



PHILADELPHIA
REGIONAL OFFICE OF
EMS
ANNUAL REPORT

Fiscal Year 2024

Authority

In accordance with the Pennsylvania Department of Health Rules and Regulations 28 Pa. Code § 1021.103, The regional council governing body shall submit an annual report to the Department.

Reporting requirements of Appendix A – Work Statement. Comprehensive Annual Report as related to, Coordinate and improve the delivery of EMS in the Council’s region.

Reports are due within 30 calendar days of the end of each state fiscal year (June 30th)

Edward Lendvay, Regional Director
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REGIONAL SUMMARY:

The Philadelphia Regional Office of Emergency Medical Services (PROEMS) is a Philadelphia County-based office, established as part of the State of Pennsylvania's EMS management system. There are 13 regional offices statewide each of which serves a defined geographical area which encompasses anywhere from one to ten counties. Philadelphia is unique as we are one of five single county regions clustered in the southeast portion of the state. The PROEMS has licensure responsibilities for all ambulance companies licensed in the City of Philadelphia, including the Philadelphia Fire Department (PFD). It also has certification responsibilities for all licensed pre-hospital providers residing in the city of Philadelphia. Additionally, PROEMS is responsible for inspecting and certifying all Philadelphia medical command facilities, training facilities, continuing education sites, local special events, day to day compliance with EMS rules and regulations, and oversight of EMS related drills and exercises held in the region.

I am Philadelphia's ninth Regional EMS Director. Mr. John Mariano, Dr. John Lewis, Capt. Dominic Amato, FPSC Ralph Halper, FPSC George Butts, FPSC Rick Bossert, FPSC Michael Touchstone, and FPSC Raymond George preceded me. I shall strive to ensure that Philadelphia EMS stands in its leadership role locally, statewide, and nationally.

As I begin my second year as Regional Director, I present this document as a simple map of the topography of PROEMS.

Philadelphia is the 6th largest city in the country with a population of 1.5 million and a regional population of 6.1 million and a workforce of 3 million. Philadelphia is the 2nd largest city on the East Coast.

There are many transportation routes throughout Philadelphia which include I- 95, I-476 and route 1 along with several US and State highways. Mass transit consists of several SEPTA rail, trolley, and bus routes. The AMTRAK Northeast Corridor passes through several communities.

The Philadelphia International Airport (PHL), which is located 7 miles from downtown Philadelphia, is the only major airport serving the nation's 7th largest metropolitan area. This large hub airport serves 31.7 million passengers annually. It's twenty-five airlines offer over 500 departures daily.

The Delaware and Schuylkill rivers flow through Philadelphia and are very active waterways. The Delaware River is very busy with boating and large ship traffic, while the Schuylkill boasts many large regatta events annually.

Philadelphia's urban park system, including Fairmount Park, is 10,200 acres with 63 individual parks, over 270 hiking trails and 200 historic buildings.

Philadelphia has a rich sports history, the city is home to many teams and events in professional, semiprofessional, amateur and college sports. There are four major league teams in Philadelphia.

Throughout Philadelphia there are many Charter schools, elementary schools, colleges and universities, as well as, many retirement communities, along with skilled nursing and rehabilitation centers.

STAFF OFFICES AND DUTIES

Secretary

- **Shelisha Nelson-DC 33**-paid by grant
 - Shelisha replaced our former secretary, Kim Parrish, in March. She is highly skilled, organized, punctual with her work, and a quick learner.
 - Shelisha has been cross trained in other functions of the regional office.
 - Roles and responsibilities:
 - Greeting, process, and direct all office guests
 - Telephones and messaging
 - General Office typing
 - Maintain records of attendance, overtime, and compensatory time for employees
 - Ordering office supplies
 - Photographs and signatures for new provider cards
 - Mail distribution
 - Attending meetings and events as directed
 - Maintain a visitor database and create new databases as needed
 - Assist in compiling hospital diversion data

Contract Coordinator

- **Tanya Amir-DC 47**-paid by grant
 - Tanya puts her all into every task she is given. Her position is challenging and detail oriented and she continues her work in mastering it.
 - Roles and responsibilities
 - Collects and compiles data for budget preparation.
 - Prepares justification for modifications in expenses
 - Adjust budget figures as result of administrative review
 - Maintains records on purchases, expenditures, and balances of accounts
 - Provides data to administrative officials concerning budget request and figures
 - Reports monthly budget expenditures

- Transmits information to city and state officials
- Submits paperwork/forms as required by governmental offices
- Verifies invoices for payment and prepares payment vouchers
- Monitors grants and contracts for program compliance
- Serves as liaison between department staff contractors and city agencies

Ambulance Licensure Coordinator

- **Lieutenant Colleen Teefy**-Local 22-paid by grant
 - Lieutenant Teefy is an extremely valuable, dedicated, and hard-working member of the PROEMS team. Lieutenant Teefy has been assigned to the PROEMS for close to 6 years.
 - Roles and responsibilities
 - Process municipal and non-municipal ambulance applications
 - Conduct ambulance inspections
 - Liaison for non-municipal ambulance services
 - Maintain instructor training records
 - Provide report to AHA on instructor activities
 - Attend meetings as directed
 - Recruit ambulance participation for drills
 - Maintain an Automatic External Defibrillator (AED) location and usage registry for the County of Philadelphia
 - Work with other EMS regions on special projects
 - Maintain records on ambulance decals and licenses
 - Investigates complaints against ambulance services licensed through Philadelphia
 - Lt. Teefy is cross trained in many other regional office functions.

Education Coordinator

- **Donna Lebisly**-DC 47-paid by city
 - Donna is a storehouse of knowledge on State and regional matters and she is often directly connected to the operations within other regions throughout the state. She is an indispensable asset to the region and to anyone seeking educational and certification guidance.
 - Roles and responsibilities

- Plan, guide, assist, and coordinate education, student orientation, and testing process of pre-hospital providers in accredited EMS Institutes. This includes original certification classes, as well as the recertification, reinstatement, and endorsement process for pre-hospital practitioners.
- Provide guidance and professional advice on the quality of education provided by accredited EMS institutes
- EMS instructor/evaluator updates
- Provide assistance in the accreditation, reaccreditation, and compliance of EMS institutes, Con Ed sponsors, medical command facilities, and medical command physicians.
- Review submitted special event EMS plans to assure compliance with PA DOH Bureau of EMS rules & regulations
- Attend planning meeting for special events in the County Philadelphia
- Attend departmental and state meetings as directed
- National Registry representative
- Scheduling of evaluators for EMS exams
- Review and submit pre-hospital provider Criminal history clearance submissions
- Enforce and clarify loss of driver's license/suspension and clearance issues
- Curriculum development, implementation, course verification and quality compliance of EMS educational programs, clinicals, and instructors
- Medical command authorization/annual reauthorization for ALS
- Maintain regional ALS registry for ALS services
- Review PA DOH/BEMS educational policies as directed
- Serve with educational committees as directed
- Submit advance testing schedule
- Review & approve new Con Ed course applications
- Assist with incoming caller Train-PA issues
- Advisor to each regional EMS institute's advisory board to provide quality assistance and accurate information direct from the PA DOH Bureau of EMS.

Program Specialist

- **Vacant position-DC 47-paid by grant**
 - Position remains unstaffed. Last occupied by Mr. David Brill, who retired in late June 2020. This position remains vacant to date due to continued deficiencies in EMSOF.
 - Roles and responsibilities
 - Monitor all hospital diversions and collect, collate, & report data as found
 - Collect and report medical command control forms
 - Collect and report FARS data
 - Perform open sky radio tests
 - Perform VHF non-municipal ambulance radio tests
 - Telephones and messaging
 - Inspect vetting containers at selected firehouses
 - Assist education coordinator during psychomotor exams
 - Obtains student/provider photos and signatures for PA DOH certification cards
 - Above responsibilities have been placed upon all other office staff.

Regional Director

- **Fire Service Paramedic Chief Edward Lendvay-Local 22-paid by city**
 - **Chief Lendvay is in his 30th year with the Philadelphia Fire Department and has 34 years of experience in EMS.** He has been the director of the PROEMS for nearly 3 years.
 - Roles and Responsibilities
 - Assist the PA DOH and achieving a unified statewide EMS system
 - Assure compliance with regulations governing municipal and non-municipal EMS within the City/County of Philadelphia
 - Coordinate training budget and systems operations
 - Assist in designing and monitoring contracts and intergovernmental agreements
 - Create project goals and objectives which include time frames and available resources
 - Supervision of PROEMS personnel and management of office
 - Assist the PA DOH collection and maintenance of patient information

- Determine system needs and recommend the allocation of resources based on the assessment
- Participate in PA DOH/BEMS meetings regarding the maintenance, development, and revisions of EMS policy, rules and regulations
- Chair Philadelphia Regional EMS Advisory Council
- Member of the Philadelphia Regional EMS Council
- Participate as member of Philadelphia emergency planning committee
- Participate as member of SEPARTF EMS work group
- Participate in the review process for investigating complaints concerning care given by pre-hospital providers
- Developing and implementing comprehensive EMS plans
- Participating in the development of the Pennsylvania state EMS plan
- Plan and assist in regional mass casualty/disaster drills
- Serve as liaison between PFD and non-municipal ambulance companies
- Coordinate communication efforts between the PFD, non-municipal ambulance companies, state of Pennsylvania, and other counties and jurisdictions
- Attend meetings as requested by the Regional Medical Director
- Assist in the preparation of RFPs and contracts
- Carry out special projects and requests of the fire Commissioner and Deputy commissioners

1. Philadelphia Regional EMS Council

Mayor: Cherelle Parker
Managing
Director: Adam K. Thiel
Fire
Commissioner: Jeffrey Thompson
Medical
Director: C. Crawford Mechem, MD
Regional
Director: Edward Lendvay

Commissioners Medical Advisory Board

NAME

Louis Argentine, MD
Alexander Kuhn
Alexander Yang, MD
Alvin Wang, DO
Amanda Spier
Andrew Best, MD
Ari Schwell, MD
C. Crawford Mechem, MD
Christopher Edwards
Christopher Ritter, RN, BS
Conor McLaughlin, MD
Danielle Levine, MD
Deborah Love, RN, MBA
Dominica Leisey
Edward Jasper, MD
Eric Lusinski, MD
Fred Henretig, MD
Gerald Wydro, MD
Jack Kelly, DO
James Glessner
Jean B. Will-Bail, RN, Ed.D
Jeffifer Torres, MSHS
Jessica Caum
John Cavenagh, PhD, PA-C
John Erbayri, MS
Jonathan Bar, MD
Jordan Barnett, MD
Joseph Bushra, MD
Joseph Saloma
Joshua Glick, MD

NAME

Karen Sobczak, RN, MSC
Ken Lavelle, MD
Kevin Duffy, MD
Lisa Feit, MD
Lynn Booz, RN
Michael Pasirstein, MD
Mischa Mirin, MD
Neil Brady, CEO
Nicholas Tsarouhas, MD
Nina Gentile, MD
Patrick Deal, MD
Peter Sananman, MD
Rhona Cooper, RN
Robert McNamara, MD
Ruqiyya Greer, RN
Ryan Overberger, MD
Samuel Eldrich, MD
Scott Goldstein, DO
Scott Sutherland, MD
Shara Epstein, MD
Theresa Walls, MD
Tim Hinchcliff
Tyler McCardell, MD
William Hughes, MD

4. **Financial Statement of income and expenses:**

	Final Budget	Expended
Personnel Services	\$222,760.12	\$206,909.85
Consultant/ Subcontract Services	\$71,150.90	\$171,677.00
Patient Services	\$0.00	\$0.00
Supplies/Equipment	\$24,479.12	\$0.00
Travel	\$4,935.00	\$103.00
Other Costs	\$146,942.06	\$63,216.00
TOTALS	\$470,267.20	\$ 441,906.01

NOTE: THE AMOUNTS SHOWN ABOVE ARE PRELIMINARY END OF YEAR TOTALS AND NOT FINAL AUDIT AMOUNTS

5. **Special Project Funding:**

Projects as determined by the Department to be appropriate and necessary for the implementation of a comprehensive statewide EMS system. The amounts listed below are included in the categorical totals shown above.

Provider Tuition Assistance and Agency Recruitment & Retention Expense Reimbursement	Amount: \$7,100.00
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Project Narrative:

A recruitment and retention initiative for both individuals who obtain an EMS certification and EMS agencies who engage in recruitment and retention activities.

(Project Name Here)	Amount: \$0.00
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Project Narrative:

Click or tap here to enter text.

(Project Name Here)	Amount: \$0.00
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Project Narrative:

Click or tap here to enter text.

6. Regional Activities/ Organizational Management

	Date
Date of the current Comprehensive Regional EMS System Plan	03/2023
Number of Board of Director Meetings \ Health Council meetings	8 \ 4
Public Education Stop-the- Bleed Events	8
Public Education CPR Events	0
Number of Legislative Inquiries or Contacts	0
Technical Assistance Request (local entities and elected officials)	3

Regional Activities/ Organizational Management Project Narrative:

The PROEMS took part in a joint venture with the PPD SWAT unit to provide educational continuing education programs to its members and the 5- county EMS representatives.

PROEMS staff continue to attend Commissioners Medical Advisory Board (CMAB) and hold Regional EMS Advisory Council (REMSAC) meetings quarterly, and Federal Interagency Committee on EMS meetings.

7. Continuous Quality Improvement

	Quantity
Number of Clinical Cases Reviewed by Regional QI Committee	33
Accidents Involving Ambulances / EMS Personnel Reported in the Region	2
Number of Times the Regional QI Committee Met	0

Continuous Quality Improvement Narrative:

PROEMS has 28 licensed EMS Agencies in Philadelphia, consisting of one (1) municipal fire-based EMS service (Philadelphia Fire Department) and twenty-four (27) non-municipal EMS services licensed in Philadelphia. Non-municipal EMS services conduct retrospective peer review of electronic patient care reports. The PFD CQI currently performs peer review of the electronic patient care reports for all cardiac arrests, strokes, STEMIs, Level 1 and 2 trauma patients, and OB/GYN cases. Random reviews are also conducted, as well as audits based on input from EMS field supervisors or members of the medical community. Details of the reviews are shared with the authors of the reports via their EMS or Fire Supervisor. PFD CQI is non-disciplinary.

8. Medical Direction

	Quantity
Regional Medical Advisory Committee meetings	4

Accredited Level II Trauma Centers	1
Accredited Level III Trauma Centers	0
Accredited Level IV Trauma Centers	0
Accredited primary Stroke Centers	9
Comprehensive Stroke Centers	3
Thrombectomy Capable Stroke Centers	2
Acute Stroke-Ready Hospitals	0

Medical Direction Narrative:

PFD CQI currently performs peer review of all electronic patient care reports associated with cardiac arrests, strokes, STEMIs, Level 1 and 2 trauma patients, and OB/GYN cases.

Random reviews and audits are conducted based upon input from EMS field supervisors and members of the medical community. Review outcomes are shared both directly with the authors of the reports, or via their EMS and/or Fire Supervisor. Although PFD CQI is non-disciplinary, reviews that identify possible deviation from statewide protocols, and/or PFD policies and procedures, are brought to the attention of the CQI Captain. After further evaluation by the captain and in consultation with the medical director, a course of corrective action is determined and implemented, which may include counseling by a CQI or EMS Operations officer, meeting with the medical director, or a temporary assignment to the EMS Training Unit for remediation. The CQI Captain maintains records of all review and follow-up as necessary.

All issues of alleged misconduct by a provider will be handled by the PFD Special Investigations Office.

9. Systems Operations

	Quantity
Spot inspections conducted – EMS Agencies	15
Spot inspections conducted – EMS Vehicles	31
Spot inspections conducted – Continuing Education Sponsors	11
Spot inspections conducted – Education Institutes	33
Spot inspections conducted – Medical Command Facilities	6
Number of Safety Inspections Conducted	15
Number of Vehicles Inspected During Safety Inspection	80

Photo & Signatures Added to Certification Cards	520
BLS Psychomotor Examinations Conducted	41
Number of BLS Psychomotor Exam Candidates Tested.	492
ALS Psychomotor Examinations Conducted	3
Number of ALS Psychomotor Exam Candidates Tested	18
Certification Class Visits Conducted	65
Number of EMS Agency Re-Inspections Conducted	5
Number of Authorized Inquiry Reports Filed with the Bureau	0
VRT Classes Conducted (Philadelphia Fire Academy)	3

Systems Operations Narrative:

The PROEMS continues to support many operational functions annually performing regular spot safety inspections of PFD EMS units and ambulances from various non-municipal EMS services licensed in the Philadelphia region. Lieutenant Teefy, our licensure coordinator, has completed numerous EMS Agency re-inspections along with spot inspections of agencies and their licensed ambulances.

Our education coordinator, Donna Lebisly, continues to conduct several BLS and ALS NR psychomotor exams annually, and performs regular pre- and post-class NR orientation visits. She also conducts spot inspections of medical command facilities, educational institutes within the region, and continuing education sponsors. Donna's instrumental involvement in the expansion of our region's ability to produce EMS providers has resulted in the establishment of new EMS institutes at Burholme EMS, Children's Hospital of Philadelphia, and AMR

To assure minimum regulatory standards are established and maintained within the region, our office continually monitors and assists 9 medical command facilities, 353 medical command physicians, and over 3,500 pre-hospital personnel within Philadelphia. We have also processed a total of 104 Medical Command Authorization Applications.

The Philadelphia Regional office continues to assist other regions with large scale agency inspections.

10. Emergency Preparedness Activities

	Quantity
Coalition / Task Force Meetings Attended (only EMSOF funded staff attendance)	9
Tabletop Exercises Attended / Conducted	0/0
Full Scale / Functional Exercises Attended / Conducted	1/1/0

Special Event Plans Submitted	17
Responses / Deployments	1
Strike Team Agencies	1

Emergency Preparedness Narrative:

PROEMS continue to participate in SEPATF meetings along with maintaining a close relationship with Philadelphia Office of Emergency Management. The regional office provides technical assistance to any person, agency, or organization responsible for the management and administration of special events in developing a Special Event EMS Plan. We continue to receive, review, and process all Special Event Plans from applicants seeking Department approval of an EMS Plan.

In August 2023, members of PA Task Force 1, which is the state's FEMA Urban Search and Rescue Team, was deployed to Florida and Georgia in response to Hurricane Idalia.

In addition, the PROEMS assisted with the Philadelphia International Airports Emergency Preparedness Exercise (EPEX), which is an official full-scale emergency exercise the FAA requires all certified airports to conduct at least once every three years. This exercise involved the moulage of 133 casualty victim actors.

11. Board of Director \ Health Council Meetings

DATE:	TIME	LOCATION
12/14/23	09:00	CoPA HUB Conference Center, 2525 N 7th Street, Harrisburg
01/22/24	13:00	Virtual TEAMS meeting due to COVID-19
03/18/24	14:00	Virtual TEAMS meeting due to COVID-19
03/28/24	13:00	Virtual TEAMS meeting due to COVID-19
04/02/24	13:30	Virtual TEAMS meeting due to COVID-19
04/25/24	09:00	CoPA HUB Conference Center, 2525 N 7th Street, Harrisburg
04/29/24	15:30	Virtual TEAMS meeting due to COVID-19
06/06/24	09:00	CoPA HUB Conference Center, 2525 N 7th Street, Harrisburg

12. Medical Advisory Committee Meeting

DATE:	TIME	LOCATION
07/06/23	13:00	Virtual TEAMS meeting
10/05/23	13:00	Virtual TEAMS meeting
01/04/24	13:00	Virtual TEAMS meeting
04/04/24	13:00	Virtual TEAMS meeting

13. Quality Improvement Committee Meeting

DATE:	TIME	LOCATION
Monthly	13:00	Philadelphia Fire Administration Building

Regional Accomplishments:

Narrative:

The Philadelphia Regional Office of EMS assisted or participated in the following events for FY 2021.

- PROEMS attended the two do Pediatric Disaster Response and Emergency Preparedness course (FP-MGT439-482).
- PROEMS attended the Southeast Healthcare Coalition Patient Tracking Workshop and Tabletop Exercise
- Re-Established of our EMS Week Continuing Education Programs
- Assisted PFD/EMS with Community Risk Reduction providing educational material.
- Annual fiscal year audit completed.
- Regional Education Coordinator attended EMS Education meetings in Harrisburg, PA.
- Regional Director attended, in-person and virtual, Regional Director's meetings, monthly SEPATF EMS Subcommittee meetings, quarterly PEHSC Board of Director's meetings, and special project workgroups with PEHSC and AAP.
- Continue to assist EMS educational institutes in growing EMS instructor candidates.
- PROEMS continues to participate in statewide communications drills
- Improved the PROEMS office building with new access control security features.
- Continue to provide assistance and support to the PFD Community Risk Reduction unit with outreach programs and health fair events.
- Provided continuous support of Stop the Bleed classes throughout the region.
- Continue to assist the PA DOH, BEMS in the development and review of educational SOPs/forms/documents.
- PROEMS participated in the Philadelphia International Airport's 2024 EPEX drill, which is FAA mandated requiring the airport test its mass casualty disaster plans. During this exercise the PROEMS assisted in recruiting 133 mass casualty victims, who required moulage.
- PROEMS continues to attend the quarterly Pennsylvania Emergency Health services Committee Board of Directors meetings, as well as, work with PEHSC in the shared goals workgroup.
- Responded to the call for assistance from the Delaware County Regional Council to help with a triennial inspection of one of their larger EMS agencies.
- PROEMS continues to meet monthly with the Southeast PA Emergency Response Workgroup and the larger Southeast Taks Force meetings as required.
- PROEMS networks with our Recruitment and Retention unit to develop and implement a tiered EMS approach to certification: From EMR>EMT>AEMT>Paramedic with City and non-City lay persons, to increase the ranks of our certified EMS providers in Philadelphia and Pennsylvania.
- Take part in the review and discussion of divert and surge capacity with our partners
- Regional EMS Medical Director implementation of EMS fellows to assist with the QA/QI of EMS activities.
- Joint venture with the PPD SWAT unit to provide educational continuing education programs to its members and the 5- county EMS representatives.
- Continue to assist Bucks County EMS in National Registry BLS Psychomotor exams.

