Our Mission

We improve lives
In big ways through learning, healing and discovery
In small, personal ways through human connection
But in all ways, we improve lives

Our Vision

From Health Care to Health

Our Values

Patients First
Integrity
Excellence
Table of Contents

Letter from the Director.................................................................Page 1

Operations.........................................................................................Pages 2-8

Education and Quality .................................................................Pages 9-21

Logistics........................................................................................Pages 22-25

Population Health.................................................................Pages 26-68

Agency Business and News..................................................Pages 29-30

Closing Comments.................................................................Pages 31
Letter from the Director
On behalf of UCHealth Emergency Medical Services (EMS), the following is a report on the service provided to the communities of Larimer County and Wellington Fire Protection District during the past contract year, July 2017 to July 2018. UCHealth has been contracted to provide prehospital care through agreement managed by the Poudre Fire Authority. Through this agreement UCHealth has dedicated itself to providing the highest level of prehospital care to the community through partnership and collaboration with all public service entities.

As the new Director of EMS, I am looking at the 2017-2018 annual report with a fresh perspective, one looking for the areas needed for growth, change, and the opportunity to create a very unique system for the communities of Larimer County and Wellington Fire Protection District. As I reviewed the past year and ready UCHealth EMS for change and growth, there was one consistent finding; the critical care nurses, critical care paramedics, community paramedics, emergency paramedics, emergency medical technicians, dispatchers, as well as the management and support team are the best and most dedicated providers I have had the pleasure to work alongside. As we look to implement the most advanced technologies and treatments available into this EMS system we plan to reduce prehospital healthcare costs, advance the quality of care, and improve patient outcomes; I know we have the team of responders capable of making these changes and improving the health of our community.

Best Regards,

Tim Seidel
Director of Emergency Medical Services
UCHealth
Response Plan

UCHealth EMS operates with a dynamic response and posting plan that maximizes coverage throughout the NCLERA.

This plan is driven using the technology FirstWatch and operates in conjunction with UCHealth EMS Control and 911 Dispatch, which allows UCHealth EMS to change deployment and staffing to match the needs of the 911 system.

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>1C</td>
<td>College &amp; Willow</td>
<td>College &amp; Willow</td>
<td>College &amp; Willow</td>
<td>College &amp; Willow</td>
<td>College &amp; Willow</td>
</tr>
<tr>
<td>2</td>
<td>HED</td>
<td>HED</td>
<td>HED</td>
<td>HED</td>
<td>HED</td>
</tr>
<tr>
<td>3</td>
<td>College &amp; Harmony</td>
<td>Trinity College</td>
<td>Trinity College</td>
<td>Trinity College</td>
<td>Trinity College</td>
</tr>
<tr>
<td>4</td>
<td>Taft &amp; Elizabeth</td>
<td>Taft &amp; Elizabeth</td>
<td>Taft &amp; Elizabeth</td>
<td>Taft &amp; Elizabeth</td>
<td>Taft &amp; Elizabeth</td>
</tr>
<tr>
<td>5</td>
<td>Prospect &amp; Timberline</td>
<td>Prospect &amp; Timberline</td>
<td>Prospect &amp; Timberline</td>
<td>Prospect &amp; Timberline</td>
<td>Prospect &amp; Timberline</td>
</tr>
<tr>
<td>6</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
</tr>
<tr>
<td>7</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
<td>54G &amp; Overland</td>
</tr>
</tbody>
</table>

Map: Larimer County Fire Protection Districts

Legend:
- Wellington/Northeast
- South
- West
- North
- East/Southeast
- Central/North
NLCERA 911 Response

UCHealth EMS transitioned from Zoll EPCR systems to ESO PCR system. Data from Fiscal July to December of 2017 were retrieved from the Zoll PCR systems. Data sets from January to July 2018 were retrieved from the ESO PCR Systems. UCHealth EMS July 2017-Dec. 2017 tracked EMD call types from Omega to Echo, July 2017-Dec. 2017. From Jan. 2018-June 2018 data sets were broken into emergent and non emergent responses.

<table>
<thead>
<tr>
<th>Zone</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>1W</th>
<th>2W</th>
<th>3W</th>
<th>4W</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergent</td>
<td>5.59</td>
<td>8.80</td>
<td>21.48</td>
<td>38.78</td>
<td>82.57</td>
<td>5.09</td>
<td>10.49</td>
<td>14.36</td>
<td>3.98</td>
</tr>
<tr>
<td>None Emergent</td>
<td>6.72</td>
<td>10.41</td>
<td>22.23</td>
<td>37.47</td>
<td>65.28</td>
<td>5.24</td>
<td>11.92</td>
<td>19.90</td>
<td>26.29</td>
</tr>
</tbody>
</table>
Response to calls:

In 2016, the Zone 1 average response time was 5.58 minutes emergently, and 6.31 minutes non-emergently. In 2017 response times went down due to a strategic posting plan throughout the city; in 2017 we responded within 5.29 minutes emergently and 5.5 minutes non-emergently.

Call Volume 2017
29,086

Call Volume 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2,456</td>
</tr>
<tr>
<td>February</td>
<td>2,355</td>
</tr>
<tr>
<td>March</td>
<td>2,511</td>
</tr>
<tr>
<td>April</td>
<td>2,462</td>
</tr>
<tr>
<td>May</td>
<td>2,732</td>
</tr>
<tr>
<td>June</td>
<td>2,733</td>
</tr>
<tr>
<td>July</td>
<td>2,793</td>
</tr>
<tr>
<td>August</td>
<td>2,667</td>
</tr>
</tbody>
</table>

UCHealth EMS has managed its availability and timeliness to 911 calls through the use of FirstWatch, staffing, and deployment models. In Fiscal Year 2017/2018 UCHealth EMS decreased both Chute Time and Total Response Time.
Larimer County Growth and Mutual Aid

Growth in Colorado continues exponentially and is estimated to have the largest increase through 2050 as the state adds 3 million new residents over the next 3 decades.

Larimer County, specifically, has an estimated population of 343,976 with an increase of 10,390 residents in the past year. Fort Collins has an estimated population of 164,207 with a growth rate of 2%, and UCHealth EMS deems it imperative to maintain relationships throughout the Front Range to meet the need of a growing population. As such we continue to work with our local co-responders, hospitals, and other EMS agencies for mutual aid and transport destinations.

**Shifting growth patterns**

Colorado is expected to gain 3 million new residents between 2015 and 2050, 84 percent of which will settle along the Front Range. But Larimer, Weld and El Paso counties are expected to claim a larger share of the state population in the future.

Sources: Colorado Division of Local Affairs; State Demography Office
In addition to 911 calls, UCHealth EMS supports local patient volume through interfacility transport, including Critical Care Transport.

### Interfacility Transfer Statistics 2018

<table>
<thead>
<tr>
<th></th>
<th>Emergent</th>
<th>Non-Emergent</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>19</td>
<td>356</td>
</tr>
<tr>
<td>February</td>
<td>15</td>
<td>387</td>
</tr>
<tr>
<td>March</td>
<td>27</td>
<td>406</td>
</tr>
<tr>
<td>April</td>
<td>21</td>
<td>388</td>
</tr>
<tr>
<td>May</td>
<td>22</td>
<td>387</td>
</tr>
<tr>
<td>June</td>
<td>21</td>
<td>436</td>
</tr>
<tr>
<td>July</td>
<td>26</td>
<td>421</td>
</tr>
<tr>
<td>August</td>
<td>20</td>
<td>419</td>
</tr>
</tbody>
</table>

### Critical Care Statistics 2018

Total Critical Care Responses: 918

- 911 Calls: 173
- CCT Transfer: 336
- Non-CCT Transfer: 409
UCHealth EMS LifeLine

This resource helps reach patients in remote areas, in mass casualty incidents, and for interfacility critical patient transport

UCHealth LifeLine Larimer County Requests July 2017 to June 2018

- Ground Standby Cancelled 118
- Respond Cancelled 5
- Patient Not Transported 6
- Missed Request 64
- Airborne Standby Cancelled 49
- Patient Transported 58
- Aborted Transport 4
UCHealth EMS Control

UCHealth EMS Control increased effectiveness in 2017/2018. Aiding EMS in the response system within NCLERA, UCHealth EMS Control facilitates interfacility transfers as well as moves units throughout the posting and response area.

- UCHealth EMS increased its control staff to 4 full time employees
- Availability includes 24hrs, 7 days a week
- Managed approximately 70-150 calls a day
UCHealth EMS is dedicated to providing education, training, and engagement throughout the NLCERA.

- UCHealth EMS utilizes ESO PM to track education and allow for searchable, immediate, and accurate accountability for education we provide.
- UCHealth maintains the NREMT affiliation of all NLCERA members.
- UCHealth offers and assists with numerous coursework throughout the year including monthly CME, EMT classes, SIM Labs, and competencies.

### Education Statistics

**Total Education Hours Provided:** 344

**Topic Specific Courses Provided:** 16

**Total NREMT affiliates:** 294
- **Total Paramedic NREMT affiliates:** 94
- **Total EMT NREMT affiliates:** 191
- **Total AEMT NREMT affiliates:** 9
Clinical Excellence

“ClinEx Plan”

UCHealth EMS is dedicated to assuring that clinical medicine is performed at the highest standard. Clinical Excellence at UCHealth EMS holds each provider the UCHEMS system, accountable for proficient medical care and driving the current standards of pre-hospital medicine.

Data from patient care reports and patient outcomes is reviewed using a variety of systems. High volume or high risk areas are outlined for review including but not limited to: Sepsis; Chest Pain; Overdose; Diabetic; Respiratory; Seizure; Trauma; Cardiac Arrest; Stroke. The review process is driven by the concept of “Care Bundles” which utilizes standardized interventions and the UCHealth EMS protocol as a baseline for care. Trending data is kept and tracked monthly for providers and system level improvement and helps drive protocol revision, education, and training.

Overall proficiency is required to be above 75%. When trending data falls below this threshold, specific areas of failure are identified and training, education, or protocol revision is utilized either at the system level or with a specific provider.
Care Volume Metrics

Incident by Age Group

Injury Type by Age Group
Altitude Sickness 2
Amputation 1
Anemia 6
Anxiety 303
Asthma 39
Cancer 177
Cardiac 194
Eye Injury 15
Eye Pain 20
Foreign Body in GI Tract, 3
Hyperglycemia (Not Diabetic) 1
Influenza 34
Injury of Abdomen 9
Malaise 49
Overdose Amphetamine 9
Pneumonia 141
Pneumothorax 6
Pre-eclampsia 1
Sexual Abuse 4
Suffocation or Asphyxia 1
Toothache 5
Burn 24
Cardiac arrest 111
COPD 79
Diabetic Hyperglycemia 84
Drowning 2
Electrocution 1
Foreign Body in Larynx 5
Heat Exhaustion 17
Hemorrhage 85
Hypotension 73
Intestinal obstruction 9
Nausea 179
Obvious Death 78
Overdose Cannabis 13
Overdose Cocaine 2
Overdose Unspecified 100
Patient assist only 81
Pregnancy with contractions 21
Preterm labor without delivery 15
Preterm newborn 2
Pulmonary Embolism 30
Miscarriage 3
Subarachnoid Bleed 6
Vomiting 99
Abdominal Pain 760
Acute abdomen 20
Acute Resp Distress 219
Chest Pain Non 182
Concussion 9
Dizziness 228
GERD 5
Generalized Weakness 640
Headache 152
Hematoma (Non-Trauma) 5
Hypothermia 14
Inhalation Injury 1
Injury of Head 385
Medical device failure 26
Metabolic Shock 2
Overdose Synthetic marijuana 1
Overdose - Synthetic narcotics 4
Respiratory Arrest 3
STEMI 35
TIA 51
Acute appendicitis 8
Angina pectoris 6
CHF 50
Esophageal obstruction 10
Foreign Body in Anus 1
Foreign Body in Respiratory Tract 11
Frostbite, Superficial 3
Frostbite, with Tissue Necrosis 3
Injury 1242
Injury of Lower Back 43
Mental disorder 37
Neurogenic Shock 1
Other stimulant related disorders 4
Pain (Non-Traumatic) 513
Palpitations 11
Postpartum hemorrhage 1
Sickle Cell Crisis 1
Vaginal Hemorrhage 11
Alcohol withdrawal 91
Back Pain 509
Carbon Monoxide 8
Confusion/Delirium 73
Febrile Seizures 27
Hyperkalemia 8
Hypertension 91
Hyperventilation 16
Hypovolemia 3
Hypovolemia / Shock 7
Injury Thorax 45
Intracranial hemorrhage 12
Labor complications 5
Pulmonary Edema, Acute 6
Status epilepticus 22
Without status epileptic 57
Substance abuse 23
Syncope / Fainting 421
Tracheostomy problem 6
Cardiac tamponade 3
Chest Pain 549
Constipation 13
Contact Venomous Plant 1
Ear problem 6
Epistaxis 50
Fatigue 34
Hallucinogen disorders 5
Injury of Pelvis 47
Meningitis 2
Metabolic disorder 10
Continuous medical supervision 243
Overdose Hallucinogens 6
Overdose – Heroin 22
Pelvic and Perineal Pain 91
Chemicals Vapors 1
Seizures 370
Traumatic Arrest 6
Urinary system disorder 66
Acute epiglottitis 1
Alcohol use 788
Allergic Reaction 68
Anaphylaxis 12
Brain Injury 10
Cardiogenic shock 15
Coma 3
Common Cold 37
Congenital deformity 4
Venomous Animal 5
Dehydration 74
Diabetic Hyperglycemia 141
Diarrhea 40
Encephalitis 2
Foreign Body in Vagina 1
Foreign Body Part Unspecified 2
Gastrointestinal hemorrhage 83
Hematemesis 11
Labor and delivery, uncomplicated 2
Laryngitis/Group 1
No Injury/Illness 1422
Opioid related disorders 8
Overdose – Alcohol 77
Respiratory disorder 58
Resp Distress Newborn 2
Respiratory Failure 22
RSV 6
Smoke Inhalation 4
Stroke 191
Acute Bronchospasm 12
Altered Mental Status 444
Amputation of limb 5
Angina, unstable 4
Behavioral/psychiatric 700
Epidual Hemorrhage 1
Fever 146
Foreign Body in Pharynx 1
Foreign Body in Trachea 1
Suspected exposure 8
Heatstroke 3
Hemorrhagic Shock 4
Hypo (Not Diabetic) 4
Inhalant related disorders 4
Laceration/Abrasion 338
Migraine 18
Non-STEMI 27
Orthostatic Hypotension 5
Drug Ingestion 119
Pregnancy related conditions 34
Renal Failure 30
Sepsis/Septicemia 214
Septic Shock 15
Shortness of breath 283
Subdural Bleed Trauma 15
Suicide attempt 91

CALL VOLUME BY
PRIMARY IMPRESSION
Trauma Team Activations

- FTTA: 149
- LTTA: 70

Successful Intubations

- Successful: 64
- Unsuccessful: 17

Total Intubations: 81
"ClinEx" Trends

**Overdose**

- Month 1: 90%
- Month 2: 93%
- Month 3: 93%
- Month 4: 94%
- Month 5: 92%
- Month 6: 94%
- Month 7: 92%

**Diabetic**

- Month 1: 89%
- Month 2: 93%
- Month 3: 97%
- Month 4: 93%
- Month 5: 90%
- Month 6: 94%
- Month 7: 91%

**Seizure**

- Month 1: 89%
- Month 2: 97%
- Month 3: 90%
- Month 4: 92%
- Month 5: 95%
- Month 6: 91%
- Month 7: 91%
**Advanced Resuscitative Training (ART)**

In collaboration with Poudre Fire Authority, and in conjunction with all NCLERA agencies, UCHealth EMS is implementing a high-quality CPR program throughout its service area.

Other agencies participating in this project:
- Windsor Severance Fire Rescue (WSFR)
- Front Range Fire Rescue (FRFR)
- Medical Center of the Rockies (MCR)
- Poudre Valley Hospital (PVH)

The goal of this project is to not only maximize Field ROSC, but to increase full neurological recovery for patient with sudden Cardiac Arrest.

Collaborating agencies will be training using state of the art Zoll Monitor technology, compression/ventilation techniques, as well as pit-crew style CPR training.

---

Data January through August only
State Waivers and CDPHE

UCHealth EMS maintained both Ketamine and RSI state waivered interventions for 2017/2018. These interventions require consistent training, proficiency and data collection.

The state RSI waiver will also part of a larger UCHealth EMS RSI and quarterly competency program that will commit paramedics to multiple quarterly competencies, SIM Lab rotations with the medical director, and OR rotations in the hospital.

The CDPHE (Colorado Department of Public Health and Environment) governs these and other state protocols. Chief Nolen with UCHealth EMS will be applying for a position on the CDPHE Board in the coming year.
2017/2018 Rapid Sequence Intubation Statistics

Total RSI Attempts: 25
Total RSI Success: 25

Indication:
- Gag: 12%
- Trismus: 32%
- Other: 56%

Method:
- Direct: 56%
- Video: 44%

Protocol Followed:
- Yes: 87%
- No: 13%

Alternate Airway:
- Yes: 0%
- No: 100%
CAAS (Commission on Accreditation of Ambulance Services) is considered the “gold standard” in the ambulance industry for service quality. These standards exceed the requirements of local, state, and national regulation and are designed to increase operational efficiency and clinical quality, while decreasing risk.

UCHealth EMS has completed and been awarded renewal for CAAS accreditation. Following an in-depth review and site visit, UCHealth EMS was found to have 0 deficiencies and received a perfect score from the accreditation board.

The following items were reviewed for the CAAS process and included 45 specific areas:

**Organization**
- 101.01 Ownership
- 101.02 Organizational Structure
**Inter-Agency Relations**
- 102.01 Mutual Aid
- 102.02 Disaster Coordination
- 102.03 Conflict Resolution
- 102.04 Inter-Agency Dialogue
**Management**
- 103.01 Policies and Procedures
- 103.02 Strategic Planning
- 103.03 Management Development
- 103.04 Information Management
**Financial Management**
- 104.01 Financial Policy
- 104.02 Budgeting and Financial Statements
- 104.03 Accounts Receivable
- 104.04 Insurance
**Community Relations and Public**
- 105.01 Community Education, Health Promotion & Injury Prevention
- 105.02 Community Relations
- 105.03 Media Relations
**Human Resources**
- 106.01 Credentials
- 106.02 Compensation Package
- 106.03 Discipline/Corrective Action
- 106.04 Problem Resolution
- 106.05 Recruitment & Hiring
- 106.06 Employee Training & Development
- 106.07 Conduct
- 106.08 Performance Evaluations
- 106.09 Subcontractor Personnel

**Clinical Standards**
- 201.01 Medical Oversight
- 201.02 Clinical Protocols
- 201.03 Medical Records
- 201.04 Staffing
- 201.05 Response Plan
- 201.06 Clinical Standards Performance Improvement

**Safe Operations and Risk**
- 202.01 Vehicle Safety
- 202.02 Employee Safety
- 202.03 Patient Safety
- 202.04 Patient Personal Property
- 202.05 Incident Reporting
- 202.06 Loss Control

**Equipment and Facilities**
- 203.01 Vehicles
- 203.02 Vehicle Maintenance
- 203.03 Medical Equipment
- 203.04 Durable Medical Equipment Maintenance
- 203.05 Disposable Items
- 203.06 Facilities

**Communications Center**
- 204.01 Policies and Procedures
- 204.02 Contingency Plans
- 204.03 Preventive Maintenance
- 204.04 Training
- 204.05 Licensure
- 204.06 Communications Inter-Agency Dialogue
- 204.07 Communications Performance

**CAAS Statistics**
- Total National Accredited
  - Only 170
- Total Colorado Accredited
  - Only 3!
### UCHHealth EMS Fleet

<table>
<thead>
<tr>
<th>Model Description</th>
<th>Year</th>
<th>Manufacturer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type III AMB (AEV) 3500</td>
<td>2013</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2014</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2015</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2016</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2013</td>
<td>Mercedes</td>
</tr>
<tr>
<td>RAM 4500 Frazer Type I 12' Gen Mod</td>
<td>2015</td>
<td>Dodge</td>
</tr>
<tr>
<td>RAM 4500 Frazer Type I 12' Gen Mod</td>
<td>2014</td>
<td>Dodge</td>
</tr>
<tr>
<td>2500 Hd</td>
<td>2015</td>
<td>Chevrolet</td>
</tr>
<tr>
<td>Tahoe 4x4</td>
<td>2013</td>
<td>Chevrolet</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Type III Amb (AEV)3500</td>
<td>2012</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Ram 4500 Frazer Type I 12' Gen Mod</td>
<td>2012</td>
<td>Dodge</td>
</tr>
<tr>
<td>RAM 3500 Type I 12' Gen Mod</td>
<td>2011</td>
<td>Dodge</td>
</tr>
<tr>
<td>F-450 XLT 4x4 Frazer Type I 14' Gen Mod</td>
<td>2010</td>
<td>Ford</td>
</tr>
<tr>
<td>F-350 XLT 4x4 Frazer Type I 12' Gen Mod</td>
<td>2008</td>
<td>Ford</td>
</tr>
<tr>
<td>Wheeled Coach Crusader</td>
<td>2006</td>
<td>Ford</td>
</tr>
<tr>
<td>Wheeled Coach E-450 Amb</td>
<td>2005</td>
<td>Ford</td>
</tr>
<tr>
<td>Wheeled Coach E-450 Amb</td>
<td>1999</td>
<td>Ford</td>
</tr>
<tr>
<td>Crown Vic</td>
<td>2005</td>
<td>Ford</td>
</tr>
<tr>
<td>Tahoe 4x4</td>
<td>2015</td>
<td>Chevrolet</td>
</tr>
<tr>
<td>Forester</td>
<td>2014</td>
<td>Subaru</td>
</tr>
<tr>
<td>Suburban 4x4</td>
<td>1992</td>
<td>GMC</td>
</tr>
<tr>
<td>2500</td>
<td>1992</td>
<td>Chevrolet</td>
</tr>
<tr>
<td>Sprinter</td>
<td>2013</td>
<td>Mercedes</td>
</tr>
<tr>
<td>Ram 4500 Frazer Type I 12' Gen Mod</td>
<td>2016</td>
<td>Dodge</td>
</tr>
<tr>
<td>Ram 4500 Frazer Type I 12' Gen Mod</td>
<td>2015</td>
<td>Dodge</td>
</tr>
<tr>
<td>Ram 4500 Frazer Type I 12' Gen Mod</td>
<td>2014</td>
<td>Dodge</td>
</tr>
</tbody>
</table>

### Operative IQ, Materials, and VST

UCHealth EMS began using OperativeIQ for fleet and materials management needs. Along with this software a robust VST (Vehicle Service Technician) program supports operations and response behind the scenes. VSTs work 24/7 to stock, tag, clean, and decon each ambulance and return units to service and quickly and efficiently as possible. This process along with OperativeIQ will ultimately replace the need for stock rooms at each hospital, and provide better customer service by putting ambulances in the system faster.
### Staff Statistics

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paramedics</td>
<td>87</td>
</tr>
<tr>
<td>EMTs</td>
<td>78</td>
</tr>
<tr>
<td>CCT/FP</td>
<td>7</td>
</tr>
<tr>
<td>EMT Reserves</td>
<td>40</td>
</tr>
<tr>
<td>Community Paramedics</td>
<td>4</td>
</tr>
<tr>
<td>Controllers / Dispatchers</td>
<td>10</td>
</tr>
<tr>
<td>Critical Care RN</td>
<td>13</td>
</tr>
<tr>
<td>Community Health RN</td>
<td>1</td>
</tr>
<tr>
<td>Fleet Services</td>
<td>2</td>
</tr>
<tr>
<td>VSTs</td>
<td>3</td>
</tr>
<tr>
<td>Admin Support</td>
<td>1</td>
</tr>
</tbody>
</table>

### Current Leadership

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Tim Seidel</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Dave Schmillen</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Braden Applegate</td>
</tr>
<tr>
<td>Population Health Manager</td>
<td>Ted Beckman</td>
</tr>
<tr>
<td>Development / Education Manager</td>
<td>Rob Collett</td>
</tr>
<tr>
<td>Logistics Manager</td>
<td>Monique Rose</td>
</tr>
<tr>
<td>Quality Manager</td>
<td>Nick Nolen</td>
</tr>
<tr>
<td>Technology and Integration Manager</td>
<td>Nick Nudell</td>
</tr>
<tr>
<td>LifeLine Operations Manager</td>
<td>Duane Rory</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Dave Jacoby</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Aaron Applegate</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Mike Bielmaier</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Aaron Leonard</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Dustin Pumm</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Jason Greany</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Todd Gates</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Craig Nelson</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Julie Scott</td>
</tr>
<tr>
<td>Teamleader</td>
<td>Toni Roberts</td>
</tr>
</tbody>
</table>
Special Teams / Special Events

UCHealth EMS provides Special Teams response including SORT, Boat Team, All Hazards / Wildland Fire Response, and Disaster Response in addition to the 911 system.

UCHealth EMS is also dedicated to community events and standbys that support the communities in the NLCERA. In collaboration with Poudre Fire Authority and other Co-Responding partners, UCHealth EMS strives to be an integral part of the community and assures safety and efficiency at events like CSU football games, New West Fest, local Marathons, and concert venues.
## 2017 SORT Statistics

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Agency Assignment</th>
<th>Episodes</th>
<th>Hours Committed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Out / Training</td>
<td>FCPS SWAT</td>
<td>32</td>
<td>229</td>
</tr>
<tr>
<td>Call Out / Training</td>
<td>LCSO SWAT</td>
<td>22</td>
<td>222</td>
</tr>
<tr>
<td>Search/Rescue</td>
<td>LCSAR Special Services</td>
<td>23</td>
<td>188</td>
</tr>
<tr>
<td>Dive Rescue</td>
<td>LCDRT Special Services</td>
<td>21</td>
<td>90</td>
</tr>
<tr>
<td>Bomb Call</td>
<td>NoCo Bomb Squad</td>
<td>6</td>
<td>27</td>
</tr>
<tr>
<td>Wildland Fire</td>
<td>LCSO Special Services</td>
<td>2</td>
<td>123</td>
</tr>
<tr>
<td>Structural Fire</td>
<td>PFA</td>
<td>24</td>
<td>126</td>
</tr>
<tr>
<td>Missions Other</td>
<td>Agency Other</td>
<td>4</td>
<td>18</td>
</tr>
<tr>
<td>Water 1</td>
<td>LC Rangers – Horsetooth</td>
<td>28</td>
<td>157</td>
</tr>
<tr>
<td>SORT Training</td>
<td>SORT Required Training</td>
<td>40</td>
<td>102</td>
</tr>
</tbody>
</table>

**Total Episodes:** 202  
**Total Hours Committed:** 1,148
UCHealth EMS is dedicated to investing in the health of local communities and strives to achieve its UCHealth motto of, “from healthcare to health.”

Part of our dedication to the community and the NLCERA is through Population Health initiatives which include:

- Community Paramedics
- Safety Seat Installation
- Helmet Fit Program
- Stop the Bleed Program
- AVADE Community Training.
- Peer Support Team
- Honor Guard
- First Aid and CPR Instruction
- Safe Routes to School Program
- P.A.R.T.Y Program
- Safety Seminars
- Larimer County Boys and Girls Club
- Medical Staff Shadow Program.

**Honor Guard**

UCHealth EMS provides a formal, professional honor detail for the NLCERA and along the Front Range. This individual provide a quiet dignity to special events and stood for 150 hours of watch in 2017.

**P.A.R.T.Y Program**

This UCHealth Program works toward injury awareness and prevention for youths 16 and older. Our EMS team partners with local schools, providing direct interaction with local young people and our EMS professionals. UCHealth EMS participated in 6 of these events in 2017.

**Safety Seat Install**

UHealth EMS currently has 5 certified Seat Installation Technitians. During fiscal year 2017, UCHealth EMS installed 121 seats. We provide this service to all community members who wish to have their car seat professionally installed free of charge.
Community Paramedicine

UCHealth Community Paramedics are trained above the level of NREMT-Paramedics and are certified as through an established Community Paramedic Curriculum.

Through a partnership with the Aspen Club and Larimer County Corrections, Community Paramedics check/monitor blood pressures, chronic disease management, long-term health, and patient navigation.

- Community Paramedic see over 60 patients a month.
- 300 flu vaccination were administered in 2017
- In 2017, Community Paramedics made 1,249 patient contacts and 780 hours of patient care.

In 2017, UCHealth Community Paramedics presented at the International Roundtable on Community Paramedicine. The conference included programs from Australia, England, Canada, and across the US. UCHealth Community Paramedics were awarded the 2017 Larimer County Innovation Award for the improved delivery of healthcare.

In addition, the Community Paramedic Program taught community courses in, “What happens when you call 911,” monthly Aspen club Lecture Series, Citizen CPR, and Fall Risk education.
Peer Support Team

Uchealth EMS has a select group of EMTs and Paramedics who actively monitor the morale and mental health of our EMS team, our co-responders, and families. Our Peer Support Team members must attend a 40-hour certification course, followed by continuing education within the EMS department.

The Peer Support Team offers a legally confidential first-line contact for all levels of staff and loved ones to reach out with Clinical Advisor and Licensed Therapist support. As awareness grows for First Responder PTSD and psychological trauma, UCHealth EMS works to stay at the forefront of mental health needs and strategies. UCHealth EMS is entirely committed to supporting staff, community, co-responders, and partners through Peer Support.

Logistics Chief, Monique Rose is specifically involved with UCHealth EMS Peer Support and has been internationally recognized for her work with First Responder Mental Health. As one of the co-founders and creators of “Reviving Responders,” a group dedicated to addressing the suicide and mental health issues affecting EMS professionals, Chief Rose was recognized in August 2017 in the Journal of Emergency Medical Services (JEMS) in the article, “Resiliency Alliance.” Chief Rose was also recognized for her work in mental health internationally, at the Global Paramedic Leadership Mental Health Summit.
New Senior Director of Emergency Services  
**Andrew Battles**  
Professional Summary and Bio:  

Andrew joins us from Liberty Hospital in Kansas City. He will be assuming leadership of Emergency Services in UCHealth North.  
Andrew has over 23 years of healthcare experience, with 12 years of leadership experience within Emergency Services, Critical Care, Stroke Services and Trauma Services. Over the course of his career, he has worked his way through the ED beginning as a staff RN and progressing to the director level of these many programs.

New Development and Education Manager:  
**Rob Collett**  
Professional Summary and Bio:  

Rob Collett assumed the position of Human Development Manager and Division Chief. He will be primarily responsible for Human Resources, Onboarding / NEO, FTO process, and Education.  
Rob brings 15 years of experience in EMS and has been an FTO, Lieutenant, and Captain with UCHealth EMS. Rob has earned his BA in Organizational Leadership, has graduated from the Art of Leadership program, and completed the NEMSMA Supervisor Leadership Academy. He is active in the local biking community and has spearheaded the National EMS Memorial Bike Ride in Colorado.

New Quality Manager:  
**Nick Nolen**  
Professional Summary and Bio:  

Nick joined UCHealth EMS as a paramedic and has worked as a Lieutenant and Captain. Nick is now the new UCHealth EMS Quality Manager and Division Chief. He will be primarily responsible for Clinical Performance, Policies, Protocols, State clinical Compliance, CAAS Compliance, and several projects with the University.  
Nick started EMS in 2003 where he worked doing avalanche rescue and S&R in the Tetons. Nick is a graduate of the National Outdoor Leadership School, has a BA in English, and a MS in Medical Ethics. He has worked as a 911 medic in metro systems, a neo-natal flight medic, and off-shore in the Gulf. Nick is a member of the International Ski Patrol, contributes to the NOLS WEMT curriculum, and co-teaches a Wilderness Medicine Elective for med students at University of Colorado Med School.
Anticipated Staff and FTO Process

Agency 360
Agency 360 is now being used as a primary resource in the FTO process. This program allows for a streamlined onboarding process that defines parameters for success as well as increased transparency and cohesion in Field Training.

FTEP
FTEP will be used in conjunction with Agency 360 to provide a structured approach to the FTO process. FTEP (Field Training Evaluation Program), will allow UCHealth EMS to stay up-to-date with current field training concepts, driven by the National EMS Management Association.

Growth
UCHealth EMS expects to increase its staff by approximately 40 FTE’s throughout 2018. This increase will be a mixture of Paramedics and EMTs based on the needs of the UCHealth EMS system.

Software and Technology Development

FirstWatch
UCHealth EMS in now using FirstWatch to maximize unit utilization, posting, resource management, and response. This software allows data and information to be utilized in real time to drive efficiency and performance and will complement the response capabilities of UCHealth EMS.

Operative IQ
Operative IQ is being utilized by the UCHealth EMS Logistics Division as an efficiency tool for materials management and resource development. This program utilizes an inventory and asset software to streamline accountability and process improvement. Operative IQ will be driven by the UCHealth EMS VST team and managed by the Logistics Chief.

ESO
UCHealth EMS has moved to a new patient care reporting software, ESO. This software works in conjunction with the PCR platform, EPIC, which is used throughout the UCHealth system and operates seamlessly with the CAD platform, Tiburon. Utilizing this software and its components will help UCHealth EMS increase efficiency with patient reporting, education tracking, clinical feedback, and personnel management.
In summary, prehospital care in Larimer County is poised to make advancements and changes in prehospital care to bring health to the communities we serve. Over the next year we will be utilizing best practices from all over the world to grow and develop our services. The goal will be to create a system of response that coordinates with all public service entities to meet the needs of the community, not just in response to emergencies but also in prevention and community education.

UCHealth is positioned in a very unique way to impact the care of the patient from the beginning to the end; creating an exceptional system of healthcare the community can be proud of. There is no other way to describe it than through the words of one UCHealth patient who wrote:

“I wish to express my deepest admiration and heartfelt (literally!) appreciation for the services of your highly trained EMS teams.

In particular around 3:15 am five months ago, I was especially grateful for the dedication and professional care provided by an UCHealth Paramedic and EMT both at my home, and during the swift and efficient ambulance team delivery to the MCR Cath lab. Not only did the UCHealth paramedics help save my life during an MI, where I had 100% LAD occlusion, but through their thoughtfulness and kindness, they truly helped prevent me from catching pneumonia twice by selflessly removing her warm overcoat jacket and wrapping it snugly around me while exposing herself to bitter cold weather that early morning both when departing my home and arriving at MCR.

Please commend the UCHealth EMS team for the gratitude of this Fort Collins community resident.

I am pleased to report that thanks to the effective 911 dispatch center, UCHealth paramedics, and so many others including but not limited to Dr. Chad Stolz and his excellent UCH/MCR Catheter Lab staff, cardiologist Dr. Emily Hass, all MCR service providers, UCH/MCR Cardiac Rehab’s Ted Wickersham and the incredible exercise physiologists, nurses and nutritionist and others who participate in that exceptional program, I plan to celebrate my 76th birthday in ten days.

How fortunate we all are to have such superb medical services and facilities in Larimer County!”

UCHealth Emergency Medical Services is excited for 2019 and all the changes in store to enhance prehospital care and the health of our communities.