

Six-Month Operations Update

Augusta-Richmond County



OCTOBER 2023



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EMERGENCY MEDICAL SERVICES



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To the Augusta-Richmond County Commission,

I am pleased to present this report on behalf of Central EMS, highlighting our progress and achievements over the past six months. Our primary focus has been on establishing a strong foundation for our operations, which is essential for our long-term success in serving the citizens of Augusta-Richmond County.

I am pleased to report that we have made significant advancements in personnel, equipment, and facilities. Our dedicated team has been working tirelessly to ensure we have the right people, top-notch equipment, and the necessary facilities to deliver high-quality emergency medical services.

Furthermore, we are actively engaging with the community by offering standby services at no cost during high school football games, demonstrating our commitment to being a valuable partner in the local area.

We are also excited to announce that we are approaching the launch of our Community Health Intervention Program (CHIP), which will play a vital role in assisting underserved populations in our community. This initiative underscores our dedication to improving the overall health and well-being of Augusta-Richmond County residents.

However, we are mindful of the challenges that persist, particularly in staffing and retention, which is a national concern within our industry. Rest assured, we remain steadfast in our commitment to overcome these challenges and achieve our mission.

Thank you for your continued support, and we look forward to working closely with the Augusta-Richmond County Commission as we move forward in our mission to provide exceptional emergency medical services to our community.

Sincerely,

Corey Thomas
Vice President of Operations
Central EMS

205 Hembree Park Drive, Suite 100, Roswell, GA 30076

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Activity Report



Compliance

Central EMS activated its comprehensive complaint management program to field an anonymous complaint received the week of August 8, 2023. The complaint regarded maintaining proper equipment and minimum vehicle standards on EMS vehicles. Georgia Department of Health EMS Department inspected Central EMS operations and found no deficiencies. (See Attached Letter from Georgia Department of EMS)

Operations Achievement

- Current fleet: 21 Ambulances, 6 Paramedic QRV's, and 2 CHIP SUV's.
 - Two additional QRVs are on order
 - Six additional ambulances are on order
- Located Ambulance Operations Center facility to use as a base of operations and moved into the facility. Additional office and classroom build-out is in progress. (Address: 3827 Wrightsboro Rd., Augusta, GA 30909)
 - 11 Augusta-Richmond Fire Stations are staffed with ambulances and QRVs. The leased offices adjacent to the Ambulance Operations Center will be used for training. (Address: 3843 Wrightsboro Rd. Augusta, GA 30909)
- Purchased secure medical supply vending machines to locate in area hospital emergency departments to speed the resupply of ambulance crews, getting them back in service faster.
 - Unit currently in-service at Piedmont Hospital
 - Unit schedule for move-in at Doctor Hospital Week of 10/23/2023
 - Unit currently in-service at University Hospital Week of 11/06/2023

- Recruited and hired the following leadership and support staff:
 - Dr Mitchell, Medical Director
 - Paramedic Jake Hansen, CQI Coordinator
 - Paramedic Chris Doolittle, Training Coordinator
 - Social Worker Tionna Scott, CHIP Program
 - SW EMT Claudia Hayes, Logistics Coordinator
- Utilizing internal and external bonus programs and a hiring blitz, our Human Resources and Operations teams, working together, have recruited, hired, onboarded, and oriented several EMT-Basics, EMT-Advanced, and Paramedics. Total current staffing stands at:
 - 29 Fulltime Paramedics
 - 25 Part Time Paramedics
 - 10 Fulltime EMT-Advanced
 - 13 Part Time EMT-Advanced
 - 32 Fulltime EMT-Basic
 - 15 Part Time EMT-Basic
- We conducted multiple EMT-Basic academies, paying local residents to attend EMT training. To date, we have graduated 17 individuals who are now certified and working as EMTs in the field.
 - 19 additional students are currently enrolled in the EMT Academy Program
 - Five additional students are currently enrolled in the EMT-ADV Academy Program
 - Four additional students are currently enrolled in a Paramedic Tuition Program
- Completed the “Creating Safe Scenes” training course by the Substance Abuse and Mental Health Services Administration (SAMHSA) from the U.S. Department of Health and Human Services for all field providers. This course is designed to help first responders better understand mental health, mental illness, and substance use disorders to assess risks better and apply the safest strategies for caring for themselves and the individuals they are called to serve.
- Completed EKG completion and transmission refresher training course for all ALS field providers to confirm EKG skills.
- Peak daily staffing was maintained at a minimum of three QRVs and 14 ambulances every day of the week.

Communications & Dispatch

- Augusta-Richmond 800 Mhz 911 portable radios were ordered and received by Central EMS. We are still waiting for the delivery of extra chargers and batteries. We are using the Central EMS First Net PPT Radios as secondary backup radios.
- Augusta-Richmond 911 Mobile Data Terminals were ordered, received, and installed in all Central ambulances.
- DataTech 911 CAD to CAD data interface installed and operational as of 09/24/23, allowing for direct data interchange between Augusta-Richmond 911 Center CAD and Central EMS CAD.
- Augusta-Richmond 911 Center has installed Medical Priority Dispatch ProQA Emergency Medical Dispatch software.
- Augusta-Richmond 911 Center has all Dispatchers by Medical Priority Dispatch as Emergency Medical Dispatchers.
- Emergency Medical Dispatch "Response Assignment Protocol" drafted and approved by the Medical Director. It is currently being reviewed for implementation by Augusta-Richmond 911 Center Dispatchers.
- Central EMS and Augusta-Richmond 911 Center teams are working on fully implementing and using EMD ProQA software with the new Response Assignment Protocol.

Community Involvement

- Traveled to MedStar Mobile Health to research their community health navigation program as a model for our Augusta program. We have completed the creation of policies and procedures, acquired vehicles, and hired our first Social Worker for the Augusta-Richmond County Community Health Intervention Program (CHIP). Orientation for our social worker begins 10/16/23, with travel to Fort Worth, Texas, for advanced training the week of 10/23/2023.
- We are working jointly with the Hephzibah Fire Department to field a BLS Ambulance located in Hephzibah and staffed by Hephzibah Fire Department personnel and contracted to Central EMS, operating under Central EMS's ambulance license. This unit will be utilized when multiple ambulance requests occur in the Hephzibah area and/or during mass casualty incidents and disasters. We are finalizing the program to be operational by November 1st.
- Responding to requests, we provided standby emergency medical services at area High School Football Games throughout the season on an uncompensated basis. To date, Central EMS has covered 40 games.

Operational Challenges

- Staffing continues to be a national challenge within the Emergency Medical Services industry. We continue to focus on recruiting external candidates and training new EMTs and Medics through our internal EMS Academy programs.
- Supply chain disruptions continue to cause supply issues, particularly with electronics and vehicle parts and, to a lesser extent, medical supplies and medications. Our purchasing department constantly monitors issues and, when appropriate, advances purchases and/or stockpiles supplies.
- Response time data to show progress over time is not available at this time, as true data was not available until August. Discovery Period was changed from 150 days to January 1, 2024.

Current Action Plans

- Meeting with Augusta-Richmond County 911 Center to support 100% rollout of EMD ProQA software for Ambulance Dispatch. (See Attached Action Plan)
- With the Data Tech E911 CAD to CAD data interface App now in place, we are collecting data to generate Heat Maps and Performance Reports to modify and improve our System Status Plan.

Ongoing Communication

- Meets monthly with Augusta-Richmond County staff to provide status updates. Additional meetings are conducted when needed to ensure Augusta-Richmond County staff are well informed of any needed updates.



Kathleen E. Toomey, M.D., M.P.H., Commissioner

Brian Kemp, Governor

200 Piedmont Avenue, SE
Atlanta, Georgia 30334

August 24, 2023

Central Emergency Medical Services (060-68) William C. Thomas
205 Hembree Park Dr. Ste 100
Roswell, GA 30076

Dear Mr. Thomas,

The Georgia Department of Public Health, Office of Emergency Medical Services and Trauma ("Department") is the state authority that regulates the licensure and standards for Emergency Medical Services ("EMS") personnel and ambulance providers in the State of Georgia pursuant to Title 31, Chapter 11 of the Official Code of Georgia, as well as Chapter 511-9-2, of the EMS Rules and Regulations. The Department received an anonymous complaint regarding proper stocking of equipment and minimum vehicle standards on EMS vehicles at Central EMS in Richmond County on August 8, 2023.

Your agency was contacted by Regional EMS Director Gary Pinard on August 8, 2023, to notify the Authorized Agent of the complaint and our intention to investigate the accusations. The Department performed an unannounced onsite inspection of Central's EMS facility and vehicles located at 3827 Wrightsboro Road, Augusta, GA and spoke with EMS leadership, supervisors, and employees on August 14 and 15, 2023.

The Department has concluded that no violations of EMS Rules and Regulations 511-9-2 were found or any facts to substantiate the claims in the complaint. Accordingly, the investigation into this complaint has been closed.

The Department would like to acknowledge your cooperation and transparency during this inspection and inquiry.

Respectfully,



Michael B. Johnson, Director Office of EMS and Trauma
Georgia Department of Public Health



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Eliminate human error from stock control and create a usage- based environment that can reduce waste and increase productivity. Our industrial lockers allow companies to stock what they need when they need it. This provides transparency on all levels by utilizing a reopening system capable of automatic user-defined critical inventory escalation alerts.

Outfitted with LED lighting and boasting 16, 18 or 24 secure field- adjustable compartments, the locker is a perfect addition. With check-in/check-out capabilities and a robust cloud-based software package that completely integrates with reopening

features, the Sentry provides the clear and conclusive accounting of supply usage. This enables the precise forecasting and reduction of inventory levels by 50% or more. Our industrial vending management system optimizes productivity by reducing inventory expenditures, monitoring consumable inventory, and providing 24/7 access to MRO tools and a variety of other consumable resources in manufacturing, construction, safety, and PPE equipment, as well as office, and medical supplies.

Like all of our lockers, they engage in an IoT sensibility allowing it to securely log, track, sum, reopen, and communicate inventory usage data within a satellite of machines positioned tactically throughout the work environment or as a standalone.

Inventory Control Features:

- Security for 16, 18 or 24 Items
- Robust Security Features
- Adjustable Capacity Configurations
- Cloud-based Software Technology
- Check-in, Check-out Functionality
- Inventory Critical Stock Alerts
- IoT Inventory Gateway Integrations
- Enhanced Product Visibility
- Cost-Efficient Storage Control
- Brand Management

Augusta 911 Emergency Medical Dispatch & System Status Plan

I. IT Systems

- | | |
|--|----------------|
| a. CAD to CAD Interface App Installed & Operational | 100% Completed |
| b. GPS-AVL System Installed All Units & Operational | 100% Completed |
| c. GPS-AVL Terminals Installed All Units & Operational | 100% Completed |
| d. MPDS Pro QA Installed At 911 Center & Operational | 100% Completed |

II. Planning

- | | |
|---|----------------|
| a. MPDS Response Assignment Protocol Developed | 100% Completed |
| b. MPDS Response Assignment Protocol Socialized & Approved (Meet w 911) | 100% Completed |
| c. System for Identifying Units as BLS or ALS Completed | 50% Completed |
| d. SSM Deployment Plan Developed & Approved | 50% Completed |

III. Training

- | | |
|---|----------------|
| a. 911 Center Dispatchers Trained & Certified as EMD's | 100% Completed |
| b. 911 Center Dispatchers Trained In Use of Pro QA Software | 50% Completed |
| c. 911 Center Dispatchers Trained In Use of Deployment Plan | 50% Completed |

IV. Roll Out

- | | |
|---|--------------|
| a. 911 Center Dispatchers Use MDT's for Silent Dispatch | November 1st |
| b. 911 Center Dispatchers Use SSM Deployment Plan | November 1st |
| c. 911 Center Dispatchers Use Pro QA for EMD | November 1st |



Bleeding Control (BCon) Course

The Bleeding Control (BCon) course is designed for those who have little or no medical training but may be called upon to respond to and deliver trauma care and bleeding control prior to emergency medical services (EMS) arrival or in an austere environment.

Eligible Students

Eligible students are any individuals who may be called upon to assist with trauma patients while waiting for first response or EMS to arrive. The course has been designed for students who have received little or no prior medical training. Examples of potential students include teachers, taxicab drivers, train station attendants, and Transportation Security Administration (TSA) workers.

Successful Completion

Successful completion entails that the student has:

- Attended the entire course
- Adhered to course content and demonstrated all practical skills as required within the course

Material Requirements

All BCon course students will require a copy of the student handout and any registration materials.

Faculty Requirements

All NAEMT Instructors are eligible and encouraged to teach this course in their local communities. Instructors for BCon courses include current NAEMT instructors, PHTLS providers, Tactical Combat Casualty Care (TCCC) or Tactical Emergency Casualty Care (TECC) instructors or providers, and BCon providers.

The minimum recommended instructor-to-student ratio for all skill stations is 1:8; that is, the number of students should never exceed eight for every one instructor. Given this ratio, every BCon course will require adequate faculty to maintain this requirement.

Equipment and Supplies

All students must have access, at a minimum, to the equipment needed to complete the skill stations. The equipment can either be supplied in each skill station or provided to each group of students. Students should be allowed to utilize their own equipment when appropriate. All equipment must be in proper working order. Equipment includes the following items:

- Personal protective equipment (PPE) (e.g., gloves)
- Paper and pencil
- Hemorrhage-control devices (e.g., tourniquet, gauze rolls)
- Manikin or wound-packing model

BLEEDING CONTROL (BCon) Course

Course Plan

Course sites may rearrange the schedule for site-specific needs as long as all of the elements are included. The course content in support of the BCon course is available for download from a secured page on the National Association of Emergency Medical Technicians (NAEMT) website.

When given to a lay audience, the BCon presentation is given. While the preferred course for educating law enforcement officers is the Tactical Casualty Care for Law Enforcement and First Responders (TCC-LEFR), if this material is to be used to introduce these concepts to law enforcement officers, the additional module describing the role of law enforcement in relation to the Hartford Consensus statements should also be presented.

BCon Course Schedule

- BCon Lecture
- Tourniquet Single Skill Station
- Wound Packing Single Skill Station
- Jaw Thrust Single Skill Station

Average course time is 2 to 2.5 hours or longer as needed



Stop the Bleed kits

IPOK® Individual Patrol Officer Kit



QTY
1 C-A-T®
Tourniquet



QTY
1 ETD™
4 in. Flat



QTY
1 Choice of S-Rolled Gauze
or Hemostatic Dressing



PAIR
1 Responder
Nitrile Gloves, Lg

Kit Contents:

- 1 x pair Black Responders Gloves, Lg.
- 1 x Flat ETD™ 4 In. Emergency Trauma Dressing
- 1 x C-A-T®, Black (Combat Application Tourniquet®)
- 1 x Your Choice of Gauze (Wound Packing Gauze or Combat Gauze LE)



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The Individual Patrol Officer Kit (IPOK) from North American Rescue is designed to provide personnel with a compact and durable individual hemorrhage control kit to treat bleeding from penetrating and other traumatic injuries.

These kits are packaged for small cube space and designed to fit into a BDU pocket, vest pouch, or individual bag, which allows personnel to keep a compact bleeding control kit on their person, where it is needed most. The contents are vacuum sealed in a rugged and durable packaging that is easy to open.

Features:

- Compact, vacuum-sealed hemorrhage control kit designed to be carried on your person where it is needed most
- Easy-to-open streamlined kit
- Designed to fit into a BDU pocket, vest pouch, or individual bag
- Your Choice of S-Rolled Gauze or Hemostatic

Specifications:

- Packaged: H 4 in. x W 6.5 in. x D 2.75 in.
- Weight: 7.4 oz

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Hemostatic/Dressing	Item#	NSN#
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