Our total call volume in 2018 was 63,607 (Increase of 2.4% from 2017)
Letter from the Director

In 2018, Sedgwick County Emergency Medical Service (SCEMS) completed its 43rd year of service to the citizens and visitors of Sedgwick County. Much has changed since our inception in 1975, but one thing that remains the same is our dedication to providing the most professional, compassionate, safe, and clinically advanced care possible to those in need. We are honored, privileged, and humbled to bear responsibility for the trust you place in us during your most desperate times. We work diligently every day to ensure that we provide the care that we would want for our own families. We know this task is not to be taken lightly - there are no ‘do-overs’ when it comes to your health and well-being. We believe in delivering the best service to our community, whether it is a Band-Aid or a full-scale disaster; we maintain readiness to serve you.

Dennis Mauk
Interim Director

Our Mission
Sedgwick County EMS is committed to providing quality out-of-hospital healthcare.

Our Vision
Sedgwick County EMS will make a measurable improvement in the health of the community.

Our Values
STAR CARE:

Safe
Team Based
Attentive to Human Needs
Respectful

Customer
Accountable
Appropriate
Reasonable
Ethical

Sedgwick County is one of only two ambulance services in Kansas to meet the rigorous standards and best practices to achieve accreditation, and one of 194 nationally.
<table>
<thead>
<tr>
<th>CALL VOL</th>
<th>5,811</th>
<th>5,137</th>
<th>5,309</th>
<th>5,167</th>
<th>5,484</th>
<th>5,319</th>
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<td>JAN</td>
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**Timeline**

- **SCEMS participates in “Kansas EMS Day at the Capitol”, Topeka, KS.**
- **Mobile computer usability study completed. iPad selected as the preferred mobile device.**
- **SCEMS & Wichita State University present initial research findings Evaluating Situation Awareness During a Simulated Active-Shooter Mass Casualty Incident” at the International Human Factors in Healthcare Conference in Boston, MA.**
- **SCEMS Bike Team provides standby medical services for the 1st round of NCAA March Madness.**
- **SCEMS attends “EMS on the Hill”, Washington, DC.**
- **2nd annual Cardiac Arrest survivors’ ceremony Disaster Medical Support Unit (DMSU) standby mission in Eureka, KS following tornado disaster.**
- **SCEMS Bike Team provides on-site medical services for the Wichita River Festival, treating 50+ patients.**
- **EMS Post 15 groundbreaking.**
- **Lt. Lori Stelz & Paramedic Seth Burkholder named the Veterans of Foreign Wars (VFW) Paramedics of the Year.**
- **SCEMS Honor Guard participates in the National EMS Memorial Service (Washington, DC) for the 12th year.**
- **SCEMS paramedics participate in the National EMS Memorial Bike ride, cycling 500+ miles from Boston, MA to National Harbor, MD honoring EMS providers who lost their lives in the line of duty over the previous year.**
- **SCEMS Biosafety Transport Team presentation for Highly Infectious Disease symposium sponsored by the Johnson County (KS) Health Department.**
- **SCEMS Active-shooter mass casualty training event at INTRUST Bank Arena.**
- **National EMS Week proclamation by the Board of Sedgwick County Commissioners; SCEMS employee appreciation picnic.**
- **Gabe Shults & Leigh Chambers named Wesley Healthcare Crew of the Year.**
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<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tbody>
<tr>
<td>JUL</td>
<td>Lt. Leigh Chambers is named the Kansas Emergency Medical Services Association (KEMSA) Paramedic of the Year. Col. Dave Johnston is elected Interim Director. SCEMS DMSU provides on-site medical services at the 23rd Annual Sedgwick County L.A.W. Camp at Lake Afton Park. Capt. TJ Popp &amp; Brook Hale receive the Healthcare Heroes Award from the Wichita Business Journal. SCEMS DMSU participates with United States Air Force at McConnell Air Force Base (AFB) for training incident of plane crash with 50+ patients.</td>
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<td>AUG</td>
<td>Director Scott Hadley retires after 30 years of service; Deputy Director Dennis Mauk named Interim Director. EMS World Symposium, Nashville, TN – Major Hamilton awarded National Paramedic of the Year. Bike Team provides standby medical services for Prairie Fire Marathon.</td>
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<td>SEP</td>
<td>Therapeutic Advances in Drug Safety. SCEMS’ manuscript validating its medication verification process is accepted for publication in the scientific journal Therapeutic Advances in Drug Safety.</td>
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<td>OCT</td>
<td>Full transition to new patient care reporting software (Mobile Touch) using iPads complete. Bike Team provides medical standby services for the Wichita Turkey Trot.</td>
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<td>NOV</td>
<td>McConnell AFB Airshow – EMS Provided standby coverage for 110,000 attendees. Critical Care Paramedic pilot program begins. SCEMS Honor Guard joins with public safety agencies to honor Sedgwick County Sheriff Deputy Robert Kunze at his memorial services.</td>
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<tr>
<td>DEC</td>
<td>Renovated EMS Post 8 opens.</td>
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Operations
Col. Dave Johnston, Manager

SCEMS Operations is the heart of our 911 services; managing the EMS system, every minute of every day, to assure timely responses to any need, large gathering events, as well as readiness and capability for unforeseen events or disasters.

- 14-20 ambulances deployed throughout the day, 24/7/365.
- Total 2018 call volume was 63,607.

Total personnel:
- Full-time: 169
- Part-time: 36
- Reserves: 34
EMD Project

In 2015, Sedgwick County Public Safety set out to change the way 911 prioritizes calls, with the goal being a more efficient use of lights and sirens.

Since then, the Wichita Fire Department has benefited from a 22% decrease in medical call volume. Over that same timeframe, Sedgwick County EMS has reduced unnecessary emergency traffic responses (using lights and sirens) by 18%. In 2018, the use of lights and sirens fell to less than 49%, exceeding the national target by 6%.

Contractual performance compliance:

- SCEMS contracts with the City of Wichita, Via Christi, and Wesley facilities for response time performance.

Overall response time reliability for facilities was 99.5%, and 99.9% with the City of Wichita.

99.9% with the City of Wichita.

EMD Project

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The SCEMS Logistics Division is responsible for keeping EMS running smoothly; managing everything from 17 facilities and a fleet of 28 ambulances, to FDA controlled medications and heart monitors.

**Logistics**
Col. Paul Gibson, Manager

- Logistics currently has three full-time and three part-time personnel.
- In 2018, we completed the renovations of EMS Post 8, which will also house our larger specialty team’s equipment and vehicles.

Ground was broken on new EMS Post 15 in June with the move in date of January 2019. This Post is a new design concept incorporating a pre-engineered metal building, to lower construction and utility costs. This new post will improve our geographic deployment and accommodate our community’s increasing demand.
EMS currently operates 28 ambulances, with one additional ambulance designated for special operations, as well as an additional 10 staff vehicles for supervisors, administration, and logistics.

Ambulance reconfiguration/safety

From 2016 through 2018, EMS sought to improve the safety for patients and crew members in our ambulances. In January 2018, a new contract was released for our next generation of Ambulances, incorporating the engineered safety designs. These improvements keep the crew member seated at all times, while still able to deliver full patient care.

EMS received four of these newly designed Ambulances in June of 2018 and placed an additional order for two more Ambulances in November 2018.

Medication backorders continue to present challenges as 14 essential medications are in short supply. The shortages have plagued EMS since 2012 and will continue through 2019-2020.

In 2018, Logistics spent $1,183,280 in commodities that covered all medications, medical supplies and durable medical equipment that are used on all Ambulances.

In 2018, as a service, we drove 1,012,373 miles.

In a fifteen-month span from August 29, 2017 through November 28, 2018, EMS experienced only one critical vehicle failure with our Ambulance fleet. This equates to over 1,050,258 miles driven between failures.

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Quality & Patient Safety
Col. Paul Misasi, Manager

SCEMS seeks to achieve clinical excellence and innovation in the out-of-hospital setting. As such, we emphasize not only the quality of clinical care, but our patients' safety as well.

- Quality Management currently has two full-time personnel.
- Cardiac arrest represents one of the most dire of emergencies, where paramedics and EMTs work to literally restart the heart, while protecting the brain when precious minutes are essential for good outcomes. While the prevailing rate of success is very low, SCEMS rates of success exceeded that of the national benchmark by 2.5%.
Diagnosed 259 patients with active myocardial infarction (heart attack), transporting them to the hospital for emergent intervention.

Treated and transported 1,030 urgent or critical trauma patients.

Treated and transported 825 patients with a suspected stroke.

Paramedics started over 15,151 IVs and delivered 19,732 doses of medication.

In September 2018, SCEMS implemented a year-long pilot of a critical care-level provider program. The critical care paramedic has training and education above and beyond that prescribed by customary paramedic education, and an expanded scope of practice so that they deliver specialty care to the sickest of patients.
Spotlight

Mobile Integrated Healthcare

SCEMS completed its first full year of our community paramedic program, in partnership with Ascension Via Christi’s heart failure clinic. The goal of this program is to improve the management of this patient population’s chronic illness and reduce their need for emergency care.

Healthcare Utilization Impact of Community Paramedic

<table>
<thead>
<tr>
<th>Hospital Readmissions by Ward</th>
<th>Hospital Readmissions by Timeframe</th>
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<tbody>
<tr>
<td>Hospital</td>
<td>Outpatient</td>
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<tr>
<td>Emergency Dept Visits (N=227)</td>
<td>45%</td>
</tr>
<tr>
<td>Inpatient Admissions (N=244)</td>
<td>76%</td>
</tr>
</tbody>
</table>

Standard Discharge Instructions Only
Community Paramedic Involvement

Patient Safety

In 2018, SCEMS affiliated with the Center for Patient Safety, a Patient Safety Organization based in Missouri. In doing so, SCEMS will improve its ability to benchmark and contribute to the important and growing science of patient safety. We strive to maintain a high-reliability organization that learns from mistakes and engineer solutions that are robust to the vulnerabilities of providers working in austere conditions under stress, and resilient to system issues.

Culture of Safety survey results

“Safety culture” has been identified as a key factor in a high-reliability organization’s (HRO) ability to manage the unexpected, prevent issues that can contribute to catastrophic failures, and address the everyday events that compromise employee and customer safety.

In cooperation with the Center for Patient Safety, SCEMS performed a scientifically validated assessment of this safety culture within our organization, benchmarked against all CPS’ affiliated agencies:

Results

<table>
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<tr>
<th>Overall Patient Safety Grade</th>
<th>98%</th>
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<tr>
<td>0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%</td>
<td></td>
</tr>
<tr>
<td>Poor or Fair</td>
<td>Good</td>
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<td>3% 25% 55% 18%</td>
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SCEMS scored at the 75th percentile for overall patient safety grade
SCEMS scored above the 90th percentile in overall perceptions of safety

The SCEMS Community Paramedic Program was awarded the 2018 Healthcare Heroes Award by the Wichita Business Journal.
**Public Relations**  
Coordinator: Maj. Bill Robben

Prevention education is a priority for SCEMS. Several events were held in 2018 to inform young people of possible dangers and to raise awareness of emergency resources, including:
- A mock car accident scene in preparation of the Andale prom.
- First aid demonstrations with the Boy Scouts and Girl Scouts.
- Touch a Truck events at Riverfest.
- Fire prevention lectures at the Sedgwick County Zoo.

SCEMS participated in 53 public relations events in 2018, equaling 265 hours, and reaching an estimated 10,000 people.

**Special Teams**  
Coordinator: Capt. Kyle Burtch

In addition to responding to a 911 call every 8 minutes, SCEMS maintains special teams to address non-routine community needs, such as mass gatherings and events, and disasters. These teams include a DMSU, Bike Team, Radiological Survey Team, and BioSafety Transport Team for patients suffering from highly infectious diseases.

Over 440 training hours were completed among special teams.

**Peer Support Team**  
Coordinator: Capt. Bryan Shastid

In response to increasing awareness that EMS providers suffer from Post-traumatic stress disorder (PTSD) and suicidality at much higher rates than the general public because of the nature of EMS work, an employee-led peer support team was established to create a support network and improve awareness of available resources to help.

**Honor Guard**  
Coordinator: Capt. Ryan Kilby

The SCEMS Honor Guard was established in 2005 in order to honor the lives and sacrifices of EMS providers as well as allied agencies who lose their lives in the line of duty, and also as a display of support to those in our EMS family who suffer the loss of a loved one. The Honor Guard is also an outward display of pride in our organization, for the discipline and precision required of the service we provide.
Maj. Angela Hamilton, our QA/Education Coordinator was honored by the Kansas EMS Association and the National Association of EMTs at the World EMS Symposium in Nashville, TN. Angela has served as a field medic for 16 years and was promoted to her current position in late 2017. She was recognized for her excellent leadership, compassionate care, and dedication to SCEMS.

Accolades, Promotions & Retirements

Promotions:

Captain
Allie Losey
Brendan McGreevy
Jamie McHugh
Andy Schepis

Lieutenant
Ross Brittain
Jason Rooker
Daniel Dedrick
Justin Lauppe
Tanner Rink
Alex Thomas
Gabe Martinez

Retirements:

Dir. Scott Hadley
Capt. Greg Gering
Capt. J. David Reed
Lt. Sherri Brown
Paramedic Todd Goetz
David Poland (Logistics)
Cheryl Street (EMS Reserves)
SCEMS maintains readiness to serve you