

## **Cost Goals**

1. Deliver EMS services in a fiscally responsible manner while maintaining required service levels.
2. Minimize annual county subsidy requirements through efficient operations and revenue cycle management.
3. Maintain transparent financial reporting, including quarterly revenue, expense, and operational summaries.
4. Demonstrate cost-effective deployment of personnel, vehicles, and equipment while ensuring adequate coverage throughout the service area.
5. Pursue grant opportunities and alternative funding sources to reduce the financial burden on San Juan County taxpayers.

## **Quality Goals**

1. Maintain compliance with all Utah EMS licensing requirements, state protocols, and accreditation standards.
2. Maintain a comprehensive Quality Assurance/Quality Improvement (QA/QI) program with regular case reviews and corrective action plans.
3. Ensure 100% completion of electronic patient care reports within 24 hours of service delivery.
4. Provide ongoing continuing education and skills training for all EMS personnel.

## **Access Goals**

1. Provide continuous 24-hour, 7-day-per-week EMS and ambulance transport coverage throughout San Juan County, including Monticello and Blanding Cities
2. Maintain ambulance availability sufficient to meet community demand and minimize service interruptions.
3. Meet or exceed the following response time performance standards:
  - Rural Areas: Respond from the garage location within 3-5 minutes.
4. Ensure equitable access to emergency medical care regardless of a patient's ability to pay.
5. Provide interfacility transport services that support timely transfers for Blue Mountain Hospital and San Juan Hospital.
6. Maintain mutual aid agreements and disaster response capabilities to ensure service continuity during major incidents, wildland fires, severe weather events, and mass casualty incidents.
7. Participate in county emergency preparedness planning and regional healthcare coalition activities.