



Genesee County Medical Control Authority (GCMCA)

2021 Annual Report

April 5, 2022



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GCMCA Background

In 1990 P.A. 368 of 1978 as amended, the responsibility of oversight for emergency medical services (EMS) is placed on the hospitals within a community through entities known as medical control authorities (MCAs). Since its implementation the GCMCA has served Genesee County as the statutory body established to meet the expectations of the state law.

Through a protocol driven process the GCMCA provides direction on the dispatch, triage, treatment, transport, and system operation of the EMS system. This is done with an open, inclusive, and transparent process that includes all sectors of the pre-hospital patient care structure.

Mission Statement

The Genesee County Medical Control Authority (GCMCA) will strive towards an integrated, cooperative, and quality-based pre-hospital system designed to provide timely and professional services to the communities in which it serves.

Funders

The GCMCA is exceedingly grateful for the financial support of our operational budget from the following organizations:

*County of Genesee
Genesys Regional Medical Center
Hurley Medical Center
McLaren-Flint*



EMS Agencies Currently Serving Genesee County

We are grateful to have many high-quality EMS agencies serving Genesee County. Many of these organizations serve the entire county and some of them specific local jurisdictions. At the time of the printing of this document we have twelve (12) MFR agencies, six (6) ALS transporting agencies, one (1) BLS transporting agency, and one (1) ALS first response agency. The following are the EMS agencies currently serving our community:

Medical First Response Agencies:

Argentine Township Fire and Rescue
 Atlas Township Fire Department
 Bishop Airport Fire and Rescue
 Davison Richfield Fire Department
 Fenton City Fire Department
 Fenton Township Fire Department
 Flint Fire Department
 Forest Township Fire Department
 Gaines Township Fire Department
 Linden City Fire Department
 Montrose Township Fire Department
 Mundy Township Fire Department
 Swartz Creek Area Fire Department

ALS Transporting Agencies:

Medstar Ambulance
 Mobile Medical Response
 Patriot Ambulance
 STAT EMS
 Swartz Ambulance Service
 Twin Township Ambulance

BLS Transporting Agencies:

Banks EMS

ALS First Response Agency:

Genesee County Sheriff's Office Paramedic Division

GCMCA Board and Committee Membership

Board

Austin Burgess, MD
 John Stewart
 Chris Swanson
 Jason West
 Jim Williams

Advisory

Committee

Alex Boros
 Austin Burgess, MD
 Bob Cairnduff
 Richard Cronkright
 Sara Dubey
 Carrie Edwards
 Tim Jones
 Joe Karlichek
 Mike McCartney, RN
 Joshua Newblatt, DO
 Michael Polito, DO
 David Rapacz
 Kevin Waldschlager-
 Arnold

Jason West

Protocol

Ed Blight
 Alex Boros
 Austin Burgess, MD
 Richard Cronkright
 Sara Dubey
 Steve Henson
 Tim Jones
 Joe Karlichek
 Joshua Newblatt, DO
 Michael Polito, DO
 Kevin Wilkinson

Education

Ron Andersen
 David Benn
 Alex Boros
 Austin Burgess, MD
 Joe Hyrman
 Joe Karlichek
 Jennifer Monaghan
 Joshua Newblatt, DO
 Chris Patrello
 Michael Polito, DO
 Todd Witthuhn

PSRO

Amy Benko
 Alex Boros
 Austin Burgess, MD
 Rick Cronkright
 Sara Dubey
 Steve Henson
 Tim Jones
 Joe Karlichek
 Joshua Newblatt, DO
 Michael Polito, DO
 Kevin Wilkinson
 Marta Wright



System Demographics – 2021

The following provides some basic information regarding the EMS system in Genesee County.

Dispatch Data

Total 911 EMS Calls Dispatched:

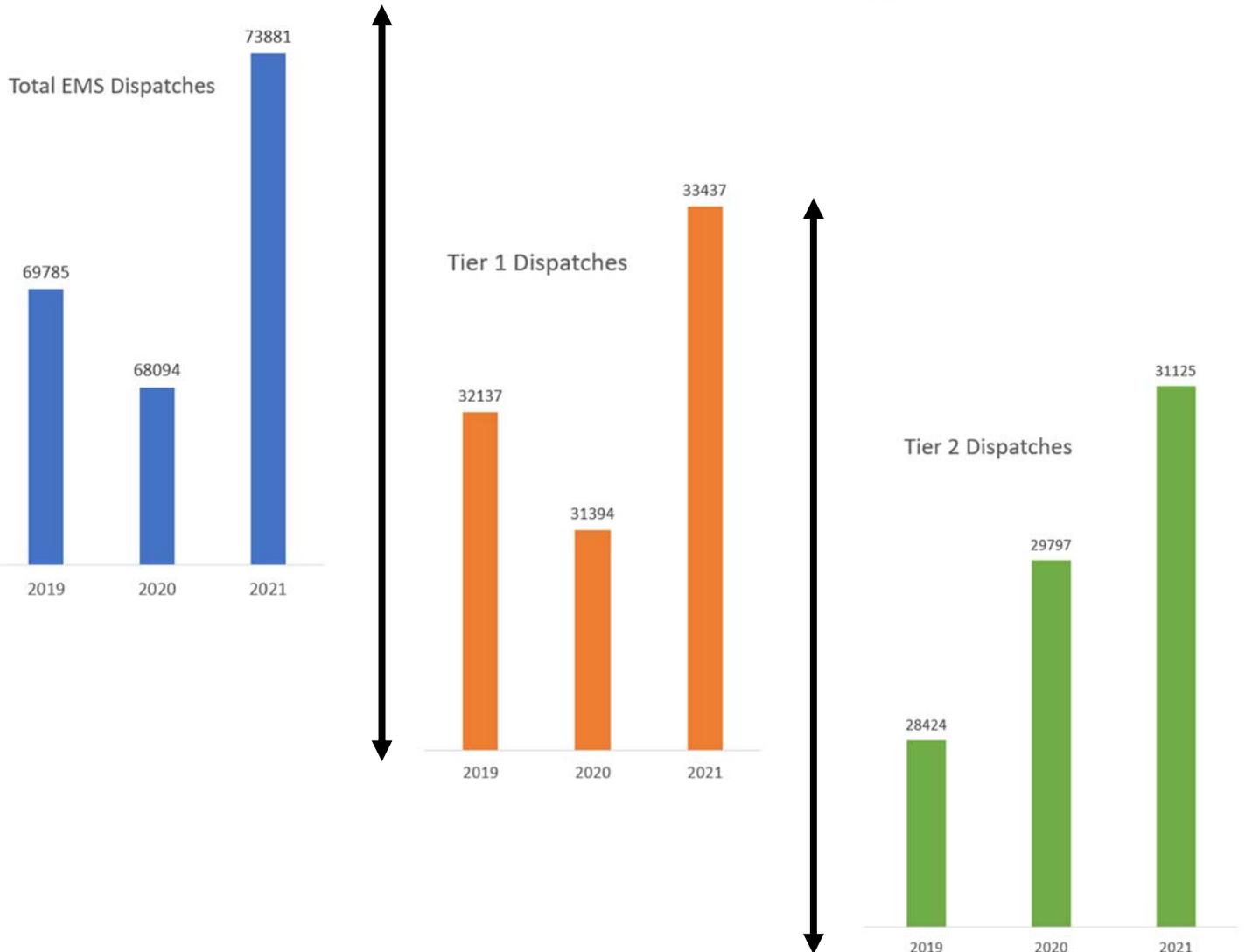
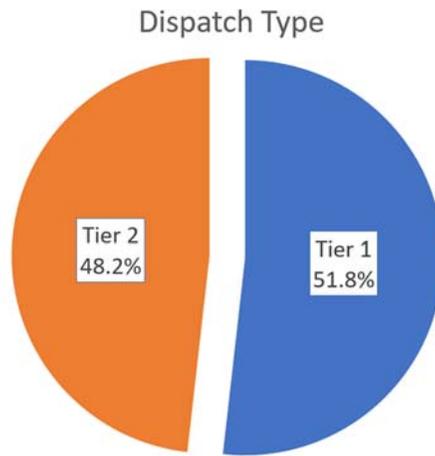
73,881

Tier 1 Calls:

33,437

Tier 2 Calls:

28,424



Personnel Data

Total Individual EMS Providers:

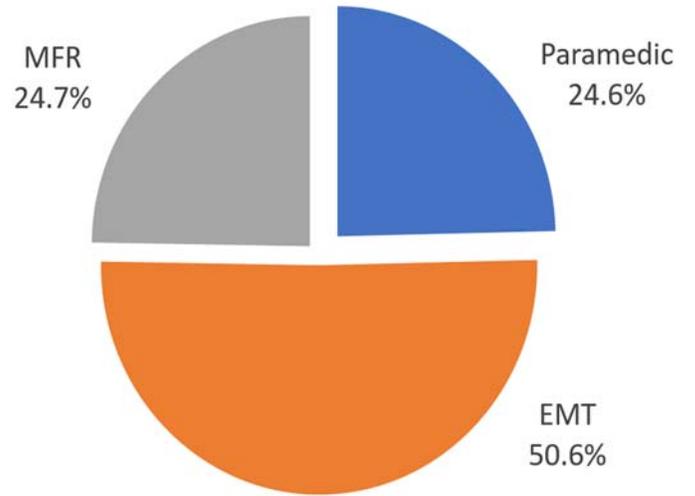
881

MFR
217

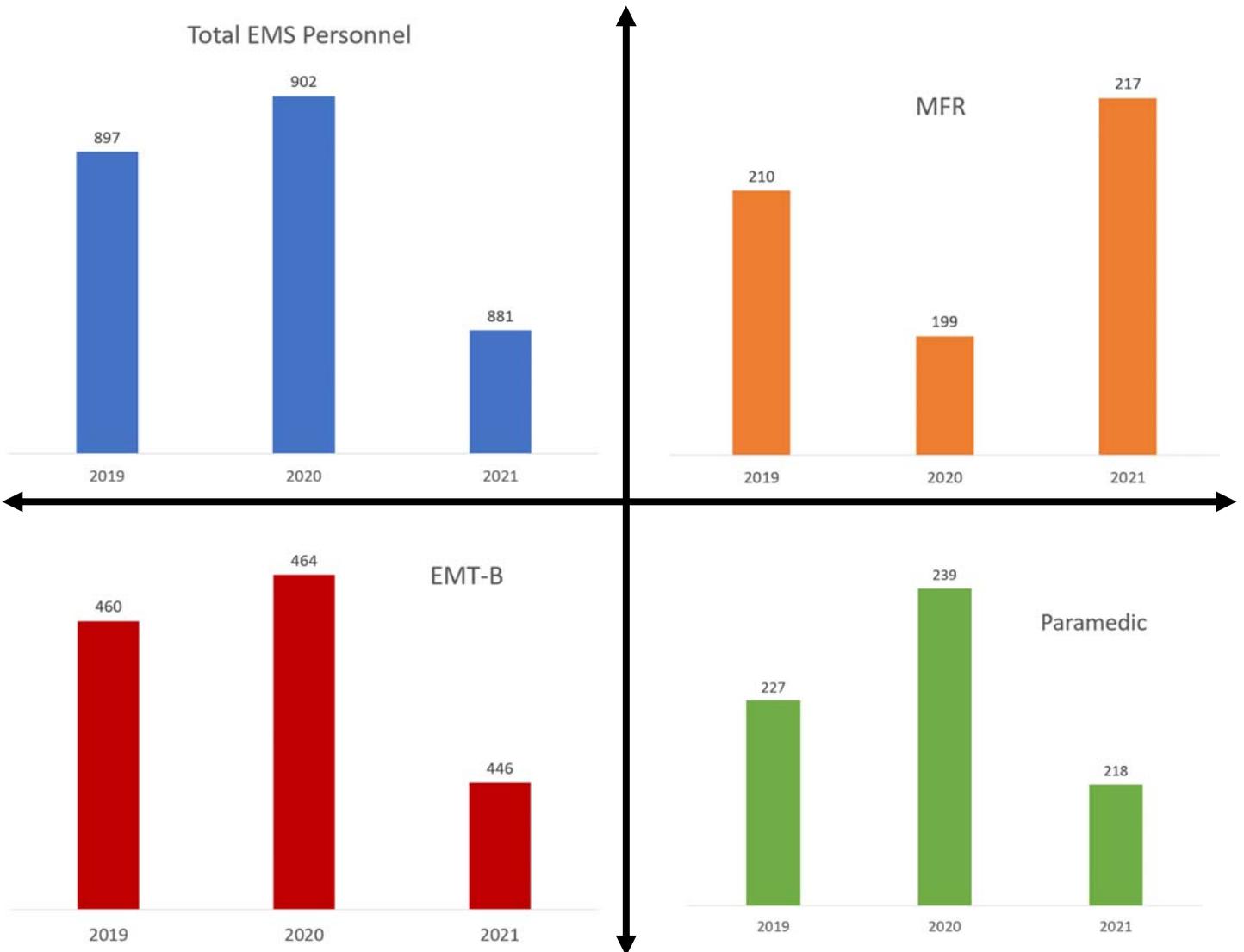
EMT
446

Paramedic
218

Personnel Licensure Level



Total EMS Personnel



Vehicle Data

Licensed Vehicles:

Total: **169**

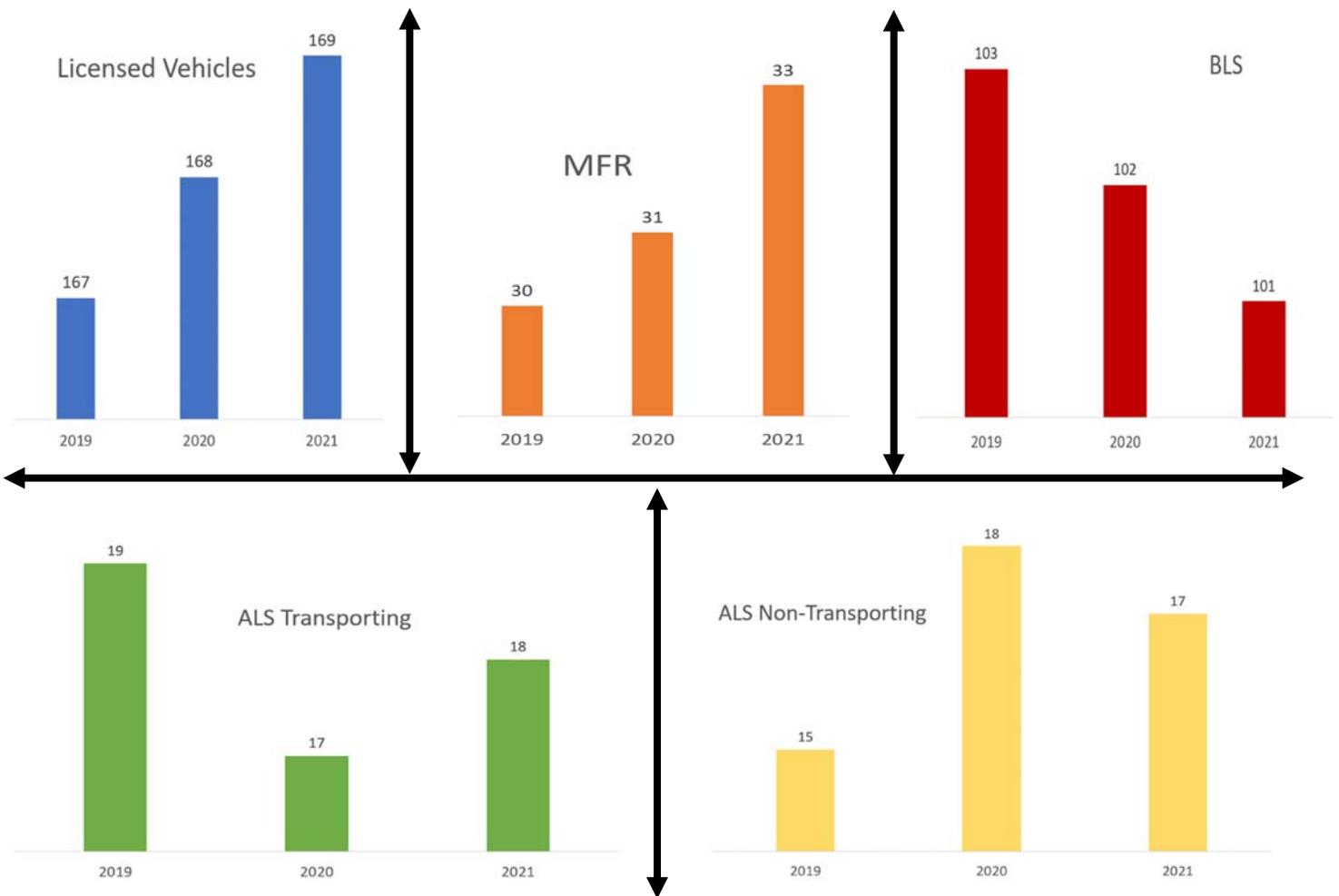
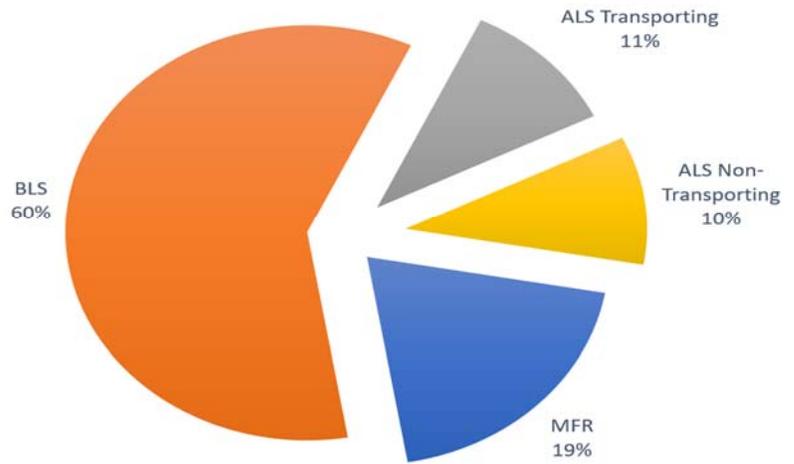
MFR: **33**

BLS: **101**

ALS (Transporting): **18**

ALS (Non-Transporting): **17**

Licensed Vehicles



Note that an agency can license a unit as BLS and upgrade them to ALS as personnel are available, so the number of ALS transporting units on the road and available to respond at any given time is much higher than the number licensed

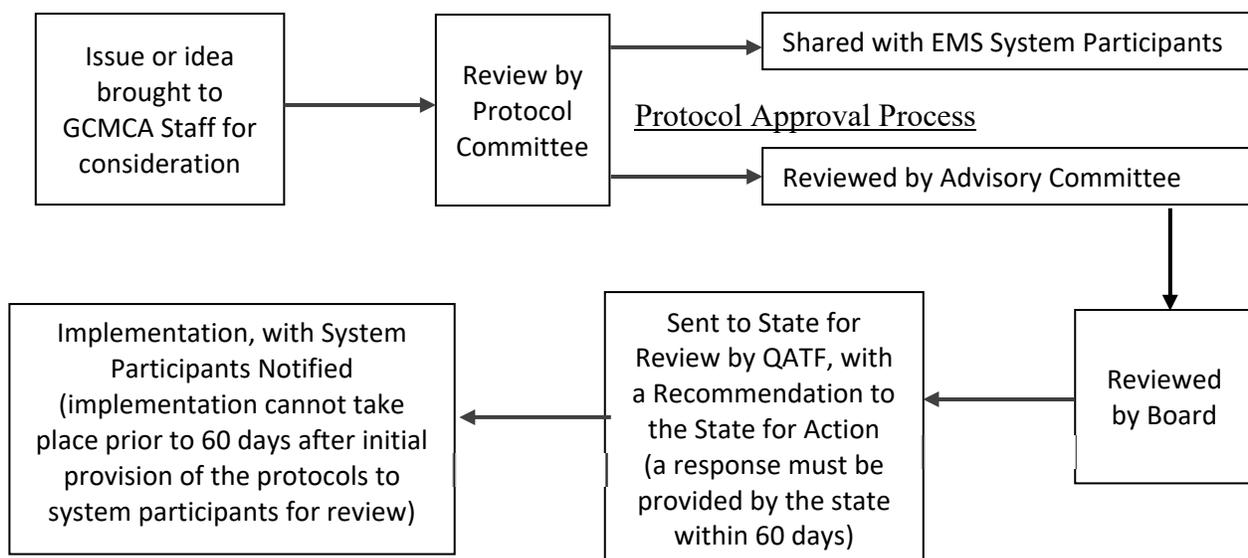
Protocols

The GCMCA is a protocol-driven organization, with all protocols receiving the approval of the State of Michigan and having the force of law. The protocol adoption process involves the following: 1) reviewing system concerns; 2) researching operational models and new treatment modalities; 3) writing protocol language; 4) having multiple committees review proposed changes; and 5) shepherding the changes through the approval process. Treatment protocols are in part developed in cooperation with the Southeast Michigan Regional Protocol Committee, seeking common protocols across this nine-county region where possible.



In 2021, the GCMCA made changes to sixty-three (63) protocols and reviewed and did not make changes to numerous others. These included both treatment and operational protocols.

As outlined below, the approval process involves a review by multiple committees, the GCMCA Board, and the state. In addition, all protocols are shared with system participants, which provides an opportunity for input by individuals and agencies that do not serve on one of the GCMCA committees. Once the approval process is completed the protocols are emailed to all system participants and posted to the GCMCA website. EMS agencies are responsible for providing education to EMS personnel on protocol changes.



Individual Provider Credentialing

In order to operate as a Medical First Responder (MFR), Emergency Medical Technician (EMT), or Paramedic in Genesee County, additional training, testing, and verification is required. Those working for an MFR agency receive annual core competency training in four categories: airway, trauma, vital signs, and CPR. For those MFRs and EMTs working for an ALS agency they are required to receive American Heart Association (AHA) or American Red Cross CPR certification



and obtain additional certifications in approved pediatric and trauma courses within six months of first beginning employment in the county.

In addition to the above certifications, paramedics in Genesee County are required to be current in American Heart Association ACLS. Paramedics also are required to complete an annual 12-lead review/test called the RACER, which is done through American CME.

By participating in this process EMS providers are issued an identification badge that lists their name, GCMCA-approved level of operation, photo, and state license expiration date. These badges are to be renewed when the state license is renewed and failure to do so within sixty days of expiration will result in the suspension of the individual's ability to operate in the county.

In 2021 we had 466 EMS providers complete this process, being issued new or renewed badges. There were seven (7) individuals who did not complete the credentialing process in a timely manner and had their privileges to operate suspended until it was completed. Five (5) paramedics did not complete the 12-lead training requirements and temporarily lost their privileges to operate as medics until the training was completed.

Medical Direction

All MCAs are required by state law to have a physician medical director who is board certified in emergency medicine and is actively working in a hospital emergency department. Our system rotates this responsibility between the three hospitals every two years. Dr. Austin Burgess (Ascension-Genesys) is the current GCMCA Medical Director with a term expiring on September 30, 2022. We are truly grateful for the commitment and dedication of all our health care professionals, especially the willingness of our physicians to take on this immense responsibility.



In addition to providing routine input on clinical questions from providers, agencies, and staff, the medical director serves as a member of the Board and all committees. On a monthly basis all EMS runs involving patients with STEMIs, pediatric cardiac arrests,

cricothyrotomies, and transfers involving a decline in status are reviewed by the medical director. Detailed data on these cases will be provided under the PSRO section of this report.

Professional Standards Review Organization (PSRO)

The PSRO is a statutorily-established peer review entity that is responsible for quality improvement efforts of a MCA. All activities of the organization are confidential and protected by law. The GCMCA PSRO is an exceedingly active group addressing a variety of quality issues. On a monthly basis the group looks at complaints submitted by patients, hospitals, EMS agencies, 911, and other system participants; reviews studies of specific operational and treatment topics; meets with agencies and providers to address protocol compliance concerns; and makes recommendations to the Advisory Committee and Board for disciplinary actions if other avenues to address concerns are unsuccessful and for overall system changes for improvement.

In 2021 the PSRO reviewed the following studies and other systemic issues:

- IO Failed Attempts¹
- Unit Availability Review¹
- MOSAIC Stroke Data
- Respiratory Distress Treatment Study¹
- Committee Attendance History
- Steroid Usage
- Hospital Turnaround Times
- Chute Time Data
- Patient Refusal Study¹
- Destination Study
- Welfare Check Case Review¹
- Ambulance Shortage Data Review
- False Cath Lab Activation Rates¹
- Mental Health Data Review
- Ketamine Usage
- Patient Disposition¹
- Inter-Facility Transfer Data Comparison
- 911 Dispatch Data Review¹
- Naloxone Usage by Patient Residence¹

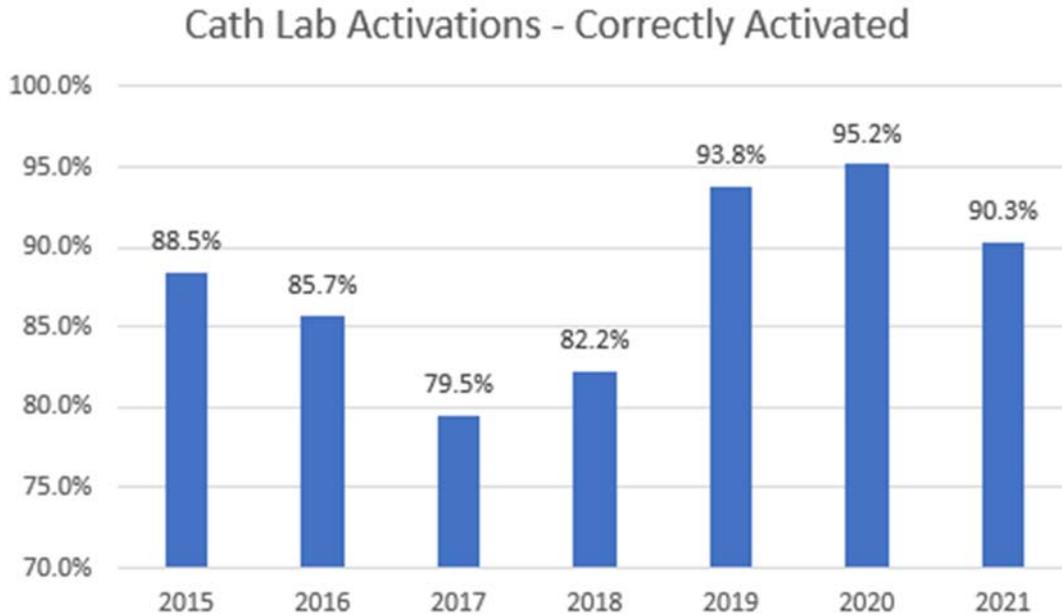


¹Aggregate reports available for public review upon request.

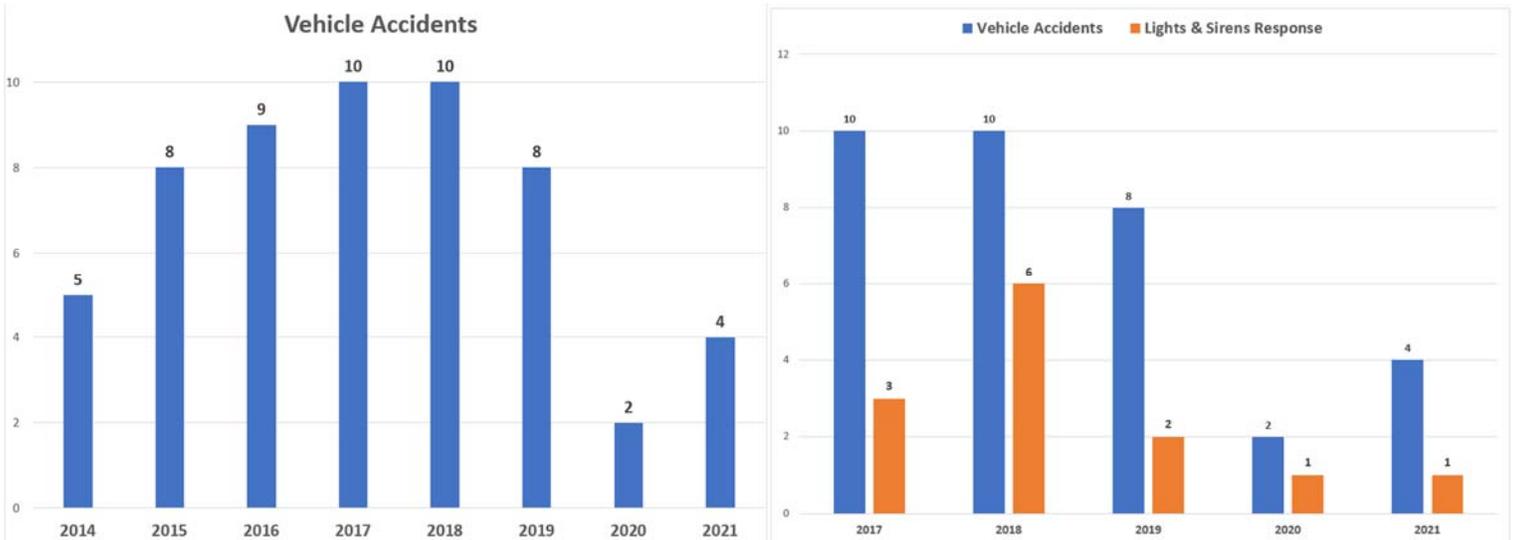
Specific Routine Run Records Reviewed

Twenty-nine (29) pediatric cardiac arrests were reported by EMS agencies in 2021 and were specifically reviewed by our office and the PSRO. Of those, 62.1% were patients less than one year of age and 72.4% were children less than four years of age.

One of the hospital Cath Labs was activated from the field on one hundred and three (103) STEMI patients, with an accurate activation rate of 90.3%. The following is a historical review of accurate activation rates by paramedics since our system began activating the Cath Lab from the field.:



EMS agencies are also expected to notify our office whenever one of their licensed vehicles is involved in a motor vehicle accident while actively participating in an emergency response or transport. The charts below show the number of reported accidents and whether units were traveling with lights and sirens when the accident occurred (we did not have lights and sirens data available prior to 2017).



Finally, we reviewed sixty-six (66) calls where Naloxone was administered by EMT or MFR personnel; one (1) transfer case where the patient's status declined; and one (1) reported assault on EMS personnel.

Incidents and Disciplinary Actions

In 2021 the GCMCA PSRO received sixty-eight (68) incidents/complaints regarding potential protocol violations related to various operational and treatment protocols. Each incident was investigated by having the individual or agency involved submit documentation, which could include run records; dispatch records; radio recordings; written statements from those involved; and/or interviews with providers or agency representatives. Once the PSRO has completely reviewed all the documentation, it determines whether a protocol or protocols were violated. If there is a finding of a protocol violation, those found at fault could receive any number of actions including: 1) trending; 2) education/retraining; 3) reprimand; 4) probation; 5) suspension; or 6) recommendation to the state that a license be revoked. Of the 68 incidents/complaints reviewed, 18 (26.5%) were found to be protocol violations.



The goal of the GCMCA and the PSRO is to address quality concerns and protocol non-compliance with education and counseling. However, there are some cases that require probation or suspension. In 2021 the PSRO recommended, and the GCMCA Board approved, suspensions of twelve (12) EMS providers. The individual suspensions were for the following reasons: seven (7) – failure to complete in a timely manner ID badge renewal; and five (5) – failure to complete in a timely manner annual RACER training.

Education

The GCMCA has an active Education Committee with dedicated volunteers. The role of the committee is to provide guidance and recommendations for educating providers on protocol changes and new areas of EMS treatment and operations.

The following is a list of topics the Education Committee provided direct education/information, guidance, objectives, outlines, or assistance for training providers and agencies in 2021:

- Quick Response Team (QRT)
- Nurses Operating as Critical Care Medics
- MABEES Trainings
- Review on Protocol Test Questions
- Pediatric Webinars
- Expanding Certification Requirements
- Stroke Deficiency Education
- Implementation of TXA Training
- Ketamine Usage
- Support of Resilience Training
- Excited Delirium Treatment
- Changes to 12-lead Training and Testing Requirements
- Naloxone Leave Behind Implementation
- Single Intubation Attempts
- Veteran Connector Program
- Respiratory Distress Treatment

Some of these issues are communicated to providers through our email distribution list and Hot Topics newsletter. This GCMCA-produced bi-monthly newsletter focuses on issues in the EMS profession, changes to protocols, important quality study findings, and games and trivia with prizes to the winners.

Flint Firebirds & Flint Bucks

In 2018 the GCMCA and EMS agencies first began working with the Flint Firebirds to host EMS



recognition nights at one of their hockey games. This annual event was put on hold during COVID, but returned in 2021, albeit in a more limited manner without the educational event traditionally held. However, 2021's event provided the community an opportunity to connect with emergency response agencies and

personnel, and attendees also had the opportunity to explore ambulances and other vehicles used in EMS.

The Firebirds used the evening's activities as an opportunity to recognize the important work of our EMS responders. Each participating agency had the opportunity for their employees and families to attend the game free of charge. All other providers could purchase tickets at a reduced cost.

For the first time, the Flint City Bucks held a first responders' night as part of one of their soccer games at Atwood Stadium. Held on September 11, 2021, EMS personnel were given free admission to the game and recognized at halftime of the game.

Local Involvement

In addition to previously mentioned committees and groups that the GCMCA participates with, staff is actively involved with several local organizations to support their work and provide an EMS perspective. The GCMCA Executive Director is a voting member of the Genesee County 911 Consortium's Advisory Committee, serves on the Genesee County Child Death Review Committee, and the University of Michigan's Stroke Readiness Project.

GCMCA staff also speaks to local groups on EMS issues, including EMT initial education classes and local community groups, providing information on the role and function of a MCA in the EMS system. If your organization is interested in learning more about the Genesee County EMS system and would like a GCMCA staff member to attend a meeting, please feel free to contact us.

Regional Involvement

Regional activity has been an important part of the GCMCA's operation since first being involved in the creation of the Southeast Michigan Regional Protocol Committee and drug box system in the late 1990's. That committee continues to meet regularly making changes to protocols and managing the drug box system.

In recent years the growth of regional organizations has been spurred by efforts at the state level. GCMCA staff has been involved with the Region 3 Trauma Network from its infancy, serving on the Board; Advisory Committee; the Triage, Transport and Destination Subcommittee; and the Application and Work Plan Subcommittee.



In 2015 the state established Regional MCA Networks (RMCAN), which included state funding to support regionalization projects. As Genesee County has interests in two different regions, GCMCA staff has been an active participant in both the RMCANs of Region 2 North and 3. These groups have afforded us the opportunity to strengthen

previously established relationships with our counterparts in these regions and provided funding for projects that will improve and benefit our county's EMS system. We want to thank the Regions and the State of Michigan for the provision of a one-time grant to support the infrastructure of the GCMCA. With the funds we were in part able to obtain a new copy machine; ID badge machine; training materials and equipment; office furniture; and more!

State Involvement

Having a strong connection to state EMS issues has proven beneficial for both our local MCA and offers support to our colleagues in the state by providing leadership in various areas. The GCMCA Executive Director has served as a member of the state's statutory advisory body for EMS issues – the EMS Coordinating Committee (EMS CC) – since 2004.

In addition to regularly attending the group's meetings, GCMCA staff serves on several of the EMS CC's committees, and is chairperson of the Legislative and Bylaws/Nominating committees.



The GCMCA is also involved with and supportive of other state-wide activities. MCAs around the state can join the Michigan Association of EMS Systems, which is a trade association for MCA staff in the state. This group meets to share ideas, best practices, and provide input on state issues being discussed at the EMS CC, where the association has a voting member. GCMCA staff has previously served in leadership positions with this organization.

Strategic Planning

In 2021, the GCMCA Board and staff completed the development of a three-year strategic plan that will run from 2022 to 2024. In addition to maintaining the extensive, traditional activities of the organization, the strategic plan will focus on the following objectives:

- ✓ Increase Educational Presence
- ✓ Relationship Building with Field Providers
- ✓ Address Organizational Infrastructure Issues
- ✓ Internal Records Management Improvements
- ✓ System Change – Externally or Internally

A full list of strategies and tactics associated with the objectives are available upon request.

Financial Status

The GCMCA is grateful for the financial support of Genesee County through their county-wide EMS millage as well as the three Genesee County hospitals. The 2020-21 fiscal year operating budget is \$313,777, and we have been able to maintain funder contributions at the current level since 2018. The organization's fund balance at the end of the fiscal year, which concluded on June 30, 2021, was \$53,651.

Thank You!

Thank you for taking the time to review this report. If you have any questions about any items found here, or if you need anything related to the Genesee County EMS system, please feel free to contact us.

Contact Information

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