

**Strategic Program Area 5: Emergency Medical Services (EMS)**Service Provision:     **Mandated**Strategic Outcome:   **Personal Safety**

<b>What We Do: Activity</b>				
<b>Item</b>	<b>2016 Actual</b>	<b>2017 Actual</b>	<b>2018 Target</b>	<b>2019 Target</b>
New Paramedics Trained	42	40	0, responsibility transferred to muni's due to budget cuts	0, responsibility transferred to muni's due to budget cuts
Advanced EMTs Trained	11	10	10	10
MC Parks Aquatics Trained	125	125	125	125
Paramedics Received Continuing Education	479	480	480	480
Paramedics Received Refresher Training	60	60	60	60
Advanced EMTs Received Refresher Training	17	15	15	15
EMT-Basics Received Refresher Training	126	125	125	125
Total EMS Providers (EMTs and Paramedics) Trained	860	860	860	860

<b>How We Do It: Program Budget Summary</b>					
<b>Category</b>	<b>2016 Actual</b>	<b>2017 Actual</b>	<b>2018 Budget</b>	<b>2019 Budget</b>	<b>2019/2018 Variance</b>
<b>Expenditures</b>	\$5,399,221	\$3,939,814	\$3,141,140	\$2,924,993	(\$216,147)
<b>Revenues</b>	\$334,431	\$228,606	\$369,000	\$398,784	\$29,784
<b>Tax Levy</b>	\$5,064,790	\$3,711,208	\$2,772,140	\$2,526,209	(\$245,931)
<b>FTE Positions</b>	29.0	17.5	14.0	15.5	1.5

How Well We Do It: Performance Measures				
Performance Measure	2016 Actual	2017 Actual	2018 Target	2019 Target
<b>CARES Registry</b> Cardiac Arrest Registry to Enhance Survival	N/A	Match 5 data sets to 5 like-minded EMS Systems Establish a national EMS Consortium	Establish data use agreements; compare data	Rank OEM against the EMS Consortium* 2019 target is a #2 ranking of 6
<b>NEMSIS Cube Registry</b> National EMS Information System	N/A	Match 5 data sets to 5 like-minded EMS Systems Establish a national EMS Consortium	Establish data use agreements; compare data	Rank OEM against the EMS Consortium* 2019 target is a #2 ranking of 6
<b>AHA Registry</b> American Heart Association	N/A	Match 5 data sets to 5 like-minded EMS Systems Establish a national EMS Consortium	Establish data use agreements; compare data	Rank OEM against the EMS Consortium* 2019 target is a #2 ranking of 6
<b>Modern Application Technology for EMS Providers</b>	N/A	42/42 Ambulances	14/14 Hospitals	14/14 Hospitals
<b>Modern Application Technology for Hospital Alerting</b>	N/A	0/14 Hospitals	14/14 Hospitals	14/14 Hospitals
<b>Modern Medical Supplies and Pharmaceuticals Ordering</b> (For Fire Departments)	N/A	10/10 Fire Departments	10/10 Fire Departments	10/10 Fire Departments

\* Consortium to include Pittsburgh, Houston, Columbus, Charlotte and Seattle.

**Strategic Overview:** OEM's Emergency Medical Services Division is responsible for the protocols and standards of care of over 500 paramedics. A contract with the Medical College of Wisconsin (MCW) provides 24/7 medical control and direction for the countywide EMS system ensuring paramedics have immediate access to physician assistance for the best possible patient outcome in a pre-hospital setting.

OEM eliminated our cadet training program last year due to budgetary shortfalls; instead, this education requirement was pushed to the municipalities. 2019 will mark the second year of cadet training hosted by MATC, following the guidelines and training center requirements of OEM EMS. Currently, the EMS education section is responsible for the continuing education of every EMT and paramedic in Milwaukee County. This training is the core of the EMS providers' field work when responding to a 911 call for assistance.

Inherent in maintaining this education is assuring quality improvement in our paramedics, of which OEM conducts non-punitive randomized checks. Quality checks are also conducted on paramedic to physician conversations that occur while in the field and on-scene with a patient. This includes ensuring a clean and quality data repository that contains HIPAA-compliant patient care records which are used nationally in research and analytics for improvements in patient outcomes.

The paramedic services of OEM EMS will enter its first full year of support to the Wisconsin Entertainment and Sports Center, the outside plaza, which includes supporting the full Milwaukee Bucks basketball schedule. Additional services include our own Milwaukee County Zoo and the Panther Arena, host to the Milwaukee Admiral's hockey team, utilizing our in-house medical expertise at these well-attended special events.

**Strategic Implementation:** The OEM Emergency Medical Services (EMS) Division will mark 2019 with a sound foundation for a benchmarking EMS consortium. This includes comparing population and paramedic volume, while also

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considering whether an area's hospitals are private or public, how many agencies employ paramedics in the field and whether there is unity among jurisdictional policies and procedures.

Milwaukee County has identified six similar cities and counties that compare equitably. Data use agreements are being processed, a complex process in today's cybersecure environments, requiring the protection of patient identification in accordance with HIPAA. In 2019, OEM EMS will establish bona fide ranking among these partners further seeking to incrementally increase our ranking through clearer policies and a strong quality assurance program.

In 2019, OEM will explore regionalizing our model government 911 CPR hotline as a service. The mandate of all 911 centers offering dispatcher-assisted CPR to 911 callers was passed in state legislation, known as Act 296. OEM is the state leader in this service, having paved the way through an initial grant in 2015. This includes in-house continuation of protocols and quality assurance checks, collaborating with the MCW in research, all of which has already saved over 14 lives since 2016.

OEM EMS will also continue our partnership with local law enforcement agencies in the administration of naloxone for opioid victims, through training and agreements.

There are no staff changes in 2019.