

TECHNICAL ASSISTANCE

Virginia Office of Emergency Medical Services
Virginia Department of Health

OEMS Technical Assistance

Provides assistance to:

- EMS Agencies
- Local Governments
- Regional EMS Councils
- EMS Organizations (VAVRS, VFCA, VAGEMSA, etc.)
- Other state agencies

Topics

Recruitment and Retention

EMS Leadership and Management

Workforce Development Committee

Formed to work through EMS recruitment, retention, leadership and management issues.

Two workgroups

- Standards of Excellence (SoE) Assessment
- Virginia EMS Officer Standards

Both projects seek to enhance improvement

- EMS Agency – Standards of Excellence
- EMS Officer (provider) – Virginia EMS Officer

Virginia EMS Officer Standards

Program Defines 4 EMS Officer Levels

Level	Target Audience	Who	Notes
AIC		Determined by local authority and OMD	
EMS Officer I	Unit or Duty Crew	Unit leader, Sergeant, Lieutenant, Duty Crew Leader	Hybrid VDFP Officer I
EMS Officer II	Station or Shift Leader	Station Officer, EMS Supervisor, Captain, Function Officer	Hybrid VDFP Officer II
EMS Officer III	Division or Agency Leader	Chief Officer, Division Chief, Senior Leadership	Hybrid VDFP Officer III/ standards from CEMSO
EMS Officer IV	Executive Leader	Chief, President, Executive officer	Completion of CEMSO

Need for the EMS Officer Program

- STANDARDATION OF EMS OFFICER TASKING

Currently there is no standard definition of an EMS officer in VA.

Volunteer agencies generally have a Captain in charge of operations and a President in charge of administrative duties.

Career EMS agencies typically have a full line of officers from the agency chief down to crew chief.

EMS Officer Need continued

Standard requirements needed for EMS Officers

2004 JLARC Report -Management credentials are apparently not always the determining factor in selection, according to many people interviewed during the course of this review. Squad captains are not required to have experience with routine management functions that are important for EMS agencies, such as financial management and budgeting, personnel management, and strategic planning.

Implementation Goal (tentative)

EMS Officer I

- February 2015
 - Pilot program
 - Hybrid/ Online Education
 - Dual offering
 - Central Shenandoah EMS Council
 - Tidewater EMS Council
- March - April 2015
 - Edit and revise program with feedback from pilot program
- May 2015
 - Endorsement from state EMS Advisory Board
- May - June 2015
 - Role out EMS Officer I Program

Standards of Excellence Assessment

Standards of Excellence

A Virginia EMS agency voluntary assessment and self-evaluation of the 8 Areas of Excellence:

- Leadership/Management
- Recruitment & Retention
- EMS Operational Readiness
- Life Safety
- Medical Direction
- Clinical Care Measures/Standards
- Community Involvement
- Emergency Medical Dispatch



Standards of Excellence

After completing self-assessment EMS agencies can request assistance in areas of identified weakness(es).

On site visit from a subject matter expert (SME)
Or other assistance:

- Sample documents
- Articles
- Classes
- Partnerships

Keeping The Best! EMS Workforce Retention Tool Kit

- How to Use EMS Retention Principles
- Survival Guide To EMS Retention Problems
- Maximizing Your Retention Efforts
- How to Retain ALS Providers:
Workforce Utilization Strategies &
Applying EMS Retention Principles

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PLANNING AND REGIONAL COORDINATION

What we do...

- Regional EMS Council Oversight
- State Medevac Program
- Virginia Statewide EMS Plan

Regional EMS Council Oversight

OEMS contracts with the eleven Regional EMS Councils, which are non-profit organizations. The councils collectively receive \$3.1 million dollars in contract funding annually.

The councils are responsible for the development of regional EMS plans and protocols, assist in administration of EMS certification examinations, and develop and maintain regional restocking agreements and medication exchange kit programs.



State Medevac Program

OEMS coordinates a statewide air medical evacuation (Medevac) system, which provides helicopter and fixed wing air medical services.

These private and public Medevac agencies work collaboratively to transport the most critically ill and injured patients to trauma centers and other specialty care facilities.



Virginia Statewide EMS Plan

§32.1-111.3 of the *Code of Virginia* requires the development of a comprehensive, coordinated, statewide emergency medical services plan by OEMS.

The Board of Health must review, update, and publish the plan triennially, making such revisions as may be necessary to improve the effectiveness and efficiency of the Commonwealth's emergency care system. The objectives of the plan shall include, but not be limited to the nineteen (19) objectives outlined in §32.1-111.3.

For more information...

Regional EMS Councils:

www.vaems.org

State Medevac Program:

<http://www.vdh.virginia.gov/OEMS/Medevac/index.htm>

Virginia Statewide EMS Plan:

<http://www.vdh.virginia.gov/OEMS/EMSPlan/index.htm>

Planning & Regional Coordination Staff

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