



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

Virtual EMS System Inspection

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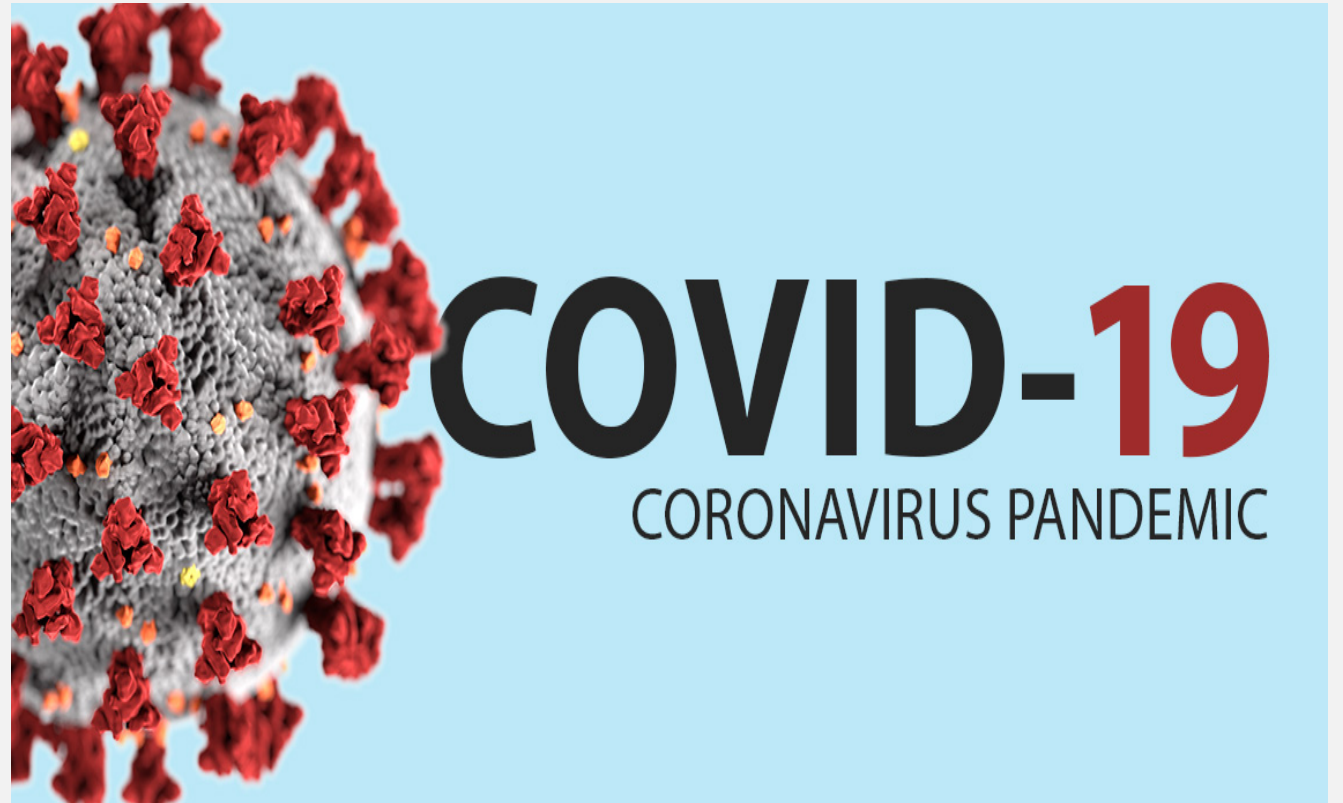


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How do we do our job?

Protect the public we service and our most valuable asset the TEAM we work with?



Texas Department of State
Health Services

TEXAS by the numbers



Texas Department of State
Health Services

Challenges to keep the system moving forward



- 2020 Annual dispatches 5.5 million
- Daily dispatches 15,068
- Dispatches per hour 627
- Dispatches every minute of the day 10

EMS Providers and FROs in Texas



749



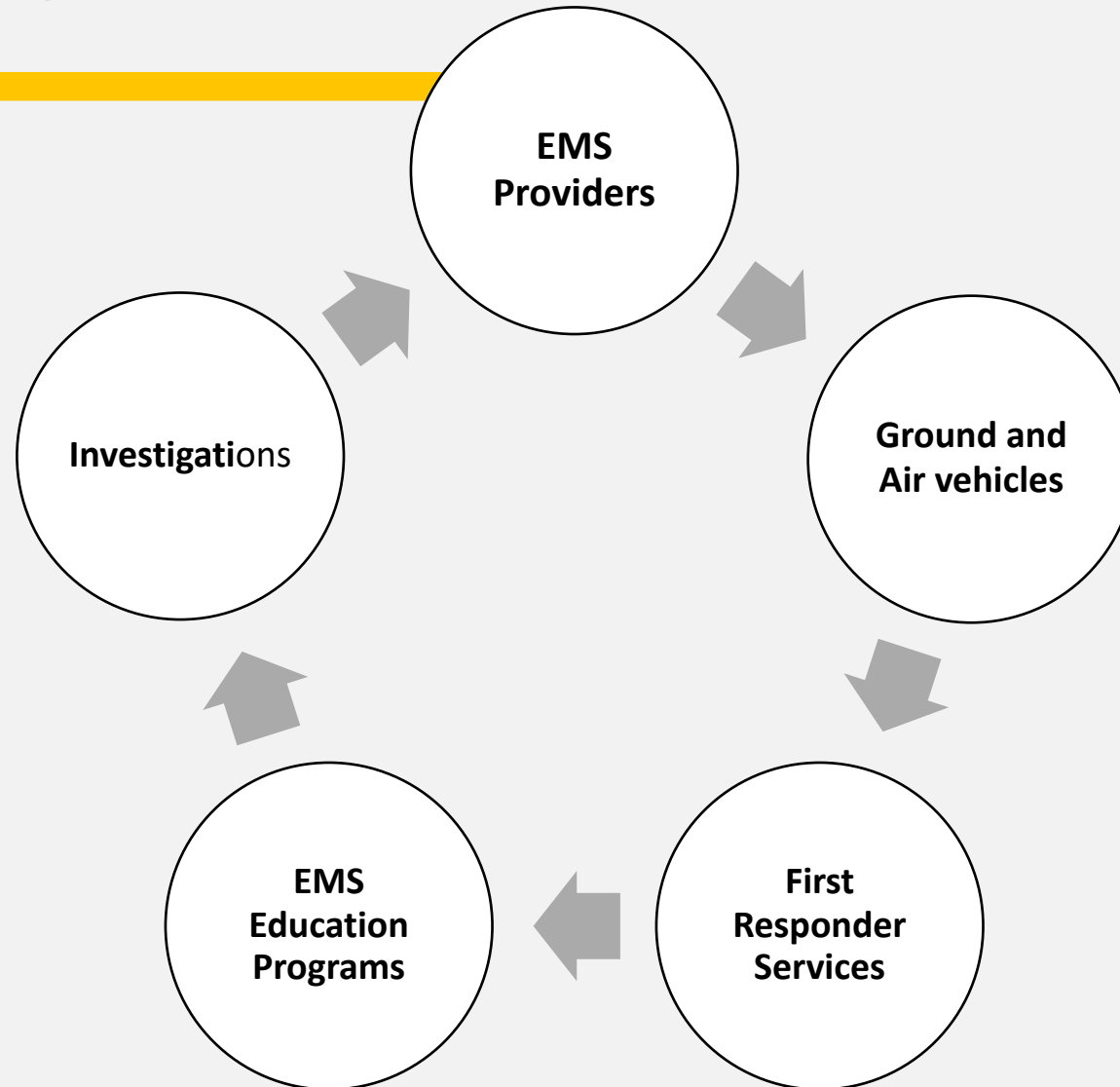
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Texas EMS Personnel

- Emergency Care Attendant/EMR **2221**
- Emergency Medical Technician **35,445**
- Advance Emergency Medical Technician **3358**
- Paramedic **28,036**

- Total on 2/6/2020: **67,907**
- Total on 10/9/2020: **69,060**
1153

Who do we inspect?



Process



Application arrives in the state off, and reviewed by our licensure division, than forward to our regional office

Regional staff review protocols and equipment list

Communicate with Provider or Program and agree on a time and platform to work from

PROs and CONs

- Faster turn around
 - Saving of time and cost
 - Decrease risk to our TEAM members
 - Flexibility for our stakeholders and Team for scheduling
 - We do not give up our right to do an onsite inspection
- Relationships building
 - Harder to pick up on other issues
 - You cannot see what's going on around the inspection



Since March 2020

153 *Inspection of vehicles and EMS
Education Programs*

Saved **\$30,580** in travel cost

Saved **750** staff hours by not traveling

Lesson Learned

- Coordinate with the Provider/Program the best available video capable options.
- Possibly test a connection prior to Inspection date to insure operability.
- Insist if possible the Provider/Program have additional personnel to participate as “camera person”. This should improve the continuity and efficiency of the Inspection/Survey.
- Request the equipment and medications be set out and organized to be easily videoed for confirmation, possibly on a table or on the floor.

Thank you!

Presentation title

Contact Information