be deficient. If no deficiencies are found, a representative from OEMS will contact the EMS agency representative that submitted the self evaluation to schedule a site visit. During the site visit, subject matter experts will verify the information submitted is correct, and make an evaluation of the service. After the site visit, a final determination of whether or not the agency will be recognized as an AoE will be made by OEMS. The EMS agency will receive written notification from OEMS. If the EMS agency is not recognized at that time, a list of items to be corrected, and a timeframe to make corrections will be provided, and additional site visit(s) scheduled, if necessary. If the EMS agency is recognized, they will be recognized as outlined above.

## **Standards of Excellence (SoE) – Frequently Asked Questions (Continued)**

*-I don't want a site visit, but I would like to do the self-assessment surveys. Is it possible to obtain and complete the surveys without going through the site visits?*

\*Yes, you are able to access and complete the surveys as a tool for improvement without engaging OEMS for site visits and follow-up. However, to be recognized as an (AoE) and afforded the benefits of such, your agency would need to complete the entire process.

For more information on the Standards of Excellence program, please contact Tim Perkins, EMS Systems Planner, at [tim.perkins@vdh.virginia.gov](mailto:tim.perkins@vdh.virginia.gov) .