



Year in Review

2012-13

Mission:

AEMS shall facilitate continuous improvement of the diverse components of Emergency Medical Services for the Central Arizona Region, through an inclusive, collaborative, patient-focused, and comprehensive approach, to meet the changing

ABOUT AEMS

Arizona Emergency Medical Systems, Inc. (AEMS), a 501(c)(3) non-profit, is a community-based volunteer organization dedicated to improving emergency medical services (EMS) and trauma care for the Central Arizona Region (which includes Maricopa, Gila, and Pinal counties).

Since 1975, AEMS has been bringing together physicians, nurses, EMTs, paramedics, and hospital administrators to ensure that emergency medical care is delivered in a coordinated manner and meeting the needs of the public.

SUPPORTING SERVICES

Management As a non-profit organization, AEMS is managed by an active and involved Board of Governors and Executive Committee. The Executive Director is the only paid staff person who works in conjunction with the Board and Executive Committee to manage, coordinate, and implement the overall operations of the organization. To ensure organizational accountability, the AEMS Board of Governors, Executive Committee, and Executive Director regularly meet and communicate.

During 2012-13, six Board meetings were held. In October 2012, AEMS hosted its Annual Meeting with the Board of Governors to review the accomplishments of the previous year and to discuss and develop annual organizational goals. During 2012-13, six Executive Committee meetings were held. Throughout the year, orientations were conducted with all new Board members. Additionally, the Board of Governors Manual, which is an online resource for all Board members, was updated and revised.

Financial Accountability The AEMS Board of Governors is charged with ensuring that the financial resources of AEMS are properly and efficiently safeguarded, maintained, and used. The Board is also responsible for adopting management practices that foster and support the long term sustainability of the organization. To uphold the organization's financial health and integrity, a contracted accountant conducts a monthly review and reconciliation of AEMS' finances. Additionally, an annual Financial Review is conducted by Eckelberg and Wienshien, PC, an independent accounting firm. In September 2012, AEMS renewed its registration as a charitable organization with the Arizona Secretary of State.

PROGRAM AREAS OF FOCUS

Education, Prevention, and Training Education, training, prevention, and awareness activities are a cornerstone function of AEMS. During 2012-13, these activities included: the annual EMS Odyssey Conference; six Functional Group meetings, which involved 50+ participants and promoted education through presentations of Topical Focus (discussion of current issues), Agency/Hospital and Program Profiles (Central Arizona Region information sharing), and Lunch N Learn (knowledge based learning); the ITLS Pediatric Training; and a cultural learning exchange with Dr. Ariunbold Sakhya, Deputy Director of EMS, for the Center of Ulaanbaatar City in Mongolia.

Planning, Community Outreach & Resources, and Advocacy Planning is an intrinsic part of AEMS' mission. It is a necessary tool to implement all of AEMS' activities from the Functional Group process to the Board level. Through collaboration and cooperation with the Central Arizona Region EMS and trauma care professionals, community outreach and resource coordination are a natural focus and outcome of AEMS' activities. Advocacy is crucial to the AEMS' mission as well as for its service to the State of Arizona. AEMS is charged with working together and advocating for the best practices of EMS and trauma care for the Central Arizona Region and statewide.

2012-13 AEMS BOARD OF GOVERNORS

Coy Amerson

Representative recommended by an Arizona fire districts association

Rita Anderson, RN

Representative, active in emergency medical services, recommended by a professional association of emergency nurse

Peggy Baker

**AEMS Executive Director*

Marcia Barry, R.N.

**Secretary, AEMS Board of Governors*

**Past Chair, AEMS Board of Governors*

Dan Bramble

One EMT - Paramedic (EMT-P), serving in predominantly non-administrative capacity

Julie Buckwalter, RN

Representative of the administrations of hospitals, non-trauma center hospital

Tom Cole

Representative from public employers of EMT's (population 50,000 - 500,000)

Paul Dabrowski, MD

Representative recommended by a professional association of trauma surgeons

Martin deMasi

Representative from a rural EMS provider agency

Kimbarley Eggert

One EMT-Basic (EMT-B), serving in a predominantly non-administrative capacity

John Gallagher, MD

Physician recommended by a professional association of emergency physicians

**Chair, Patient Management Functional Group*

Garth Gemar, MD

Emergency physician from a non-trauma center hospital

Joe Gibson

Representative recommended by an Arizona ambulance association

**Vice Chair, AEMS Board of Governors*

**Chair, Planning & Outreach Functional Group*

Tom Gordy, RN

Representative of the administrations of hospitals, trauma center hospital

Kevin Kalkbrenner

Representative from public employer of EMTs (population greater than 500,000)

Robert Londeree, MD

Emergency Physician, trauma center hospital

**Chair, AEMS Board of Governors*

Sandy Nygaard

Ex-Officio Member / Representative from an EMT training program

Ronalee Quarles

Representative from public employer of EMTs (population less than 50,000)

Roy Ryals

**Treasurer, AEMS Board of Governors*

Tracey Schlosser, RN

Nurse, acting as a prehospital care manager for their hospital employer, representing a non-trauma center hospital

Daniel Valenzuela

Ex-Officio Member / Individual who holds an office in the state of Arizona, bestowed upon that Individual as the result of an election

Walter Simmons, MD

Representative of the administration of hospitals, non-trauma center hospital

Alyson Welch

Citizen of the AEMS region

Mary White, RN

Nurse, acting as a prehospital care manager for their hospital employer, representing a trauma center hospital

Laurie Wood, RN

Nurse, acting as a prehospital care manager for their hospital employer, representing a non-trauma center hospital

**Executive Committee Member*

FINANCIAL OVERVIEW

Statement of Financial Position – June 30, 2013

ASSETS	LIABILITIES AND NET ASSETS		
Current Assets		Current Liabilities	
Cash and Cash Equivalents	\$161,134	Accrued Expenses	\$15,572
Receivables	33,376	Accounts Payable	38
Prepaid Expenses	1,676	Deferred Income	8,375
Total Current Assets	196,186	Total Current Liabilities	23,985
Equipment and software, at cost	\$4,315	Commitments	
Less: Accumulated Depreciation & Amortization	(672)		
TOTAL ASSETS	\$199,829	Net Assets	
		Temporarily Restricted Net Assets	1,500
		Unrestricted Net Assets	174,344
		Total Net Assets	175,844
		TOTAL LIABILITIES & NET ASSETS	199,829

Statement of Activities – June 30, 2013

UNRESTRICTED NET ASSETS	TEMPORARILY RESTRICTED ASSETS		
SUPPORT		Vendor Fees	1,500
Membership and Non-Cash Contributions	\$91,513	Contracts	57,996
Total Support	91,513	Net Assets Released from Restrictions	(57,996)
REVENUE		Increase in Temporarily Restricted Net Assets	1,500
Registration and Vendor Fees	52,070	TOTAL INCREASE IN NET ASSETS	8,089
Interest Income	584		
Total Revenue	52,654	NET ASSETS, Beginning of Year	167,755
Total Support and Revenue	144,167	NET ASSETS, End of Year	175,844
NET ASSETS RELEASED FROM RESTRICTIONS	57,996		
Total Unrestricted Support, Revenue and Reclassifications	202,163		
EXPENSES			
PROGRAM SERVICES			
Education, Prevention, and Training	109,156		
Planning	37,474		
Community Outreach and Resources	15,345		
Advocacy	10,228		
Total Program Services	172,203		
SUPPORTING SERVICES			
Management and General	23,371		
Total Expenses	195,574		
Increase in Unrestricted Net Assets	6,589		

EDUCATION • PREVENTION • TRAINING

2012-13 Functional Group Presentations

Topical Focus

- Southwest Center for AIDS/HIV – Thomas Fleming, Southwest Center for AIDS/HIV
- AzCher Update – Keith Fehr, MS, CHFM, Maricopa Integrated Health System
- Infection / Exposure Control – Terry Mason, RN, Mesa Fire Department
- Geriatric Trauma Service “G60” – Alicia Mangram, MD, FACS, John C. Lincoln Health Network
- Disaster Planning and Management from a Rural Perspective – Debra Williams, Gila County Health and Emergency Services
- Research Update: ProTECT and POINT – Bruce Barnhart, RN, Arizona Emergency Medicine Research Center
- Field Triage of the Injured Patient – Jeffrey Salomone, MD, Maricopa Medical Center

Lunch N Learn

- Violent Patient Management: What You Don’t Know Could Kill You – John Valenzuela
- Complicated Kids – Fred McDonald, DO, FAAP, Arizona Children’s Center at Maricopa Medical Center
- Domestic Violence – Erin Callinan, Arizona Coalition Against Domestic Violence
- Violent Patient Management – John Valenzuela, Tempe Fire Department
- Transcending Crisis – Scott Haverstock and Patrick Norris, LaFrontera Arizona / EMPACT Suicide Prevention Center
- Recognizing and Responding to Child Abuse – Heather Rennells-Alfrey, LMSW and Neil Tift, Child Crisis Center
- Fall Prevention: Community Tool Kit – Sonja Smith, MSW, Banner Good Samaritan Medical Center
- Blast Injuries – Paul Dabrowski, MD, FACS, Banner Good Samaritan Medical Center

Central Agency / Hospital Profiles

- Arizona Children’s Center at Maricopa Medical Center
 - Buckeye Valley Fire District
 - Gila River EMS
 - Mountain Vista Medical Center
 - Arizona Regional Medical Center
 - Phoenix Children’s Hospital
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2013 ITLS Training On April 30, 2013 AEMS coordinated and facilitated the ITLS Pediatric Training, which continues the education of the basic and advanced courses, with an emphasis on understanding and responding to trauma in children. Special thanks to the Arizona Department of Health Services, Bureau of Women’s and Children’s Health, Injury Prevention and Child Fatality Review Section, for their assistance and support in making this training possible. As the result of their assistance, 23 Central Arizona Region prehospital professionals were able to attend this training at no cost. Thank you to PMT Ambulance for providing the training space.

EDUCATION • PREVENTION • TRAINING

2013 EMS Odyssey Conference On June 6-7, 2013, AEMS hosted the 13th Annual EMS Odyssey Conference at the Desert Willow Conference Center in Phoenix, AZ. Over 200 EMS, trauma, and other healthcare professionals attended the event. A special keynote on disaster experience and lessons learned was presented by Rusty Tinney, NREMT-P and Jason Smith, NREMT-P, two paramedics involved with the EMS response to the Joplin, Missouri tornado that occurred in May 2011. Other issues addressed included: the dynamics of domestic violence; trauma and the pregnant patient; disaster psychology; management and diagnosis of pediatric disease; rural trauma transport management; synthetic drugs; dispatch assisted CPR; EMS pharmacology; preventing pediatric medication errors; pediatric infectious disease; geriatric trauma; pediatric medical challenges; envenomation by desert creatures; and legal topics in EMS. As the result of assistance from the Arizona Department of Health Services, Bureau of Women's and Children's Health, Injury Prevention and Child Fatality Review Section, along with individual contributors, AEMS awarded 14 scholarships for Central Arizona Region rural providers' selected staff to attend the conference at no cost.

We offer a special thank you to all the sponsors and exhibitors for their generous support and contributions in helping underwrite AEMS' EMS Odyssey Conference expenses. Additionally, we express our appreciation and gratitude for the support, dedication, and work contributions of the EMS Odyssey Conference Planning Committee.

Cultural Learning Exchange The Arizona Council for International Visitors (AZCIV) contacted AEMS and requested our hosting of a meeting with Dr. Ariunbold Sakhya, who is the Deputy Director of EMS, for the Center of Ulaanbaatar City in Mongolia. The AZCIV is the designated programming arm for the US State Department's International Leadership Program (IVLP). Over 300 former and current heads of state from the various countries are alumni of this program. Dr. Sakhya was particularly interested in AEMS' organizational structure, regional perspective, and volunteer dynamics. In review of the information we received from the AZCIV, it was quite the honor for AEMS to be offered this opportunity to meet and share in a learning exchange with Dr. Sakhya.

Due to his busy Arizona tour schedule, the only time available for Dr. Sakhya to meet with AEMS on Monday, May 27 which was Memorial Day. An agenda was followed that had specific talking points about AEMS and the Central Region's involvement with the Arizona Department of Health Services and programs including SHARE, EPIC, and the Premier EMS Agency, to name a few. Special thanks to Robert Londeree, MD, Marcia Barry, RN, Joe Gibson, Terry Mason, RN, Roy Ryals, and Alyson Welch for taking time from their holiday to meet with Dr. Sakhya. We are also grateful to Southwest Ambulance for their hospitality in hosting this meeting. Many thanks are extended to Terry Mason, RN and the Mesa Fire Department for their hospitality in hosting a lunch reception at Station 201 for Dr. Sakhya.

PLANNING • COMMUNITY OUTREACH & RESOURCES • ADVOCACY

RED Book (Regional EMS Directory) The RED Book continues to serve as an important resource tool for field EMS and trauma personnel. As a “living document,” the RED Book requires frequent updates and changes. During 2012-13, the RED Book changes consisted of refining the pages for easier reading, adding new protocols, and updating the reference section. Some of the specific RED Book revisions included:

- Added: the decision making capacity criteria and third party involvement to refusal of *Treatment and/or Transport Pages*; ALS to ALS transfer of care protocol recommendation to *Additional Paramedic Ride in Guidelines*; and Fentanyl to *Acute Coronary Syndrome/Chest Pain/Anginal Equivalents (non-traumatic) Adult (≥ 15 y/o)*.
- Changed: IV Epi dose from 0.3 to 0.1 for *Allergic Reaction/Anaphylaxis Adult (≥ 15 y/o)*.
- Corrected: blood glucose level to < 50 mg/dL for *Seizures Pediatric (≤14 y/o) Guidelines for Field Triage of Injured Patients*.
- Updated: the *CPAP Adult (≥ 15 y/o) Trauma Center Locations* to include Level 3 Trauma Centers; the *Stroke Center Locations* per the AZ Stroke Consortium; the *Cardiac Receiving Center*; and removing facilities (due to closures);
- Created: new protocols for *EPIC TBI Management Adult (≥ 15 y/o)* and *EPIC Trauma Management Pediatric (≤14 y/o)*; and for *Hemorrhage Control / Tourniquets Adult (≥ 15 y/o)* to provide agencies with a hemorrhage control/ tourniquet treatment option.

The RED Book Committee meets quarterly to discuss current evidence based science and re-evaluate current protocols for practicality, effectiveness, and scientific recommendations. Special thanks to Alyson Welch, Chair of RED Book Committee and the committee members for their contributions in revising and maintaining this document.

Categorization During 2012-13, the Categorization Committee’s focus and tasks involved:

- Banner Estrella Medical Center was designated as provisional Primary Stroke Center. John C. Lincoln Hospital-North Mountain, Mercy Gilbert Medical Center, Maryvale Hospital and Banner Desert Medical Center obtained full membership status.
 - The Categorization Matrix was updated to reflect changes made to Central Arizona hospital services and resources, this included the closures of Arizona Regional Medical Center in Mesa and Apache Junction and Florence Community Healthcare.
 - Issues involving the changing status of facilities, including Level III and Level IV Trauma Centers, continued to be discussed and assessed.
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PLANNING • COMMUNITY OUTREACH & RESOURCES •ADVOCACY

SE Sector Transfer of Care Oversight Committee The SE Sector Transfer of Care Oversight Committee met over nine times during 2012-13. The Committee is proud of the progress made over the past year, and despite ever-increasing patient volumes and ever-present construction challenges in many of the busiest EDs the number of divert facility hours remained stable during the period.

For many years, the committee has stressed three performance indicators (with accompanying goals):

1. Hours of Divert Facility Status-Raw numbers (zero).
2. Simultaneous episodes of divert facility status by hospitals within the Sector (zero).
3. Percentage of off-load/transfer of care under 30 minutes (90%).

There were only two episodes of simultaneous divert facility during the period and it was probable that one of the episodes was because of a facility permanently closing and not making proper notification of closure to dispatch agencies.

The 90% benchmark has not been an issue for several years now. Although one facility had a couple of months of technical non-compliance, the number of percentage points below 90% was small, limited and possibly due to discrepancies in the recording of OL/TOC times by receiving hospital personnel and transport EMTs/Paramedics. The Committee has begun to take a more discriminative look at the process in an effort to continually enhance the percentage of “instantaneous off-loads”, or those off-loads which take place in 15 minutes or less.

Given the steady state that has evolved in the Sector, the Committee has in the past year tackled other issues including behavioral health holds in Sector EDs, divert facility status for the Level III Trauma Centers within the Sector, EMS system modifications and possible mechanisms for more expedient and effortless courtesy notifications.

We are appreciative of the contributions of Garth Gemar, MD and Mary Cameli, the Chairs of the SE Sector Transfer of Care Oversight Committee, and all committee members, for their collaborative and cooperative efforts and good work.

Regional Emergency Medical Services Coordinating System

(Central Regional EMS Council for the Arizona Department of Health Services) On behalf of the State of Arizona, AEMS serves as the Regional Emergency Medical Services Coordinating System for the Central Arizona Region. AEMS continues to have a productive and successful partnership with the Arizona Department of Health Services and maintain representation on and active involvement with numerous State committees and community initiatives concerned with EMS, trauma, disaster preparedness, stroke, pediatric, and other pertinent issues.

RECOGNITION

Service Awards In recognition of individuals for their outstanding contributions to the AEMS organization, the Service Awards were presented during the Annual Meeting of the AEMS Board of Governors on October 2012

Congratulations and a special thank you to:

- **Jim Boise, RN**
Maricopa Medical Center
 - **Tim Johns, MD**
Gilbert Hospital
 - **Mike Kalember**
Southwest Ambulance
 - **Ann Ratterman**
Biltmore Graphics
-

Aces of Hearts In recognition of outstanding EMS, trauma, and other healthcare professionals serving the Central Arizona Region, the Aces of Hearts awards were presented during the EMS Odyssey Conference on June 7, 2013. Additionally, a special Heart to Heart award was presented to one individual for his extraordinary lifesaving service involving a sudden cardiac arrest survivor.

Congratulations to:

2013 Aces of Heart Recipients:

- **Bob Bagwell**
Scottsdale Fire Department
- **Pete Benzing**
Casa Grande Fire Department
- **Derek Boehm**
Florence Hospital at Anthem
- **Kim Boehm**
Southwest Ambulance
- **Brian Bowling**
Native Air, AMC
- **Bill Bruin**
Florence Fire Department
- **Sheila Bryant**
Tempe St. Luke's Hospital
- **Mark Cichoki**
Rural Metro Fire Department
- **Larissa Dvorak**
Mesa Fire Department
- **Jill Ellett, RN**
Arrowhead Hospital
- **Amanda Gibbs, RN**
Banner Cardon Children's Medical Center
- **Traci Hansen**
Banner Desert Medical Center
- **Dave Hayes**
Southwest Ambulance
- **Dan Jarrett**
Daisy Mountain Fire District
- **Mickey Kovach, RN**
Banner Desert Medical Center
- **Jonathan Larson**
Casa Grande Fire Department
- **Nathan Munson, RN**
Gilbert Hospital
- **Andrew Potter**
LifeNet
- **Melissa Ramos, RN**
Casa Grande Regional Medical Center
- **Adelina Reeves, RN**
Banner Gateway Medical Center
- **Heather Santiago, RN, CFRN**
Air Evac Services
- **Anita Selph**
Glendale Fire Department
- **Carolyn Smith, RN**
St. Luke's Medical Center - Phoenix
- **Brandon Serio**
Southwest Ambulance
- **Tomi St. Mars, RN**
Arizona Department of Health Services
- **Candice Stout, RN**
Banner Desert Medical Center

2013 Heart to Heart Recipient:

- **Scott Casteel**
Maricopa County Sheriff's Office

SUPPORT

2013 MEMBERSHIP CAMPAIGN AEMS depends on organization (agency/hospital) membership dues as a primary source of revenue for its continued operation. Membership dues contribute to over half of AEMS' administrative and program budgets. AEMS exceeded its 2013 membership goal of \$55,000. Thanks to all those who assisted with securing the financial support of their agency/hospital – AEMS appreciates your help in reaching and surpassing our goal. Special thanks to all the hospitals and agencies listed below – your continued support is appreciated. We are also grateful for all the individuals whom contributed to this year's campaign.

A Special Thank You to Our 2013 Dues Paying Member Organizations and Individual Contributors

***Air Evac Services
Arizona Hospital and Healthcare Association
Arizona Regional Medical Center
Arrowhead Hospital
***Avondale Fire Department
**Banner Desert Medical Center
***Banner Estrella Medical Center
Banner Gateway Medical Center
Banner Thunderbird Medical Center
**Buckeye Valley Fire District
Casa Grande Fire Department
Casa Grande Regional Medical Center
***Chandler Regional Medical Center
Circle City/Morristown Fire Department
Cobre Valley Regional Medical Center
Eloy Fire District
***Florence Fire Department
Gila River EMS
Gilbert Hospital
**Gisela Valley Fire District
Glendale Fire Department
Globe Fire Department
Houston Mesa Fire Department
John C. Lincoln Hospital – Deer Valley
John C. Lincoln Hospital – North Mountain
Life Line Ambulance
Maricopa Fire District
Maricopa Medical Center
Maryvale Hospital
**Mayo Clinic Hospital
**Mercy Gilbert Medical Center
**Mesa Fire and Medical Department
Mountain Vista Medical Center
Native Air
North Peoria Emergency Center
***Paradise Valley Hospital

***Payson Fire Department
Payson Regional Medical Center
Peoria Fire Department
Phoenix Children's Hospital
Phoenix Fire Department
PMT Ambulance
Regional Fire & Rescue Department, Inc.
Scottsdale Fire Department
Scottsdale Healthcare – Osborn
Scottsdale Healthcare – Shea
Scottsdale Healthcare – Thompson Peak
Southwest Ambulance
***St. Joseph's Hospital and Medical Center
St. Luke's Medical Center – Phoenix
Sun City West Fire District
Surprise Fire Department
Tempe St. Luke's Hospital
**Tonto Basin Fire District
**Tri-City Fire Department
West Valley Emergency Center
West Valley Hospital
**Whispering Pines Fire District

**Membership Dues Paid for 2012 & 2013
***Membership Dues Paid for 2013 & 2014

2013 Individual Contributors	2013 EMS Odyssey Rural Scholarship Contributors
Bruce Barnhart	
Norman Bernstein	Tom Cole
Chris Black	Joe Gibson
Garth Gemar, MD	Sandy Nygaard
Joe Gibson	
Rachel Schramka	
Jeffrey Salomone, MD	
Charlann Staab	

SUPPORT

Additional Resource Support AEMS is an organization with limited funding. During 2012-13, we received an estimated **\$31,000 in in-kind donations**. AEMS is grateful to all those agencies and hospitals that have provided in-kind and other resource support

In-Kind Donations

- Southwest Ambulance (Board meeting space; EMS Odyssey technical support)
- PMT Ambulance (Functional Group and other training meeting space; victuals)
- Air Evac (EMS Odyssey CE coordination)
- All agencies, hospitals, and individuals whom provided gift baskets and other prize donations for the EMS Odyssey conference.

2013 EMS Odyssey Sponsors

- | | | |
|----------------------|--------------------|---------------------------|
| • Abrazo Health Care | • Dignity Health | • Native Air and Life Net |
| • Air Evac Service | • Gilbert Hospital | • Scottsdale Healthcare |
| • Banner Health | • IASIS Healthcare | • Southwest Ambulance |

2013 EMS Odyssey Exhibitors

Angel MedFlight ▪ Arizona Burn Center at Maricopa Medical Center ▪ Arizona Department of Health Services ▪ Arizona Emergency Nurses Association ▪ Aurora Behavioral Health System ▪ Banner Cardon Children's Medical Center ▪ BoundTree Medical ▪ Columbia Southern University ▪ Grand Canyon University ▪ Heart Fit for Duty ▪ John C. Lincoln Health Network ▪ Laerdal Medical ▪ LMA / Teleflex ▪ Nasco ▪ Phoenix Children's Hospital ▪ Pima Medical Institute ▪ Stryker ▪ WorldPoint ▪ Zoll Medical

Volunteer Hours Volunteers are one of AEMS greatest resources. Such “people power” is the driving force behind all of AEMS’ accomplishments. During 2012-13, approximately **3,146 volunteer hours** were donated to the organization. While this number is based on meeting attendance sheets and some conjecture, it represents a conservative estimate of the total time donated by AEMS volunteers.

Here is breakdown of the AEMS volunteer hours:

- Board of Governors (including Executive Committee) = 597 hours
- Executive Committee = 150 hours
- Functional Group (including Committees and Task Forces) = 1,518 hours
- EMS Odyssey Conference Committee = 866 hours
- Education/Training Presenters = 15 hours

Thank you to all AEMS volunteers for their time, dedication, and support!