

Emergency Medical Services - FY2013-14 Unmet Service Demands

Continuing Education Training This request is for overtime funding to provide required training to field and communications sworn personnel. As uniformed FTEs have been added over the years, training dollars have not increased proportionately. Furthermore, salaries have increased each year and proportionate adjustments to overtime dollars for training have not been made. **\$365,506**

Demand Unit An additional Demand Ambulance (12-hours, 7-days a week) is needed to respond to significantly increasing growth in demand for services in the south-central Austin area. Current workload statistics show a high utilization rate, which means units in the area are responding to calls the majority of the time they are in service. **\$824,434**

Cardiac Arrest Survival Rates To improve survival rates of sudden cardiac arrest, we must increase Bystander CPR and access to Automated External Defibrillator (AEDs) in our community. This request is to add 2 additional community CPR instructors to our Community Education Program. **\$145,510**

Community Health Paramedic Program Currently, we are limited in the number of patients we can enroll due to limited size of our Community Health Paramedic Program (three FTEs). This request is to add 3 Medic II positions, equipment and vehicles to the Community Health Paramedic Program. This will allow us to meet the goals of contacting high-risk, vulnerable and frequent-user patients within 24-hours of the Community Health Paramedic Program receiving the referral. This program places patients in contact with the correct health resources and minimizes their need for EMS transports, lessening the demand on the system. It also provides better customer service for those patients with extraordinary needs. **\$593,101**

Patient Customer Service Program This request is to add one Customer Solutions Coordinator that will conduct customer service assessments through a patient call back program (similar to those conducted by doctors' offices and hospitals) and measure customer satisfaction and quality of service. This program will be used to benchmark and trend satisfaction scores for the Department. The Customer Solutions Coordinator will ask a series of questions and conduct a patient interview to address a standardized set of questions. All of the data gathered will be saved within a database to track and trend customer service satisfaction. **\$74,255**

Clinical Information System Support This request would add an EMS System Support Technician Senior position that would be responsible for daily troubleshooting and repair of mission-critical ePCR computer devices, EMS billing software maintenance, Onboard Mobile Gateway maintenance and Cardiac Monitor troubleshooting, as well as connectivity issues, patient care record printing problems at hospitals, and preparation for software and hardware upgrades. **\$92,707**