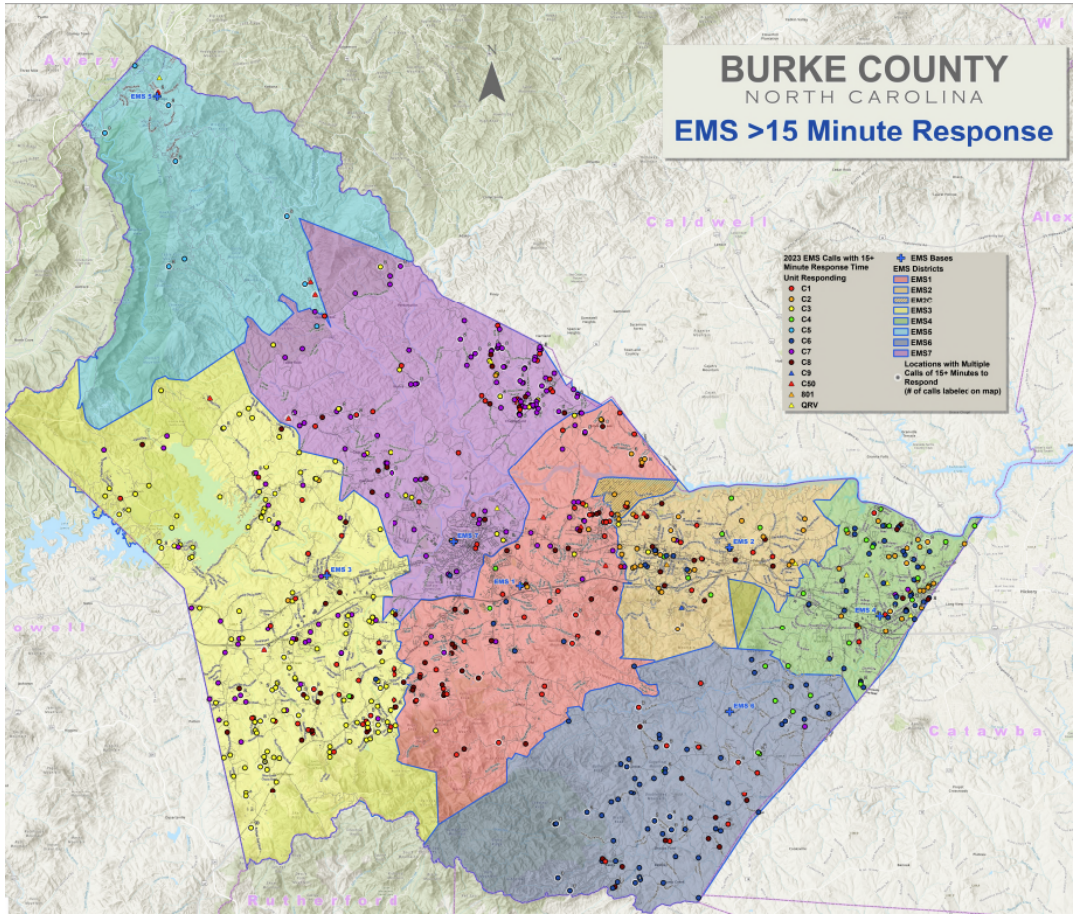
Burke County Emergency Services Strategic Goals Update

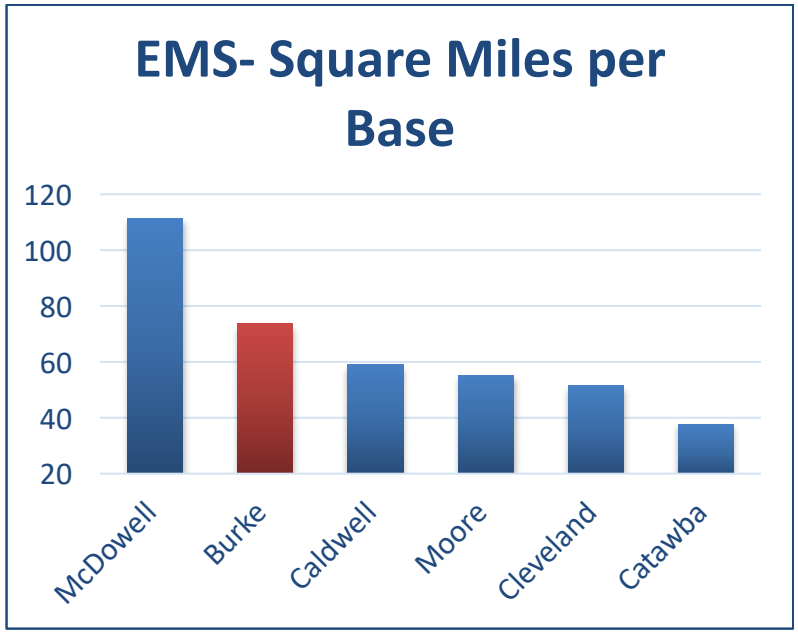
Organizational Performance & Strategic Initiatives

Two Departments - One Name

- Emergency Medical Services (EMS) provides Advance Life Support (ALS) pre-hospital care to the citizens and visitors of Burke County through the activation of the 911 or other means of the emergency services network
- Emergency Management coordinates the county's approach to preparedness, response, mitigation, and recovery from natural, technological, and human caused emergencies/disasters.

Geographic Impact





Goal 1: Internal Engagement

- Develop a culture that promotes empowerment, trust, and open communication.
  - Weekly leadership meetings addressing staffing, policy, recognition, and system updates
  - Formal Field Training Officer (FTO) program implemented to provide on shift education and resources
  - Structured mentorship and defined career pathway established

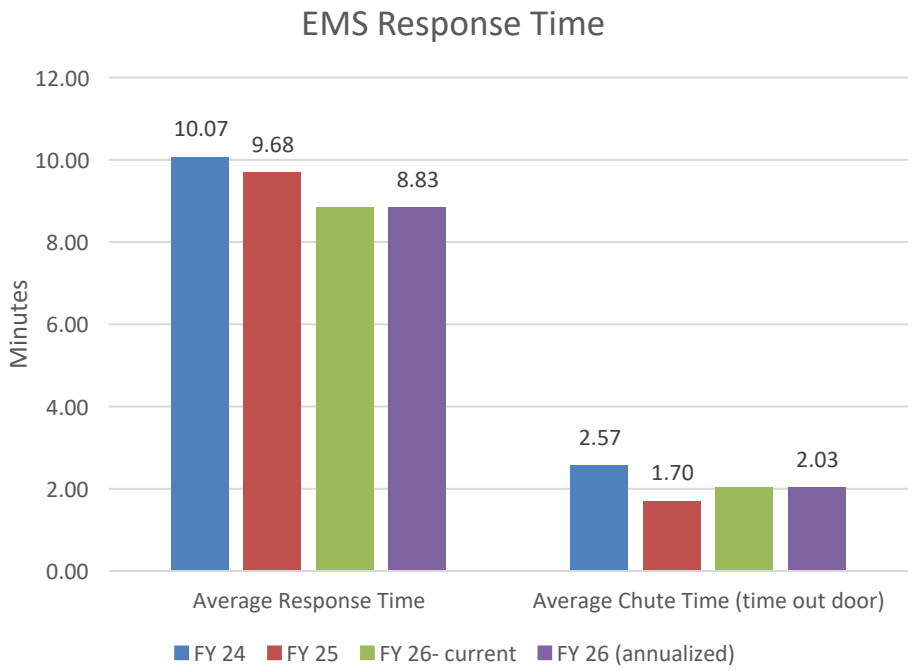
Goal 2: Career Satisfaction, Recruitment & Retention

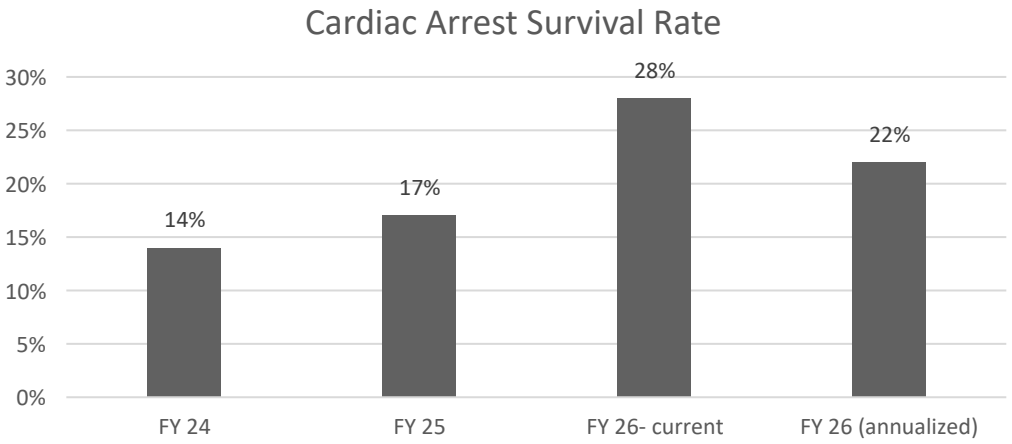
- Ensure overall career satisfaction and ongoing recruitment strategies.
  - Fully staffed 911 division; 1 Community Care Paramedic vacancy
  - First time in over 10 years BCEMS has a waiting list for full time
  - Partnership with WPCC for paramedic academy pipeline
  - Employee participation in committees and open-door leadership policy

Goal 3: Quality & Operational Efficiency

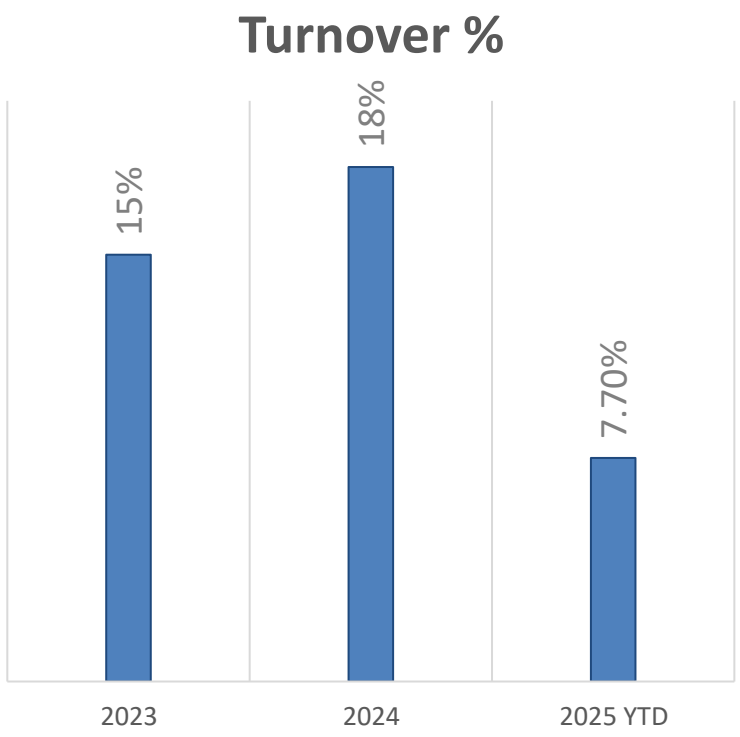
- Provide highest quality service efficiently and enhance future capabilities.
  - 95% patient care chart review to confirm treatment protocol alignment
  - Monthly benchmark monitoring reported to Quality Management Committee
  - Implementation of BEAR Post-Opioid Response Team for low acuity calls
    - Falls without injuries
    - Medical alarms with no known complaint

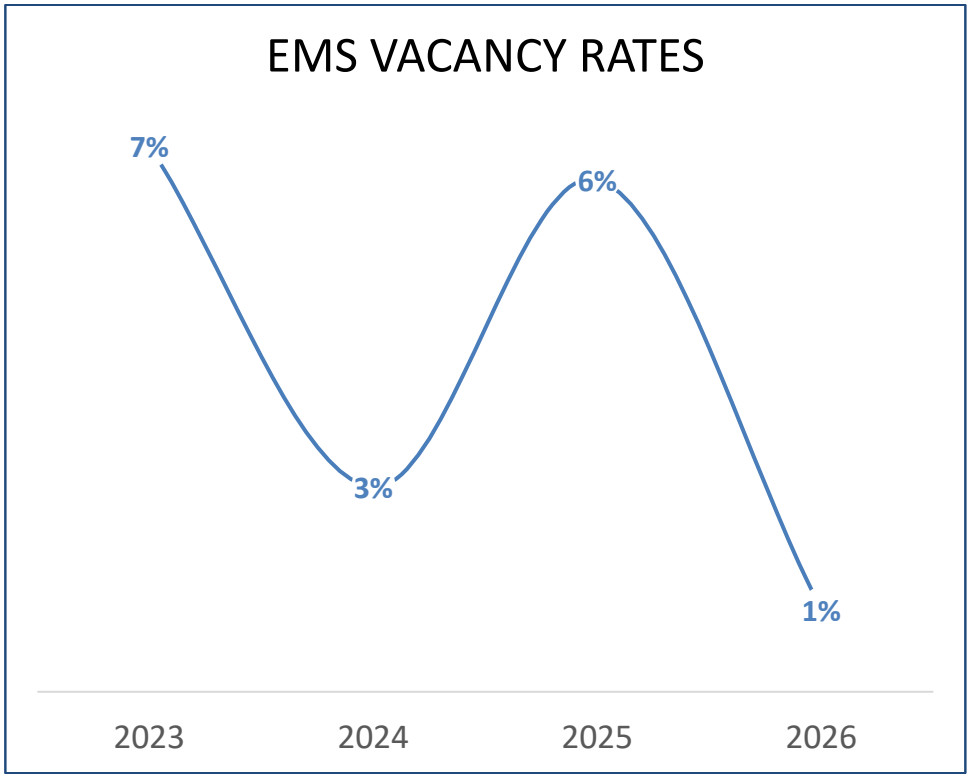
Medical Indicator Improvement





Staffing Stabilization





Accountability and Change

All Shifts

Average Rolling Response Time

8m:45s

All Shifts

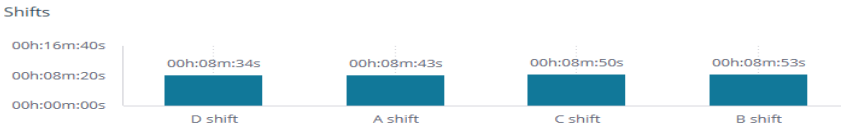
Average Chute Time

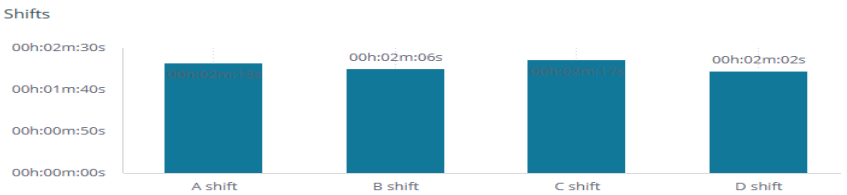
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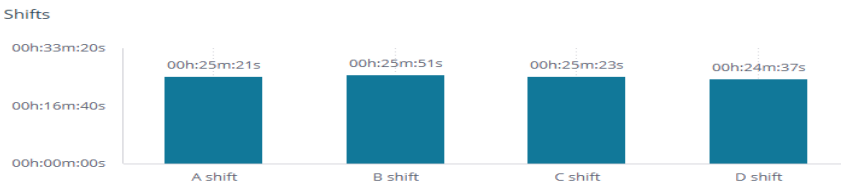
Average Turnaround Time

Average Turnaround Time

25m:17s

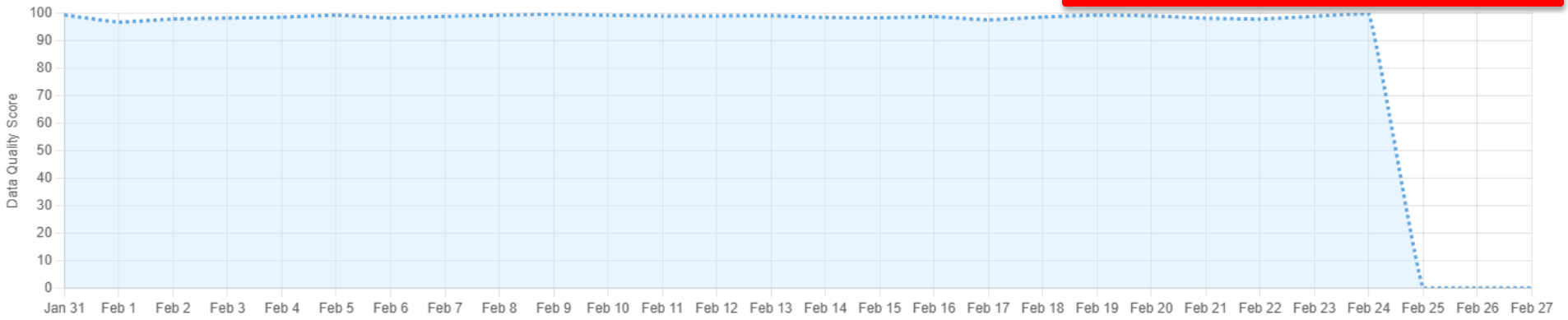






Average Data Quality Score

State Average **91.55** Total Average **98.53**



Goal 4: Community Outreach & Engagement

- Increase outreach opportunities and align with community expectations.
  - Outreach group conducting Hands-Only CPR training at public engagement events
  - Engagement with the Burke County Firefighter Association and other partnering groups
  - Strengthening public trust and community engagement through social media platforms

Goal 5: Strategic Partnerships

- Build, repair, and strengthen partnerships within Emergency Services.
  - Monthly coordination meetings with 911, BCSO, BCFMO, BCEM
  - Bi-Monthly participation in the Burke County Firefighter Association meeting
  - Quarterly meetings with UNC Morganton leadership
  - Ongoing communication with regional hospital partners

Goal 6: Capital Expenditure Planning

- Develop ongoing capital plan for Ambulances and medical equipment
  - Competitive vendor pricing for fleet maintenance
  - Collaboration with county departments for facility upkeep
  - Grant funding coordination to maximize budget impact

Emergency Management

- Separation from the Fire Marshal and EM
- Reorganization of resources
- Rebuilt a division of Emergency Services as Emergency Management to carry those responsibilities
  - 200 SAR events
  - 30 Events of mass gathering
  - 10 exercises and significant events

