

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: 2.12.2019
TO: Theodore Lipscomb, Sr., Chairman, County Board of Supervisors
FROM: Christine Westrich, Director, Office of Emergency Management
SUBJECT: From the Director of the Office of Emergency Management (OEM), requesting authorization to create two (2) part-time EMS Supervisors to improve and adequately oversee the operations of Special Events Paramedics.

REQUEST

The Director of the Office of Emergency Management (OEM) requests adoption of a resolution for creation of two (2) part-time EMS Supervisors to improve and adequately oversee the operations of Special Events Paramedics.

BACKGROUND

The Office of Emergency Management's Emergency Medical Services (EMS) Division provides emergency medical coverage to contracted venues within the County for on-site Paramedic response, known as Special Events Paramedics.

The OEM venues we serve include the Milwaukee County Zoo, the UWM Panther Arena (e.g., Admirals Hockey), and also all events at the Fiserv Forum (e.g., Bucks, entertainment, staging).

The Deer District, LLC, host of the Fiserv Forum, is our newest contract and purveys more than double the events previously covered under the former BMO Bradley Center, causing a significant increase in our operational tempo, averaging no less than 1,000 hours per month.

OEM EMS part-time provider staff has increased from 39 hourly staff to over 50 in order to meet the required staffing increase. This increase in line personnel requires greater supervisory command and control, as well as supervisor availability.

Current Special Events Paramedics have experienced an increase in patient encounters, requiring greater attention by OEM's Continuous Quality Improvement Program and supervisor participation, as required by the state EMS Operational Plan and our Milwaukee County Medical Director.

The EMS Supervisor is responsible for the following:

- On-site supervision of Special Event EMS Providers according to FEMA's

- Incident Command System standards.
- Recruit, retain and train qualified staff.
- Meet venue requirements.
- Develop and maintain venue Standard Operating Procedures.
- Properly staff events with medical coverage, anticipating patron volume.
- Ensure staff are adequately equipped to perform job duties.
- Lead event roll-calls and communicate venue updates and policies to providers.
- Lead and staff on-site drills and training events in cooperation with the venue.
- Attend OEM leadership meetings which includes the Medical Director and Associate of the Medical College of Wisconsin.
- 100% review of all patient encounters for accuracy and completion.
- Supply ordering and management, ensuring accountability and DEA compliance.
- Narcotic inventory audits.
- Review EMS Special Event provider timecards.
- Produce HR reports for billing.
- Ensure staff compliance with mandatory training.
- Staff performance evaluations.
- Other duties and special projects as assigned.

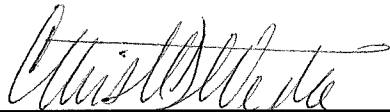
RECOMMENDATION

It is recommended that two additional part-time EMS Supervisor positions be created to fill the increased needs of supervision and arena management at the OEM contracted venues.

FISCAL IMPACT

The salary of OEM EMS providers working at contracted venues is fully reimbursed by that respective venue, resulting in a revenue neutral position.

Title	No. of Positions	Title Code	Pay Grade	Org. Unit
EMS Supervisor Hrly	Two (2) Part-Time	00054850	25M	4845



Christine Westrich
 Director, Office of Emergency Management

Attachments: RESOLUTION
 FISCAL NOTE
 Job Evaluation Questionnaire

CC: Chris Abele, County Executive
 Supervisor James "Luigi" Schmitt, Chair, Committee on Finance & Audit

Finance & Audit Committee Members

Supervisor Eddie Cullen, Chair, Committee on Personnel

Personnel Committee Members

Raisa Koltun, Chief of Staff, Office of the County Executive

Kelly Bablitch, Chief of Staff, County Board of Supervisors

Joseph Lamers, Director, Department of Administrative Services-Performance,
Strategy and Budget (DAS-PSB)

Lindsey Shreves, Fiscal and Management Analyst, Department of Administrative
Services-Performance, Strategy and Budget (DAS-PSB)

Steve Cady, Research & Policy Director, Office of the Comptroller

Janelle Jensen, Committee Clerk

Shanin Brown, Committee Coordinator, Finance & Audit and Personnel
Committees