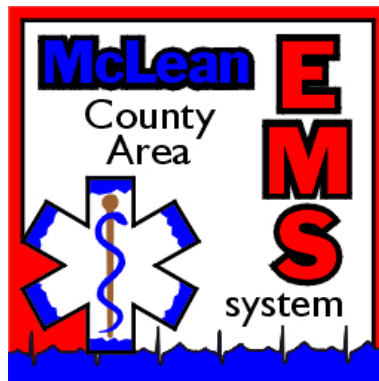


McLean County Area EMS System



Strategic Plan

Mission Statement

The mission of the McLean County Area EMS System is the provision of effective, safe, cost-beneficial, patient-focused, pre-hospital medical and trauma services to those presenting to the EMS System.

This mission is accomplished by: pursuing programs focusing on quality improvement; education and training; effective healthcare delivery systems; public education and prevention programs; and developing strong working relationships with other community partners.

Vision Statement

The vision is for the McLean County Area EMS System to be viewed by other local, state and national EMS programs as visionary and trend setting in emergency medical services by demonstrating the highest level of care to citizens utilizing cutting edge technology and innovative service delivery models.

Core Values

- Advocacy
- Patient Safety
- Competency
- Loyalty
- Integrity
- Honesty
- Commitment

2009 - 2011	
Goal #1	<p>Ensure standardized competent patient care throughout the Mclean County Area EMS System</p> <p>Objective 1a: Quality Improvement Program Objective 1b: Foster positive attitudes by EMS personnel Objective 1c: Accountability with non-punitive actions as the primary focus Objective 1d: EMS education program (initial and continuing) including the establishment of a formal EMS training center Objective 1e: Motivation of EMS Personnel Objective 1f: Facilitate EMS agencies developing injury/illness prevention program Objective 1g: Utilize evidence based protocols Objective 1h: Ensure continuity of care for the patient from the initial call for assistance through the transfer of care Objective 1i: Seek national accreditation for the MCAEMS System EMS education program</p>
Goal #2	<p>Ensure that every citizen which resides within the boundaries of the EMS system is serviced by an EMS transport agency</p> <p>Objective 2a: Current mutual aid agreements between EMS agencies Objective 2b: Ensure dispatch centers dispatch available EMS resources in a timely manner Objective 2c: Ensure redundancy of EMS transport services Objective 2d: Quality audits of EMS response times compared to acceptable standards Objective 2e: Ensure public access to EMS providers is available throughout the MCAEMS System boundaries Objective 2f: Facilitate EMS agencies developing public education programs</p>
Goal #3	<p>Ensure that the MCAEMS system providers are prepared to deal with all hazards mass causality incidents.</p> <p>Objective 3a: Ensure that the EMS providers have completed self study education on the National Incident Management System and the incident command system Objective 3b: Encourage member agencies to participate in local disaster exercises Objective 3c: Ensure that the EMS system adopts a standardized triage system Objective 3d: Ensure member agency compliance in regards to adopting the state recognized triage tag Objective 3e: Ensure that the MCAEMS system collaborates with other local, regional, state and federal partners</p>
Goal #4	<p>Sustain the EMS system</p> <p>Objective 4a: Recruitment and retention of member agencies Objective 4b: Support existing member agencies Objective 4c: Search out various funding options Objective 4d: Be viewed as an information source by member agencies Objective 4e: EMS agencies implement recruitment/retention programs to maintain a diverse work force Objective 4f: Assist with education of public officials on the roles and responsibilities of EMS</p>

2009 – 2011 Continued

Goal #5	Ensure computer based documentation for transport agencies Objective 5a: Ensure mutually compatible documentation between PSAP's, Hospitals, and EMS providers, to insure ability to measure outcomes Objective 5b: Ensure that the MCAEMS system complies with state and national EMS data collection and submission requirements Objective 5c: Maintain HIPPA compliance of EMS data in all documentation and record keeping
Goal #6	Ensure patient safety Objective 6a: Foster EMS providers to provide information to patients related to shelters and safety information Objective 6b: Institute a program to have EMS agencies provide wellness checks on geriatric population Objective 6c: Institute a program to have EMS agencies provide infant home safety checks of first time parents Objective 6d: Ensure EMS providers are informed of mandated reporting requirements Objective 6e: Ensure the safe and effective utilization of HIPAA guidelines to prevent a breech of patient confidentiality

2012 - 2014	
Goal #7	<p>Relieve stresses on the emergency healthcare system</p> <p>Objective 7a: Resource utilization model</p> <p>Objective 7b: PSAP (311 system) phone triage (e.g. non acute caller forwarded to a central RN triage line that has ability to set up appointments at urgent care centers or primary physician offices)</p> <p>Objective 7c: Public transportation assistance to urgent care centers or primary physician offices</p> <p>Objective 7d: Ensure that MCAEMS System complies with state and national standards established for streamlined emergency medical care</p>
Goal #8	<p>Utilize latest EMS technology to the fullest extent possible</p> <p>Objective 8a: Education utilizing video conferencing capabilities</p> <p>Objective 8b: Establish a simulation training center</p> <p>Objective 8c: Telemedicine projects</p> <p>Objective 8d: Transmission of patient care data (e.g. 12-Lead ECG) from field to hospital</p> <p>Objective 8e: Search out grant funds for technology</p> <p>Objective 8f: Share grant funding opportunities with member agencies</p>
Goal #9	<p>Ensure EMS agencies have public education/prevention programs</p> <p>Objective 9a: Encourage EMS agencies to collaborate with other local public safety, public health, and health care organizations to develop and deliver public education and prevention activities</p> <p>Objective 9b: Share public education prevention information sources with member agencies as they become available</p> <p>Objective 9c: Develop community wide education programs related to the EMS roles and responsibilities</p>