

**PINELLAS COUNTY
EMERGENCY MEDICAL SERVICES
LEADERSHIP GROUP MEETING**

**MINUTES
September 19, 2023**

The Pinellas County EMS Leadership Group (EMS LG) met on this date at 12490 Ulmerton Road, Conference Rm. 130/132, Largo, FL 33774, with the following agencies marked present:

- Airport
- Clearwater
- Dunedin
- East Lake
- EMS & Fire Administration
 - Director (via phone)
 - Clinical Manager
 - Credentialing Coordinator
 - Logistics Coordinator
 - Protocol and Equipment Coordinator
 - Quality Assurance Coordinator
- Gulfport
- Largo
- Lealman
- Madeira Beach
- Medical Director
- Oldsmar
- Palm Harbor
- Pinellas Park
- Pinellas Suncoast
- Safety Harbor
- Seminole
- South Pasadena
- St. Pete Beach
- St. Petersburg
- Sunstar
- Tarpon Springs
- Treasure Island

CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:04 a.m. Roll call was taken. Chief Tokarz noted that Dr. Angus Jameson is attending via Zoom.

APPROVAL OF MEETING MINUTES

Upon presentation of the minutes from the August 15, 2023 EMS Leadership Group meeting, the minutes were unanimously approved. (St. Pete Beach/Largo)

Chief Tokarz related that Craig Hare is running late, and, deviating from the agenda, the Medical Director Update will be presented as the next agenda item.

MEDICAL DIRECTOR UPDATE

Dr. Michael Lozano provided clinical updates on the following topics:

- Virtual Office Meetings
 - No virtual office meetings will be held this month due to a conflict with the EMS Advisory Council meeting on Friday, September 29.

- Requested that more field clinicians attend the virtual office meetings as their input is definitely appreciated.
- Special Events Planning
 - Would appreciate 3 to 4 months' advance notice when requesting an on-scene physician for special events due to complicated schedules.
- Office of the Medical Director (OMD) Website
 - Encouraged more people to sign up for the updated spam-free OMD website, noting there have been 76,000 hits since going live last November, and the site is averaging about 350 hits a day.
 - New sections have been added, including a forum for ImageTrend super users who are testing to provide responses and comments to each other. Thanked those that are using it and encouraged more utilization of the tool. Complete CME's within 30 days.
- LifePak15 Monitors
 - Congratulations to Engine 50's crew, Lt. Morris, DO Westerman, FM Georges, and PFF Davis, for delivering the first LP15 shock in Pinellas County at 7:49 a.m. on September 14, 2023. This milestone was made possible by countless hours of work by an incredible group of people across multiple agencies. Dr. Jameson expressed his thanks to everyone for doing the heavy lift to reach this milestone for our patients.
 - New critical updates went live with the LifePaks, and in-service training is scheduled for summer.
- QARs
 - Had a couple cases of crews not trusting the Co2 meter during suspected esophageal intubation. Please reinforce proper use of the device.
 - Please encourage clinicians to read and understand new protocol updates to avoid medical errors.
- State EMS Meetings
 - Encouraged attendance at the upcoming State EMSAC meeting in Destin, October 4 through 6. A major topic throughout the conference will be Pulsara, a communications platform/app, that some of the hospitals are using.
- Leave Behind Narcan (LBN)
 - Outside of ePCR, you can use the OMD website to track LBN, and a dashboard is currently being developed that will show utilization by agency.
- Lift Assists
 - In response to queries from Jim Fogarty, Dr. Jameson confirmed additional guidelines and shared published statistics on possible outcomes.

AIR MEDICAL UPDATE

In the absence of Julie Bacon, Ken Grimes mentioned that All Children's Hospital has asked to be excluded from radio dispatch alerts. The County is in the midst of evaluating aircraft dispatch protocols, and Ken will be reaching out to Aeromed and Bayflite. Please do not hesitate to share any thoughts or concerns.

SYSTEM UPDATE

Craig Hare presented system highlights on the following topics:

- LifePak 15s
 - Clearwater and the South Beaches are live, and it seems pretty solid, noting a couple failures of SPO2 out of the box. Everyone is set to go live between now and early October.
- ImageTrend
 - Initiated the first round of power users with St. Pete, Sunstar, and Pinellas Park to begin reviewing the records and the picklist.

- Training video completed. Kudos to Jazmin Soloman, Chief Andrew Hughes, Michelle Slawinski, and Bob Crandall for their outstanding efforts throughout this process.
- Provided an overview of ImageTrend training/implementation, workflow/records processing, and system configuration.
- Ambulance Service
 - County is going to bid for Ambulance Service. Briefed County Commissioners and Administration and the Sunstar Team regarding a reset of the fleet/wage plans, BLS/EMR components, and post-pandemic staffing in the pursuit a new five-year plan.
- EMS Budget
 - Approved by a 7-0 vote, including ALS First Responder/Ambulance budgets, capital plans, and Traffic Preemption Project.
- EMS Central Supply Warehouse Staff Recognition
 - Item to be deferred until next month.

SUNSTAR UPDATE

Richard Schomp provided an operational update regarding Hurricane Idalia evacuations and shared statistical information for August, noting transport volume and year-over-year trends. Team is working hard on ImageTrend, with 1,665 submittals and making good headway with CJIS fingerprinting.

COMMITTEE UPDATES

PCEMS Supply and Equipment Subcommittee – Chief Tony Tedesco

- Getting positive results from the vending machines. New supply orders have been reduced significantly. Will move forward with a meeting at end of year.

PCEMS Controlled Substances Subcommittee – On Hold

EMS Training Group – Chief Mark Zipeto

- Meetings have been changed from the second Monday to the second Tuesday of every month for the rest of the year, continuing with the 10:00 a.m. start time and face-to-face format.
- Later in the meeting, Jim Fogarty provided a follow-up report on the recent Active Assailant drill held in Seminole. The Sheriff will likely address the event results at the Fire Chiefs' meeting. Chief Zipeto shared that the group has discussed including an Active Assailant training component into the upcoming EMS Training program.

EMS Quality Committee – Jeremy Tinter

- Nothing new to report.

ePCR Committee Update - On Hold

Utilization Review – Dr. Jameson

- Craig Hare related that Utilization Review will pick up in earnest after ImageTrend's go-live, with Michelle Slawinski as Growth Management Coordinator.
- Dr. Jameson noted that an ImageTrend form includes a few features related to Utilization Review.

First Pass Group

- Nothing new to report.

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

David Hudak and Derek Schauer provided new and updated information related to the following topics:

- LifePak 15s (LP15s)
The initial batch of monitors has been deployed. However, there has been a challenge transferring data involving a Bluetooth connection between the device and the tablets. The second round is scheduled to go out next week, but due to an availability issue, some units will be delayed. Please call as soon as possible to arrange to have the MRx equipment picked up as soon as you go live.
- PSTrax
Along with the launch of the LP15s, PSTrax accounts will be activated. Chief Tedesco commended Derek for the time he spent with Clearwater. It was a huge lift and much appreciated.
- Surface Go Pros
Chief Tedesco relayed concerns with the keypads. Craig Hare said a keyboard case made by Targus is being used, but they will keep working on it. Clearwater is trying out a backlit keyboard and hard case.
- Philips AEDs
In response to queries by Chief Tokarz, David related that the pads are going to remain available due to the purchase of a sitewide license.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Mark Eggers distributed the following draft documents that were approved in EMS Training Group: *2024 Pinellas County EMS Training Plan* and *2024 EMS Academy Schedule*; whereupon, he referred to a document titled *September 2023 Leadership Group* and provided information related to EMS training and CME updates.

DATA & TECHNOLOGY UPDATES

Leyna Lacognata was not available due to a class. Steve Fravel presented information pertaining to the following items:

- Leyna is working on the deployment of the LifePak 15s.
- ImageTrend new hire application review and onboarding processes. At this point, cards have not been issued. If they disappear from your list, they have been reviewed and cleared. Contact Steve with any issues.
- Working to add additional certifications to ImageTrend. Additional certifications, above and beyond requirements, can be added after the go-live.

QUALITY ASSURANCE UPDATE

Chris Jordan referred to a document titled *Quality Assurance Update* and provided statistical information pertaining to the following topics:

- Baldrige Patient Satisfaction Surveys and engagement results for August 2023. Dave Baldrige has provided his email address for access to the survey and Quick Start Guides, david@baldrigegroup.com
- August QARs. Upon request, Chris reviewed the 3 commendations that were generated for

Largo Fire Rescue, Clearwater Fire Department, and Sunstar Paramedics.

SPECIAL EVENTS DEPLOYMENT

Chief Tokarz suggesting getting a workgroup together consisting of agencies that have generalized special events to discuss standards for equipment and personnel staffing deployment.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

Clearwater: Hired 14. CJIS process is going well. Station 46's grand opening is Monday, 9:00 a.m.

East Lake: 3 new hires. Looking to hire possibly 3 more next year. Working to get their rescue on the road more often.

Madeira Beach: 3 new hires. New rescue unit to go in service hopefully in November.

(Brief break taken from 10:26 until 10:30 a.m.)

IMAGETREND (IMGT) EXECUTIVE OVERVIEW

Chief Andrew Hughes presented a demonstration of the ImageTrend Elite sign-in and report completion processes and reviewed various toggles, power tools, and forms available in the application. Discussion ensued.

OLD BUSINESS – On Hold

NEW BUSINESS

Nothing new to report.

ACTION ITEMS - None

NEXT MEETING

The next Leadership Group meeting is scheduled for Tuesday, October 17, 2023, at 9:00 a.m., to be held in person in Conference Rm. 130/132 at EMS Headquarters, 12490 Ulmerton Rd., Largo, FL.

ADJOURNMENT

The meeting was adjourned at 11:56 a.m.

**PINELLAS COUNTY
EMERGENCY MEDICAL SERVICES
LEADERSHIP GROUP**

**MEETING MINUTES
August 15, 2023**

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- Airport
- Clearwater
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- St. Pete Beach
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- Sunstar
- Tarpon Springs
- Treasure Island

CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:15 a.m. Roll call was taken.

APPROVAL OF MEETING MINUTES

Upon presentation of the minutes from the July 18, 2023 EMS Leadership Group meeting, the minutes were unanimously approved. (Palm Harbor/Lealman)

SYSTEM UPDATE

Craig Hare shared that he caught COVID while on vacation and chose to attend virtually to be safe; whereupon, he presented system updates on the following topics:

- ALS First Responder Agreements
 - All agreements are marked as final and sent to cities and fire districts for approval.
 - Agreements include CJIS and Traffic Preemption language, and budget capital adjustments.

- Still working on a couple of agency agreements for finality.
- Budgets are solid and ready for presentation to the Board of County Commissioners for approval.
- TRIM notices have been sent out.
- Staffing/System
 - Congratulations to Mark Eggers on his promotion to Clinical Manager. New position to provide support to the Medical Director's office and align certifications, EMS Academy, EMS Training, and Quality Assurance.
 - Looking to post the EMS Academy Coordinator position soon to assist the Clinical Manager.
 - New internal Coffee Pot meetings to be scheduled with Coordinators to assist with change management and discuss the organized rollouts of ongoing projects, protocol improvements, and training.
- LifePak 15s
 - The foremost concern revolves around the charging system.
 - Further details postponed to David Hudak's upcoming presentation.
- ImageTrend
 - Currently, the biggest delay pertains to the CAD interface, but it's crucial that we strictly adhere to the time constraints.
 - The Elite Committee is on the verge of finalizing the ePCR form configuration, yet testing remains pending due to the absence of licensures.
 - Our primary focus is generating the EMS and Fire Reports; everything else is considered secondary.
 - We will be pushing out a comprehensive update of all certification records.
 - Oldsmar has volunteered to serve as the testing agency.
 - Face-to-face training will be exclusively provided to power users.
 - Discussion ensued regarding the pressing timeline, communication gaps, training concerns, and the huge effort required to ensure the certification of all employees.
- Surface Gos
 - The Surface Go has been exclusively tailored for our needs and is set to become the cornerstone of our communication efforts. Its cost effectiveness will grant us enhanced flexibility once we complete the process of monitor configuration.

MEDICAL DIRECTOR UPDATE

Dr. Angus Jameson provided a clinical update on the following topics:

- State EMS Meetings
 - Encouraged attendance at the upcoming Fall State EMSAC meeting in Destin on October 4 through 6. EMS awards will be given out.
 - Florida Chapter of the American College of Surgeons committee will be giving a webinar covering the new ACS Trauma Triage criteria this Thursday, 8/17. Zoom link to be sent out.
 - Annual Florida Stroke Registry meeting next week in Jacksonville, August 24 through 25, noting free Paramedic registrations.
- National Guardsmen
 - Expressed interest in anyone familiar with the Florida National Guards and their new mandatory requirements.
- Workplace Quality
 - Conveyed that we've had two recent cases of esophageal elevation in hospitals. He requested more collaboration in managing these incidents and urged the prompt scheduling of MCRs. The goal is to gather insight from everyone involved and ensure that all input feels valued.

- Unit Handoffs
 - A couple incidents have arisen where there might have been improper handoffs of ALS patients to BLS units. Discussion ensued on whether clothing, patches, or communication was the best identifier. Dr. Jameson stressed the importance of adhering to protocol procedures.

AIR MEDICAL UPDATE

A statistical report on air support for all of 2023 was sent by Julie Bacon. No issues were noted.

SUNSTAR UPDATE

Richard Schomp provided an operational update and shared statistical information for July, noting year-over-year trends and transport volume.

COMMITTEE UPDATES

PCEMS Supply and Equipment Subcommittee – Chief Tony Tedesco

- Should go live with the vending initiative by week's end. Anticipated benefits of the pilot program are heightened accountability in logistics, peak quality, and potential cost savings. Eventually the plan will go out for RFP to explore alternative vendors. A meeting is slated for October to discuss strategy going forward. Email Chief Tedesco to participate in the subcommittee.

PCEMS Controlled Substances Subcommittee – On Hold

EMS Training Group – Chief Mark Zipeto

- Face-to-face meeting held yesterday. 2024 Training Plan 2024 and EMS Training Class Schedule was approved. Discussed the remainder of 2023 Training Plan.

EMS Quality Committee – Jeremy Tinter

- Nothing new to report.

ePCR Committee Update

- Nothing new to report.

Utilization Review

- Nothing new to report.

First Pass Group

- Group meets the first Tuesday of every month. Contact Chief Bill Gorham at bill.gorham@myclearwater.com for an invite. Working to fine tune protocols.

(Brief break taken.)

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

David Hudak referred to a Power Point presentation titled *August 2023 Logistics, Protocols, Medical Supplies & Equipment & Pharmaceuticals* and provided updates on the following topics:

- Pharmaceutical updates.
- Medical Supplies updates.
- LifePak 15 training logistics, updates, operational deployment, and demobilization plan.

Derek Schauer discussed monitor replacement and the PSTrax equipment return process.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Nothing new to report.

DATA & TECHNOLOGY UPDATES

Steve Fravel referring to a document titled *Pinellas County EMS & Fire Licensure Instructions for All Current County Certified Personnel* and demonstrated the process for field crews claiming their accounts for ImageTrend. All must be completed within the next 30 days. Discussion ensued, and Craig Hare confirmed that an agency coordinator will be added to the ImageTrend workflow to review and correct all uploaded records. Email Steve with any feedback or further questions.

QUALITY ASSURANCE UPDATE

Chris Jordan referred to a document titled *Quality Assurance Update* and provided statistical information pertaining to the following topics:

- Baldrige Patient Satisfaction Surveys and engagement results for July 2023.
- July QARs – including a new Patient Loyalty Stat.
- Case tracking.
- Our first Park Ranger Narcan program.
- Please highlight the events driving blue QARs.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

No reports given.

OLD BUSINESS – On hold.

NEW BUSINESS

Nothing new to report.

ACTION ITEMS

- Craig Hare to send out updated contact list.
- Dr. Jameson to send Zoom link for Thursday’s Trauma Triage webinar.
- Contact Chief Tedesco to join the PCEMS Supply and Equipment Subcommittee.
- Mark Eggers to send out the 2024 Training Calendar.
- Contact Mark Eggers regarding LOA staff needing their ACLS.
- Add another Administrator to the ImageTrend workflow for agency upload review.
- Sends positives to Dr. Jameson for his website.
- Add Special Events Deployment to next meeting agenda.

NEXT MEETING

The next Leadership Group meeting is scheduled for Tuesday, September 19, 2023, at 9:00 a.m. and will be held in person at the John Morroni EMS & Fire Administration Building, 12490 Ulmerton Rd., Conference Rm. 130/132, Largo, FL.

ADJOURNMENT

Upon a motion by Lealman and a second by Dunedin, the meeting was adjourned at 11:55 a.m.

2024 PINELLAS COUNTY EMS TRAINING PLAN

Regular Continuing Medical Education Program

SEE TARGET SOLUTIONS MASTER CALENDAR FOR CLASSES

Month	Format	Topic(s)	Group	Hours
January	Online	Medical Patient Assessment (Adult & Pediatric)	All	2
February	Online	Trauma Patient Assessment and Management (Adult & Pediatric)	All	2
March	Classroom	Adult Assessment and Medication Administration	All	2
April	Online	Inservice: Protocol Updates	All	2
May	Online	PHTLS Prep	All	2
June	Classroom	PHTLS Refresher	Medic	8
	Online	EMT CME	EMT	1
July	Classroom	PHTLS Refresher	Medic	8
August	Classroom	PHTLS Refresher	Medic	8
	Online	EMT CME	EMT	1
September	Online	Patient Safety and Handtevy Review	All	2
October	Online	Principles of MCI Patient Management and Triage	All	2
November	Classroom	Principles of MCI Patient Management and Triage	All	2
December	Online	Inservice: Protocol Updates	All	1

Training Hours - EMT = 19 Paramedic = 25

2024 EMS Academy Schedule

January

Week 1A 1/1 - 1/5
Week 1B 1/8 - 1/12
MLK Day 1/15
Week 2 1/22 - 1/26

February

Week 1A 1/29 - 2/2
Week 1B 2/5 - 2/9
Week 2 2/12 - 2/16
Washington's Birthday 2/19

March

Week 1A 3/4 - 3/8
Week 1B 3/11 - 3/15
Week 2 3/18 - 3/22

April

Week 1A 4/1 - 4/5
Week 1B 4/8 - 4/12
Week 2 4/15 - 4/19

May

Week 1A 5/6 - 5/10
Week 1B 5/13 - 5/17
Week 2 5/20 - 5/24
Memorial Day 5/27

June

Week 1A 6/3 - 6/7
Week 1B 6/10 - 6/14
Juneteenth 6/19
Week 2 6/24 - 6/28

July

Independence Day 7/4
Week 1A 7/8 - 7/12
Week 1B 7/15 - 7/19
Week 2 7/22 - 7/26

August

Week 1A 8/5 - 8/9
Week 1B 8/12 - 8/16
Week 2 8/19 - 8/23

September

Labor Day 9/2
Week 1A 9/9 - 9/13
Week 1B 9/16 - 9/20
Week 2 9/23 - 9/27

October

Week 1A 10/7 - 10/11
Week 1B 10/14 - 10/18
Week 2 10/21 - 10/25

November

Week 1A 10/28 - 11/1
Week 1B 11/4 - 11/8
Veterans Day 11/11
Week 2 11/18 - 11/22

December

Week 1A 12/2 - 12/6
Week 1B 12/9 - 12/13
Week 2 12/16 - 12/20
Christmas 12/25

2024 TECC / CCT Training

Location: CAMLS and Center for Prehospital Medicine (CPM)

June

CAMLS 6/24
TECC 6/25-26
Night Drill 6/27

November

CAMLS 11/21

2024 ACLS Schedule

Location: Center for Prehospital Medicine (CPM)

January

ACLS Refresher 1/16

March

ACLS Refresher 3/28

May

ACLS Refresher 5/30

July

ACLS Refresher 7/30

September

ACLS Refresher 9/5

November

ACLS Refresher 11/26

2024 PHTLS Schedule

Location: Clearwater Station 48

January

PHTLS 2-day 1/29-30

March

PHTLS 2-day 3/25-26

May

PHTLS 2-day 5/28-29

June - August

PHTLS Refresher County Refresher

September

PHTLS Hybrid 9/30

November

PHTLS Hybrid 11/25

2024 EPC Schedule

Location: Pinellas Park Station 35

January

EPC Hybrid 1/17

March

EPC Hybrid 3/27

May

EPC Hybrid 5/29

July

EPC Hybrid 7/31

September

EPC Hybrid 9/4

November

EPC Hybrid 11/27

2024 Capstone Testing Dates

January

11th, 25th

February

8th, 22nd

March

7th, 21st

April

4th, 18th

May

2nd, 16th, 30th

June

13th, 27th

July

11th, 25th

August

8th, 22nd

September

5th, 19th

October

3rd, 17th, 31st

November

14th, 27th*(Day before Thanksgiving)

December

12th, 26th

2024 Capstone Prep Class Dates

January

4th, 18th

February

1st, 15th, 29th

March

14th, 28th

April

11th, 25th

May

9th, 23rd

June

6th, 20th

July

3rd*, 18th

August

1st, 15th, 29th

September

12th, 26th

October

10th, 24th

November

7th, 21st

December

5th, 19th



September
2023
Leadership
Group

CME Status

- ▶ August BLS CME
 - ▶ 733 complete (94%)
 - ▶ 46 Incomplete
- ▶ September CME
 - ▶ 796 complete (43%)
 - ▶ 1053 Incomplete

ACLS

- ▶ ACLS
 - ▶ 1020 completed (97%)
 - ▶ 10 unsuccessful
- ▶ The last refresher class is this Thursday at EMS & Fire Admin
- ▶ Bootcamp next week (2-day)
- ▶ Please check the list of e-cards you were sent

LP15 Training

- ▶ 131 Trainers
 - ▶ 72 CME and CME/Admin instructors
 - ▶ 59 Non-CME instructors
- ▶ Training Progress
 - ▶ 1623 Completed the Vector assignment with the videos (88%)
 - ▶ 1064 Completed the classroom training (56%)
- ▶ Let me know if you need more paperwork

EMS Academy and Capstone

- ▶ EMSA Week one YTD
 - ▶ 222 First-time attended (97% pass rate)
- ▶ EMSA Week two YTD
 - ▶ 89 First-time attended (92% pass rate)
- ▶ Capstone YTD
 - ▶ 66 First-time attempts (70% pass rate)
 - ▶ 20 Second-time attempts (85% pass rate)
 - ▶ Before Capstone prep (50% first-time pass rate)
 - ▶ After Capstone prep (74% first-time pass rate)

EMS Academy Students

- ▶ They need to be on-time
 - ▶ Class starts at 8:00
 - ▶ Students are allowed 15 minutes
- ▶ They need to be rested
- ▶ You can check “EMS Training” PSTRax account for daily reports

Instructor Responsibilities

- ▶ Scheduling is through Aladtec
- ▶ If they call out:
 - ▶ More than 48 hours from scheduled class
 - ▶ Submit the absence in Aladtec and e-mail to the “Attendance e-mail”
 - ▶ Less than 48 hours from scheduled class
 - ▶ Same as above, **plus** they e-mail their EMS coordinator
- ▶ They should not be taking voluntary OT on the day of class

November CME

- ▶ Skills and scenarios
 - ▶ Skills based on QA data
 - ▶ Scenarios will use iSimulate (LP15)
- ▶ IPD
 - ▶ November 2, 3, 4, 9
 - ▶ 9:00 – 13:00

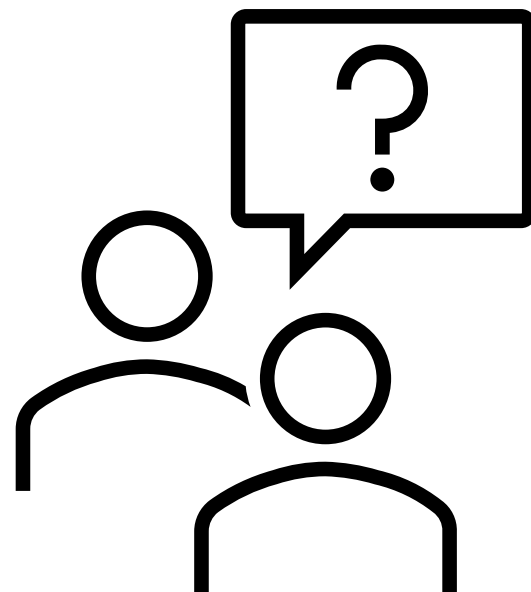
Planned CME Schedule

- ▶ October - Image Trend
 - ▶ Video assignment
 - ▶ Hands-on
- ▶ November - Classroom
 - ▶ Putting it all together (similar the March)
- ▶ December inservice

PHTLS 2024

- ▶ All PHTLS classes for new hires have been changed to 2-day.
 - ▶ October 24-25
 - ▶ November 20-21
 - ▶ January 29-30
 - ▶ March 25-26
 - ▶ May 28-29
- ▶ This is to facilitate new instructor monitoring.
 - ▶ 51 potential new PHTLS instructors (48 open spots)
- ▶ No hybrid classes until July 2024

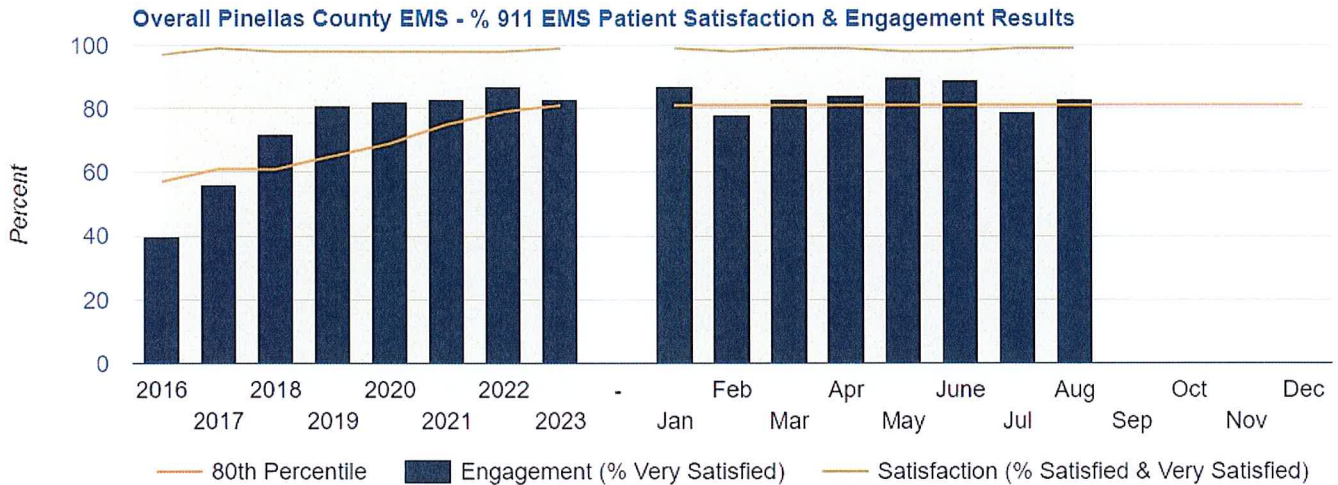
Questions?



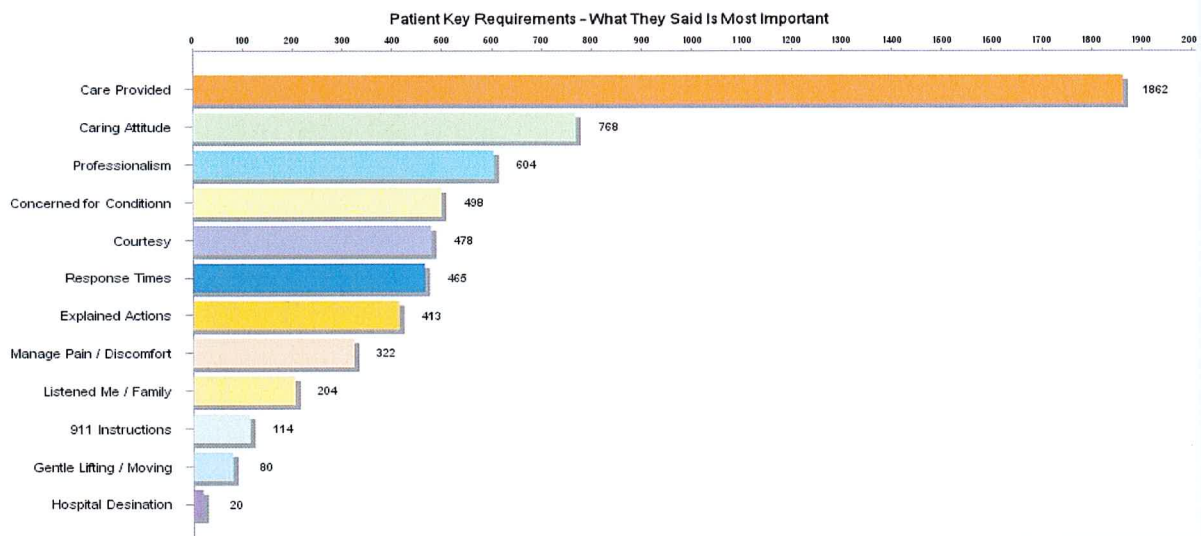
QUALITY ASSURANCE UPDATE

Baldrige – Patient Satisfaction Surveys:

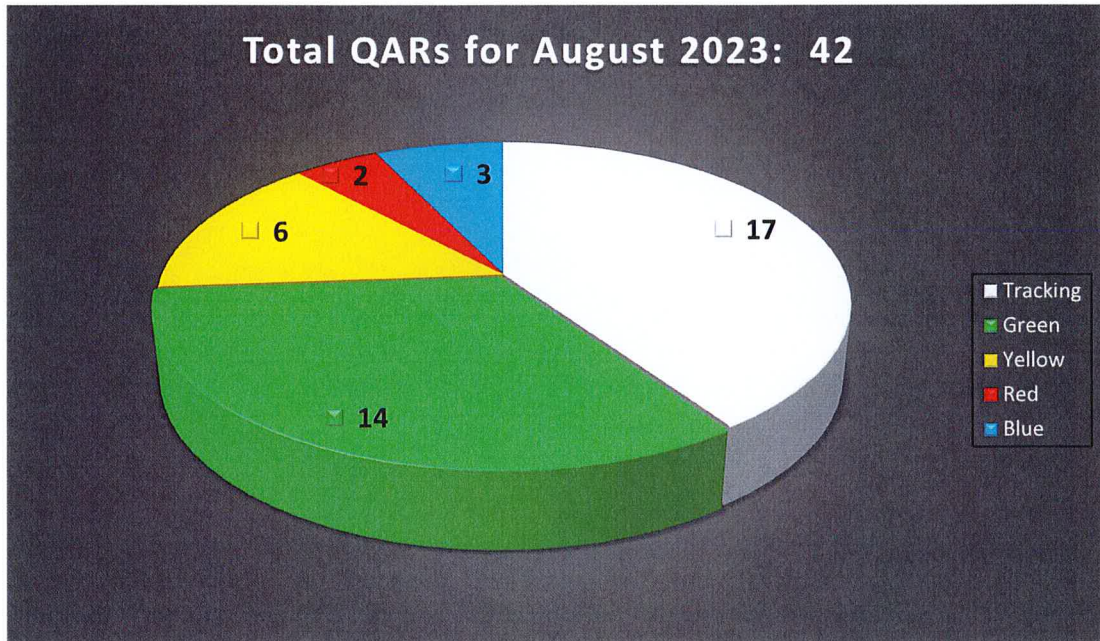
- ❖ 2023 YTD: There have been 2068 Customer Satisfaction Surveys completed.
- ❖ Overall YTD Engagement/Top Box – % represents customers who selected “Very Satisfied” = **83.42** ↓
- ❖ Overall YTD Satisfaction – % represents customers who selected “Very Satisfied” or “Satisfied” = **98.55** ↑
 - August 2023 – “Very Satisfied” Score was **83** and a “Very Satisfied” or “Satisfied” Score of **99**.
 - Gold bar = **80th Percentile** is needed to meet/exceed the gold bar.



- ❖ For Survey Login/access email: david@baldrigegroup.com with your agency credentials and He will get you started with access. A Quick Start Guide is in the process of creation currently.



August 2023 QARs: 42 total- Total YTD QAR count of 302



Green: 11

- (3) Medication Errors
- (3) Procedure Errors
- (1) loss of CS Card

Yellow: 7

- (2) PSTRax CS issues
- (2) loss of control of Blue Bag
- PCEMS complaint against Hospital regarding Pt assessment and triage

Red: 2

- 1 allegation of Clinician Misconduct
- 1 allegation of Protocol Violation regarding Falsification of Signatures

Blue: 2

- Commendation requests for Hazmat call, and 2 customer service- crews going Above and Beyond

Tracking: 8

- (3) Customer Service Complaints
- Pt Injury investigations
- Hospital operations/relations reviews



**Pinellas County EMS & Fire Administration
Certificate of Commendation**



LARGO FIRE RESCUE

On August 14, 2023, you were a member of an Emergency Medical Services team responded to a residence for a patient complaining of Vision Problems. Your team rapidly assessed the pt and correctly identified symptoms of a presently occurring stroke. Your quick recognition and outstanding contributions in care helped to give the patient the best chance for a positive outcome. Efforts to obtain further important information post call were recognized and appreciated by the hospital as well.

Your performance reflects great credit upon you, your agency and the Pinellas County EMS System. We commend you for your expertise, professionalism and caring approach.

What made this crew's actions Commendable:

From ER: "We wanted to give a special shout out to _____ We had difficulty getting in touch with the contact for this patient and the patient had severe aphasia. He went to the patient's home and was able to verify last known well and get further contact information to rule out contraindications. This information allowed this patient to receive tenecteplase."



**Pinellas County EMS & Fire Administration
Certificate of Commendation**



CLEARWATER FIRE DEPARTMENT

On July 8, 2023, you were a member of an Emergency Medical Services team responded to a residence for a Hazmat Situation. Your team rapidly assessed the situation and patient, correctly identifying symptoms of a Toxic exposure. Your quick actions and outstanding contributions in care helped to give the patient the best chance for a positive outcome.

Your performance reflects great credit upon you, your agency and the Pinellas County EMS System. We commend you for your expertise, professionalism and caring approach.

What made this crew's actions Commendable:

"This thorough investigation of the scene the Rescue crew did and persistence in developing the correct treatment pathway needs immediate recognition. I applaud FM C., FM St. M and FM H. Although this is within the duties of our job, their quick actions to render immediate airway interventions and early recognition of the hazmat substance, surely aided in a positive outcome for the patient."



**Pinellas County EMS & Fire Administration
Certificate of Commendation**



Sunstar Paramedics

On May 24, 2023, you were a member of an Emergency Medical Services team responded to a residence for a patient complaining of Falls. Your team reportedly provided exceptional care being both "kind and courteous" and "going above and beyond" for the patient. Your outstanding contributions in care helped to give the patient the best chance for a positive outcome.

Your performance reflects great credit upon you, your agency and the Pinellas County EMS System. We commend you for your expertise, professionalism and caring approach.

What made this crew's actions Commendable:

From the patient, "The crews were Very kind, Courteous and provided great care....
Saving her life."