

# Memorandum



CITY OF DALLAS

DATE August 5, 2022

TO Honorable Members of the Public Safety Committee  
Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno,  
Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **EMS Quality Management Report**

In the ongoing effort to provide excellent service delivery to the citizens of Dallas, Dallas Fire-Rescue (DFR) continues to develop and expand its Quality Management Program to ensure efficiency and effectiveness in emergency response. Please accept this message as an update to that program, as well as the status of the Medical Control Service Contract.

The DFR Quality Management Program (QMP) evaluates DFR firefighter paramedics to ensure delivery of high-quality emergency medical care and is managed by the DFR Office of the Medical Director (OMD) in coordination with University of Texas-Southwestern (UTSW). In collaboration with DFR EMS leadership, this program advocates for, mentors, and educates DFR members with the goal of consistently providing “Excellence In Care”.

In 2021 DFR responded to over 221,000 requests for emergency medical services and over 100,000 patients were transported to the hospital. The QMP reviewed nearly 25,000 of those patient contacts, demonstrating that the Department has markedly enhanced its ability to provide Medical Director reviews of high-risk patient encounters. This has resulted in additional focused education, remediation, and mentoring by DFR Operations and EMS Field Supervisors.

The DFR QMP has the stated goals of ensuring compliance with all State and Federal statutes and Guidelines, minimizing risk, providing evaluation of all DFR EMS processes, and improving the medical knowledge and skills of DFR personnel. Due in part to the educational, training, and evaluation processes of the QMP, DFR played a vital role in 56 patients who suffered a pre-hospital sudden cardiac arrest in 2021 and recovered to hospital discharge while neurologically intact.

Other program highlights have included the development of Clinical Improvement Plans for paramedics identified as needing additional support, data compilation and statistical analysis of patient outcomes, and the implementation of a 40-hour “Medical Director Bootcamp” for physician-directed education of newly graduated DFR paramedic students using multi-modal teaching methods.

Regarding the status of the Medical Control Service Contract, an RFP solicitation for comprehensive medical direction with both online and offline medical direction, quality management, and clinical practice services has been completed. Contract negotiations

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are underway between the City and the proposing entity under the supervision of the Office of Procurement Services. The new contract is expected to go to Council in September with an effective date of 10/1/22.



**Jon Fortune**  
**Deputy City Manager**

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
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Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors