**Strategies for enhanced EMS Service and Response**

TCCOG EMS-TF

July 26, 2017

1. Increase capacity
	1. Increase volunteer recruitment - Worthy but NOT SUSTAINABLE
		1. Colleges, BOCES
		2. General marketing/outreach efforts
	2. Increase retention -worthy but NOT SUSTAINABLE
		1. Dept leadership and culture
		2. Training – ongoing training, quick recertification, online
		3. Dept of Health leadership/engagement w volunteers
	3. Increase paid staff/ enhance career opportunities
		1. Cross train town staff?
2. Decrease call volume
	1. Coordinated care – DSRIP, paramedicine, other community based solutions
	2. How to address frequent users, non-emergency uses
	3. Key populations – elderly, substance abuse, mental health
3. Assess Program Effectiveness = CIPA, Systems Eng., business students
	1. Evaluate program effectiveness
	2. Operations and systems modeling, program optimization and efficiency
		1. Distribution of resources, ALS, BLS, fly cars, paid, volunteer
		2. Financial efficiencies
4. Review Successful Programs/County-wide Certificate of Need
	1. Mentioned by Mark Butler – Albany, Erie, Livingston Co.
	2. Sydney?
	3. Explore for others…
5. Ongoing oversight and coordination
	1. Include multiple stakeholders
	2. Develop shared vision
	3. Data collection/management
	4. Ongoing evaluation, response, improvement