



EMERGENCY MEDICAL SERVICES

Emergency medical calls accounted for more than 79% of all calls for emergency service in 2014. We saw a 15% increase in EMS calls from 2013. A priority of the Bryan Fire Department is to provide the highest level of patient care possible. In order to do so, constant evaluation of processes, new technology and therapies, and equipment must occur. In 2014, many accomplishments were made including:



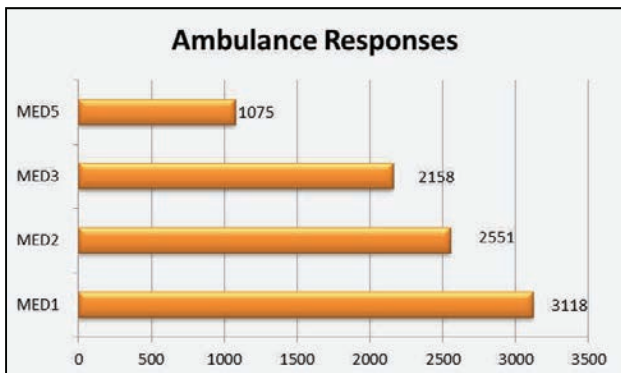
- New Equipment / Medicines – We began carrying Labetalol (cardiac medicine for hypertensive crisis), adult Tylenol, a new style head block for cervical spine precautions, and pelvic binders for patients with hip fractures.
- New Stretcher Battery System - A new battery system for our Stryker Power Pro stretchers was purchased. These batteries last longer and provide more lifts per charge than the older batteries, which will ultimately reduce costs.
- Annual Protocol Testing - BFD be-

gan conducting annual protocol testing to ensure personnel are proficient with their treatment protocols.

- Ambulance Supplemental Payment Program (ASPP)- BFD was accepted for the ASPP, which will

provide additional funds to the City of Bryan for Medicare and uninsured patients that were transported by the Bryan Fire Department. Based on the acceptance date, BFD will receive funds for June-September of 2014.

- EMS Accreditation - In anticipation of beginning the accreditation process in Fiscal Year 2016, BFD began the process of ensuring that our

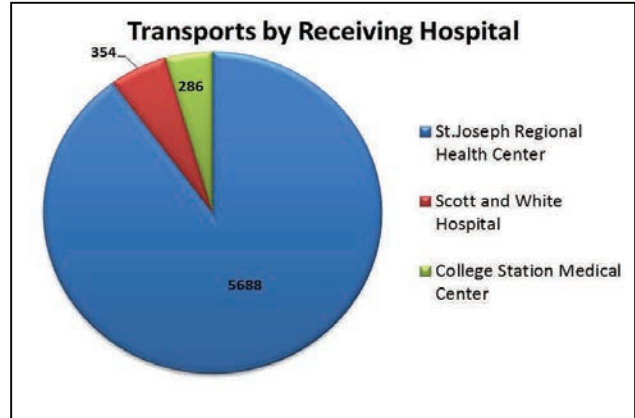




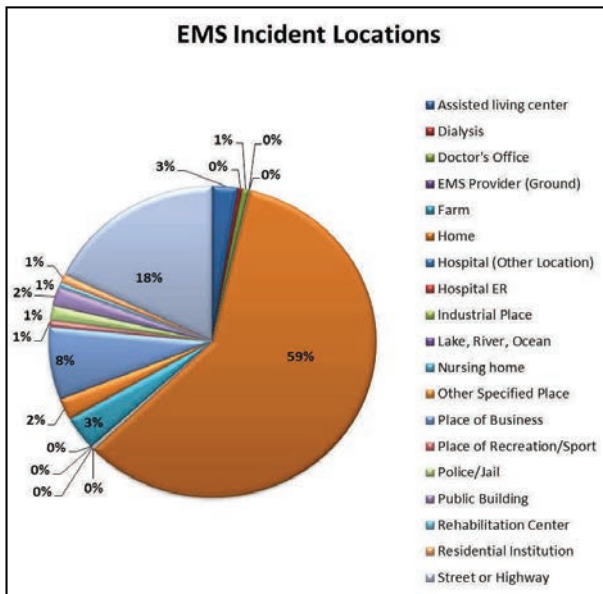
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policies meet the Commission on Accreditation of Ambulance Services (CAAS) standards.

- Updated Patient Treatment Protocols - BFD continues to work with our medical director, Dr. Aaron Buzzard, to ensure that our protocols are current with national EMS standards as well as with St. Joseph Regional Health Center treatment guidelines.
- Quality Improvement Review - Dr. Buzzard continues to provide a retrospective quality improvement (QI) review of all major EMS calls to ensure our patients are receiving the best possible care.
- EMS Supplies Savings – Continual efforts are made to lower operating costs by reducing the over-purchase



and waste of medical supplies. To accomplish this, an inventory control program is utilized that tracks usage of supplies, which are then purchased as needed. This process helps reduce waste on supplies sitting in storage that are not utilized before their expiration date.



- Ebola Response Protocol - BFD developed an Ebola response procedure in conjunction with the Brazos Valley Regional Advisory Council (BVRAC) to prepare for any possible patients suspected of having Ebola. Additional response equipment was purchased and a patient screening protocol was established at the Brazos County 911 Dispatch office to identify possible Ebola cases at the time the emergency call is received.
- BFD worked with the Brazos Valley Council of Governments (BVCOG) to develop a mass fatality plan for the



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BVCOG region. The draft was completed in the fall of 2014 and the full scale exercise was held in March of 2015.

Before the Bryan Fire Department arrives at an emergency medical call, the process of helping the patient begins with the Emergency Medical Dispatch (EMD) system utilized by the Brazos County Emergency Communications District (Dispatch Office). When someone has a medical emergency and calls 911, the dispatcher gathers the pertinent information concerning the call and dispatches the appropriate emergency

crew(s) and in most cases, will stay on the line and provide pre-arrival instructions and/or post-dispatch instructions.

During 2014, there were 8,261 medical calls received by emergency dispatchers. Currently there are 45 certified Emergency Medical Dispatchers; this includes the Associate Director, the Quality Assurance Manager and the Systems Analyst. There is one certified EMD-Q (the Quality Assurance Manager) and the compliance rate for 2014 was 94.8%. The recommended compliance level is 90%.

