

# SUMMARY OF PLAN GOALS AND OBJECTIVES

## 1. *INTEGRATION OF HEALTH SERVICES*

### GOALS

To develop a partnership between EMS and other health services and organizations in our communities and EMS regions.

To provide increasingly effective and comprehensive prevention, treatment and health promotion in our communities.

### OBJECTIVES

- *Enhance partnerships between EMS and other community agencies.*
- *Develop cooperative relationships with other community health care providers.*
- *Integrate the goals and activities of EMS with those of healthcare networks.*
- *Enhance rescue service capability within the Commonwealth.*

## 2. *EMS RESEARCH*

### GOALS

To promote, encourage and facilitate EMS research within the Commonwealth to examine a variety of approaches to patient care and treatment and to evaluate the effectiveness of each in reducing death and disability.

To pursue new procedures, innovative technology and other system-wide improvements that support EMS research activities.

### OBJECTIVES

- *Develop and pursue a state EMS research agenda.*
- *Ensure that EMS research is conducted in accordance with standards.*
- *Identify and develop sources for EMS related research funding.*
- *Enhance coordination of the Commonwealth's emergency healthcare research efforts.*
- *Increase the number of healthcare professionals dedicated to EMS research by cultivating EMS research within academic programs.*
- *Evaluate existing models and develop additional EMS system models for use at local levels.*

## 3. *LEGISLATION AND REGULATION*

### GOAL

To collate, prioritize and regularly update all laws and regulations affecting the EMS system and to develop an ongoing program to educate the Commonwealth's public officials and others about the system.

### OBJECTIVES

- *Review and revise, as necessary, all laws and regulations affecting the EMS community.*
- *Educate public officials regarding EMS and other issues.*
- *Identify or develop legislation that reduces the risk of liability to EMS providers.*

#### **4. SYSTEM FINANCE**

##### **GOAL**

To develop a sound financial base for acquiring and maintaining resources necessary to operate a comprehensive, reliable and safe statewide EMS system.

##### **OBJECTIVES**

- *Identify the financial incentives to EMS and other healthcare providers and payers*
- *Resolve conflicting EMS finance and reimbursement issues.*
- *Ensure stable support for EMS system funding.*

#### **5. HUMAN RESOURCES**

##### **GOAL**

To ensure that EMS personnel are prepared to meet the challenges of providing health services competently.

##### **OBJECTIVES**

- *Ensure adequate, trained manpower resources at all levels to meet emergency medical services needs.*
- *Create an understanding of EMS occupational health and safety standards and hazards.*
- *Create an understanding of occupational stress among EMS personnel.*
- *Increase the cultural sensitivity of the EMS workforce.*

- *Increase the cultural diversity of the EMS workforce.*
- *Establish a prevention-oriented atmosphere at the EMS workplace.*

#### **6. EDUCATION SYSTEMS**

##### **GOAL**

To deliver high quality educational programs to the EMS community.

##### **OBJECTIVES**

- *Develop joint ventures between the EMS system and academic institutions for educational research.*
- *Provide EMS education that includes innovative technology.*
- *Provide a cyclical review of all EMS educational programs.*
- *Incorporate research, quality improvement and management related objectives in EMS education.*
- *Assess and validate that EMS providers are prepared to perform their required tasks in accordance with standards.*
- *Provide medical direction for EMS education.*
- *Assess the need for EMS education bridging programs.*
- *Encourage all healthcare professionals have a basic knowledge of EMS issues.*
- *Assess and identify the need for new EMS programs.*
- *Evaluate EMS programs on a consistent basis.*

## **7. PUBLIC ACCESS**

### **GOAL**

To provide easy public access to telecommunicators who are knowledgeable in specific emergency medical interventions essential for the efficient management of the patient until EMS care arrives at the patient's side. Once the system is accessed, there must be dependable communication among all agencies until the conclusion of the event.

### **OBJECTIVES**

- *Eliminate barriers to accessing EMS.*
- *Ensure statewide access to 911.*
- *Eliminate barriers and confusion about the appropriate use of EMS.*
- *Ensure that all calls for emergency help are automatically accompanied by location-identifying information.*

## **8. COMMUNICATIONS SYSTEMS**

### **GOAL**

To create a communications network linking EMS with communications centers and other healthcare providers to facilitate EMS response and improve patient outcome.

## **OBJECTIVES**

- *Review and establish EMS dispatching and communications standards.*
- *Improve the utilization of communication devices which facilitate access to emergency assistance.*
- *Enhance the use of mobile telephone services as resources for EMS system communication.*
- *Provide an EMS response that is appropriate for the need.*
- *Ensure the interoperability of EMS communication with other emergency services.*

## **9. MEDICAL DIRECTION**

### **GOAL**

To ensure accepted standards of medical practice and also promote innovative standards.

### **OBJECTIVES**

- *Ensure that Pennsylvania has the Commonwealth EMS Medical Director required by statute.*
- *Provide EMS medical direction by credentialed medical command physicians and accredited medical command facilities.*
- *Ensure that EMS service medical directors meet regulatory requirements.*

## **10. CLINICAL CARE**

### **GOAL**

To deliver optimal pre-hospital emergency medical services.

## **OBJECTIVES**

- *Commit to a definition of essential EMS capacity.*
- *Commit to a definition of enhanced EMS capacity.*
- *Enhance the technical assistance provided by the Commonwealth through the EMS Office and the regional councils.*
- *Review and evaluate techniques, technologies and pharmacology for applicability in EMS.*

## **11. DISASTER RESPONSE**

### **GOALS**

To prepare EMS providers to respond effectively to disasters and to deliver effective patient care.

To mount an effective EMS system response in a timely manner to address threats to the Commonwealth.

### **OBJECTIVES**

- *Enhance the involvement of EMS personnel in hazardous materials and mass casualty management planning, including weapons of mass destruction.*
- *Enhance EMS response capabilities in mass casualty incidents.*
- *Augment public health resources in mass casualty/disaster incidents.*
- *Improve EMS care for patients with special needs.*

## **12. PUBLIC EDUCATION**

## **GOALS**

To develop a public understanding of EMS through knowledge, skills and motivation

To develop preventive measures aimed at reducing costly emergency medical care.

### **OBJECTIVES**

- *Develop collaborative strategies to identify and address community health and safety issues.*
- *Create community partnerships for public education.*
- *Conduct public education that is relevant and meaningful to the community.*
- *Incorporate innovative techniques and technologies in public education.*

## **13. PREVENTION**

### **GOAL**

To improve the health of the residents of the Commonwealth by identifying EMS related injury and illness patterns and prevention techniques to address them.

### **OBJECTIVES**

- *Participate in community-based prevention efforts.*
- *Incorporate “prevention” into the education of EMS providers.*
- *Strengthen existing partnerships with other organizations that have a prevention focus and build new partnerships.*

## **14. INFORMATION SYSTEMS**

### **GOAL**

To design an integrated multi-focal information and evaluation system for the Commonwealth's pre-hospital system.

### **OBJECTIVES**

- *Identify and review a statewide, standard set of data to identify DOH data collection needs.*
- *Identify and review the statewide EMS provider database.*

## **15. EVALUATION**

### **GOAL**

To provide consistent and regular evaluation of the EMS system.

### **OBJECTIVES**

- *Identify and develop a comprehensive system-wide program and evaluation process.*
- *Support regions in developing a comprehensive region-based quality improvement and review process.*