

2018 PILOT PROJECT

# Implementation of an EMS Duty Officer (EDO)



EMS Division

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2018 Pilot Project

June 30, 2017

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## Overview

With the implementation of a EMS Duty Officer, it is anticipated that the activities of this position will be all encompassing ranging from response on a variety of incidents to interacting with citizens / patients that are enrolled in the WeCare Community Paramedic program.

The primary objective of the program is to reduce ambulance transport of those patients that are not acutely injured or ill, however still need transport to a hospital emergency room or in some cases, alternative treatment locations such as Micro Hospitals, urgent clinics or other nontraditional locations.

In recent studies, it has been estimated that nationally, 40% of 911 EMS calls are primary care related. Considering that the Fire Department transports approximately 3800 patients to an emergency room each year, that number equates to a little over 1500 patients.

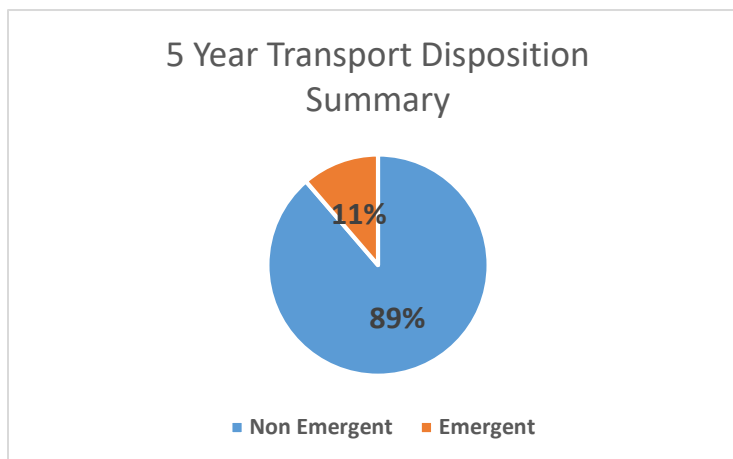
Locally, over the past 5 years, while the number of patients requesting 911 response has increased 25%, the overall patient acuity is declining.

The department currently responds to all EMS incidents with an ALS (Advanced Life Support) Fire Engine and ALS Ambulance.

With this response model, the department can have a Paramedic staffed ambulance on the scene within 6:32 minutes on average.

As the number of incidents continue to increase, the likelihood of an increased response time to EMS incidents will also continue to rise as apparatus may be on other runs and unavailable to respond.

With the implementation of the EDO program, we will demonstrate a reduction in non-emergent hospital transports which will in turn allow for the Engines and Ambulances to increase availability that would otherwise be spent on low acuity patients that do not require an ambulance transport.



## Scope of Program:

The EMS Duty Officer shall be in service 12 hours per day, Monday through Friday.

Existing personnel will be used, staffing the unit either as overtime, or through backfill of their primary position.

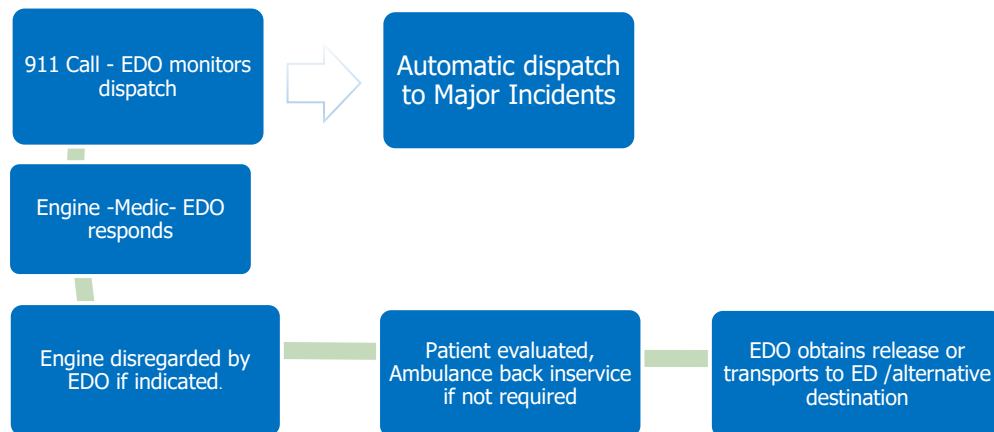
Certain incident types such as Dive, Multiple Casualty and Active Assailant will automatically prompt the EDO to respond.

Throughout the shift, a single EMS Duty Officer (EDO) will monitor dispatched EMS runs determining if EDO response is indicated.

Should the incident appear to be minor in nature, the EDO will advise dispatch to disregard the engine and respond to the scene.

In conjunction with the ambulance crew, the determination will be made if an ambulance transport is necessary, or through consultation with medical direction determine if transport by the EDO to either the ED or alternative location would be more appropriate.

## EDO Response Algorithm



## **Response to Behavioral Incidents**

The EDO will respond on all behavioral health related incidents.

Changing the way in which we respond to mental health emergencies is one way that we can decrease the stress and anxiety of patients that call 911 for assistance. Arriving on the scene in a fire engine, ambulance and police vehicle with lights flashing and sirens blaring is not the most effective way to de-escalate a behavioral incident in which there is no immediate threat to life.

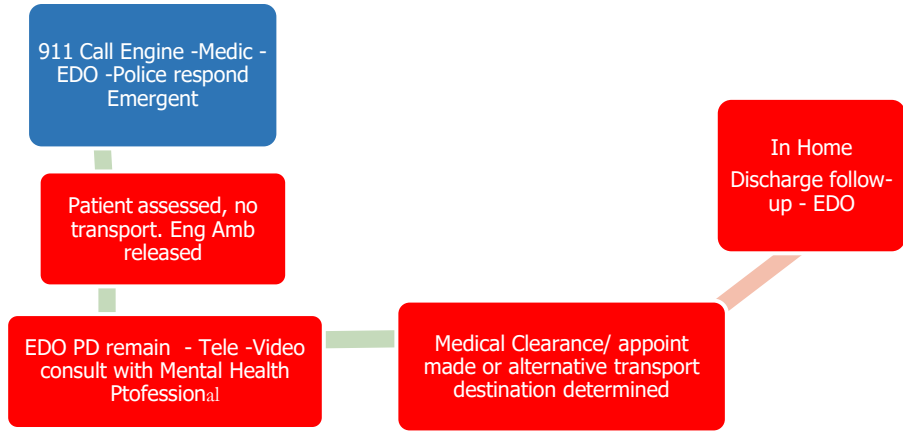
A two-phased approach will be used to implement the model allowing for the analysis of response data to work with the Hamilton County Communications Center to modify the triaging of 911 requests to incorporate a downgraded response model. Initially, a CIT trained EDO will respond on all mental health emergencies along with the engine and medic ambulance. If, after the primary assessment of the patient, it is determined that transport by ambulance will not be needed, both the engine and medic ambulance will be released from the incident with the EDO remaining on the scene with the police to determine the resolution.

Once the communications center can effectively triage calls to a downgraded response model, the process will change to an EDO and police officer only, responding non-emergent to non-life threatening mental health incidents. Responding to the incident in this fashion, allows for the CIT certified paramedic EDO, along with a police officer to medically evaluate the patient and using video telepresence, consult with either Community Behavior Health or Aspire mental health professionals to determine what the most appropriate resolution would be for the situation.

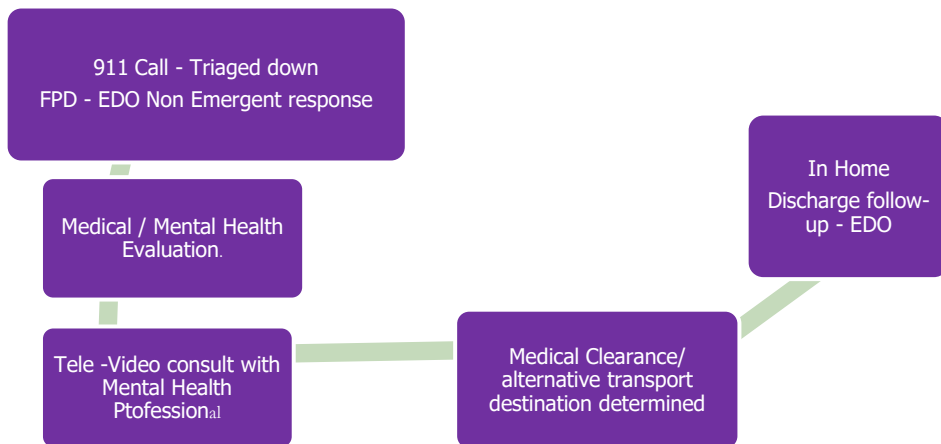
Whether transporting to an alternative location such as a crisis center, rehabilitation facility or, coordinating an appointment with a behavior care specialist later, the patient receives the needed level of services based on presenting symptoms.

Following the incident, the EMS Duty Officers will call the patient to inquire if additional assistance is needed, and work with Aspire and/or Community Health for a discharge follow-up if requested as up to 25 percent of patients who suffer a mental-health incident return to the hospital within a month of discharge, typically because of missed appointments and other barriers to follow-up care.

### 911 Mental Health Emergency Response



### 911 Non-Emergency Mental Health Response



## **FISHERS FIRE AND EMERGENCY SERVICES JOB DESCRIPTION**

**JOB TITLE: EMS Duty Officer**

**Date: July 1, 2017**

**DIVISION: EMS**

**REPORTS TO: Chief of EMS**

**JOB SUMMARY: EMS Duty Officer**

**The EMS Duty Officer (EDO) is the primary field representative of the EMS Division. The EDO responds to routine EMS incidents, working structure fires, tactical rescue incidents, multi-casualty medical emergencies, and a variety of other requests for service. The EDO assures the delivery of emergency medical care of high quality in a variety of environments for all customers of the Department of Fire and Emergency Services.**

### **DUTIES PERFORMED:**

1. Respond on low acuity EMS incidents to determine if alternative transportation options are available managing risk and maximizing use of available ambulance resources.
2. Respond to all working structure fire and dive incidents within FFD jurisdiction, all tactical rescue responses requiring FFD response, multi-casualty medical emergencies, and other incidents as requested.
3. Establish or maintain positions within incident command structure such as (but not limited to): Incident Commander, safety Officer, Medical Branch or Group Supervisor, Operations Branch, or Evacuations Branch or Group. Functions within incident Command structure to assure successful management of incident within Federal, State, and Local laws, standards, and regulations.
4. Coordinate the day-to-day to operations of the delivery of emergency medical services by FFD apparatus. This may include (but not limited to) acquisition/delivery of high value supplies, providing medical guidance regarding policies/procedures, assuring malfunctioning equipment is repaired for service.
5. Daily Evaluation of patient care reports for CQI and billing compliance. This includes reading ALS and BLS run reports to ensure compliance with patient care protocols, delivery of care and demographic information for effective billing. Through this process, identify trends in patient care, both positive and negative and to address appropriately.
6. Evaluates potential communicable disease exposures within department guidelines and applicable Federal, State, and Local laws, standards, and regulations. Ensure rapid treatment of exposed personnel and appropriate follow-up of source patients to limit injury risk. Serves as liaison between exposed personnel and medical resources at time of incident. Documents incidents as required and provides information to Safety and Training Division to seamlessly continue care for exposed FFD personnel.

7. Oversee the delivery of emergency medical services by personnel at the full spectrum of such responses. Assures care is provided at the highest quality and within department guidelines and applicable Federal, State, and Local laws, standards, medical protocols, and other regulations.
8. Develops plan of action to address deficiencies observed in the delivery of emergency medical services by personnel. Interacts with EMS Chief and other staff to assure delivery of plan of action and its appropriate documentation.
9. Maintains the EDO vehicle, equipment, and related materials in a functional status at all times. This includes the emergency vehicle, SCBA, and ALS equipment as well as other equipment required.
10. Provide in service and continuing education of personnel in required areas of emergency medical services delivery. Assures proper recordkeeping and education delivery in cooperation with sponsoring hospital education department.
11. Provides support and resolution for crews dealing with challenging patients and runs that require intervention. This includes patients who require immediate detention, social services or any other misc. support or assistance.
12. Assist in planning and establish EMS operations at special events. This includes command of the incident, and other activities to best provide EMS operations.
13. Assumes other duties, projects, and programs as assigned by EMS Chief.

#### **REQUIRED KNOWLEDGES, SKILLS, ABILITIES, or OTHERS:**

Knowledge  
of:

The EMS Duty Officer must have in depth knowledge of the delivery of emergency medical services, incident command structure, firefighting operations, conflict resolution/interpersonal relations, rules/laws/regulations/medical protocols applicable to EMS delivery, and technical rescue functions. NIMS 300 – 400, certification as an, BLS, ACLS, PALS instructor is preferred.

Skills in  
operation of:

The EMS Duty Officer must have skills in operation of emergency vehicles, various communications equipment, computer / ePCR system, medical devices used by department personnel, and other equipment as assigned.

Ability to: The EMS Duty Officer must be able to rapidly adapt from traditional staff and line functions. The EDO must be able to interact readily with any member of the department, medical director, other public safety agencies, and the public with a competent, professional demeanor at all times. The EDO must be able to provide leadership and direction to resolve conflicts minimize risk and help mitigate critical emergencies under the most severe of circumstances.

#### **WORKING ENVIRONMENT OR CONDITIONS:**

Work Conditions: The work conditions of the EMS Duty Officer are often stressful physically, mentally, and emotionally. As the EDO responds to any of the more serious emergencies managed by FFD, action plans must be developed rapidly and modified often utilizing the best available information. The action plans may be carried out in hostile fire, environmental or hazardous materials environments. The EDO is ultimately responsible for directing operations within the Medical Branch of mass-casualty incidents including those of patient viability.