

Annual Report

July 1, 2017 - June 30, 2018

**Western Virginia
Emergency Medical Services Council, Inc.**

Table of Contents

Staff Directory	
Office Information	
Mission	
Regional EMS Councils in the Code of Virginia	
Virginia's EMS Regions	
Leadership and Oversight	
Significant Accomplishments	
Provider Services and Recognition	
EMS Education and Advocacy	
Medical Direction and Performance Improvement	
Communications, Facilities	
Public Information and Referral	
Mass Casualty and NSPA	
Other Planning and Coordinating Activities	
Financial Statement - Financial Position	
Financial Statement - Revenues and Expenses	
Major Sources of Support	
\$4-for-Life Funding to Localities	
Regional EMS Awards	
Our Vision	
Contact Information	

Staff Directory (as of 7-30-2018)

- ◆ Executive Director: Robert H. Logan, Ph.D. (logan@vaems.org)
- ◆ Education Program Director: Cathy Cockrell, MHS, CCEMT-P, NRP (ccockrell@vaems.org)
- ◆ Business Manager: Sandra D. McGrath, (smcgrath@vaems.org)
- ◆ Compliance Officer: Mary H. Christian (mchristian@vaems.org)
- ◆ Office Manager: George Merix (gmerix@vaems.org)
- ◆ Field Coordinator: Chris Christensen, NRP (cchristensen@vaems.org)
- ◆ Field Coordinator: Michael L. Garnett, NRP (mgarnett@vaems.org)
- ◆ Field Coordinator: William E. (Gene) Dalton, NRP (gdalton@vaems.org)
- ◆ Statewide EMSC Information Technology Support Specialist: Jim Huffman (jhuffman@vaems.org)
- VHHA Unique Pathogens Grant Manager: Morris D. Reece (mreece@vaems.org)
- ☐ NSPA Executive Director: Robert Hawkins (rhawkins@vaems.org)
- ☐ NSPA RHCC Manager: John T. (JT) Clark (jclark@vaems.org)
- ☐ NSPA RHCC On-call Staff: Jeff Echternach and Michael Nallen
- ☐☐ NSPA Medically Vulnerable Populations Coordinator: (*vacant*)
- ☐ NSPA Continuity Specialist: Monica McCullough (mmcullough@vaems.org)
- ☐ NSPA Materials Managers: Tom Firebaugh (tfirebaugh@vaems.org) and Mark Cromer (mcromer@vaems.org)
- ◆ WVEMS Regional Medical Director: Charles J. Lane, MD, FACEP (clane@vaems.org)

Office Information

- Main office: 1944 Peters Creek Road, Roanoke VA 24017
- New River Valley office: 6580 Valley Center Drive, Radford VA 24141
(located in the New River Valley Business Center)
- Piedmont Office: 1024 DuPont Road, Martinsville VA 24115
(located in the Henry County Public Safety Training Center)

Mission

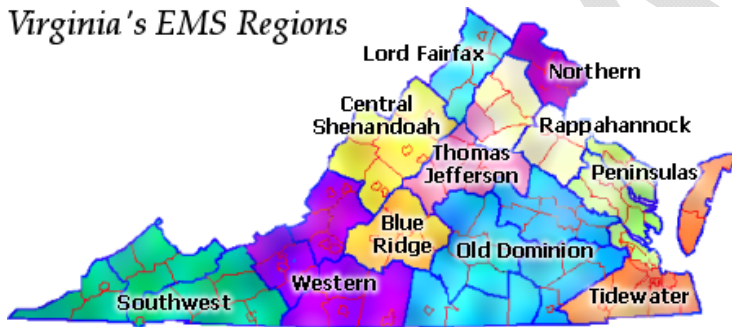
Our mission: To facilitate regional cooperation, planning and implementation of an integrated emergency medical services delivery system.

Regional EMS Councils in the Code of Virginia § 32.1-111.11

Regional emergency medical services councils

The Board [of Health] shall designate regional emergency medical services councils which shall be authorized to receive and disburse public funds. Each council shall be charged with the development and implementation of an efficient and effective regional emergency medical services delivery system...

Virginia's EMS Regions



WVEMS is one of 11 regional EMS councils in Virginia. It serves the fourth, fifth and twelfth planning districts of Virginia, encompassing the following localities: Alleghany County, Botetourt County, Craig County, Floyd County, Giles County, Franklin County, Henry County, Montgomery County, Patrick County, Pittsylvania County, Pulaski County, Roanoke County, City of Covington, City of Danville, City of Martinsville, City of Radford, City of Roanoke, City of Salem

Leadership and Oversight

Board of Directors

(As of 11-1-2017)

Stephen G. Simon, President*
J. Dale Wagoner, Vice President*
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Joseph Coyle, Treasurer*
Steve Allen
William O. Altman
Eric K. Stanley, D.O.
Marlon (Matt) Rickman
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Dallas Taylor, MSN, RN
Larry Lafon
Anthony Morgan
Jason Ferguson*
William Ferguson
Carey Harveycutter
Michael Jefferson*
Charles J. Lane, MD, FACEP
Robert H. Logan, Ph.D.* (non-voting)
Ryan Muterspaugh
David Linkous
Kristopher Shrader
Rodney Haywood
Valerie Tweedie*
Ford S. Wirt
Richard Flora

**Executive Committee*

Representing

Roanoke County
12th Planning District At-large
Pulaski County
Montgomery County
Patrick County
City of Roanoke
Emergency Physician At-large
City of Salem
Craig County
Pittsylvania County
Emergency Nurses Association
Giles County
City of Covington
Botetourt County
Franklin County
Va. Assoc. of Vol. Rescue Squads
City of Danville
Regional Medical Director
Executive Director
Alleghany County
NSPA/Hospital System Representative
City of Martinsville
City of Radford
4th Planning District At-Large
Floyd County
5th Planning District At-Large

Committee, Subcommittee and Program Leaders

Executive Committee – Steve Simon, Chair

Medical Direction - Charles J. Lane, MD, Regional Medical Director/Chair

Pharmacy Subcommittee - Nadine Gilmore, R.Ph., Co-Chair; Larry Mullins, R.Ph., MBA, Co-Chair

Allied Resources Subcommittee - Darrell VanNess, MSN, Chair

Education Subcommittee – Marlon (Matt) Rickman, Chair

Performance Improvement/Trauma Triage Committee — Charles J. Lane, MD, Chair

Stroke Triage Committee - Charles J. Lane, MD, Chair

Near Southwest Preparedness Alliance Board of Directors: Tammy Turpin, Chair

Near Southwest Preparedness Alliance Healthcare Coalition: _____, Chair

Regional Critical Incident Stress Management Team (CISM): Dwayne Cromer, Team Administrator

Communications Workgroup - Jim Cady, Sr., Chair

Significant Accomplishments

Provider Services and Recognition

- ✓ Provided volunteer and career referrals and training course information in response to daily telephone and electronic inquiries.
- ✓ Conducted an annual EMS awards program at the Jefferson Center in Roanoke. Recognized providers and agencies in ten categories of Regional EMS awards, plus a scholarship to an outstanding EMS provider who is a high school senior. Submitted regional award recipients as statewide Governor's EMS award nominees. Presented the Benny Summerlin Award for Service to Local Government. Also presented NSPA Healthcare Preparedness awards in four categories.
- ✓ Coordinated and provided a point of contact for an accredited (VOEMS) regional critical incident stress management (CISM) Team consisting of 38 volunteer mental health and peer public safety debriefers. Quarterly team meetings were conducted, along with several special training events.
- ✓ Responded to 17 requests for CISM team interventions, and provided various educational sessions for CISM team members.
- ✓ Maintained statewide "Virginia EMS Jobs" (www.vaemsjobs.com) on-line database for the Virginia Office of EMS.
- ✓ Managed multi-regional Consolidated Test Site (CTS) registration system. (WVEMS staff coordinated development of this system.)
- ✓ Served as EMS infrastructure point of contact for all EMS agencies, providers, hospitals, and local governments in the region and beyond.

2018 Regional EMS Awards

- Outstanding EMS Telecommunications Dispatcher - **Devon Frazier**, New River Valley Emergency Communications Regional Authority
- Outstanding Prehospital Provider - **Matt Sacra**, Roanoke County Fire & Rescue
- Outstanding EMS Administrator - **Dave English**, Blacksburg Volunteer Rescue Squad
- Nurse with Outstanding Contribution to EMS - **Sara Beth Dinwiddie**, Carilion Clinic
- Outstanding Prehospital Educator - **Paul (PJ) Fleenor**, Blacksburg Volunteer Rescue Squad
- Outstanding EMS Agency - **Vinton First Aid Crew**
- Dr. Cheryl B. Haas Award for Outstanding EMS Physician - **Paul Frantz, M.D.**, Carilion Clinic Cardiac Services
- Outstanding Contribution to EMS by a High School Senior (\$1,000 scholarship) - **Connor Moran**, Christiansburg Rescue
- Outstanding Contribution to EMS Emergency Preparedness and Response - **Near Southwest Medical Reserve Corps**
- Award for Excellence in EMS - **Jason Ferguson**, Botetourt County Fire & EMS
- Benny Summerlin Award for Service to Local Government - **Steven D. Eanes**, Henry County Sheriff's Department



EMS Education and Advocacy

- ✓ Provided standardized testing of students exiting from various initial certification EMS courses.
- ✓ Coordinated 19 OEMS consolidated test sites throughout the region, testing 675 candidate for certification.
- ✓ Maintains an Accredited AEMT Training Program in our New River Valley facilities. Awarded accreditation renewal in 2018.
- ✓ Currently seeking to obtain an Accredited AEMT Training Program in the Piedmont area in 2018-2019.
- ✓ Maintains Clinical Agreements and Agency Field Training Agreements with a multitude of regional medical facilities and EMS Agencies to provide clinical and field training for our accredited programs.
- ✓ Conducted three Regional EMS Instructor Network meetings, including ALS coordinators, emergency operations instructors and EMT instructors.
- ✓ Provided a loaner library of EMS educational videos, training equipment and books.
- ✓ Participated in program planning for the annual statewide EMS symposium (November 2018) in Norfolk to be attended by some 1500 EMS providers, nurses and physicians.
- ✓ Started one Advanced EMT course in Roanoke enrolling 18 students, specifically designed for fire/EMS agencies in the Roanoke Valley.
- ✓ Started one Advanced EMT course in the New River Valley enrolling 18 students. (Scheduled to complete in February 2019)
- ✓ Started one Paramedic program in the New River Valley enrolling 16 students. (Scheduled to complete in December 2018)
- ✓ Completed one Advanced EMS program in the New River Valley with a ____ .
- ✓ Completed one Advanced EMT program in the Roanoke area with a 92% pass rate.
- ✓ Continued a cooperative EMS education program with Jefferson College of Health Sciences.
- ✓ Offered numerous ALS and BLS continuing education programs across the region.
- ✓ Funded _____ hours of BLS continuing education through a grant from the Virginia Department of Health, Office of Emergency Medical Services.
- ✓ Funded _____ auxiliary courses through a grant from the Virginia Department of Health, Office of Emergency Medical Services.
- ✓ Provided support to Roanoke Valley Regional Fire-EMS Training Center, New River Valley Training Center, and Carilion Clinic to offer and facilitate AMLS, PHTLS, TECC, GEMS, ACLS, PALS and BLS classes throughout the region.
- ✓ Provided regional coordination for a “Stop the Bleed” campaign for civilians and EMS providers.
- ✓ Actively participated in numerous State-level committees and work groups.
- ✓ Served on advisory boards for local college and university programs.
- ✓ Participated in pre-hospital care committees for hospitals in the region.
- ✓ Staff member served on Patient Safety Committee at one major regional hospital.
- ✓ Conducted and participated in numerous meetings related to training programs throughout the region.
- ✓ Promoted and co-sponsored numerous educational events across the region.
- ✓ Participated in disaster exercises in several localities, including multi-jurisdictional drills.
- ✓ Participated in statewide committee charged with reviewing and updating guidelines for VA EMS providers.
- ✓ Maintained professional liability insurance on all students enrolled in council-sponsored ALS training programs, saving students some \$15,000.
- ✓ Field training staff maintained certification as instructors in ACLS, AMLS, BLS, PALS, TECC, PHTLS, ADLS, BDLS, TCCC, GEMS,
- ✓ Maintained regional web-based training calendar
- ✓ Staff served as regional faculty for The American Heart Association in BLS, ACLS and PALS.
- ✓ Staff serves as state coordinator for NAMET and all NAEMT programs in the Commonwealth
- ✓ Staff appointed to Affiliate Faculty for the launch of GEMS (Geriatric Emergencies, NAEMT).
- ✓ Staff appointed to Affiliate Faculty for TECC (NAEMT).
- ✓ Coordinated efforts with LewisGale Montgomery to plan and facilitate annual Trauma Conference.
- ✓ Co-sponsored “EMS CE Nights” in the New River Valley
- ✓ Entered into a Memorandum of Understanding with the Virginia Department of Health/Office of EMS to provide funding for various educational offerings beginning in FY ‘18
- ✓ Served as AHA Liaison for Roanoke’s annual Heart Walk
- ✓ Taught over 250+ citizens “Hands Only CPR” at various corporate sites
- ✓ Staff serves as American Heart Association, Regional Faculty for ACLS, BLS and PALS
- ✓ Staff serves as NAEMT State Coordinator for Virginia

- ✓ Served as active participant in regional Heart Alert committees.
- ✓ Maintained staff responsibility for BLS test site coordination to ensure uniformity and provide better customer service at BLS test sites.
- ✓ Offered two Operational Medical Director “Currents” educational workshops in conjunction with the Blue Ridge and Southwest Virginia EMS Councils, held in Bedford and Abingdon.
- ✓ Conducted AMLS, BLS, ACLS, PALS, PHTLS, GEMS and TECC courses throughout the region.
- ✓ In conjunction with NSPA, offered ADLS and BDLS courses

Medical Direction and Performance Improvement

- ✓ Updated and Maintained a regional ambulance diversion policy in conjunction with the Near Southwest Preparedness Alliance.
- ✓ Maintained a regional ambulance supply exchange and drug restocking policy with all hospitals and EMS agencies in the region participating..
- ✓ Continued projects for regional EMS performance improvement.
- ✓ Produced a final draft of revised Regional Operational Protocols.
- ✓ Provided suggested guidelines for quality improvement programs in agencies.
- ✓ Reestablished and established new clinical education agreements at _____ hospitals and other medical entities across the region.
- ✓ Continued and expanded the role of regional Performance Improvement Committees.
- ✓ Revised and maintained a Regional Stroke Triage Plan.
- ✓ Revised and maintained a Regional Trauma Triage Plan.
- ✓ Maintained Regional General and Trauma Performance Improvement Plans.
- ✓ Maintained and published a regional Performance Improvement Plan.
- ✓ Offered two continuing education workshops for Operational Medical Directors in conjunction with VDH/OEMS in conjunction with neighboring EMS councils.

Communications, Facilities

- ✓ Coordinated a region-wide system of drug and IV box exchange, incident reporting and follow-up, and provision of inventory control.
- ✓ Maintained a regional waiver exempting EMS agencies from registration for testing of blood with portable glucometry equipment, saving EMS agencies some \$17,500 every two years.
- ✓ Maintained a regional Controlled Substances Registration Permit to allow EMS agencies to carry IV fluids and other controlled substances as “restock items” saving individual agencies some \$11,500 every year.
- ✓ Provided continuing liaison between EMS agencies, operational medical directors and emergency department nurse managers related to the exchange of supplies and equipment.
- ✓ Provided technical assistance and regional administration for VHASS, a web-based ambulance diversion and mass casualty incident management communications system.
- ✓ Continued ownership and operation of various regional EMS communication systems..

Public Information and Referral

- ✓ Maintained an electronic newsletter with some 1,200 subscribers to provide frequent notices of training events and other timely EMS news.
- ✓ Served as a clearinghouse for regional and state EMS pamphlets, posters, displays and other public relations and recruitment materials.
- ✓ Regularly updated the council’s Internet web site www.wvems.org with current EMS news and events, education, recruitment, CISM information, committee minutes and council reports, trauma triage information, mass casualty information, General Assembly information and relevant EMS links.
- ✓ Published various flyers for courses, service offerings, etc. throughout the year.
- ✓ Participated in various workshops and public events throughout the year.

Other Planning and Coordinating Activities

- ✓ Published periodic financial reports, quarterly program reports, an annual report, frequent committee minutes and other training and event announcements.
- ✓ Provided a consistent point of contact for EMS providers, agencies and local governments.
- ✓ Provided representation on a number of local, regional and statewide committees and boards.
- ✓ Provided technical assistance to applicants for Virginia EMS Financial Assistance (RSAF) grants and provided standardized grading for all EMS grants submitted to OEMS from agencies within the WVEMS region.
- ✓ Gained approval in FY 2018 for \$1,138,064 in RSAF grant awards to agencies within the region.
- ✓ Revised regional EMS strategic plan and other regional planning documents.
- ✓ Provided fiscal and administrative support for the Virginia EMS Symposium and other events.
- ✓ Provided fiscal and administrative support to the Near Southwest Preparedness Alliance (NSPA) to manage some \$1 million in federal hospital preparedness program (HPP) funds.
- ✓ Continued employment of the Regional NSW Medical Reserve Corps Coordinator (NSWMRC) for five health districts for the Virginia Department of Health (VDH).
- ✓ Employed a Unique Pathogens Grant Manager through contract with the Virginia Hospital and Healthcare Association.
- ✓ Provided Information Technology Support for all 11 regional EMS councils by employing an IT support specialist and contracting various other services.
- ✓ Provided fiscal and administrative support to the Western 14 Disaster Task Force, an all-volunteer disaster task force comprised of EMS providers from across the New River Valley. Western 14's mission is to provide medical care, rescue, transportation, and other vital emergency services to those in need during times of disaster and in large-scale operations at the request of the Virginia Office of EMS.

State Funding to Localities and Trauma Centers

\$4.25 for Life —In 2006, the full funding generated by the “\$4-for-Life” vehicle registration add-on was allocated in its entirety to EMS. For several years, a portion of this fund has been diverted to other areas, but beginning July 1, 2006, the full amount came back to EMS. Of this amount, 26% is returned directly to the localities. The allocation is based on DMV collections, determined by the number of eligible vehicles registered in each jurisdiction. In the 2009-2010 session, this funding stream was increased to \$6.25 per eligible vehicle registration, but the additional revenue does not go to benefit EMS at this time.

Over the past 15 calendar years, the annual amount returned to localities in the WVEMS region has grown from \$303,364 in FY 2004 to \$636,654 in FY 2018.

State Trauma Center Fund—This funding comes from the reinstatement of driver's licenses in Virginia. If a Virginia resident loses his or her driver's license for any reason, he or she must pay a fee to reinstate it. Part of the money from this fee goes to support Virginia's Trauma Centers and defray the cost of providing trauma care. These Trauma Centers must meet strict criteria for designation which includes facilities, on-site physicians and other medical specialists.

There are three designated trauma centers in the WVEMS region. Carilion Clinic's Roanoke Memorial Hospital, a Level I trauma center, along with the two Level III trauma centers in the region (Carilion New River Valley Medical Center and LewisGale Hospital Montgomery) have collectively received some \$13 million since the program began in 2006.

***FINANCIAL REPORT – TO BE PROVIDED Separately by Auditors
Will advise when this is ready***

OUR SUPPORTERS

These generous supporters and partners have contributed funds or in-kind services, or have allowed us to contract to provide services throughout the year.

Commonwealth of Virginia
Virginia Hospital and Healthcare Association
Virginia EMS Symposium
Virginia Medical Reserve Corps
Near Southwest Preparedness Alliance
United Way Roanoke Valley
Greater Alleghany United Fund
Carilion Clinic
LewisGale Medical Center
LewisGale Hospital Alleghany
LewisGale Hospital Montgomery
LewisGale Hospital Pulaski
Sovah Health - Martinsville
Sovah Health - Danville
Veterans Affairs Medical Center – Salem
Centra Health
Alleghany County
Botetourt County
Craig County
Floyd County
Giles County
Franklin County
Henry County
Montgomery County
Patrick County
Pittsylvania County
Pulaski County
Roanoke County
City of Covington
City of Danville
City of Martinsville
City of Radford
City of Roanoke
City of Salem

The EMS system in the Western Virginia region will . . .

- ◆ provide access for victims for injury and sudden illness via a **universally available enhanced 9-1-1** emergency telephone system.
- ◆ provide for **dispatcher-provided telephone assistance** (pre-arrival instructions) to callers with life-threatening emergencies.
- ◆ provide for **timely response** of first responder and transportation, personnel and vehicles through a system of predetermined minimum response intervals, monitoring and quality assurance-performance improvement.
- ◆ provide for **high-quality, prehospital treatment** of patients as a result of standardized basic life support training programs, accredited advanced life support educational and mentoring programs, standardized testing programs, frequent and timely continuing education programs, and quality assurance-performance improvement programs.
- ◆ provide **triage and transport**, and transfer if necessary, of patients to the most appropriate facility based on predetermined universally accepted transport guidelines and protocols.
- ◆ provide **timely emergency department care** with emergency physicians, emergency nurses and other support personnel and **trauma care**, when necessary, with personnel and resources associated with designated trauma centers.
- ◆ provide **communications system** capabilities that enable EMS personnel to communicate with all other EMS personnel throughout the region, their dispatchers, all hospital emergency departments and other public safety personnel.
- ◆ provide resources and capabilities in order to appropriately respond to and manage large disasters and **mass casualty** situations.
- ◆ ensure EMS system **viability and excellence** through the effective use of state, local and private funding

Contact Information

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WVEMS New River Valley Field Office

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WVEMS Piedmont Field Office

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