



City of Dallas

Dallas Fire-Rescue EMS Updates

**Public Safety Committee
December 9, 2024**

Deputy Chief Scott Clumpner
Section Chief Chris Chiara
Medical Director Marshall Isaacs
Dallas Fire-Rescue

Presentation Overview



- Mission & Core Values
- Performance
- Special Programs
- Key Achievements
- Quality Management
- Recognitions & Community Impact
- Looking to the Future



Mission and Core Values



- **Mission:** To preserve life, protect property, and safeguard our city through fire prevention efforts, community relations, and effective emergency response supported by a relentless commitment to professionalism and progressive leadership.
- **Core Values:** Integrity, Pride, Respect, Loyalty, Accountability
- **Office of the Medical Director:** providing "**Excellence in Care**"



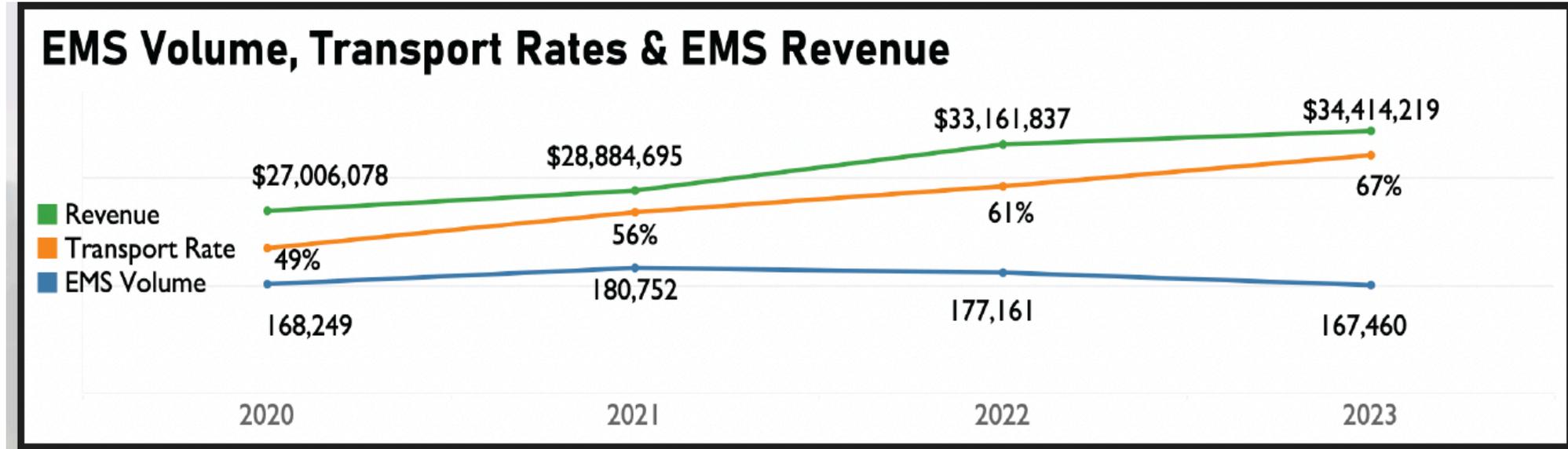
Performance: Overview



- **Front-line ambulances:** 47
- **Single-function ambulances:** 8
- **2023 Patient Contacts:** 269,388
- **2023 Patients transported:** 108,284



Performance: Volume and Transport Data



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



Special Programs



- **Single Function Paramedics:** Staff peak-hour rescues with paramedic (non-firefighter) members. In July, added 2 additional units for a total of 8.
- **RIGHT Care:** 24-hour behavioral health crisis response teams in collaboration with Dallas Police Department (DPD) and Parkland Health.
- **Medical Diversion, Outreach, and Social Support (MODSS):** Supports at-risk populations and provides resources to high 911 utilization patients.
- **Overdose Response Team (ORT):** Follow-up care in response to opioid crises with treatment referrals through Resource Recovery Council.
- **Medic 1:** Assists with low-acuity calls in and around the Central Business District
- **Facility Imbedded Paramedics:** The Bridge, Love Field, City Detention Center, American Airlines Center, Fair Park
- **Special Events:** Authorized by City Ordinance Section 42A-14, provides EMS to events funded by private organizers.



Key Achievements



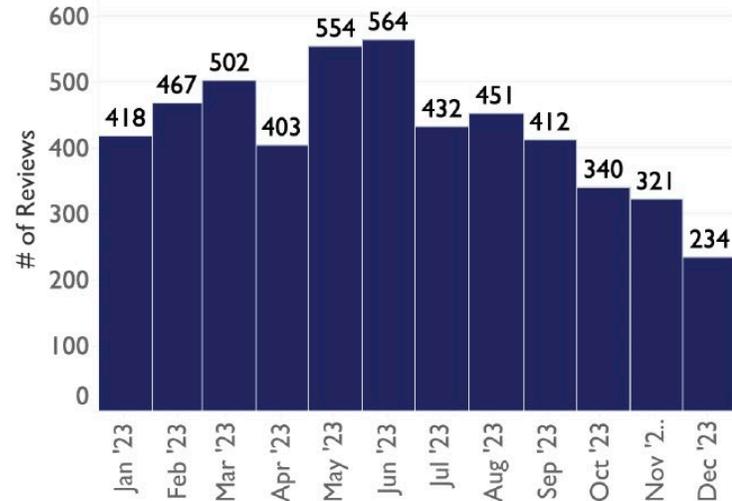
- Full-time implementation of **Medic 1** Program to manage low-acuity calls in the Central Business District.
- Implemented updated **Clinical Practice Guidelines**
- In partnership with Department of Aviation, added an additional EMS Field Supervisor.
- In partnership with Data Analytics and Business Intelligence (DBI), piloted a robust data management platform to identify trends & improve analyses.
- Recognized increased cardiac arrest survival rates through CPR Life Saver Awards.
- Fulfilled the Agreed Order from the Department of State Health Services (August 2024).



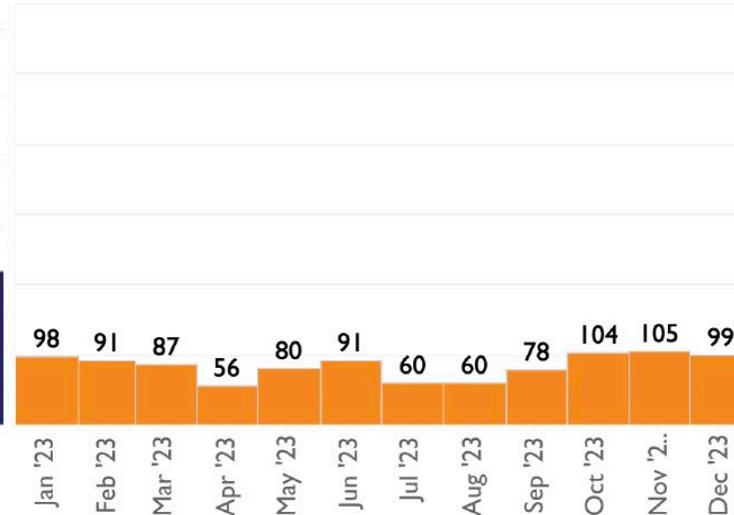
Quality Management



Quality Management Division Case Reviews



Medical Director Case Reviews



4,781 case reviews by QM Staff

1,009 case reviews by Medical Directors

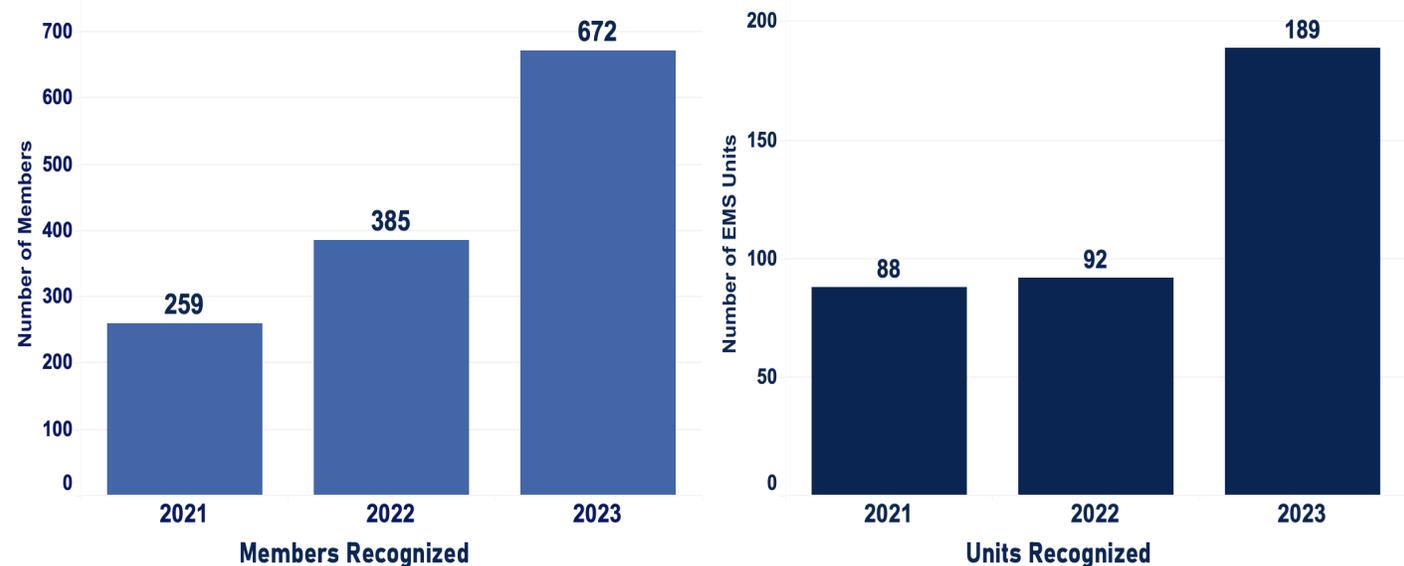
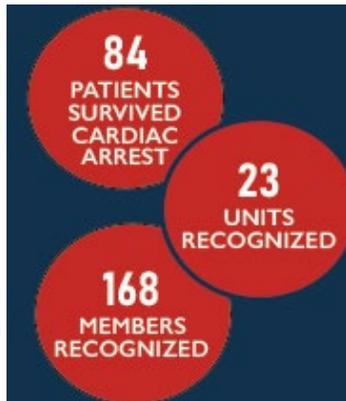
97% of case reviews completed within 3 weeks



Recognitions and Community Impact



- Reduced resource strain with MODSS and Medic 1.
- RIGHT Care addresses behavioral health needs.
- Improved outcomes for at-risk populations through targeted outreach.
- Life Saving Awards:



Looking to the Future



- **Prehospital Blood Transfusion Pilot:** Rapid 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)
- **Intentional Mass Casualty Incident Training:** Enhanced EMS response protocols with improved equipment and training





City of Dallas

Dallas Fire-Rescue EMS Updates

**Public Safety Committee
December 9, 2024**

Deputy Chief Scott Clumpner
Section Chief Chris Chiara
Medical Director Marshall Isaacs
Dallas Fire-Rescue