



McLean County Area EMS System

1609 Northbrook Dr. Ste. 8
Normal, IL 61761

Phone: (309) 827-4348
Fax: (309) 808-4235

Strategic Plan Implementation

Agency/EMS Integration	Community Outreach	Clinical Excellence	Financial Integrity
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I. Agency/EMS Integration

Goal: *MCAEMS will develop a strong working relationship with member agencies*

Action:

- _____ 1) Provide resource information to member agencies
- _____ 2) Develop recruitment program (encourage diversity to ensure coverage of EMS needs)
- _____ 3) Provide quality education updates

Timeline: 3 years

Goal: *Less than 10% of staff turnover within EMS organizations*

Action:

- _____ 1) Provide a positive atmosphere by developing committees
- _____ 2) Develop and review staff expectation
- _____ 3) Recognition of providers through letters of commendation, plaques, and media

Timeline: 5 years

II. Community Outreach

Goal: *MCAEMS will be viewed as a leader in educational and prevention programs.*

Action:

- _____ 1) EMS agencies will develop public education programs related to injury/illness prevention
- _____ 2) Establish a simulation training center
- _____ 3) Seek national accreditation for the MCAEMS System EMS education program
- _____ 4) Educate public officials on the EMS System
- _____ 5) Ensure EMS providers are educated on mandatory reporting requirements
- _____ 6) Provide opportunity for feedback from providers through utilization of surveys
- _____ 7) Utilize local, state, and federal public health and prevention programs

Timeline: 5 years



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Goal: *Ensure public access to EMS providers is available to MCAEMS boundaries*

Action:

- _____ 1) PSAP enhancements (call referral system)
- _____ 2) Develop public transportation assistance program
- _____ 3) Ensure EMS providers provide information to patients related to shelters and Safety information
- _____ 4) Appropriate emergency healthcare system utilization model

Timeline: 5 years

III. Clinical Excellence

Goal: *Ensure competent patient care throughout MCAEMS*

Action:

- _____ 1) Implement and maintain Quality Improvement program (response times, continuity of care)
- _____ 2) Utilize evidence based protocol
- _____ 3) EMS Agencies maintain mutual aid agreements to ensure redundancy of EMS services
- _____ 4) Ensure compliance with HIPAA guidelines
- _____ 5) Compatible documentation program (PSAP, EMS, and Hospitals) compliant with State and National EMS data collection systems
- _____ 6) MCAEMS system complies with all applicable local, state, and federal laws

Timeline: 3 years

Goal: *MCAEMS community and agency services will be provided using the latest technology*

Action:

- _____ 1) Educational capabilities utilizing video conferencing
- _____ 2) Transmission of patient care data from field to hospital

Timeline: 3 years

Goal: *MCAEMS system are prepared to deal with mass casualty incidents*

Action:

- _____ 1) 100% compliance by EMS providers completing education on NIMS
- _____ 2) 90% member agencies participate in annual disaster exercises
- _____ 3) Ensure EMS system adopts a standardized triage system
- _____ 4) Ensure member agency compliance adopting state recognized triage tag
- _____ 5) Ensure MCAEMS System collaborates with local, regional, state, and federal partners

Timeline: 1 year

(October 2009)



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IV. Financial Integrity

Goal: *Ensure MCAEMS remains fiscally responsible*

Action:

- _____ 1) Serve as resource for local EMS
- _____ 2) Explore grants funding opportunities for MCAEMS
- _____ 3) Maintain database of vendor and agency partners and resources
- _____ 4) Search out grant funds for technology

Timeline: 6 months