

# Memorandum



CITY OF DALLAS

DATE November 6, 2020

TO Honorable Members of the Public Safety Committee

SUBJECT **Dallas Fire-Rescue's EMS Quality Management Program**

Dallas Fire-Rescue (DFR) responds to approximately 173,000 requests for Emergency Medical Services (EMS) each year. It is paramount that each one of these calls is answered with care that is both effective and efficient. As the demand for EMS service increases each year, we recognize the corresponding need to develop programs that ensure the quality of those services. To that end, in February 2020, the Dallas City Council approved funding to enhance the DFR EMS Quality Management Program.

The DFR Office of the Medical Director (OMD) is comprised of a team of medical professionals including:

- One (1) full-time Medical Director
- Three (3) part-time Deputy Medical Directors
- One (1) Civilian EMS Quality Management Coordinator
- Three (3) EMS Civilian Quality Management Specialists
- One (1) Uniformed Officer

Together, this team is responsible for gathering data, analyzing trends, identifying priorities for improving service delivery, and creating continuing education programs designed to highlight and enhance DFR's EMS services and capabilities.

The intent of the EMS Quality Management Program is multifold:

- Enhance EMS delivery
- Improve documentation
- Provide coaching, mentoring and field instruction for DFR's paramedics, firefighters, and officers
- Improve morale within the Department through the recognition of excellent customer service and exemplary care
- Produce and deliver targeted educational offerings to enhance Knowledge, Skill, and Abilities (KSA) of DFR's EMS Providers
- Provide data demonstrating our commitment to excellence and improving the already high quality of services for our local stakeholders and state partners

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We are very excited about the further development of the Quality Management Program and the value it brings to our patients and the community we serve.

Please contact me if you have any questions or need additional information.



Jon Fortune  
Assistant City Manager

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors