

**County of Delaware**  
**Regional Emergency Medical Services Office**  
**Comprehensive EMS System Plan**  
**Inventory & Assessment**



**Fiscal Year 2020 -2021**

Through a contract with the Pennsylvania Department of Health, Delaware County's Department of Intercommunity Health Coordination operates one of fourteen Regional Emergency Medical Services (EMS) Offices from across the Commonwealth. The office serves as a regulatory agent of the Commonwealth and performs many duties to help insure and strengthen the provision of Emergency Medical Services (EMS) within Delaware County.

The staff oversees EMS training courses approved by the Pennsylvania Department of Health for all currently approved Emergency Medical Professionals. In addition, the office coordinates numerous Continuing Education Sponsors within Delaware County which provide educational seminars to our providers each year. The Department handles inspection and licensure of all ambulances associated with both private and volunteer organizations throughout the County as well as six medical command facilities and their medical command physicians and oversees the helicopter EMS operations servicing Delaware County. Data collection and Quality Assurance/Improvement activities are also underway and well as emergency preparedness activities in conjunction with county, regional and state partners.

### **Delaware County Regional EMS Office Staff**

Regional EMS Medical Director: Michael Dumin, M.D.

Regional EMS Director: Patrick P. O'Connell, BA, NREMT

EMS Continuing Education/Certification Coordinator: Timothy Mengel MS, NRP

EMS Education Coordinator: Anne Phillips BS, EMT

EMS Secretary: Sandra Burk

This report is utilized as a means to identify the inventory and assessment of the regional EMS system. The information may be referenced in planning of service expansion and system improvements.

- Leadership, Partner Organizations , Standing Committees

- 4 FT Professional EMS Staff
- EMS Advisory Council
- Delaware County Fireman's Association
- Delaware County Fire & EMS Chiefs Association
- Critical Incident Stress Team
- Medical Advisory Committee
- Quality Assurance Committee
- Education Advisory Committee
- County Health CoVid Task Force – EMS Leadership
- First Responders CoVid Resource Group
- Community Home Bound Vaccine Team
- Narcan Leave Behind Program
- Overdose Research Group
- Wellness Checks on Long Term Healthcare Centers
- EMS PPE Inventory Resource

- Providers

- AEMT - 7
- EMR - 46
- EMT – 1295
- EMSVO – 7
- EMSVO Add On - 1083
- Paramedic - 309
- PHRN - 63
- PHP - 4
- Medical Command Physicians - 77
- Regional Medical Director – 1

- Agencies

- 2 Recognized Rescue Companies
  - 4 Rescue vehicles
- 4 Recognized QRS Companies
  - 5 QRS vehicles
- 33 Licensed 911 Ambulance Agencies
  - 14 ALS, 21 BLS
  - 4 ATV-Transport capable EMS vehicles in the County.
  - 1 equipped with EMS bicycle units.

- ALS Optional Interventions
  - Etomidate – 3
  - Ketamine – 5
  
- BLS Optional Interventions
  - Blood Glucose Monitors – 16
  - CPAP - 16
  - Epi Pen – 8
  - Narcan - 20
  - Mechanical CPR Device – 7
  
- Medical Facilities
  - 6 Medical Command Hospital Facilities
  - 1 Level II Trauma Centers
  - 1 Burn Center
  - 1 Pedi burn Center within 15 miles
  - 2 STEMI Centers
  - 5 Stroke Centers- 4 Primary Care, 1-Comprehensive Stroke Center
  - Hospital Diversion reported manually to 9-1-1 Center
  - 29 Long Term Care Facilities
    - 3858 Licensed beds
  
- Public Safety Communications
  - County 9-1-1 Public Safety Answering Point handles over 800,000 calls annually
  - 80,390 9-1-1 Emergency Fire /EMS Dispatched Calls
  - Utilizing APCO Emergency Medical Dispatch System
  - Voice radio systems for 911 ambulances and Hospital EOC's, UHF for Private ambulances and disaster coordination.
  
- Education
  - There are 3 registered EMS Training Institutes
    - 3 BLS locations
    - 2 Paramedic locations
  - Regional EMS Office provides credentials and certification testing coordination
    - Conducts BLS psychomotor exams
    - Conducts ALS psychomotor exam
  - Provides photo ID to enable practitioners to receive their credential ID in a timely manner

- Pre Hospital Medical Direction
  - Medical Command-On Line and Off Line is available to all ALS, BLS and QRS services
  
- Research
  - Patient Care Reports filed in calendar year - 140,560
  - Participating in the CARES data project for the year
  - There all 43 municipal police agencies carrying the Naloxone antidote
  
- Incident Preparedness and Response
  - MCI Plan updated in 2018
  - Active Southeastern PA Task Force Emergency Response Work Group and EMS sub committee.
  - MSEC Trailer # 12
  - Deployable MCI Pod Trucks (2)
  - Regional Strike Team response Trailer (1)
  - Mobile Decon Trailer (1)
  - Field Communication Units ( 2)
  - Field Communication & Command Center Trailer (1)
  - Funding received for EMS projects for task force- mass hemorrhage treatment supplies including tourniquet.
  - Funding received for portable HVAC system to support LTC
  - Medical Surge Equipment cache trailer response asset for Commonwealth Department of Health.
  - Coordinates 4 Strike Team Ambulance Agencies with 4 ALS strike team ambulances

## Activation Incidents

- E 9-1-1 is present in entire EMS region, majority of all 9-1-1 calls come from wireless routing. Many households are disconnecting wired phones and only using wireless. VOIP systems are also growing.
- Utilization of PennDOT cameras in our 9-1-1 center to monitor traffic cameras , enable the 9-1-1 center to pinpoint the exact location of incidents.

## Response to Incidents

- Responses are monitored daily and 911 EMS units are required to respond within 6 minutes with the County 9-1-1 center.
- Units are sent based on municipal agreements or legacy agreements for response area.
- All backup-cover-up responses are scripted into the CAD.

## Objectives

The tasks and measurable objectives for delivery of EMS to the Region consist of :

### QA

Ketamine agencies continue to participate in program. Measurables include QA of interventions.

BLS agencies continue in programs such as Glucometer ,Naloxone and CPAP.

Penn Dot Fatal Reports are QA/QI by Agencies

### CISM

Continue to support the regional CISM team and education

Promote CISM and Self Care practices for EMS personnel

Provide support of regional CISM team

Provide education in group and peer CISM training

Implemented CISM for COVID deaths of 2 Regional Providers.

## CARES Data

Oversee the regional CARES initiative that partners ALS EMS agencies

Assist regional EMS agencies with the entry of CARES data

## Recruitment – Retention

Committees limited due to restrictions.

Processed 43 providers via EMSIB 2020-05 Regulatory Exceptions to the Lapse of Registration

Processed 22 providers via Certification by Endorsement.

Processed 173 providers via Initial Certification

EMS agencies are experiencing acute ALS personnel shortages.

Continue personal interaction with EMS personnel.

Staffing Exceptions Level 1 criteria has been accepted by 3 agencies.

Out of State Providers have been used for staffing in 3 agencies.

## EMS education

Continue to monitor certifications expirations.

The Regional Office is partnering with Thomas Wolfarth Fund in establishing Pediatric Simulation Center.

Pandemic has suspended all activities related to new certification programs.

Pandemic has suspended site visits and program audits.

Educational advisory group continues to identify areas for improvement and solutions for the educational system.

## EMS System Act and Regulations

Assist and educate EMS Agencies and personnel in the EMS System Act and Regulations

Provide technical assistance to EMS Agencies via various methods for all inquiries related to the EMS System Act and Regulations.

Interaction as needed with elected officials and municipal leaders.

Facilitate critical information sharing during Pandemic

## Emergency Radio Communications

Participating with Phase 1 of project.