

SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS
EXECUTIVE SUMMARY

SUBJECT: Update on the Progress of Improving Patient Outcomes in the Delivery of
Emergency Medical Services (For Information Only)

REQUESTED ACTION: No Action Required, but any additional direction would be
appreciated

Meeting Type: Special Meeting

DATE OF MEETING: 10/20/2020

CONTRACT: N/A

Vendor/Entity: _____

Effective Date: _____

Termination Date: _____

Managing Division / Dept: **Administrative Services**

BUDGET IMPACT: _____

FUNDING SOURCE: _____

Type: N/A

EXPENDITURE ACCOUNT: _____

HISTORY/FACTS/ISSUES:

From the 2019 July budget workshop, the Board directed me to review and work to improve patient outcomes in delivering emergency medical services. Improving patient outcomes begins with the availability of service before the 911 call for medical help to the dispatch for services to on-scene support to the transport to the hospital or freestanding ER and ultimately leaving the hospital with the best medical outcome for the patient.

In August of 2019, Mr. Baier, the Village Center Community Development District (VCCDD) Manager, and I interviewed our consolidated emergency medical director at the time (consolidated via three separate agreements) and visited with two fire operations, dispatch, and ambulance operations.

From this process, an action item list was derived (see the attached documentation).

It was not until the Board's action on 10/13/20 that all but one of the remaining items of the original five actions can now move forward (see the attached documentation):

1. AMR/Sumter County Fire & EMS/VCCDD are on a consistent platform for patient care software (as of July 2020)
2. UF College of Medicine will now provide the medical protocols and QA/QC oversight of all ALS/BLS service provision in Sumter County (approved 10/13/20)
3. UF College of Medicine will now provide the consolidated (under one contract) all Medical Direction and consistent QA standards for all ALS/BLS service provision in Sumter County (approved 10/13/20)
4. UF College of Medicine will now provide consistent Paramedic and EMT testing standards in Sumter County (approved 10/13/20)
5. AED Program (still pending VCCDD review to shift from resident-fee-based subscription service)

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While working on the first four action items and an area for improvement that does not involve the VCCDD contracted services, operating as The Villages Public Safety Department (VPSD), is the impact on patient outcomes associated with the timely offloading of patients at the hospital. Anecdotal data was shared in the past with the Central Florida Health Alliance, but as it is transitioning to the UF Health/Shands system, I tasked AMR for documented data on this issue. As noted in my email and his response, the CEO of the local hospital recognizes the need to improve patient outcomes by reducing the time for the handoff from the ambulance transport to the hospital. The delay in offload also impacts timely service for the next level of care as well as holds an ambulance from returning to its position to be available for the next call for medical service.

If the Board has further direction on the next steps to improving patient outcomes, please indicate it at this meeting.

Prepared by: Bradley Arnold

Grammarly Check