



Roane County Government 2016 Staff Retreat Ambulance Service

May 24, 2016



Mission Statement

- ▶ We will deliver to our community the most efficient ambulance response and superior pre-hospital care through excellence in training, state of the art equipment and advanced technology in conjunction with strong leadership, team building, professionalism and continuous quality improvement.
- ▶ January 1971-Ambulance Service of Roane County was established.
- ▶ November 1995-Exclusivity Ordinance was adopted.
- ▶ July 2000-Ambulance Regulations Established



Looking Back-

What have we done to make Roane County better?

- ▶ Constant evaluation and revision of medical protocol.
 - ▶ Closely monitoring revenues and expenditures.
 - ▶ Closely monitoring demand changes and staffing accordingly.
 - ▶ Training of providers.
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What did we do to make Roane County a **safer** place.

- ▶ We responded to **7,165** calls for aid from our residents and visitors to Roane County in the last 10 months.
- ▶ Provided medical care and transportation **5,914** times during that same 10 month period.
- ▶ Maintained response time averages under **12 minutes**.
- ▶ We have provided medical standby for community events.
 - ▶ (high school football games, college graduation, 5k events, equestrian events and 4th of July events)
- ▶ We provided medical support and rehabilitation.
 - ▶ For all municipal and volunteer fire departments during live fire events as well as medical standby for law enforcement during high risk activities.



Looking Forward-

How are we planning to make Roane County better?

- ▶ Improved patient outcomes thru case review and education.
- ▶ Decreased response times thru dynamic deployment strategies.
- ▶ Improved safety by focusing on injury prevention.
- ▶ Community Education.
- ▶ Realize a measurable improvement in patient satisfaction.