

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 22, 2022

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Cassandra Libal, Director, Office of Emergency Management

Subject: From the Director, Office of Emergency Management providing an Informational Report to demonstrate the County's role with emergency medical services and the emergency medical services council.

File Type: Informational Report

REQUEST

Providing an Informational Report to demonstrate the County's role with emergency medical services and the emergency medical services council.

BACKGROUND

At the request of the Chairwoman, the EMS Division is providing an informational report on Emergency Medical Services in the County. The intent is to equip current and newly elected members of the Board with information to better serve their constituents.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the [strategic plan](#):

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
 - OEM partners with the 14 Fire/EMS agencies to coordinate 911 access.
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
 - OEM leverages EMS data to inform practice and identify opportunities for improvement
- 3A: Invest "upstream" to address root causes of health disparities
 - OEM leverages EMS data in a unique way to understand the community's health. We plan to partner with other county agencies to reach our citizens to create awareness and promote access to healthcare.
- 3B: Enhance the County's fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

BODY

EMS Division

The Emergency Medical Services Division of the Office of Emergency Management (OEM-EMS) provides direction and other services to each of the municipal fire departments that provide emergency medical services to the citizens of Milwaukee County. OEM-EMS provides support by way of several functional areas within the Division, each with a unique directive and mission. These functional areas include Education and Training, Quality Assurance, Data Analytics and Strategy, Special Operations, Medical Direction, and EMS Research.

OEM-EMS uses the [EMS 2050 Agenda for the Future](#) framework as the guiding principles of the EMS Division. This is an effort at the federal level to advance EMS across the country. The six guiding principles are ensuring people centered EMS system by ensuring efforts are adaptable and innovative, inherently safe and effective, integrated and seamless, reliable and prepared, socially equitable and sustainable and efficient.

The Milwaukee County EMS system is comprised of 15 total agencies. Currently, nine of those agencies are transporting at the paramedic level. Additionally, three of those agencies are transporting at the EMT level but have desires to upgrade to the paramedic level in the near future. There are two EMT non transport departments that operate at the airport and the 128th military wing. And OEM has an internal Paramedic operation that is non transporting that serves venues such as the Fiserv Forum, the Zoo and the UW Admirals. The OEM EMS team has a unique capability to adapt to the changing needs of the system. For example, we operated the vaccination clinic at the Kosciuszko Community Center during the pandemic. Milwaukee County EMS system. Encounters more than 112,000 patients annually with more than 76,000 of them being transported to area hospitals. This number has been rising over the past several years and there is desire to investigate alternative health care access options for our patients.

Some major accomplishments of the OEM-EMS division recently are the COVID-19 dashboard, the COVID-19 vaccine clinic and the special operations coverage of the Bucks Finals game. The COVID-19 dashboard was cited as one of the first dashboards in the country to transparently display data on race and ethnicity along with disease burden in our community. Senator Baldwin took note and was able to press the CDC with her colleagues to release the same data. Embedded with this dashboard we have also developed two models. One is the Strategic Allocation of Fundamental Epidemic Resources (SAFER) model and the other is the Evaluating Vulnerability and Equity (EVE) model. Both of these have been published in peer reviewed journals, including the American Journal of Public Health. The EVE model was instrumental in shaping

policy for equitable vaccine distribution and delivery to our county. Through this we were able to demonstrate that the 10 most vulnerable ZIP codes should receive priority access and the state allowed us to open up the eligibility to anyone who lived within those 10 ZIP codes, despite there being restrictions on who was able to access the vaccine still in place in other areas. For this major accomplishment, we were also awarded the Pandemic Hero Award from the Wisconsin Public Policy Forum.

The OEM EMS team designed and staffed the second largest non-FEMA community vaccine clinic for COVID-19. We delivered more than 17,000 doses of vaccine to our citizens. Additionally, we also offered a program called Healthy Homes that afforded access to vaccine for those individuals who could not leave their home. We provided more than 450 vaccines doses in the home.

The OEM EMS team routinely provides medical support to the Fiserv Forum for medical operations and support to large gatherings and events. Last year, the Bucks went to the championship round of the playoffs where we had an unprecedented crowd size gather in downtown Milwaukee. With a forum filled with more than 17,000 fans and in excess of 100,000 fans outside on the Plaza, OEM and the Milwaukee Fire Department partnered together to provide a surge in medical support and resources to keep the community safe during Game 6. OEM and the MFD encountered more than 100 calls for service that night, as the Bucks won that championship. Probably not. That event highlighted the partnership and collaboration efforts between the city and the county with a common goal of keeping the community safe.

EMS Council

The responsibility of the EMS Council is to assist in the coordination of emergency medical services provided by municipalities, other government agencies, and medical service providers in the planning and provision of EMS services within the County. The Council has the responsibility of reviewing and evaluating the operations of emergency medical service delivery systems within the County and making recommendations for improvement or better coordination of service. The Council also has the primary responsibility for the formulation of policy as it relates to the respective levels of government represented by its membership.

Membership on the Council is appointed by the County Executive and representatives are selected from the following disciplines: EMS providers, Intergovernmental Cooperation Council, county government, EMS educational programs, private EMS providers, community representatives, and municipal Fire Chiefs that provide EMS services.

The Office of Emergency Management serves as the primary coordinating agency, but the affairs of the Council are governed as a subcommittee of the Health, Equity, Human

Needs and Strategic Planning Committee, and in accordance with Chapter 97, EMS Council By-Laws, and at the direction of the EMS Council Executive Committee, consisting of the EMS Council Chair, Co-Chair, Medical Director, and EMS Division Director.

FISCAL EFFECT

The report is informational only and there is no fiscal impact.

VIRTUAL MEETING INVITES

Cassandra Libal
Chris McGowan
Dan Pojar

PREPARED BY:

Dan Pojar, Director, Emergency Medical Services, Office of Emergency Management

APPROVED BY:

Cassandra Libal, Director, Office of Emergency Management

ATTACHMENTS:

PowerPoint

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk