



PHILADELPHIA
REGIONAL OFFICE OF
EMS
ANNUAL REPORT

Fiscal Year 2019

Authority

In accordance with the Pennsylvania Department of Health Rules and Regulations 28 Pa. Code § 1021.103, The regional council governing body shall submit an annual report to the Department.

Reporting requirements of Appendix A – Work Statement. Comprehensive Annual Report as related to, Coordinate and improve the delivery of EMS in the Council’s region.

Reports are due within 30 calendar days of the end of each state fiscal year (June 30th)

Raymond F. George Jr., Regional Director
Raymond.george@phila.gov

TABLE OF CONTENTS

TABLE OF CONTENTS	0
REGIONAL SUMMARY:	1
1. BOARD OF DIRECTORS \ HEALTH COUNCIL OFFICERS	ERROR! BOOKMARK NOT DEFINED.
2. REGIONAL EMS COUNCIL STAFF:	8
3. REGIONAL MEDICAL DIRECTOR(S)	8
4. FINANCIAL STATEMENT OF INCOME AND EXPENSES:	9
5. SPECIAL PROJECT FUNDING:	9
6. REGIONAL ACTIVITIES/ ORGANIZATIONAL MANAGEMENT	10
7. CONTINUOUS QUALITY IMPROVEMENT	10
8. MEDICAL DIRECTION	10
9. SYSTEMS OPERATIONS	11
10. EMERGENCY PREPAREDNESS ACTIVITIES	12
11. BOARD OF DIRECTOR \ HEALTH COUNCIL MEETINGS	13
12. MEDICAL ADVISORY COMMITTEE MEETING	13
13. QUALITY IMPROVEMENT COMMITTEE MEETING	13
14. REGIONAL ACCOMPLISHMENTS:	14

REGIONAL SUMMARY:

The Philadelphia Regional Office of Emergency Medical Services (PROEMS) is a Philadelphia County-based office, established as part of the State of Pennsylvania's EMS management system. There are 13 regional offices statewide each of which serves a defined geographical area which encompasses anywhere from one to ten counties. Philadelphia is unique as we are one of five single County regions clustered in the southeast portion of the state. PROEMS have licensure responsibilities for every ambulance company licensed in the City of Philadelphia including the Philadelphia Fire Department (PFD). PROEMS also have certification responsibilities for every licensed pre-hospital provider residing in the city of Philadelphia. Additionally, PROEMS is responsible for inspecting and certifying base command hospitals, training facilities, continuing education sites, local special events, day to day compliance with EMS rules and regulations, and oversight of EMS related drills and exercises held in the region.

I am Philadelphia's eighth Regional EMS Director. Mr. Dominic Mariani, Dr. John Lewis, Capt. Dominic Amato, FPSC Ralph Halper, FPSC George Butts, FPSC Rick Bossert and FPSC Michael Touchstone preceded me. I shall strive to ensure that Philadelphia EMS stands in its leadership role locally, statewide, and nationally.

As I begin my third year as Regional Director, I present this document as a simple map of the topography of PROEMS.

Philadelphia is the 6th largest city in the country with a population of 1.6 million and a regional population of 6.1 million and a workforce of 3 million. Philadelphia is the 2nd largest city on the East Coast.

There are many transportation routes throughout Philadelphia which include I- 95, I 476 and route 1 along with several US and State highways. Mass transit consists of several SEPTA rail, trolley and bus routes. The AMTRAK Northeast Corridor passes thru several communities.

The Philadelphia International Airport (PHL) the only major airport serving the nation's 7th largest metropolitan area is a large hub airport serving 31.7 million passengers annually. Twenty-five airlines offer over 500 departures daily, the airport is located 7 miles from downtown Philadelphia.

The Delaware and Schuylkill rivers flow through Philadelphia and are very active waterways. The Delaware River is very busy with boating and large ship traffic while the Schuylkill boasts many large regatta events annually.

Philadelphia's urban park system, including Fairmount Park, is 10,200 acres with 63 individual parks, over 270 hiking trails and 200 historic buildings.

Philadelphia has a rich sports history, the city is home to many teams and events in professional, semi professional, amateur and college sports. There are four major league teams in Philadelphia.

Throughout Philadelphia there are many Charter schools, elementary schools, colleges and universities.

There are many retirement communities, along with skilled nursing and rehabilitation centers.

STAFF OFFICES AND DUTIES

Secretary

- **Phyllis Hoepfl-DC 33**-paid by grant
 - Phyllis transferred to the PROEMS by way of the personnel/payroll office in 2013. Phyllis is highly skilled, punctual with her work, and a quick learner.
 - Roles and responsibilities
 - Greeting, process, and direct all office guests
 - Telephones and messaging
 - General Office typing
 - Maintain records of attendance, overtime, and compensatory time for employees
 - Ordering office supplies
 - Processing criminal history requests
 - Photographs and signatures for new provider cards
 - Mail distribution
 - Attending meetings and events as directed
 - Transcription of meeting notes from a tape recorder
 - Maintain visitors database and create new databases as needed
 - Interact with teaching institutes and the training coordinator in maintaining security of testing materials, recordkeeping, and tracking of EMS certification and reciprocity procedures

Contract Coordinator

- **Tanya Amir-DC 47-paid by grant**
 - Tanya puts her all into every task she is given. Tanya's position is extremely challenging and highly detail oriented and she continues her work in mastering it.
 - Roles and responsibilities
 - Collects and compiles data for budget preparation.
 - Prepares justification for modifications in expenses
 - Adjust budget figures as result of administrative review
 - Maintains records on purchases, expenditures, and balances of accounts
 - Provides data to administrative officials concerning budget request and figures
 - Reports monthly budget expenditures
 - Transmits information to city and state officials
 - Submits paperwork/forms as required by governmental offices
 - Verifies invoices for payment and prepares payment vouchers
 - Monitors grants and contracts for program compliance
 - Serves as liaison between department staff contractors and city agencies

Ambulance Licensure Coordinator

- **Lieutenant Colleen Teefy-Local 22-paid by grant**
 - Lieutenant Teefy is an extremely valuable, dedicated, and hard-working member of the PROEMS team. Lieutenant Teefy has been assigned to PROEMS for close to 2 years.
 - Roles and responsibilities
 - Process municipal and non-municipal ambulance applications
 - Conduct ambulance inspections
 - Liaison for non-municipal ambulance services
 - Maintain instructor training records
 - Provide report to AHA on instructor activities
 - Attend meetings as directed
 - Recruit ambulance participation for drills

- Maintain an Automatic External Defibrillator (AED) location and usage registry for the County of Philadelphia
- Work with other EMS regions on special projects
- Maintain records on ambulance decals and licenses
- Investigates complaints against ambulance services licensed through Philadelphia

Education Coordinator

- **Donna Lebisly-DC 47-paid by city**
 - Donna is a storehouse of knowledge on how things are done and is directly connected to the operations of the other regions throughout the state. She is a valuable asset for finding out how things need to be done.
 - Roles and responsibilities
 - Plan, guide, assists, and coordinate education, student orientation, and testing process of pre-hospital providers in accredited EMS Institutes. This includes original certification classes, as well as the recertification, reinstatement, and endorsement process for pre-hospital practitioners.
 - Provide guidance and professional advice on the quality of education provided by accredited EMS institutes
 - EMS instructor/evaluator updates
 - Provide assistance in the accreditation, reaccreditation, and compliance of EMS institutes, Con Ed sponsors, medical command facilities, and medical command physicians
 - Administrate and evaluate special event EMS plans according to PA state laws
 - Attend planning meeting for special events in the County Philadelphia
 - Attend departmental and state meetings as directed
 - National Registry testing representative
 - Scheduling of evaluators for EMS exams
 - Review and submit pre-hospital provider Criminal history clearance submissions
 - Enforce and clarify loss of drivers license/suspension and clearance issues

- Curriculum development, implementation, course verification and quality compliance of EMS educational programs, clinicals, and instructors
- Medical command authorization/annual reauthorization for ALS
- Maintain regional ALS registry for ALS services
- Review PA DOH/BEMS educational policies as directed
- Serve with educational committees as directed
- Submit advance testing schedule

Program Specialist

- **David Brill-DC 47-paid by grant**
 - Mr. Brill has a long record of city service starting in 1991. David is due to retire in June 2020.
 - Roles and responsibilities
 - Monitor all hospital diversions and collect, collate, & report data as found
 - Collect and report medical command control forms
 - Collect and report FARS data
 - Perform open sky radio tests
 - Perform VHF non-municipal ambulance radio tests
 - Telephones and messaging
 - Inspect vetting containers at selected firehouses
 - Assist education coordinator during psychomotor exams
 - Obtains student/provider photos and signatures for PA DOH certification cards

Regional Director

- **Fire Service Paramedic Chief Raymond George Jr.-Local 22-paid by city**
 - **Chief George is in his 31st year with the Philadelphia Fire Department and has 40 years experience in EMS.** He has been the director of PROEMS for the past three years.
 - Roles and Responsibilities
 - Assist the PA DOH and achieving a unified statewide EMS system
 - Assure compliance with regulations governing municipal and non-municipal EMS within the City/County of Philadelphia
 - Coordinate training budget and systems operations

- Assist in designing and monitoring contracts and intergovernmental agreements
- Create project goals and objectives which include time frames and available resources
- Supervision of PROEMS personnel and management of office
- Assist the PA DOH collection and maintenance of patient information
- Determine system needs and recommend the allocation of resources based on the assessment
- Participate in PA DOH/BEMS meetings regarding the maintenance, development, and revisions of EMS policy, rules and regulations
- Chair Philadelphia Regional EMS Advisory Council
- Member of the Philadelphia Regional EMS Council
- Participate as member of Philadelphia emergency planning committee
- Participate as member of SEPARTF EMS work group
- Participate in the review process for investigating complaints concerning care given by pre-hospital providers
- Developing and implementing comprehensive EMS plans
- Participating in the development of the Pennsylvania state EMS plan
- Plan and assist in regional mass casualty/disaster drills
- Serve as liaison between PFD and non-municipal ambulance companies
- Coordinate communication efforts between the PFD, non-municipal ambulance companies, state of Pennsylvania, and other counties and jurisdictions
- Attend meetings as requested by the Regional Medical Director
- Assist in the preparation of RFPs and contracts
- Carry out special projects and requests of the fire Commissioner and Deputy commissioners

1. Philadelphia Regional EMS Council

Mayor: James Kenney

Managing Director: Brian Abernathy

Fire Commissioner: Adam K. Theil

Medical Director: C. Crawford Mechem, MD

Regional Director: Raymond F. George Jr.

Commissioners Medical Advisory Board

<u>NAME</u>		<u>NAME</u>
1 Benjamin Abella, MD	19	Ken Lavelle, MD
2 Steven Alles, MD	20	Melissa Kohn, MD
3 Jordan Barnett, MD	21	Alexander Kuhn
4 Elizabeth Neuhas-Booth, RN	22	Monica Liebman, RN, MSN
5 Lynn Booz, RN	23	Robert MacNamara, MD
6 Neil Brady	24	C. Crawford Mechem, MD
7 Shannon Brown, MD	25	Bodhan Minczak, MD
8 Ryan Burke, MD	26	Mischa Mirin, MD
9 Joseph Bushra, MD	27	Michael Pairstein, MD
10 Rhona Cooper, RN	28	Judy Popple, RN, MSN
11 John Erbayri, MS	29	Eric Stander, MD
12 John Flamma, MD	30	Stephen Thom, MD
13 Nina Gentile, MD	31	Kendra Viner, PhD, MPH
14 Joghua Glick, MD	32	Theresa Walls, MD
15 Scott Goldstein, DO	33	Alvin Wong, MD
16 James Gretz	34	Jean Will-Bail, RN, Ed.D
17 Tim Hinchcliff	35	Gerald Wydro, MD
18 Edward Jasper, MD	36	Ernest Yeh, MD

2. Regional EMS Council Staff:

Executive Director Raymond F. George Jr.

<u>STAFF POSITION</u>	<u>NAME</u>
<u>Education Coordinator</u>	<u>Donna Lebisly</u>
<u>License Coordinator</u>	<u>Colleen Teefy, Lieutenant</u>
<u>Program Specialist</u>	<u>David Brill</u>
<u>Contract Coordinator</u>	<u>Tanya Amir</u>
<u>Support Clerk</u>	<u>Phyllis Heopfl</u>
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3. Regional Medical Director(s)

	<u>NAME</u>
<u>1</u>	<u>Crawford Mechem, MD</u>
<u>2</u>	<u> </u>

4. **Financial Statement of income and expenses:**

	Final Budget	Expended
Personnel Services	\$312,827.73	\$312,827.73
Consultant Services	\$0.00	\$0.00
Subcontracted Services	\$159,223.00	\$157,223.00
Patient Services	\$0.00	\$0.00
Equipment	\$9,630.00	\$9,630.00
Supplies	\$0.00	\$0.00
Travel	\$3,330.27	\$2,965.39
Other Costs	\$50,000.00	\$49,000.00
TOTALS	\$535,011.00	\$531,646.12

NOTE: THE AMOUNTS SHOWN ABOVE ARE PRELIMINARY END OF YEAR TOTALS AND NOT FINAL AUDIT AMOUNT

5. **Special Project Funding:**

Projects as determined by the Department to be appropriate and necessary for the implementation of a comprehensive statewide EMS system. The amounts listed below are included in the categorical totals shown above.

(Project Name Here)	Amount:
	\$0.00

Project Narrative:

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(Project Name Here)	Amount:
	\$0.00

Project Narrative:

Click or tap here to enter text.

(Project Name Here)	Amount:
	\$0.00

Project Narrative:

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6. Regional Activities/ Organizational Management

Date of the current Comprehensive Regional EMS System Plan	Date 11/30/18
Number of Board of Director Meetings \ Health Council meetings	4
Public Education Stop-the- Bleed Events	2
Public Education CPR Events	2
Number of Legislative Inquiries or Contacts	0
Technical Assistance Request (local entities and elected officials)	0

Regional Activities/ Organizational Management Project Narrative:

PROEMS staff continue to attend Commissioners Medical Advisory Board (CMAB) and Regional EMS Advisory Council (REMSAC) meetings quarterly.

7. Continuous Quality Improvement

	Quantity
Number of Clinical Cases Reviewed by Regional QI Committee	1
Accidents Involving Ambulances / EMS Personnel Reported in the Region	1
Number of Times the Regional QI Committee Met	0

Continuous Quality Improvement Narrative:

PROEMS has 23 licensed EMS Agencies in Philadelphia, one municipal fire based EMS service (Philadelphia Fire Department) and twenty-four (22) non-municipal EMS services licensed in Philadelphia. The non-municipal EMS services conduct retrospective peer review of electronic patient care reports. The PFD CQI currently performs peer review of the electronic patient care reports for all cardiac arrests, strokes, STEMIs, Level 1 and 2 trauma patients, and OB/GYN cases. Random reviews are also conducted, as well as audits based on input from EMS field supervisors or members of the medical community. Details of the reviews are shared with the authors of the reports via their EMS or Fire Supervisor. PFD CQI is non-disciplinary.

8. Medical Direction

	Quantity
Regional Medical Advisory Committee meetings	4
Accredited Level I Trauma Centers	7
Accredited Level II Trauma Centers	1

Accredited Level III Trauma Centers	0
Accredited Level IV Trauma Centers	0
Accredited primary Stroke Centers	6
Comprehensive Stroke Centers	3
Thrombectomy Capable Stroke Centers	2
Acute Stroke-Ready Hospitals	0

Medical Direction Narrative:

PFD CQI currently performs peer review of the electronic patient care reports for all cardiac arrests, strokes, STEMIs, Level 1 and 2 trauma patients, and OB/GYN cases. Random reviews are also conducted, as well as audits based on input from EMS field supervisors or members of the medical community. Details of the reviews are shared with the authors of the reports via their EMS or Fire Supervisor. PFD CQI is non-disciplinary. All reviews that are determined to possibly involve deviation from statewide protocols or PFD policies and procedures are brought to the attention of the CQI Captain. After further evaluation by the Captain and in consultation with the medical director, a course of corrective action is determined and implemented. Actions may include counseling by a CQI or EMS Operations officer, meeting with the medical director, or temporary assignment to the EMS Training Unit for remediation. The CQI Captain maintains records of all review and follow-up as necessary. All issues of alleged misconduct by a provider will be handled by the PFD Special Investigations Office.

9. Systems Operations

	Quantity
Spot inspections conducted – EMS Agencies	15
Spot inspections conducted – EMS Vehicles	199
Spot inspections conducted – Continuing Education Sponsors	17
Spot inspections conducted – Education Institutes	12
Spot inspections conducted – Medical Command Facilities	8
Number of Safety Inspections Conducted	32
Number of Vehicles Inspected During Safety Inspection	199
Photo & Signatures Added to Certification Cards	327

BLS Psychomotor Examinations Conducted	24
Number of BLS Psychomotor Exam Candidates Tested.	513
ALS Psychomotor Examinations Conducted	2
Number of ALS Psychomotor Exam Candidates Tested	27
Certification Class Visits Conducted	43
Number of EMS Agency Re-Inspections Conducted	6
Number of Authorized Inquiry Reports Filed with the Bureau	12

Systems Operations Narrative:

PROEMS continues to support many operational functions annually performing regular spot safety inspections of PFD EMS units and ambulances from the various non-municipal EMS services licensed in the Philadelphia region. Lieutenant Teefy, our licensure coordinator has completed numerous EMS Agency re-inspections along with spot inspections of agencies and their licensed ambulances.

The Regional EMS office continues to conduct a number of BLS and ALS psychomotor exams annually as well as performing regular class visits. PROEMS education coordinator continues to perform spot inspections of medical command facilities, educational institutes in the region as well as continuing education sponsors.

Our staff continues to monitor all medical command facilities, medical command physicians and pre-hospital personnel for compliance with minimum regulatory standards that have been established.

All regional staff continues to assist other regions with large scale agency inspections.

10. Emergency Preparedness Activities

	Quantity
Coalition / Task Force Meetings Attended (only EMSOF funded staff attendance)	9
Table Top Exercises Attended / Conducted	1
Full Scale / Functional Exercises Attended / Conducted	0
Special Event Plans Submitted	318
Responses / Deployments	0
Strike Team Agencies	1

Emergency Preparedness Narrative:

PROEMS continue to participate in SEPATF meetings along with maintaining a close relationship with Philadelphia Office of Emergency Management. The regional office provides technical assistance to any person, agency or organization responsible for the management and administration of special events in developing a Special Event EMS Plan. We continue to receive, review and process all Special Event Plans from applicants seeking Department approval of an EMS Plan.

11. Board of Director \ Health Council Meetings

DATE:	TIME	LOCATION
07/05/18	14:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
10/04/18	14:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
01/03/19	14:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
03/04/19	14:00	3900 Roberts Ave. Philadelphia Second Alarmers Association

12. Medical Advisory Committee Meeting

DATE:	TIME	LOCATION
07/05/18	13:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
10/04/18	13:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
01/03/19	13:00	3900 Roberts Ave. Philadelphia Second Alarmers Association
03/04/19	13:00	3900 Roberts Ave. Philadelphia Second Alarmers Association

13. Quality Improvement Committee Meeting

DATE:	TIME	LOCATION
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14. Regional Accomplishments:

Narrative:

The Philadelphia Regional Office of EMS assisted or participated in the following events for FY 2019.

1. Work with PA Homeland Security for EMS CE credits for ATAC conference in Philadelphia.
 2. Joint venture with Counter Terrorism Unit for Philadelphia Police Department EMTs to maintain EMS certification through CE program.
 3. Provided guidance to Perlman School of Medicine at the University of Pennsylvania to achieve BLS institute.
 4. Provided guidance to Philadelphia College of Osteopathic Medicine (PCOM) during planning stages for BLS institute for first year medical students.
 5. Working with Department of Labor for EMS apprenticeship program.
 6. Planning with Burholme EMS to develop an ASHI EMR program to encourage a pipeline of EMR providers to become PA DOH certified EMTs.
 7. Assist Philadelphia Fire Department fire explorer program coordinated by Captain Cecilia Ortiz in PA DOH EMR program.
 8. Joint site inspection of Jefferson-Torresdale Medical Command Facility inspection with Bucks County Regional EMS Office.
 9. Educational session with Medical Command facilities to train administrative assistants to access Medical Command Facility registry to assist physicians.
 10. Assist PFD/EMS with community risk reduction providing educational material.
 11. Annual fiscal year audit completed.
 12. Participated in the Department of Health Warm-Handoff Summit.
 13. Regional Director attended Regional Director's meetings in Harrisburg, PA as well as monthly SEPATF EMS Sub-committee meetings.
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