National Association of
State EMS Officials

NASEMSO

Communications Technology & Systems Committee

Goals and Strategic Directions
2013

National Association of State EMS Officials

Goals and Strategic Directions

The **Communications Technology & Systems Committee** of the National Association of State EMS Officials is committed to enabling state EMS systems to be aware of and utilize state of the art communications technology and systems (all voice, video, and other data types) and to help represent the national EMS community in all venues where EMS, emergency medical dispatch (EMD), public safety and medical communications technology and systems are planned, enabled, and implemented.

> ***Leadership** refers to the role of state EMS offices as "lead agencies" for EMS as well as thoughtful leaders in public policy development. State EMS offices are looked to by the EMS community for guidance and approval, as well as regulation and licensure. NASEMSO works to support EMS officials nationwide in understanding and implementing processes that improve EMS practice and subsequent patient outcomes.*

The Communications Technology & Systems Committee supports leadership under these principal goals:
- o Goal #1: To provide state EMS officials with continuous, timely updates of news, opportunities, and events in the EMS, medical and public safety communications realms so that they may, in turn, be prepared to inform and lead affected parties within their own EMS systems.
- o Goal #2: To improve representation of the discipline of EMS and its national community within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented.

> ***Systems Development** refers to the role of state EMS offices in the development of effective systems of emergency medical care. The growing national awareness of the importance of coordinated systems of care places NAEMSO squarely in a leadership role, demonstrating the need for state offices to coordinate the disparate functions that support effective systems. Such functions include Emergency Medical Dispatch (EMD), communications systems; regional asset coordination in daily operations and in natural and man-made disasters; EMS data collection, analysis and reporting; and ongoing review and refinement of systems operations.*

The Communications Technology & Systems Committee supports systems development under these principle goals:

- o Goal #3: To assess and improve representation of the discipline of EMS and its state and sub-state regional communities within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented.

> *Quality Improvement or "QI" is the process of continually reviewing, assessing and refining practices to improve outcomes. The steps of developing an effective cycle of collecting high quality data, reviewing it in proven multidisciplinary processes, identifying strategies to implement needed changes and communicating them to all stakeholders are the key to QI success, and to subsequently improving patient outcomes.*

The Communications Technology & Systems Committee supports quality improvement under these principle goals:

- o Goal #4: To complete a reassessment of state EMS communications systems based on a survey tool first employed in 2008, and to publish these findings and recommendations for the improvement of state EMS communications technology and systems.

The Communications Technology & Systems Committee 2013 workplan will undertake strategies focused on the following issues:

- • Goal #1 Fulfillment – Utilizing Communications Technology Advisory staff, EMS/EMD, public safety, and medical communications media (e.g. Urgent Communications, National Public Safety Telecommunications Council sources) will be reviewed on at least a weekly basis. Relevant news will be disseminated to either the appropriate NASEMSO Council list or the NASEMSO Communications Interest list or both.

- o Goal #2 Fulfillment – By utilizing Communications Technology Advisory staff and Committee leaders and members, and by encouraging the participation of other national EMS associations, we will promote and facilitate national EMS community representation within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented. Based on opportunities identified in Goal/Strategy #1, coalitions of national EMS associations may be formed to address specific issues (e.g. as occurred around the D Block and FCC processes in recent years).

- • Goal #3 Fulfillment – Based on opportunities identified in Goals/Strategies #1 and #2, and on the results of the survey in Goal/Strategy #4, states (collectively, or as identified for special attention on an individual basis) will be encouraged to participate in EMS/EMD, public safety, and medical communications planning, enabling, and implementation processes such as state interoperability governing boards (SIGBs), state interoperability executive committees (SIECs), statewide EMD and other dispatch coordination processes, and state bodies created to coordinate with the FirstNet system development effort. Communications Technology Advisory staff and Committee leadership will promote and facilitate these efforts.

- • Goal #4 Fulfillment – A goal for the past couple of years that centered on staff now departed, this is a particularly timely opportunity to resurvey states five years after the last effort to assess statewide capabilities, because of the inception of FirstNet and the passing of 2013 narrow-banding deadline. Communications Technology Advisory staff and Committee leadership will work with NASEMSO survey expert staff to conduct this survey during the calendar year, analyze the data, and issue a summary report.

2013 Workplan
Goals, Objectives and Action Steps

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o **Goal #1:** To provide state EMS officials with continuous, timely updates of news, opportunities, and events in the EMS, medical and public safety communications realms so that they may, in turn, be prepared to inform and lead affected parties within their own EMS systems.

Objective/Strategy: Goal #1 Fulfillment – Utilizing Communications Technology Advisory staff, EMS/EMD, public safety, and medical communications media (e.g. Urgent Communications, National Public Safety Telecommunications Council (NPSTC) sources) will be reviewed on at least a weekly basis. Relevant news will be disseminated to either the appropriate NASEMSO Council list or the NASEMSO Communications Interest list or both.

Task	Responsibility	Due Date	Done	Budget*
Promote Communications Interest List and edit contents through ASMI staff.	McGinnis	On-Going		2%
Receive, review and report on NPSTC, FCC, SafeCom, DHS OIC, DHS OEC, FirstNet, public safety communications media, medical communications media through appropriate Council and/or Communications Interest lists.	McGinnis	On-Going		23%
* Budget is % of Communications Technology Advisor Contracted Time. No FirstNet activities are reflected as a % since this time is separately covered. Paul Patrick's time is voluntary and not covered as a %, nor is the time of others reflected.				

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Promote Communications Interest List and edit contents through ASMI staff.													
Receive, review and report on NPSTC, FCC, SafeCom, DHS OIC, DHS OEC, FirstNet, public safety communications media, medical communications media through appropriate Council and/or Communications Interest lists.													

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o To improve representation of the discipline of EMS and its national community within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented.

Objective/Strategy: Goal #2 Fulfillment – By utilizing Communications Technology Advisory staff and Committee leaders and members, and by encouraging the participation of other national EMS associations, we will promote and facilitate national EMS community representation within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented. Based on opportunities identified in Goal/Strategy #1, coalitions of national EMS associations may be formed to address specific issues (e.g. as occurred around the D Block and FCC processes in recent years).

Task	Responsibility	Due Date	Done	Budget*
Assure representation at:				55%
• SafeCom EC and ERC and Committees	McGinnis/Patrick	On-Going		
• FirstNet Board	McGinnis	On-Going		NA
• FirstNet PSAC	Patrick	On-Going		NA
• DHS/OIC First Responder Resource Group	Patrick	On-Going		NA
• FCC Councils and Procedures as Needed	McGinnis	On-Going		
• APCO/NENA Meetings and Liaison Activities	McGinnis	On-Going		
• Next Gen E-9-1-1, NAED and Related Activities	McGinnis, Patrick, Gainor	On-Going		
• DHS OIC Video Quality in Public Safety Board	Patrick	On-Going		NA
• IWCE Annual Meetings	McGinnis	March, 2013		
• National Public Safety Telecommunications Council and Committees	McGinnis/Patrick	On-Going		
• Ad Hoc Invitations to Represent EMS Community in National Communications Venues or to Report on Communications at National EMS Association (Particularly JNEMSLC) Meetings	McGinnis	On-Going		
* Budget is % of Communications Technology Advisor Contracted Time. No FirstNet activities are reflected as a % since this time is separately covered. Paul Patrick's time is voluntary and not covered as a %, nor is the time of others reflected.				

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Assure representation at:													
SafeCom EC and ERC and Committees													
FirstNet Board													
FirstNet PSAC													
DHS/OIC First Responder Resource Group													
FCC Councils and Procedures as Needed													
APCO/NENA Meetings and Liaison Activities													
Next Gen E-9-1-1, NAED and Related Activities													
DHS OIC Video Quality in Public Safety Board													
IWCE Annual Meetings													
National Public Safety													

Telecommunications Council and Committees													
Ad Hoc Invitations to Represent EMS Community in National Communications Venues or to Report on Communications at National EMS Association (Particularly JNEMSLC) Meetings													

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o **Goal** #3: To assess and improve representation of the discipline of EMS and its state and sub-state regional communities within all venues where EMS/EMD, public safety, and medical communications technology and systems are planned, enabled, and implemented.

Objective/Strategy: Goal #3 Fulfillment – Based on opportunities identified in Goals/Strategies #1 and #2, and on the results of the survey in Goal/Strategy #4, states (collectively, or as identified for special attention on an individual basis) will be encouraged to participate in EMS/EMD, public safety, and medical communications planning, enabling, and implementation processes such as state interoperability governing boards (SIGBs), state interoperability executive committees (SIECs), statewide EMD and other dispatch coordination processes, and state bodies created to coordinate with the FirstNet system development effort. Communications Technology Advisory staff and Committee leadership will promote and facilitate these efforts.

Task	Responsibility	Due Date	Done	Budget
Based on opportunities and information provided through Goal 1, 2, and 3 activities, identify ways state EMS agencies can improve their profile and impact in state EMS communications system development and facilitate implementation.	McGinnis	On-Going		15%
* Budget is % of Communications Technology Advisor Contracted Time. No FirstNet activities are reflected as a % since this time is separately covered. Paul Patrick's time is voluntary and not covered as a %, nor is the time of others reflected.				

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Based on opportunities and information provided through Goal 1, 2, and 3 activities, identify ways state EMS agencies can improve their profile and impact in state EMS communications system development and facilitate implementation.													

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o **Goal #4**: To complete a reassessment of state EMS communications systems based on a survey tool first employed in 2008, and to publish these findings and recommendations for the improvement of state EMS communications technology and systems.

Objective/Strategy: Goal #4 Fulfillment – A goal for the past couple of years that centered on staff now departed, this is a particularly timely opportunity to resurvey states five years after the last effort to assess statewide

capabilities, because of the inception of FirstNet and the passing of 2013 narrow-banding deadline. Communications Technology Advisory staff and Committee leadership will work with NASEMSO survey expert staff to conduct this survey during the calendar year, analyze the data, and issue a summary report.

Task	Responsibility	Due Date	Done	Budget
Identify NASEMSO Surveyor and NASEMSO Member Volunteers to Review Survey Instrument	McGinnis, Gainor	2/15/13		1%
Review 2008 Survey Results & Design New Survey in Consultation With NASEMSO Member Volunteers	McGinnis, Patrick, NASEMSO Surveyor, Volunteers	4/1/13		2%
Conduct Survey	NASEMSO Surveyor	7/1/13		NA
Review Results, Analyze With 2008 Results, Develop and Publish Summary Report	NASEMSO Surveyor, McGinnis, Patrick, Volunteers, Gainor, EC	9/30/13		2%
* Budget is % of Communications Technology Advisor Contracted Time. No FirstNet activities are reflected as a % since this time is separately covered. Paul Patrick's time is voluntary and not covered as a %, nor is the time of others reflected.				

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Identify NASEMSO Surveyor and NASEMSO Member Volunteers to Review Survey Instrument	■	■											
Review 2008 Survey Results & Design New Survey in Consultation With NASEMSO Member Volunteers		■	■										
Conduct Survey				■	■	■							
Review Results, Analyze With 2008 Results, Develop and Publish Summary Report						■	■	■	■				