Virtual EMS System Inspection

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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 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
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?

- EMS Providers
- Ground and Air vehicles
- EMS Education Programs
- First Responder Services
- Investigations
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