

EMERGENCY MEDICAL SERVICES  
ADMINISTRATION



# EMERGENCY MEDICAL SERVICES ADMINISTRATION

Fire Commissioner  
**Lloyd Ayers**  
Deputy Fire Commissioners  
**John T. McGrath**  
**Ernest F. Hargett**  
Medical Director  
**C. Crawford Mechem MD**

Fire Paramedic  
Operations Chief  
Daniel T. Parrish  
ES-3

Continuous Quality  
Improvement Office

Captain  
**Richard Bossert**

Administrative

Captain  
**Jeremiah Laster**  
(ES-9)

Apparatus and  
Equipment

Captain  
**Ray McCahrey**  
(ES-12)

Acting Lieutenant  
**Eric Crouch**

Acting Lieutenant  
**John Iushewitz**

Lieutenant  
**Al Astalos**

Acting Lieutenant  
**Steve McCloskey**

# EMERGENCY MEDICAL SERVICES ADMINISTRATION

The Philadelphia Fire Department's (PFD) Emergency Medical Services (EMS) administration is commanded by Fire Paramedic Operations Chief, Daniel T. Parrish. The Administration Chief co-ordinates and supervises the Continuous Quality Insurance (CQI) Office, Apparatus and Equipment (A&S) Pffice, and the Emergency Medical Services (EMS) Administration Captain to form a co-operative and cohesive unit, dedicated to the improvement and advancement of emergency care that is delivered to the sick and injured citizens and visitors of Philadelphia.

The Continuous Quality Improvement Office's mission is to ensure the same standard of excellence is consistently exemplified on every EMS incident, and performs innovative audits to determine areas for improvement and expansion within the system. The CQI Office also reviews the Philadelphia Fire Department's Medical protocols and EMS Operational procedures and provides qualitative and quantitative research for the improvements based on the scientific needs of the citizens and visitors of this great City. The EMS-CQI Office also coordinates and provides cutting edge technology such as a Medic Unit global positioning system, Computer Aided Dispatch System, and the Department's Electronic Reporting System. The CQI Office is headed by Captain Richard Bossert, who is responsible for supervising 2 Lieutenants and all the activities conducted by the Office.

The Apparatus and Equipment Office is responsible for the coordination and distribution of all EMS equipment and supplies. The A&E Office also performs detailed cost analysis to assure that all equipment and apparatus is being utilized in a financially effective manner. The Office is also in charge of EMS equipment research and design to help the Department's EMS providers perform safer and more effective care though state-of-the-art technology and techniques. The Office is also responsible for the design and implementation of new EMS Apparatus. The A&E Office is headed by Captain Ray McCahrey, who is responsible for the daily activities and the supervision of 2 Lieutenants.

The Administrative Captain is responsible for incident and complaint investigation and EMS operational compliance. The Administrative Captain is an EMS liaison to other health care providers, institutions, and the public providing an accessible Departmental contact for all the communities in that we serve. The Administrative Captain also provides support during special research projects. The Administrative Captain is currently Jeremiah Laster.

# EMERGENCY MEDICAL SERVICES ADMINISTRATION

**Frequently asked Questions of EMS Administration.**

**How do I get a copy of an Emergency Medical Service Report?**

**I have a billing Question who do I call?**

**How do I thank the Emergency Medical Technicians and Paramedics that responded to my emergency?**

**How do I file a complaint, issue, or concern the Emergency Medical Technicians and Paramedics that responded to my emergency?**

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**How do I thank the Emergency Medical Technicians and Paramedics that responded to my emergency?**

**You can write:**

**Fire Commissioner Lloyd Ayers  
Fire Administration Building  
240 SpringGarden Street,  
Philadelphia, PA 19151**

**You can call any EMS Officer at 215-686-1320**

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**How do I file a complaint, issue or concern about Emergency Medical Technicians and Paramedics that responded to my emergency?**

**You can call Administration Captain Laster at 215-686-1314 or talk with any EMS officer available.**

**You can write**

**Attention Captain Jeremiah Laster  
Fire Administration Building  
240 SpringGarden Street,  
Philadelphia, PA 19151**