



**City of Dallas**

# **2024 Dallas Fire-Rescue Emergency Medical Services (EMS) Annual Report**

**Public Safety Committee**

**March 25, 2025**

Medical Director Dr. Marshal Isaacs

Deputy Chief Scott Clumpner

Section Chief Chris Chiara

City of Dallas

# Presentation Overview



- Mission & Purpose
- Statistics
- Volume & Transport
- Special Programs
- Quality Management
- Recognitions
- Looking to the Future





# EMS Mission and Purpose



**Purpose:** DFR exists to provide the citizens of Dallas the most effective and rapid emergency, fire, rescue, and prevention services in an ever-changing environment.

**Office of the Medical Director, ensuring “Excellence in Care”**

## **Core Values:**

Integrity

Family

Equity

Respect

Professionalism

Empathy

Accountability



# DFR EMS Statistics



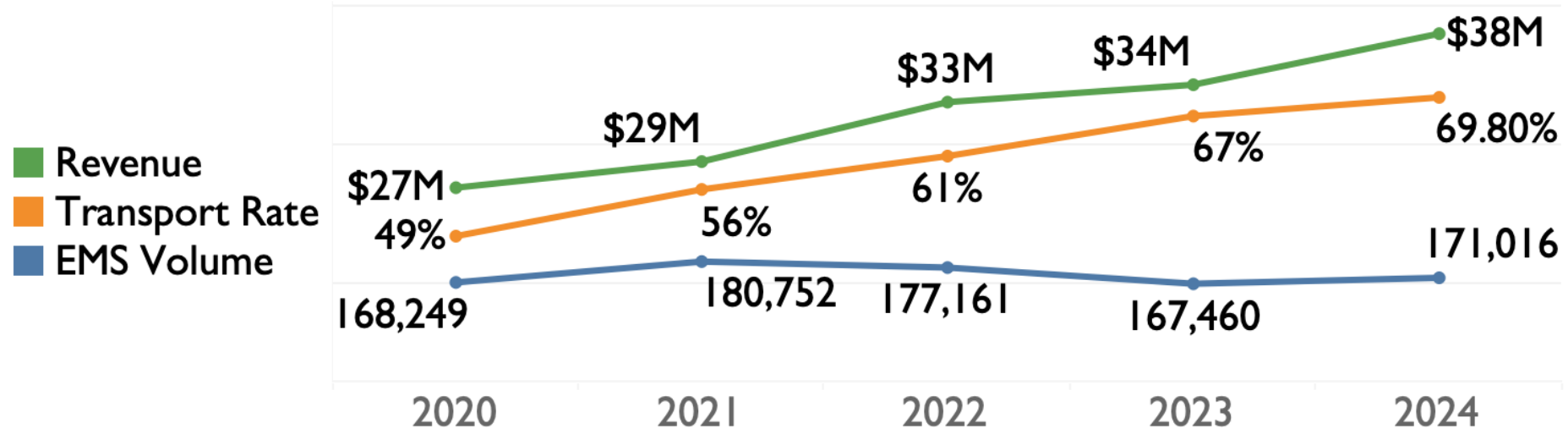
- Front-line Ambulances: 47
- Single-Function Ambulances: 8
- Front-Line Paramedics: 884
- 2024 EMS Incidents: 225,363
- 2024 EMS Patients Assessed: 154,756
- 2024 Patients Transported: 109,683







## EMS Volume, Transport Rates & EMS Revenue



Increase in patient transport rates + Improved documentation =  
Increase in EMS Reimbursement Revenue



# Special Programs



- **Single Function Paramedics:** Eight ambulances operate from 10AM-10PM to address peak hours of demand with (non-firefighter) paramedics
- **RIGHT Care:** 24-hour behavioral health crisis response teams in collaboration with DPD and Parkland Health
- **MEDIC 1 Program:** Responds to low acuity 911 calls primarily in the CBD with a paramedic and CIT
- **Medical Outreach, Diversion, and Social Support (MODSS):** Supports at-risk populations and provides resources to high utilization patients
- **Overdose Response Team (ORT):** Provides follow-up care in response to the opioid crisis with treatment referrals through the Resource Recovery Council
- **Facility Imbedded Paramedics:** The Bridge, Love Field, City Detention Center, American Airlines Center, Fair Park, Convention Center
- **Special Events:** Authorized by Section 42A-14 provides EMS to events funded by the organizer



# Key Achievements



- Full-time implementation of Medic 1 Program with two units to manage low-acuity calls in the Central Business District
- In partnership with Dallas County HHS & Resource Recovery Council awarded a five-year grant from the CDC for opioid reduction programs.
- In partnership with Aviation, added an additional EMS Field Supervisor
- In partnership with DBI, piloted a robust data management platform to identify trends & improve analyses
- Collaborated with Operations & Training Bureaus to update Active Threat (IMCI) procedures





# Key Achievements (cont)

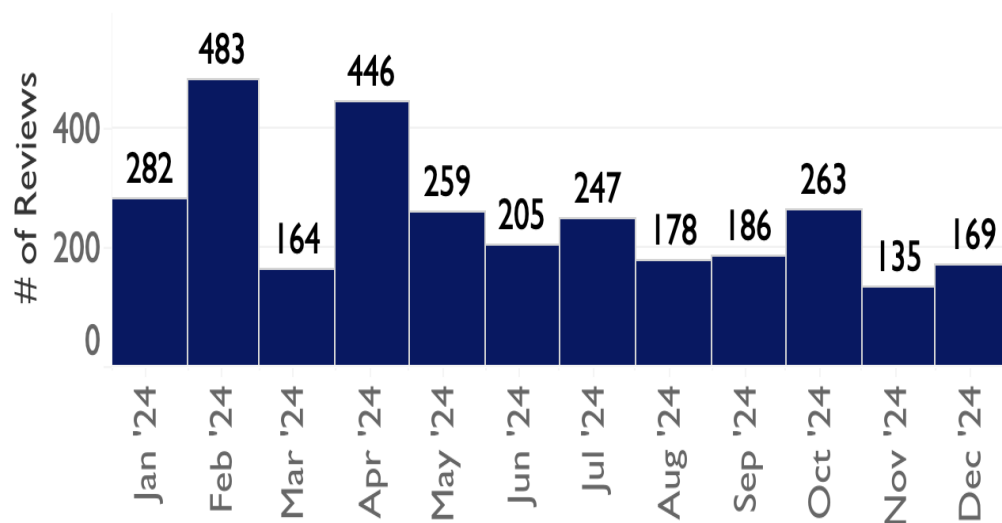


- Planned and executed the Prehospital Blood Transfusion Pilot Program
- Deployed new medical equipment including Automated CPR devices and improved airway management devices (iGEL)
- Recognized more cardiac arrest survivors through CPR Life Saver Awards
- Developed and implemented electronic tracking for DFR controlled substances.
- Expanded participation in the Texas Emergency Medical Task Force by certifying 15 members in wildland firefighting to provide medical support during wildfires

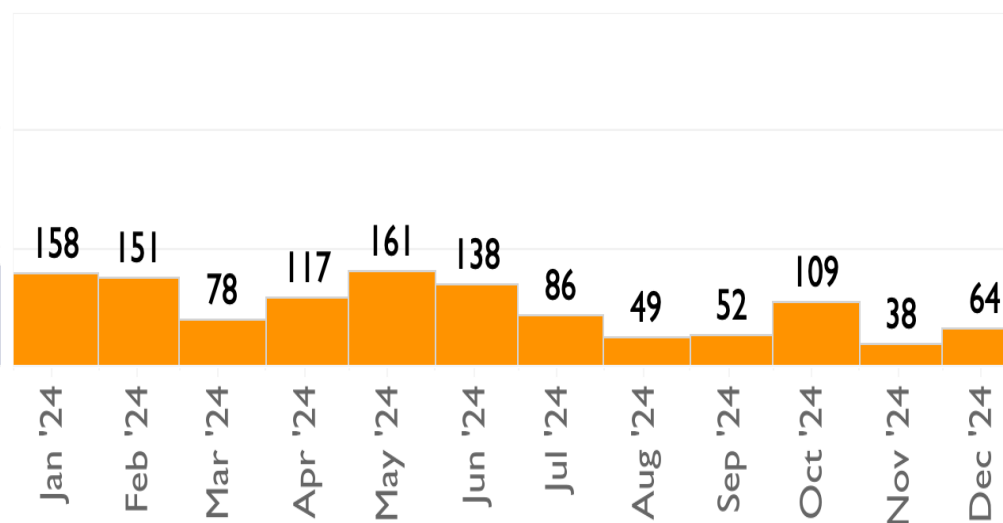




### Quality Management Division Case Reviews



### Medical Director Case Reviews



2,928 case reviews by QM Staff

1,201 case reviews by Medical Directors

90% of case reviews completed within 4 weeks

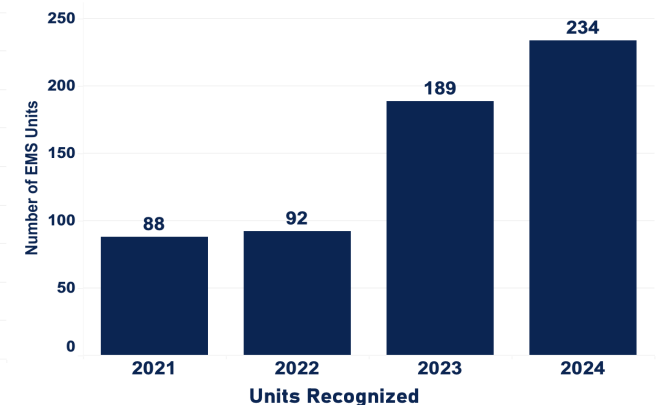
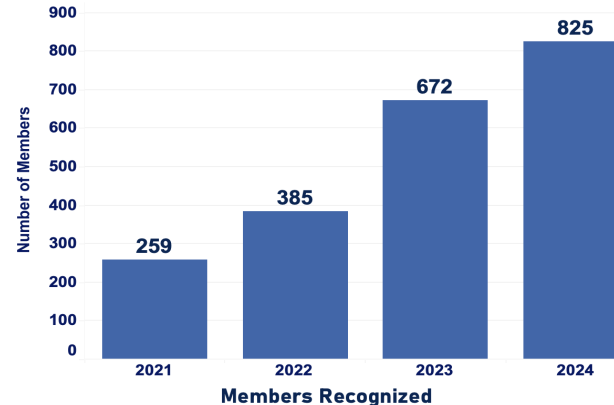


# Recognizing "Excellence in Care"



## Life Saving Awards

- 84 Patients Survived Sudden Cardiac Arrest
- 34 Units recognized
- 336 Members Recognized







- **Prehospital Blood Transfusion Expansion:** Rapid early transfusions for severely bleeding patients
- **Robust Data Intelligence:** Identify trends to enhance efficiency and improve patient outcomes
- **Tailored Response:** Right resource, Right patient, Right time (Emergency Response Review Project)
- **Programs to Increase Cardiac Arrest Survival:** Will work with our community partners to increase training and awareness of bystander CPR and automated defibrillators





**City of Dallas**

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# DALLAS FIRE-RESCUE EMS ANNUAL REPORT 2024





# TABLE OF CONTENTS

- 3 Mission and Purpose
- 4 Message from the Chiefs
- 5 Message From the Chief Medical Officer
- 6 DFR EMS Division Staff
- 7 Office of the Medical Director Staff and Divisions
- 8 2024 Key Priorities and Projects
- 9 Dallas Fire-Rescue EMS at a Glance
- 10 EMS Special Programs
- 12 Special Events
- 13 Other EMS Activities
- 14 EMS Division Outreach
- 15 Training for Excellence
- 19 Measurable Quality Improvement
- 24 Collaborations to Improve Care
- 25 Research & Conference Contributions
- 26 Partnership with BioTel
- 27 Looking To The Future
- 28 Prehospital Blood Program



# DALLAS FIRE-RESCUE

## MISSION

Our mission is to prevent and suppress fires, educate and rescue citizens, provide emergency medical services, promote public safety and foster community relations.

## PURPOSE

Dallas Fire-Rescue exists to provide the citizens of Dallas the most effective and rapid emergency, fire, rescue, and prevention services in an ever-changing environment.

## CORE VALUES

- Integrity
- Dedication
- Diversity
- Respect
- Compassion
- Customer Service

# OFFICE OF THE MEDICAL DIRECTOR

## MISSION

To provide the highest level of clinical support, education and advocacy for the Department's EMS paramedics, firefighters, and officers and to help ensure they consistently deliver "Excellence in Care" to patients in need of emergency medical evaluation, treatment, and transport.

## CORE VALUES

- Integrity
- Professionalism
- Family (biologic, cultural and work)
- Empathy
- Equity
- Accountability
- Respect for All Persons





# MESSAGE FROM THE EMS DIVISION



The 2024 DFR EMS Annual Report continues to highlight the extraordinary work performed by our front-line paramedics and firefighters each and every day. Together with the support of staff members and the Office of The Medical Director, we continue to improve the quality of care provided to our patients. This year DFR has expanded the recognition of members for their life-saving efforts as well as continuing to expand innovative programs to enhance the services provided to our citizens. This report details the results of the hard work of front-line personnel and support staff that make Dallas Fire-Rescue Department a leader in EMS.

*Deputy Chief Scott Clumpner*



2024 stands out as the year that DFR EMS assumed a proactive stance in developing cutting-edge innovations and reinforcing our reputation as a high-performing, urban EMS system. From each front-line paramedic to EMS Leadership and Medical Direction, there is a renewed commitment for providing Excellence in EMS care. Because of that commitment, less time is spent worrying about the problems of yesterday, and more time looking towards future innovations.

In 2024, that proactive approach materialized into the full-time implementation and expansion of the MEDIC-1 program to address low acuity calls, a robust data management platform through an expanded agreement with ImageTrend, and a fully revised and updated Clinical Practice Guideline set.

As EMS Providers in a busy, urban system it is all too easy to lose sight of the service we provide across the city. This report is a reminder of the level of service DFR paramedics provide each day and personifies their hard work and dedication.

*Section Chief Chris Chiara*

*A special thanks to the entire Office of the Medical Director for their continued support, expertise, and vision. Their commitment to DFR Paramedics and to DFR EMS as whole is unparalleled. They have made this report and the achievements it details a reality.*

# MESSAGE FROM THE CHIEF MEDICAL OFFICER



The Dallas Fire-Rescue Office of the Medical Director (OMD), in collaboration with DFR EMS leadership, is pleased to present this annual report detailing the status and accomplishments of EMS in the City of Dallas. 2024 has been an exciting year for EMS, as we continue to provide enhancements to service for our paramedics, firefighters and officers that enables them to provide “Excellence in Care” for all our patients. We transitioned to a new and simpler tool for managing patients who need breathing support, honed our skills in cardiac arrest management, and most importantly, worked hard to develop and prepare to launch the Prehospital Blood Transfusion Pilot Project.

The addition of this skill and ability to transfuse blood to critically ill trauma and medical patients experiencing life-threatening bleeding will save additional lives in the City. We are most grateful to City and Department leadership, as well as our partners at Parkland BioTel and the American Red Cross for their support of this program.

DFR cares for every patient with dignity and respect, no matter their complaint or life circumstances. We recognize it is an honor and privilege to serve those in need and we are grateful for the opportunity to provide the safety net for our healthcare system, to decrease the pain and suffering of patients, and for the opportunity to help save lives.

S. Marshal Isaacs, MD





# DFR EMS DIVISION STAFF

## SPECIAL EVENTS



Scott Clumpner  
Deputy Chief (700)



Chris Chiara  
Section Chief (701)



Lt. Rudy Woolridge  
750, Quality Management



Cpt. Gregory Courson  
760



Lt. Rogelio Trevino  
721



Lt. Chris Washington  
722

## LOGISTICS



Cpt. Charles Jones  
710



Dolores Dunn  
Office Assistant



Eddie Ortiz  
Administrative  
Specialist



Cpt. Tim Sullivan  
760

## SPECIAL PROGRAMS



Dasia McCullum  
Administrative Specialist



Lt. Casey Mantyh  
Budget



Lt. Zachary Clark  
761, Single Function



Lt. Jerry Ledesma  
763, RIGHT Care



Lt. Clinton Page  
762, MODDS



# OFFICE OF THE MEDICAL DIRECTOR STAFF AND DIVISIONS



**Dr. Marshal Isaacs**  
Chief Medical Officer



**Dr. Brian Miller**  
Senior Deputy  
Medical Director



**Betzy Ortiz**  
Administrator

## CLINICAL PRACTICE DIVISION

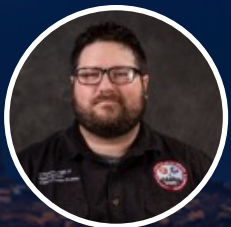
The Clinical Practice Division (CPD) provides field mentoring, proactive education, and consistent support of DFR paramedics, firefighters, and officers. As the outward “face” of the OMD to the field, the CPD team assists with introducing new equipment and procedures and implementing improvement projects.



**Dr. Faroukh Mehkri**  
Deputy Medical  
Director



**Chris Thompson**  
CPD Manager



**Brandon Vinson**  
Clinical Practice  
Specialist



**Paul Hobin**  
Clinical Practice  
Specialist



**Kyleigh Williams**  
Clinical Practice  
Specialist



**Dr. Al Lulla**  
Deputy Medical  
Director



**Samuel Kordik**  
QMD Manager



**Brittney Salinas**  
Quality Specialist



**Austin Cox**  
Quality Specialist



**Will Mercer**  
Quality Specialist

## QUALITY MANAGEMENT DIVISION

The Quality Management Division (QMD) focuses on identifying trends in order to ensure system-wide improvement in clinical care. To accomplish this, QMD staff analyzes EMS data, reviews individual patient care cases, liaises with hospital partners, provides feedback and organizes recognitions for members.





## 2024 KEY PRIORITIES AND PROJECTS

- Expanded the CPR Life Saving Award program to acknowledge crews who successfully resuscitated cardiac arrest patients, including Public Safety Committee recognitions for pediatric drowning cases initially cared for by DPD.
- Planned and prepared for the Prehospital Blood Transfusion Pilot program.
- Trialed and deployed new medical equipment, including LUCAS Mechanical CPR devices, i-gel airway devices, new patient care bags, safer IV catheters, and new medications.
- Assisted with active shooter/intentional mass casualty incident (IMCI) training and hands-on practical exercises.
- Finalized with the BioTel Medical Director and leadership the customization of the Clinical Practice Guidelines (CPG) for Dallas Fire-Rescue and produced a computer-based CPG exam.
- Provided cutting-edge clinical education and scenario practice for EMS Driver/Engineers.
- Collaborated with Southwest Transplant Alliance to provide DFR members with outcome information on organ donations from cardiac arrest patients.
- Added two additional single-function paramedic units.
- In partnership with Dallas Aviation, deployed an additional, full-time EMS Field Supervisor to serve Dallas Love Field and the surrounding area.
- Expanded the MEDIC-1 program, which responds to low-acuity service requests in the Central Business District.
- Implemented electronic tracking for controlled medications.
- Re-organized the MODSS program and established regular physician clinical case reviews.
- Expanded state Emergency Medical Task Force program capabilities by certifying 15 members in wildland firefighting.



# DALLAS FIRE-RESCUE EMS AT A GLANCE

**47** Front-line ambulances

**8** Single function ambulances

**884** Front-line paramedics

**225,363**  
EMS incidents

Incidents where Dallas Fire-Rescue units are dispatched or requested for a medical emergency.

**218,055**  
Ambulance dispatches

Incidents where a Dallas Fire-Rescue ambulance is dispatched for an incident.

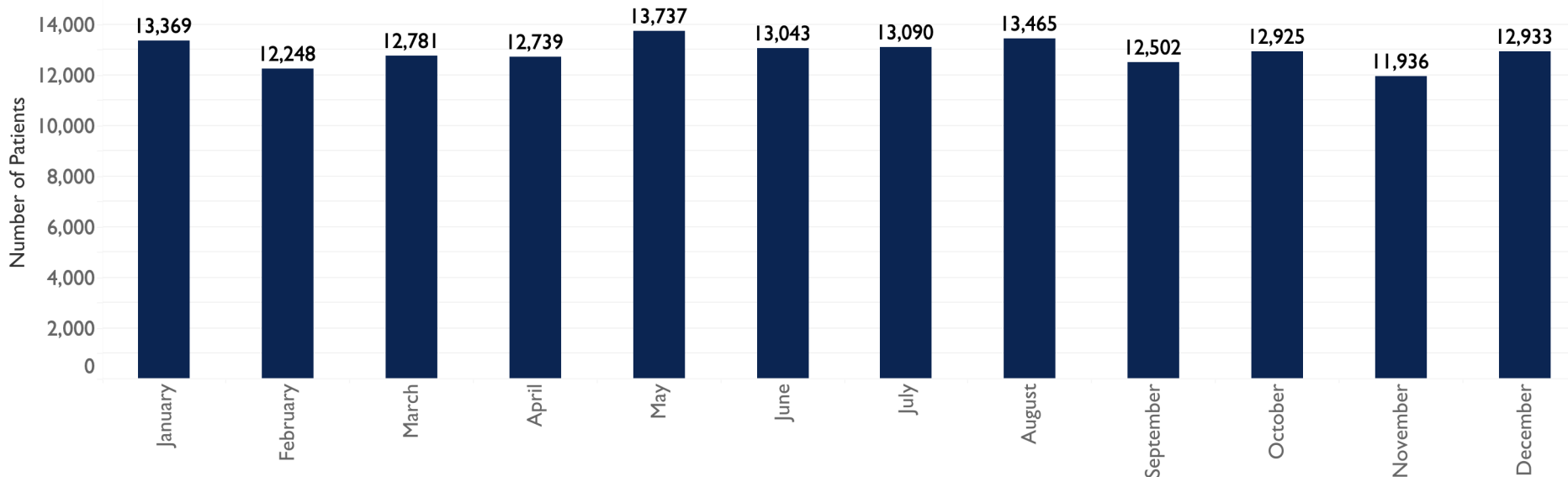
**154,756**  
Patient contacts

Patients assessed and treated by Dallas Fire-Rescue members.

**109,683**  
Patients transported

Patients transported by a Dallas Fire-Rescue ambulance to a hospital.

2024 EMS Patients Volume





# EMS SPECIAL PROGRAMS

## SINGLE FUNCTION PARAMEDICS

This program operates eight Rescue units during peak demand hours between 10:00 am and 10:00 pm. Staffed by thirty-two uniformed paramedic-only members on a rotating schedule, this program is able to recruit from experienced paramedics throughout the United States and provide valuable additional EMS coverage during the busiest times of the day.

## OVERDOSE RESPONSE TEAM (ORT)

Through a partnership with Dallas County Health and Human Services and the Recovery Resource Council, this program provides follow-up care and long-term treatment referrals for patients who have experienced an opioid overdose or other substance abuse disorder. A DFR paramedic works alongside a Peer Specialist from the Recovery Resource Council on ten-hour shifts, four days a week.



Nathan Hunsinger/Dallas Observer



## MEDIC 1 PROGRAM

The MEDIC-1 program pairs a DFR paramedic with a Crisis Intervention Team (CIT) member from the Office of Integrated Public Safety Solutions (IPSS) to address low-acuity 911 calls in the Central Business District. Responding in DFR-marked SUVs, these teams are able to resolve many citizens needs without requiring a Rescue or other apparatus, thus freeing those units up to respond to more emergent needs in the city. In 2024, this program was expanded to two units.



## CITY DETENTION CENTER (CDC) MEDICS

DFR provides three full-time paramedic members who provide 24-hour medical coverage to the City Detention Center (detox unit) in the City Marshal's office at 1600 Chestnut. These paramedics provide medical screening of all detainees at intake to ensure safety and ensure that trained paramedics are rapidly available in the event of a medical emergency. Staffing this facility with DFR paramedics also reduces the need for Rescues to respond and transport individuals who may safely remain at the CDC.

## RIGHT CARE

The Rapid Integrated Group Healthcare Team (RIGHT Care) provides 24-hour behavioral health response services through the 911 system. Each RIGHT Care unit is staffed with specially-trained DFR paramedics, Dallas Police Department law enforcement officers, and behavioral health clinicians from Parkland Health or the North Texas Behavioral Health Authority (NTBHA). These teams are equipped to provide rapid, safe, on-site behavioral health services to patients throughout the city. RIGHT Care units can also provide transport to alternative behavioral health destinations.



## MEDICAL OUTREACH, DIVERSION, AND SOCIAL SUPPORT (MODSS)

This five-person team provides targeted services to the city's at-risk population and high utilizers of emergency medical services. Through partnerships with numerous local and regional agencies, this program is able to improve quality of life, reduce utilization of 911 EMS and emergency department services, and improve overall health for its patients. During severe weather events, the MODSS team assists in staffing at shelters and maintains an on-call schedule to address acute needs in the field.



# SPECIAL EVENTS

The Special Events division provides administrative and operational oversight for more than 1,300 annual vendor and city-sponsored events. A group of 150 experienced paramedic members provide staffing for these events utilizing eight dedicated Special Event Rescues, 4 mini-ambulances, 4 mobile units, and bike teams.

## AMERICAN AIRLINES CENTER

DFR Special Events paramedics and officers provide medical coverage to arena staff, patrons, athletes, and performers for all arena events.

## FAIR PARK

DFR provides a large team of paramedics during the three weeks of the State Fair of Texas in addition to providing medical support for various events through the year at venues in Fair Park and the Cotton Bowl.

## BRIDGE HOMELESS CENTER

In order to reduce Rescue responses and transports, DFR provides 24/7 staffing from 6:00 am to 8:00 pm to respond on-site for low-acuity calls at the Bridge, complete an assessment, and help direct individuals to the most appropriate resources for their needs.





# OTHER EMS ACTIVITIES

## EMS LOGISTICS & FINANCE

These personnel maintain the \$22 million EMS operating budget and all capital equipment (items such as Lifepack Cardiac Monitor/Defibrillators, stretchers, stair chairs, and specialty vehicles). Additionally, these staff members provide oversight over EMS billing, which generates approximately \$45 million in annual revenue. These staff members also have liaison responsibilities with various state and federal regulatory agencies to maintain compliance.

## EMS LOGISTICS WAREHOUSE

The EMS Warehouse, located at DFR's Burbank Road facility, provides logistics support for DFR EMS including ordering and stocking EMS supplies and medical devices.

## TEXAS EMERGENCY MEDICAL TASK FORCE (EMTF)

The Texas Emergency Medical Task Force brings together medical personnel from agencies across the state to respond to disasters and provide emergency medical support. Throughout 2024, Dallas Fire-Rescue deployed numerous resources to respond to multiple incidents across the state and provide emergency assistance. DFR personnel responded in multiple roles, including providing medical support for wildland firefighting crews, contributing Rescues and Strike Team Leaders for Ambulance Strike Teams, and contributing experienced EMS leaders to serve as Medical Incident Support Team members. In 2024, DFR expanded EMTF capabilities by certifying 15 members in wildland firefighting.





# EMS DIVISION OUTREACH

## DALLAS CITY COUNCIL PUBLIC SAFETY COMMITTEE BRIEFINGS

Tasked with oversight of the city's public safety functions, this standing committee meets monthly and reviews key reports from various city departments. Throughout 2024, DFR EMS presented multiple briefings to the committee, ensuring city leadership and the public were kept informed of Department EMS activities and proposed projects. We are grateful for the Council's continued support and recognition of Excellence in Care.



## RECEIVING HOSPITAL MEETINGS

Throughout 2024, leadership from Dallas Fire-Rescue EMS and the OMD met regularly with each of the hospitals that DFR regularly transports patients to. These meetings provided an important avenue for providing organizational updates, identifying opportunities to improve patient care, and addressing issues and challenges rapidly and effectively.

## HEALTHCARE FACILITY OUTREACH

Beginning in 2024, leadership from Dallas Fire-Rescue EMS and the OMD began visiting healthcare and other partner facilities that were utilizing 911 EMS at a high level. These meetings provided education to these facilities and are helping to reduce non-emergency utilization of the 911 system.

# TRAINING FOR EXCELLENCE

The OMD's Clinical Practice Division (CPD) supports DFR paramedics, firefighters, and officers with proactive education and in-field mentoring. In collaboration with EMS Operational leadership, this Division plays a pivotal role in providing training for DFR members, supplementing initial and continuing education provided by Dallas College, and supporting key EMS initiatives.

## FIELD TRAINING

If a DFR station officer identifies a need for additional training or skills practice, they reach out to the CPD team and individualized, targeted education is brought directly to the station.

CPD members also conduct ride-outs with EMS Field Supervisors and assist paramedic interns when requested by the field.

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**1,040 HOURS OF TRAINING PROVIDED**

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**MORE THAN 300 DFR MEMBERS PARTICIPATED IN STATION TRAINING ACTIVITIES**

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**SIX NEW GRADUATE PARAMEDIC BOOTCAMPS**

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**ONE PARAMEDIC DRIVER PHASE TRAINING**

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**210 MEMBERS ATTENDED BOOTCAMPS**

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## DFR EMS BOOTCAMP

The OMD conducts a five-day, 40-hour “EMS Bootcamp” for newly graduated DFR Paramedics before they begin independent response. Led by OMD staff, this intensive training includes classroom lectures, hands-on skill sessions, case-based discussions, high-fidelity simulations, and Q&A sessions with the Medical Directors. This training is intended to bridge the transition of new paramedics from their initial education to providing real-world care to patients. In 2024, OMD provided this final training and credentialed over 250 new paramedics and newly promoted EMS Supervisors through five bootcamps.



## PARAMEDIC DRIVER PHASE TRAINING

Starting in 2024, the OMD adapted the high-quality education from DFR EMS Bootcamp to provide additional training for DFR Paramedic Drivers. The Paramedic Driver Phase Training program consisted of four half-day sessions focused on elevating the proficiency of paramedic drivers. Topics included airway management, critical patient resuscitation, and solving complex care issues involving high-risk patients.

Through this training, OMD provided cutting-edge training for 135 experienced paramedics, who in turn mentor our younger paramedics. Ultimately, this program provided a valuable opportunity for ongoing professional development, mentorship, and support for veteran paramedics.



## NEW PROCEDURE & EQUIPMENT TRAINING

In 2024, Dallas Fire-Rescue transitioned to using i-gel supraglottic airway tubes, replacing King tubes previously used for airway management.

These newer and simpler airway devices were introduced during quarterly continuing education sessions in collaboration with Dallas College, ensuring all members received hands-on training and practice with the i-gel device. This change has been well received by field providers, who have reported an improved ease of use compared to the older devices.

OMD continues to monitor the use of the i-gel device and has found fewer complications related to airway management.





# TRAINING FOR RESPONSE TO ACTIVE SHOOTER INCIDENTS

Following Department updates to the Standard Operating Procedures (SOPs) for responding to active shooter and other hostile events, all members went through reality-based, department-wide training. These events are termed Intentional Mass Casualty Incidents (IMCI) and the associated response is known as Active Shooter/Hostile Event Response (ASHER). The training was designed to enhance the preparedness of paramedics and firefighters by clearly defining roles and responsibilities while responding to these high-risk events.

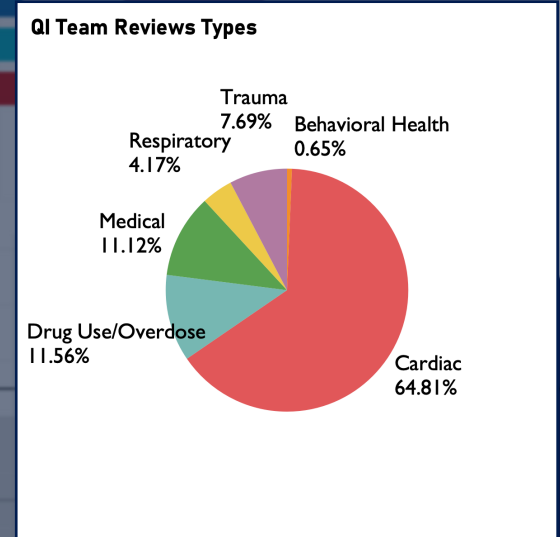
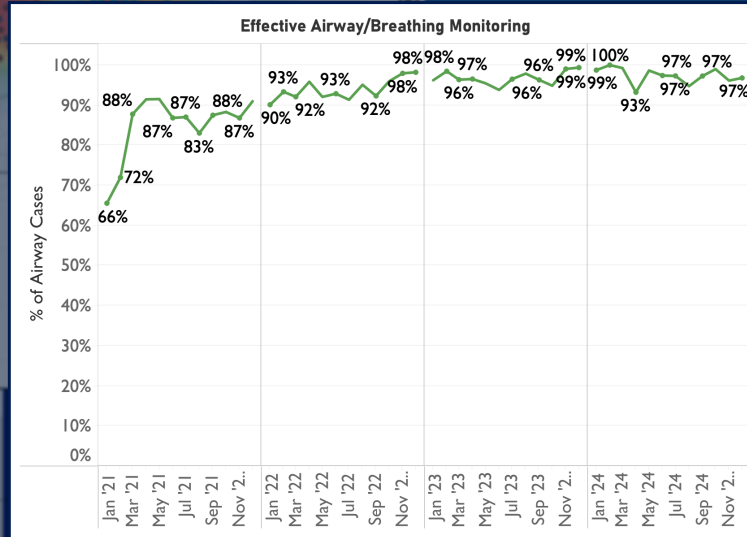
In the first phase of the training, all personnel attended in-service training at the Dallas Fire Department Training Center, where they received a combination of classroom instruction and hands-on practice using advanced simulation tools. During these sessions, Medical Directors, staff from the Clinical Practice Division, and DFR Professional Development taught life-saving trauma skills necessary for responding to these events.

The second phase of training transitioned to high-fidelity simulations conducted at the Hensley Fields training grounds. During this stage, DFR members applied their recently acquired skills in realistic IMCI scenarios. Teams practiced rapid casualty rescue, patient triage, life-saving trauma treatments, and expedited patient transport off-site.

Through the collaboration between Dallas Fire-Rescue EMS, the Command Staff, the Professional Development divisions, and the Office of the Medical Director, this coordinated, large-scale training effort significantly enhanced our system's response capabilities. By equipping personnel with the latest knowledge and techniques, they are better prepared to respond effectively to IMCI incidents. This training both ensures the safety of our members and our ability to save lives in the face of evolving threats.



# MEASURABLE QUALITY IMPROVEMENT

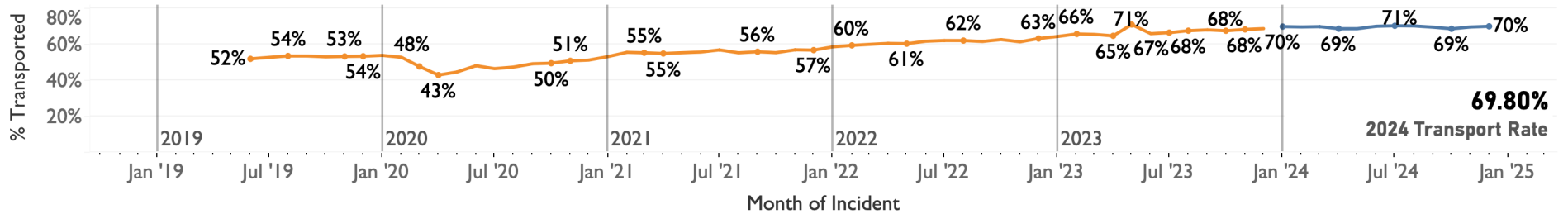


The Quality Management Division (QMD) serves as the cornerstone and critical component of medical direction. This Division implements the DFR EMS Quality Management Plan and is focused on identifying trends in order to ensure system-wide improvement in clinical care. To accomplish this, the team reviews individual cases, employs large-scale data analytics, and creates dashboards and comprehensive reports. Additionally, the QMD identifies cases where DFR members provided exemplary care and delivers in-station recognition to these field providers.



# EMS RESPONSE OUTCOMES

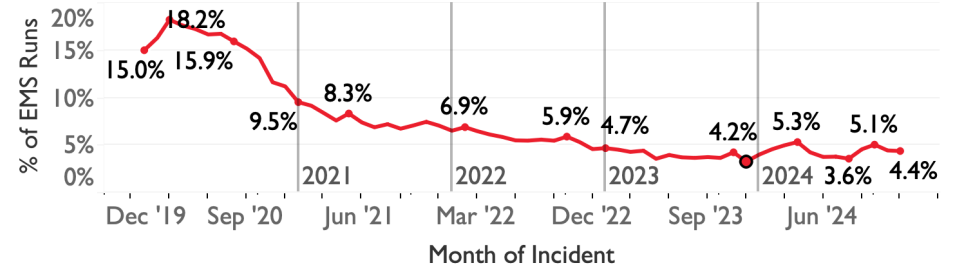
## Transport Rates



Most EMS responses result in the patient being taken to the hospital. Not transporting patients can result in poor outcomes for the patient and increased risk for the city. To ensure high-quality care, the Quality Management Program monitors the transport rate. Over the past three years, improvements in education, field supervision, and medical treatment policies have increased the number of patients being transported. The current transport rate is consistent with those of other large cities.

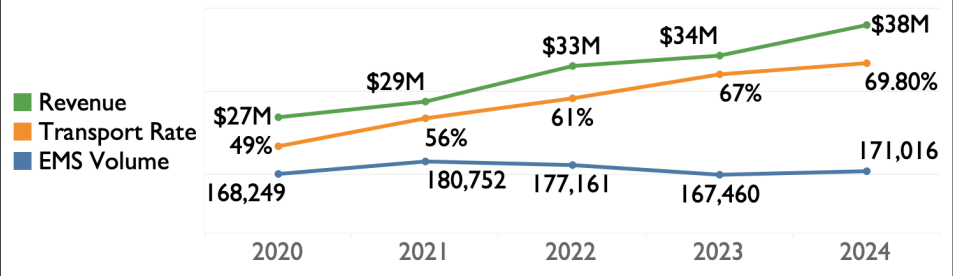
When EMS responses do not result in a transport, they can be documented as either a patient encounter or a non-patient EMS response. Patient encounters require additional documentation. This graph shows the number of EMS responses with no patient documented. These may be calls where a person was found to be not sick or injured (such as in a minor motor vehicle collision) or where no EMS response was needed. Quality improvement efforts have reduced the rate of situations in which there is inadequate documentation, resulting in improved safety and reduced risk to the city.

## Rate of "No Patient" Documented



Increased patient transport rates and improved documentation have impacts beyond better patient outcomes. These improvements have also translated to increased EMS reimbursement revenue, reducing uncompensated EMS care and enabling Dallas Fire-Rescue to be better stewards of taxpayer money.

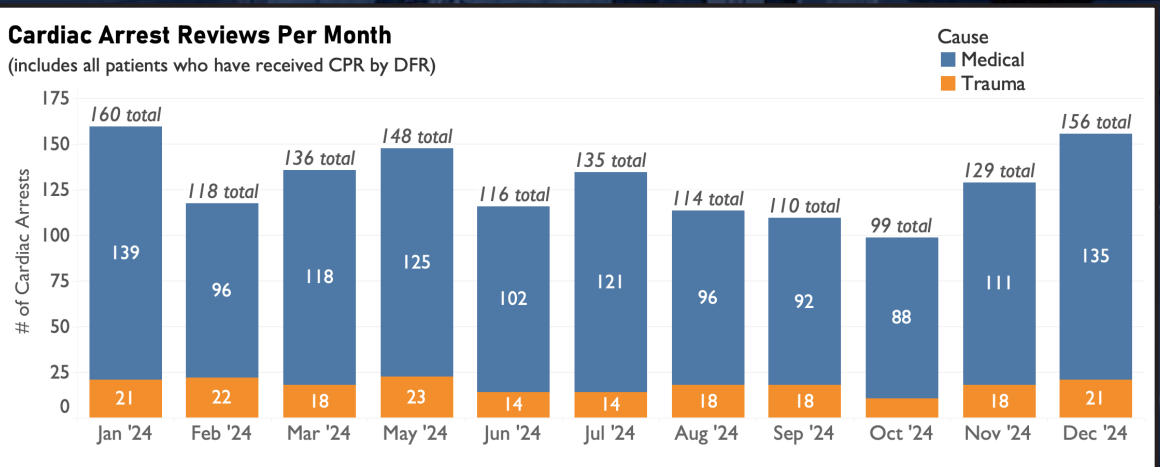
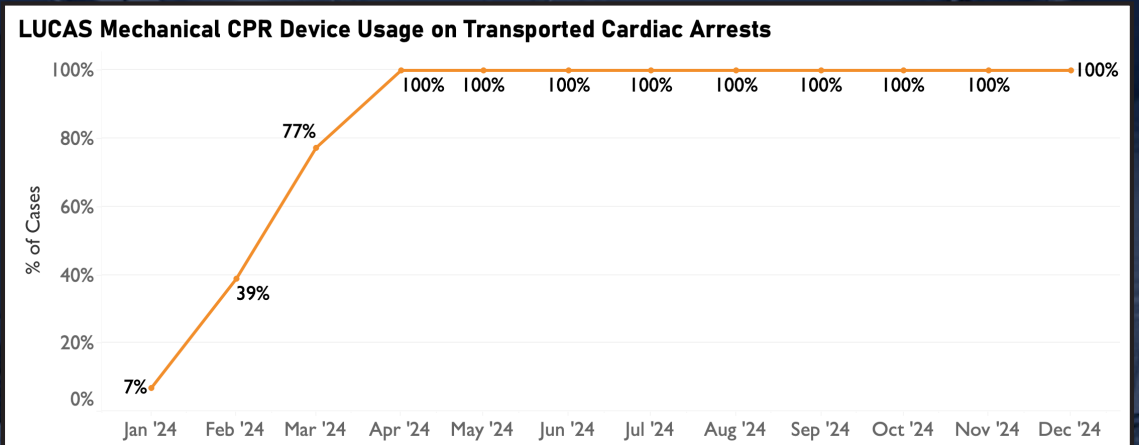
## EMS Volume, Transport Rates & EMS Revenue



# CARDIAC ARREST CARE

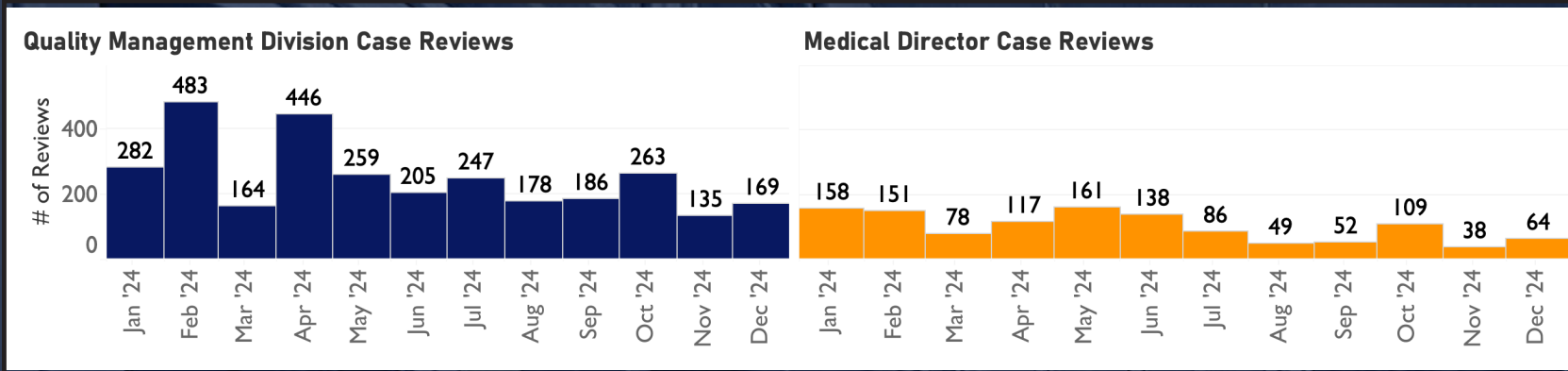
Introduced in 2024, the LUCAS mechanical CPR device uses a battery-powered piston to perform chest compressions on patients in cardiac arrest, allowing for these patients to be moved to a Rescue and transported to the hospital with effective CPR while DFR members can be safely restrained in the back of the moving ambulance.

This figure shows the number of cardiac arrests each month, broken down into whether it was caused by trauma or a medical issue. Dallas Fire-Rescue OMD staff reviews every 911 call involving a patient who receives CPR by DFR members, evaluating patient care documentation, cardiac monitor data files, hospital patient outcome information, and other data points.





# QUALITY MANAGEMENT CASE REVIEWS



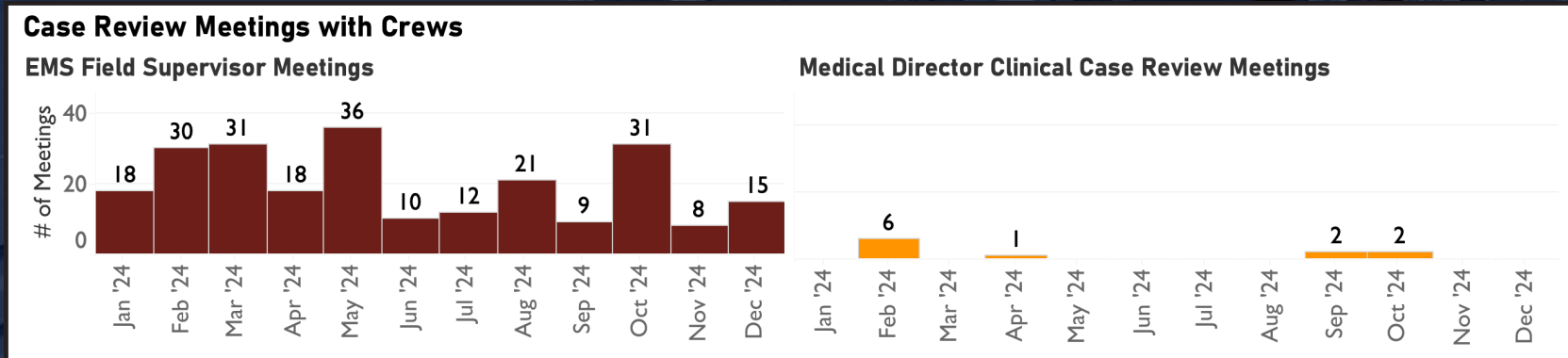
Reviewing the care provided by DFR paramedics, firefighters, and officers ensures that patients receive “Excellence in Care” and provides valuable insights on how we may continuously improve quality. Every cardiac arrest and other high-acuity case receives an in-depth review by quality management staff. Additionally, concerns or commendations received from area hospitals, patients, and internally from DFR officers and members are substantively reviewed by the QMD team. This process is overseen by DFR Medical Directors. Complaints, recognitions, and significant cases are reviewed weekly by a DFR Medical Director.

When these reviews identify a specific need for additional education or feedback to be provided to DFR members, an EMS Supervisor or Medical Director meets with them. This provides an opportunity to address training gaps and ensure every DFR member gets the support they need to provide high-quality patient care.

**2,928**  
CASE REVIEWS  
BY QM STAFF

**1,201**  
CASE REVIEWS  
BY MEDICAL  
DIRECTORS

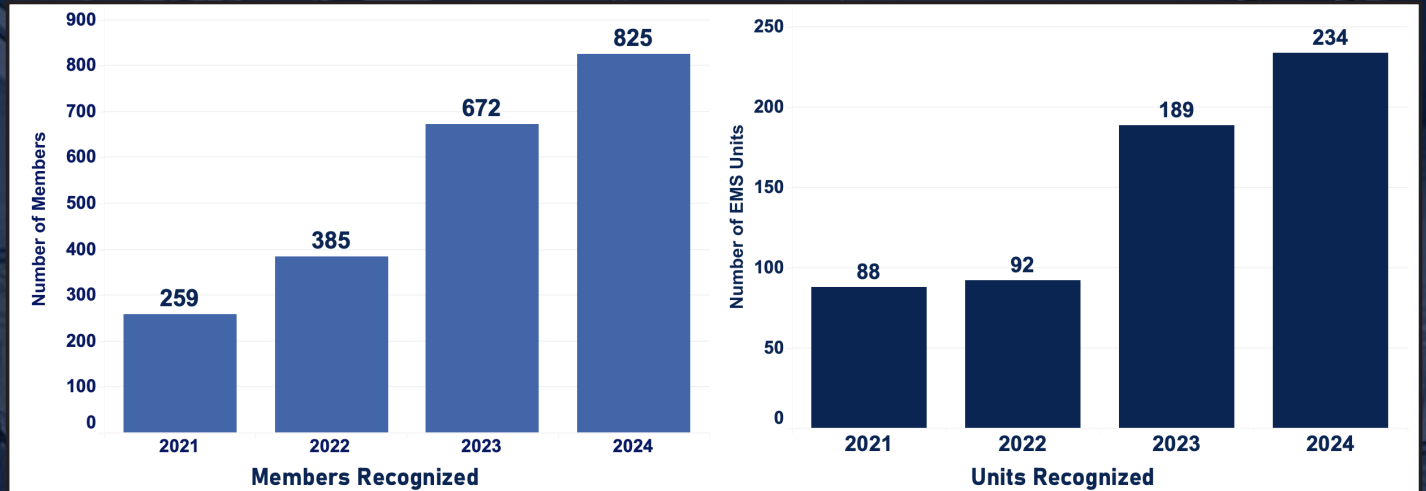
**90%**  
CASE REVIEWS  
COMPLETED  
WITHIN 4  
WEEKS





# RECOGNITIONS

The DFR Office of the Medical Director and EMS Division leadership seek to recognize EMS crews when they provide excellent patient care. This is accomplished by issuing recognitions to the crew and their stations.



# LIFE SAVING AWARDS

DFR OMD and EMS leadership recognize lifesaving efforts by DFR paramedics, members, and officers when a cardiac arrest patient is successfully resuscitated and leaves the hospital neurologically intact.

**84**  
PATIENTS  
SURVIVED  
CARDIAC  
ARREST

**34**  
UNITS  
RECOGNIZED

**336**  
MEMBERS  
RECOGNIZED





# COLLABORATIONS TO IMPROVE CARE

The Quality Management Division, along with EMS Operations, works closely throughout the Department and in collaboration with outside organizations to improve the emergency care provided to our patients.

## **Quality Management Committee**

The DFR Quality Management Committee meets quarterly and includes individuals from DFR leadership, the OMD, and front-line paramedics, officers, and members. This committee provides oversight and input into quality management processes and activities at DFR.

## **ImageTrend ePCR Support**

DFR paramedics document patient care using the ImageTrend software suite. The Quality Management Division has supported DFR operations by providing in-house administration, configuration, and reporting assistance for this software.

## **Cardiac Arrest Registry to Enhance Survival (CARES)**

This nationwide registry links cardiac arrest resuscitation data from EMS agencies and receiving hospitals to measure and benchmark performance and guide system improvement.

## **Southwest Transplant Alliance**

Starting this year, DFR and the OMD has collaborated with Southwest Transplant Alliance to provide DFR paramedics with feedback regarding organ donations from cardiac arrest patients.

## **National EMS Quality Alliance (NEMSQA)**

NEMSQA is a federally-funded initiative dedicated to establishing and promoting evidence-based quality measures to improve patient care by EMS. As an agency member, DFR and the OMD participate in collaborative quality improvement initiatives and contributes to efforts focused on improving the overall effectiveness of prehospital care.

## **North Central Texas Trauma Regional Advisory Council (NCTTRAC)**

Texas organizes regional emergency preparedness and trauma and acute care using a system of Regional Advisory Councils (RACs) throughout the state. DFR participates in NCTTRAC's Medical Director and EMS committees, collaborating within the region to enhance patient care and system readiness and providing resources for disaster response statewide through the Texas Emergency Medical Task Force (EMTF).



# RESEARCH & CONFERENCE CONTRIBUTIONS

The Office of the Medical Director and the EMS division actively contribute to numerous research projects, and present at multiple state and national industry conferences. These publications and presentations share the successes and lessons learned at Dallas Fire-Rescue and promote improvements in prehospital emergency medical care across the country.

## **PediDOSE Research Study**

Since 2023, DFR has participated in an on-going multi-center research project investigating optimal doses of medication for pediatric seizure patients. OMD physicians and staff assisted DFR in implementing this study and in collaborating with researchers at UT Southwestern and Children's Health.

## **Trauma Patient Handoff Study**

Beginning in 2023, DFR paramedics participated in a project at Parkland Health directed at improving patient handoff and communication for critically-ill trauma patients.

## **Pediatric Ventilation Study**

Dallas Fire-Rescue and OMD staff collaborated with UT Southwestern on a research project studying how to improve EMS ventilation for pediatric cardiac arrest by analyzing cardiac monitor device data from pediatric cardiac arrest cases over the past several years.

## **NEMSQA Airway Improvement Collaborative**

Beginning in 2024, Dallas Fire-Rescue and OMD staff joined a national collaborative quality improvement project aimed at identifying effective approaches for improving patient airway management quality.

## **Conference Posters and Presentations**

OMD staff presented more than a dozen posters and presentations at numerous academic national conferences throughout the year on topics as diverse as recognizing critically ill patients, substance abuse in EMS, and improving EMS/law enforcement interactions.

## **Future Research Collaborations**

Dallas Fire-Rescue and the OMD are in the planning stages of several research projects to take place in 2025 and beyond. These include collaborations with UT Southwestern, Children's Medical Center, Parkland Health, and other institutions and will be studying topics including prehospital blood transfusions, trauma care, and cardiac arrest management.



# PARTNERSHIP WITH BIOTEL

Dallas Fire-Rescue is a founding member of the BioTel EMS System, a longstanding collaboration between Parkland Health, UTSW, Dallas Fire-Rescue, and other regional EMS agencies. The BioTel Communications Center provides immediate clinical consultation for DFR members and connects them with receiving hospitals across the city. Located next to Parkland's Emergency Department, the radio room is staffed by highly-trained emergency nurses and paramedics and supported by a team of emergency medicine and EMS physicians. In 2024, BioTel facilitated 15,844 calls from DFR paramedics, of which 2,701 involved high-risk refusals for transport. Thanks to the joint efforts of BioTel staff and DFR paramedics, 15% of those ultimately agreed to hospital transport. BioTel also facilitated 5,474 hospital notifications for critical trauma, burn, heart attack, and acute stroke patients, enabling early activation of hospital specialty care teams. BioTel staff provided online consults on 937 calls with an additional 932 calls being passed on for physician medical direction. The online medical direction provided by WBioTel supports Dallas Fire-Rescue paramedics by providing real-time guidance and additional expertise during complex or life-threatening medical situations.

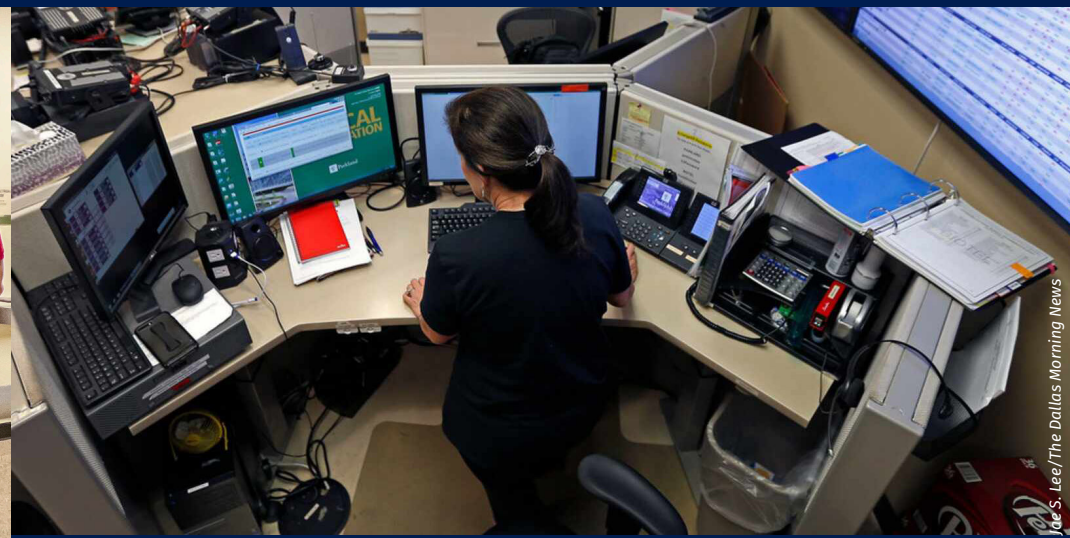
**>10,000**  
CALLS PER  
YEAR

**17**  
STAFF  
MEMBERS

**13**  
MEMBER  
AGENCIES

Other functions of BioTel include:

- Maintaining system-wide, evidence-based treatment guidelines.
- EMS personnel infection exposure management.
- Coordinating patient flow during mass casualty incidents.
- Real-time consultation with EMS lawyers for medico-legal issues.
- Coordination between EMS providers and receiving hospitals.
- Social services consultation.



# LOOKING TO THE FUTURE

The EMS Division and the Office of the Medical Director are focused on continuing to build on past successes to further improve the quality of EMS care provided to patients in the city of Dallas. Some key priorities for 2025 include:

## **Prehospital Blood Transfusion Pilot Project**

Beginning in February 2025, Dallas Fire-Rescue will deploy blood products in the city, providing rapid blood transfusions for severely injured and ill patients during transport to the hospital.

## **EMS Credentialing Plan**

The OMD will be developing a robust plan to recognize the education, training, and skills verification for various levels of EMS personnel within Dallas Fire-Rescue.

## **Bridge to Treatment**

This enhancement of the Overdose Response Team's capabilities will engage with overdose survivors treated by DFR paramedics to expand the available pathways to treatment and recovery.

## **Bystander CPR/Public AED**

One of the most effective ways to improve cardiac arrest survival is to ensure people near the victim are able to rapidly begin CPR and that they have ready access to an automated external defibrillator (AED) while awaiting fire department personnel and resources. The OMD, in partnership with EMS leadership will develop an action plan aimed at improving bystander CPR rates and AED availability in the City of Dallas.

## **FIFA26**

Dallas Fire-Rescue, DFR EMS, and the DFR Office of the Medical Director will play a significant role in the planning, implementation, and response to the 2026 World Cup Events in Dallas. City, regional, and national planning meetings have begun.

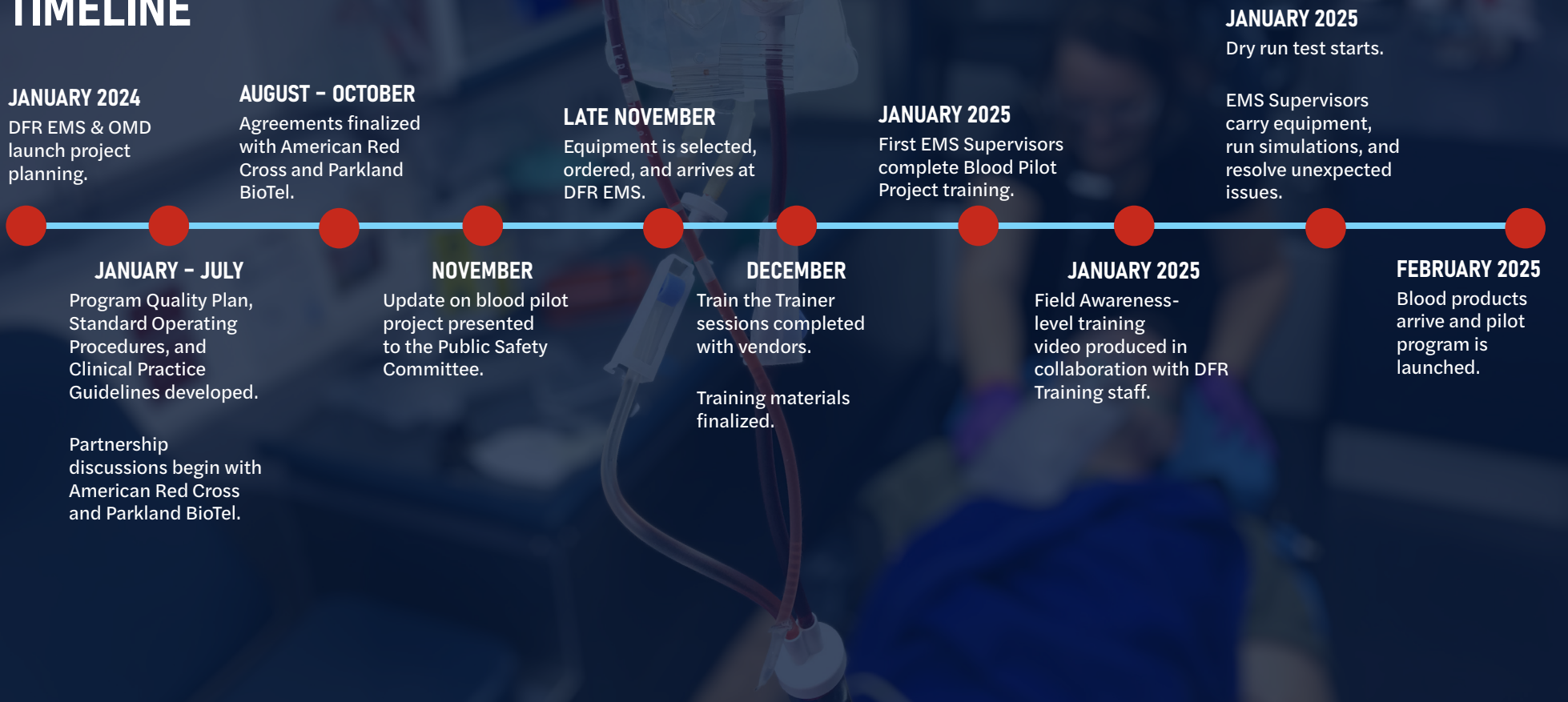


# PREHOSPITAL BLOOD PROGRAM

In 2024, Dallas Fire-Rescue EMS and the Office of the Medical Director began the implementation of the Prehospital Blood Transfusion Pilot Program. This initiative aims to enhance emergency medical care for severely injured and critically ill patients by providing life-saving blood transfusions in the field. Through strategic partnerships with Parkland BioTel and the American Red Cross, this project focused on developing necessary policies, logistics, equipment, and training to safely and effectively use blood products.

Throughout the year, DFR EMS and OMD staff conducted key policy and procedure development, equipment procurement, and training material production. These activities laid the groundwork that will allow DFR to ensure regulatory compliance and operational readiness to launch the pilot program in February 2025.

## TIMELINE





*DFR EMS Leadership and the DFR Office of the Medical Director are extremely grateful for the support of:*

The Dallas City Manager's Office  
The Dallas City Council  
Public Safety Committee  
Chief of Public Safety Dominique Artis  
Dallas Fire Chief Justin Ball  
DFR Command Staff  
Parkland Health & Parkland BioTel  
Our receiving hospital partners

*But, our greatest thanks goes to the men and women of the Dallas Fire-Rescue Department who work tirelessly in often arduous conditions to provide Excellence in Care to those in need of Emergency Medical Services in the City of Dallas.*

