

DELAWARE  
EMERGENCY MEDICAL SERVICES  
OVERSIGHT COUNCIL

# 2023 IMPACT REPORT



# DEMSOC



The Honorable John C. Carney, Governor

# The 2023 IMPACT REPORT is a snapshot of the annual DEMSOC report.

To view the full report:

<https://dhss.delaware.gov/dhss/dph/ems/demsoc.html>



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It is DEMSOC's vision that Delaware's EMS system represents true excellence in out-of-hospital health care.

# From the SECRETARY



On behalf of Governor John Carney, and my colleagues on the Delaware Emergency Medical Services Oversight Council (DEMSOC), I am pleased to present the 2023 DEMSOC Annual Report.

The Delaware Emergency Medical Services Oversight Council (DEMSOC) was formed pursuant to the Delaware Emergency Medical System Improvement Act of 1999 (HB332). DEMSOC is charged with overseeing Delaware's Emergency Medical Services (EMS) system to ensure that all elements of the system are functioning in a coordinated, effective, and efficient manner. Delaware's EMS system's mission is to focus on improving the quality of life for the citizens of and visitors to Delaware by reducing morbidity and mortality rates. The continuous development and improvement of Delaware's EMS System is a high priority for DEMSOC's membership that includes professionals from multiple EMS provider agencies, representatives from agencies that frequently work with and support EMS, agencies and groups that represent hospitals, and private citizens knowledgeable in the delivery of EMS care.

The annual DEMSOC report is designed to inform others about Delaware's Emergency Medical Services (EMS) system and heighten awareness of the issues that most directly affect the delivery of EMS service and the quality of EMS patient care.

The past year continued to present challenges and opportunities. Despite many obstacles, EMS personnel continue to meet the needs of the community and attend to the health and safety of Delaware citizens and visitors.

This report attempts to capture those successes while building the framework to address future concerns and embrace future opportunities.

In May 2023, New Castle County EMS and Sussex County EMS coordinated with the Blood Bank of Delmarva to join the 5% of EMS systems carrying whole blood in the pre-hospital setting improving the survival rate of patients suffering from hemorrhagic shock by 60%. The year also saw Sussex County officials join community partners and first responders to celebrate the expansion of the Sussex County Emergency Operations Complex. All three counties have implemented buprenorphine initiation to patients that have experienced an overdose and resuscitated with naloxone. Across the state, both ALS and BLS agencies implemented a stroke score to identify large vessel occlusion to achieve timely transport to a comprehensive stroke center. While there have been many successes this year, the EMS community continues to strive for solutions to address the any challenges impacting the system including staffing, funding, transportation and overdoses.

As you review this year's annual report, I encourage you to use the information provided to increase your awareness of the important and vital role that Delaware's EMS system has within our great state. We humbly ask for your continued support for the dedicated individuals and group that work hard to ensure that our EMS system remains a leader among its peers.

Respectfully yours,

Nathaniel McQueen Jr., Chair  
Cabinet Secretary,  
Delaware Department of Safety and Homeland Security



# From the OFFICE OF EMS

**The Office of Emergency Medical Services (OEMS)** ensures quality of emergency care services, including trauma and prehospital advanced life support capabilities, through the coordination and evaluation of the emergency medical services system, within available resources.

## Hospital Preparedness Program (HPP)

- *Chemical Medical Surge Workshop* was conducted on November 8, 2023. The workshop focused on the identification of strategies to aid state agencies and stakeholder organizations in their response to the impacts of a chemical incident that leads to a patient surge in Delaware's acute care hospitals.
- *Partnership for One Health Delaware* project encompasses three quarterly meetings with topics focused on extreme heat events, Lyme disease, West Nile Virus, Eastern Equine Encephalitis, Rabies, and radiological incident decontamination with inclusion of animals.
- *Radiological Medical Surge Appendix* update was completed in June 2023.
- *Long Term Care and Sub-Acute Facilities Workshop* was a half-day workshop with the focus on "Expert Insights into Respiratory Viruses" held on October 18, 2023.

## EMS Medical Direction

- *Whole Blood* - EMS agencies in Sussex and New Castle Counties began a pilot project allowing paramedic administration of whole blood to patients with major hemorrhage leading to shock.
- *Buprenorphine for Opioid Use* - Delaware became the first state to offer Buprenorphine treatment administered by paramedics on a statewide basis.
- *Stroke Care* throughout Delaware is advancing with OEMS and EMS agencies working closely with the Stroke System of Care to look for additional improvement opportunities.
- Delaware continues to be a leader in critical care provided after resuscitation of patients following cardiac arrest.
- Ongoing enhancements in EMS with updates to Delaware's Standing Orders are expected to add to the already excellent pre-hospital care delivery by our ALS and BLS providers throughout the state.

## Stop the Bleed

- Trained 9,090 people
- Trained 70 RespondDE Volunteers and DEMA personnel
- Partnered with RespondDE, DEMA, hospital staff, school nurses HOSA, PTOs, and first responders
- Continue the coordination of training with community partners

## Systems of Care

- *Trauma System*
  - All committee & subcommittee positions have been filled
  - Interfacility transfer data analysis has begun
  - Regulations have been updated
- *Stroke System*
  - All Stroke Centers in DE have been recognized AHA and have the highest available AHA Stroke awards
  - Both ALS & BLS agencies have implemented a stroke score to identify large vessel occlusion to ensure timely transport to a comprehensive stroke center
- *Overdose System*
  - Established pathways to assist an overdose patient in contacting a provider Medication for Opioid Use Disorder (MOUD) if they desire
  - All three counties have implemented buprenorphine initiation to patients that have experienced an overdose and have been resuscitated with naloxone

## Program Support

- *DE Organ and Tissue Awareness Board (OTDAB)*
  - There are 435,310 (49.68%) Delawareans with organ donor designation currently registered
  - This is an increase of 6,987 from 2022
- *Safe Kids*
  - 63 car seats were provided through the car seat program
  - This is an increase of 165% from 2022

## Emergency Medical Services for Children (EMSC)

- In partnership with EMSC Data Center the EMSC surveyed 100% of all EMS agencies
- South Coastal was added to the Pediatric Recognition Program as a level IV
- Resumed in-person skills training
- Quality Program has been collecting quality indicator data
- Beginning stages of creating a Pre-hospital Pediatric Recognition program



# From the OFFICE OF PREPAREDNESS

## Response

**Tornado Response** - A tornado impacted Sussex County on Saturday, April 1, 2023. To assist in response and recovery, DPH's Emergency Medical Services and Preparedness Section requested EmPOWER data from the U.S. Department of Health and Human Services (HHS) on April 2, 2023. The federal EmPOWER Program provides federal data, mapping, artificial intelligence tools, training, and resources to help communities nationwide protect the health of at-risk Medicare beneficiaries. This population includes 4.3 million individuals in the United States who live independently and rely on electricity-dependent durable medical and assistive equipment and devices, and/or essential health care services. This identified dataset allows for a one-time outreach to support response and recovery activity. In partnership with the Delaware Emergency Management Agency (DEMA) and Sussex County Emergency Operations, the EMSPS Office of Preparedness sent a letter to 4,712 Sussex County residents with resources and information to prepare for future extreme weather events. This EMSPS direct mailer included guidance on how to register for emergency notification systems. Recipients also received a copy of the Preparedness Buddy brochure developed by the Delaware Office of Preparedness about how to create a personal emergency plan designed for all persons, including those with access and functional needs. Preparedness Buddy provides a step-by-step template to complete an emergency plan using a personal support network or buddy system.

**Tropical Cyclone Response** - On September 23, 2023, DHSS Disaster Coordination staffed a Reception Center at the Millsboro Fire Company in response to forecasted possible coastal flooding resulting from Tropical Cyclone 16.

## Exercises, Training and Planning

**Exercises** - EMSPS led a full-day Family Assistance Center Tabletop Exercise with approximately 50 attendees representing over 20 agencies across the state. A full-scale exercise is planned for April 2024.

**Training** - EMSPS' Education and Evaluation Branch team thoroughly processed, reviewed and revised all online training. Many new trainings were developed due to pandemic and social distancing guidelines.



*Delaware Lieutenant Governor Bethany Hall-Long visits the Office of Preparedness informational table at the 10th Anniversary PHEP Symposium held on October 31, 2023.*

**Plan Maintenance and Development** – EMSPS continues to review and update preparedness plans and assist partner organizations in their preparedness efforts. In 2023, the Natural Disaster Standard Operating Guidelines (SOG) document was finalized. Ongoing plan rewrites based on COVID-19 After Action Report Observations and changes to federal partner organizations include the Emergency Operations Coordination Plan, Pandemic Influenza Plan and Strategic National Stockpile Plans. Workgroups in 2023, addressed additional plans under review to include the Family Assistance Center, Functional Access Service Teams (FAST), Reunification, DPH Continuity of Operations (COOP), Mass Care and Reception Centers.



*10th Anniversary PHEP Symposium held on October 31, 2023*

# From the Offices of DSFPC, DSFS and DSFM



**The Delaware State Fire Prevention Commission (DSFPC)** is charged with the protection of life and property from fire for the people of Delaware and to oversee the operations of the Delaware State Fire Marshal's Office and the Delaware State Fire School. The Commission has always been truly dedicated to the health and well-being of every man, woman and child in Delaware. And have done so since 1955, with no compensation except for the knowledge that we have played a small part in making Delaware a safe and wonderful place to live.

## 2023 Investigator II/Compliance Officer Statistics

|   |     |
|---|-----|
| Complaints Received                     | 165 |
| Investigations on Existing Cases        | 26  |
| New Ambulances                          | 44  |
| Ambulance Inspections                   | 234 |
| Ambulance Inspection Deficiency Notices | 181 |
| Credential Checks                       | 268 |

## 2023 EMT Certification & Ambulance Licensing

|                              |     |
|------------------------------|-----|
| Fire Company Audits Received | 63  |
| Civil Penalty                | \$0 |
| EMT (Initial) Certification  | 195 |
| EMT Recertification          | 821 |
| EMT Reciprocity              | 99  |
| EMT Background Checks        | 210 |
| Ambulance Licensing/Renewals | 84  |

The DSFPC distributed \$7,398,364.00 for the period of January 1, 2023 until December 31, 2023. The funds are distributed on a bi-annual basis.



*Report submitted by the Delaware State Fire Prevention Commission*

**The Delaware State Fire School (DSFS)** EMS objectives and goals are established to certify BLS personnel as Nationally Registered and State of Delaware Emergency Medical Technicians and to provide BLS training to the first responders and citizens of Delaware.

## DSFS conducted EMS training in 2023:

|                 |            |              |
|-----------------|------------|--------------|
| EMT             | 10 classes | 234 students |
| EMT - Refresher | 16 classes | 427 students |
| Reciprocity     | 12 classes | 89 students  |
| EMR             | 6 classes  | 80 students  |
| EMR-Refresher   | 2 classes  | 22 students  |

Training for Active Shooter reaching over 500 students  
144 AHA classes reaching 1979 students

*Delaware State Fire School will continue the vision for EMS programs by providing education to willing individuals, creating partnerships among the various agencies and to always offer the most progressive EMS training available.*

*Report submitted by the Delaware State Fire School*

**The Delaware State Fire Marshal (DSFM)** provides investigation, enforcement and technical service support to the citizens and visitors of Delaware. The agency operates three divisional offices located in New Castle, Dover, and Georgetown. The agency employed 50 full-time State employees in 2023. In 2024, the agency will move forward with our mission statement *to provide a fire safe environment for our citizens and visitors* by conducting thorough fire investigations and completing rigid Life Safety inspections of commercial, educational, and residential structures throughout the State of Delaware. Last year, staff inspected 1091 Places of Assembly, 163 Educational Facilities, and several other types of occupancy, totaling 1694 inspections.

## Deputy fire marshals investigated:

62 causalities involving nonfatal, fire related injuries in 2023;  
25 injuries were the result of smoke inhalation  
27 injuries were burns  
10 other fire related injuries  
14 people died because of fires in 2023.

*Report submitted by John W. Rudd, Delaware State Fire Marshal*

# Statewide EMS STRATEGIC PLAN

## Statewide Emergency Medical Services Strategic Plan

The Office of EMS in collaboration with the Delaware State Fire Prevention Commission (DSFPC), Paramedic Services, and representatives from the Basic Life Support (BLS) community came together with representatives from the National Association of State Emergency Medical Services Officials (NASEMSO) to create a strategic plan for the Delaware EMS System.

### Goals Identified:

- To review and update Delaware Code title 16 chapters 97 and 98
- To develop a sound financial base for acquiring and maintaining resources necessary to operate a comprehensive, reliable, and safe statewide EMS system
- To implement a functional system for collecting and exchanging relevant critical data and evaluating system components, specifically resource management to ensure the ongoing quality and integrity of the EMS system.
- To develop and implement programs that support the needs of the workforce by stabilizing the existing workforce and improve recruitment and retention
- To design and implement EMS educational programs that meet the needs of the EMS clinicians and ensure high quality patient centered and culturally competent care

*We are taking the goals that have been identified to further develop the objectives and activities to support the goals.*

There were nine **Strategic Priorities** identified and within each priority, we identified Strengths, Weaknesses, Opportunities and Threats.

### Strengths Identified:

- DEMSOC meets regularly and actively engaged
- Experienced/dedicated leadership at the state Office of EMS
- Evidence based State protocols
- Dedicated educational institutions (BLS & ALS)
- Agencies partner with schools for EMT program
- National Registry of Emergency Medical Technicians (NREMT) certification for both initial and re-licensure
- Critical Incident Stress Management (CISM) teams
- Regulatory requirement for Quality Assessment and Quality Improvement (QA/QI) process for Basic Life Support (BLS)
- Surge management plan for Advanced Life Support (ALS)

### Weaknesses Identified:

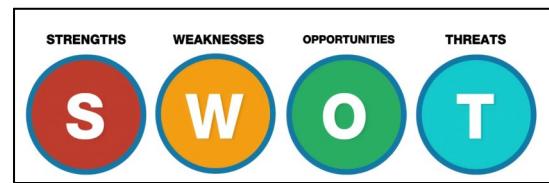
- Lack of performance feedback to providers
- Lack of grant writing experience with local agencies
- Delaware Code chapters outdated
- Falling Medicaid reimbursements
- Each county has a distinctly different system operationally
- Inconsistency between OEMS and DSFPC in certification, investigations, licensure
- Difficulty in finding EMTs/Paramedics (career staff)
- Tolerating substandard EMTs
- Income from billing and state does not support BLS system model
- Volunteerism is gone
- Competitive pay
- Smaller companies do not have Employee Assistance Program (EAP)

### Opportunities Identified:

- Improved data collection and sharing of best practices
- Quality Assessment and Quality Improvement (QA/QI) Policy
- Telehealth capabilities for EMS
- DSFPC supporting BLS agencies with grant writing
- Succession planning for transfer of knowledge
- Information sharing of best practices for education/quality improvement programs
- Mentorship program/leadership development
- Normalize talking about mental health and include in EMS training

### Threats Identified:

- The number one threat identified is the current state of the Interfacility Transport system
- No advancement/stagnation of EMS systems
- Lost opportunity for federal funding
- Loss of institutional knowledge
- Toxic personnel can negatively affect workforce
- Lack of trained, licensed BLS & ALS personnel to meet demand
- Current funding structure does not cover cost of readiness
- Loss of confidentiality
- Fragmented response and communications



# EMS System HIGHLIGHTS

## From Kent County Department of Public Safety

Paramedic Michael Porter received a Medal of Valor award for the life saving measures he demonstrated while pulling an entrapped patient from a burning home. In the early morning on January 20, 2024, KM10 was a single medic, dispatched to a residential working structure fire in the area of W Front Street in Frederica. Paramedic Porter arrived to find heavy smoke showing from the duplex style home, as flames were engulfing the structure. Paramedic Porter was alerted by bystanders of an elderly patient entrapped inside the structure. Without hesitation, with his own life at stake, Paramedic Porter acted swiftly and located the patient inside the residence. He effectively and strategically devised a safe extrication path and courageously removed the elderly victim from the burning home. Paramedic Porter's leadership, clarity, meticulous evaluation, tenacity and courage saved the patients life that morning.



*It was with great honor, that Kent County Public Safety Director Sipple, Deputy Chief Tinger as well as Kent County Levy Court Commissioner Scott & Commissioner Pepper presented the Medal of Valor award to Paramedic Porter for his heroic efforts and unwavering dedication.*

*Report submitted by Director Kevin R. Sipple & Deputy Chief John A. Tinger*

## From Sussex County Emergency Medical Services

Sussex County officials and other guests joined together to cut the ribbon on a \$12 million dollar expansion to the Sussex County Emergency Operations Complex. The complex will serve as the headquarters and training facility for the County's paramedics. In addition to office space for the administrative staff and the logistics warehouse, the addition has a focus on paramedic education and training. It features a state-of-the-art 50-person classroom, and five medical simulation rooms, including an ambulance simulator.

With a continued focus on employee wellness, the functional fitness analysis was reconfigured and revalidated to incorporate the new complex and new fitness center.

*Report submitted by Sussex County Emergency Medical Services*



## From DEMA Director A.J. Schall

The Delaware Emergency Management Agency's relationship with the Division of Public Health is crucial as any type of emergency can have a public health and EMS impact. DEMA, through the Delaware Emergency Operations Plan, has identified how DPH will assist during responses and works continuously to ensure readiness. Likewise, DEMA supports DPH with planning and response to specific public health issues. The partnership is prepared to help facilitate support across a number of avenues; sheltering, survivor assistance, surge needs, MCIs and more. In addition, DEMA has assisted local responders including EMS for over 20 years. Last year, DEMA assisted the EMS community by supporting training and equipment purchases. In 2023, DEMA and the entire public safety community partnered to conduct a full scale exercise at the University of Delaware, were graded by FEMA for EMS response and conducted a vehicle ramming MCI TTX in Sussex County, just to name a few. DEMA has also been instrumental in the statewide Active Assailant Committee since its creation in 2016. In partnership with DPH, DEMA coordinates the distribution of Potassium Iodide (KI) for residents located within 10 miles of the Emergency Planning Zone (EPZ) of the Salem/Hope Nuclear Generating Station.



&



## From DTCC Paramedic Program Coordinator Chris Hainsworth

Delaware Technical Community College (DTCC) continued the practice of starting two cohorts of students annually to help meet the staffing shortages experienced by the county paramedic services and the State Police Aviation Section. All graduates were hired into the Delaware workforce, and almost all of them were hired before they graduated from the program.

The other accomplishment was the revision of our certificate program. This revision was in response to the county paramedic agencies' request through the paramedic advisory board for an offering that was shorter than the existing program without the pre-requisite course work.

We plan to admit one cohort of certificate students and one cohort of degree students each year.



DTCC remains committed to help meet the staffing needs of the Delaware paramedic agencies. The paramedic program is changing to better meet the needs of the system. Our graduates continue to be well prepared to obtain their paramedic certification and enter the Delaware Workforce.

# EMS System HIGHLIGHTS

## EMS Physician Fellowship

OEMS received approval for an EMS Fellowship from the American College of Graduate Medical Education (ACGME) in August 2023. An EMS Fellowship is a training program for physicians who have completed a residency in Emergency Medicine.

- One year training program with specific requirements
- Christiana Care and the Emergency Medicine Residency at Christiana have worked jointly with EMSPS/DPH to gain accreditation

Delaware is known for its progressive, high performance EMS system and for offering outstanding care to patients.

Physician oversight and leadership has been established as essential to delivering this high-quality care on a continuous basis. An EMS Fellowship in Delaware will offer the opportunity to retain highly qualified emergency physicians who are completing residency programs in Delaware. The elevation of Delaware's EMS profile should also result in improved recruitment and retention by attracting EMS providers to systems delivering cutting-edge levels of care. An EMS Fellowship is a natural next addition to the ongoing evolution and progress of Delaware's system into national leadership roles. It also offers the highest level of care to Delaware's residents and visitors.

Dr. Justin Eisenman, the current EMS medical director for New Castle County and Delaware State Police aviation, was able to adjust his schedule as an emergency physician at Christian Care requirements beginning



to take on the extra of the Fellowship Program October 2023.

Report submitted by EMSPS Medical Director Robert A. Rosenbaum

## Delaware State Police Aviation

The Aviation Section supported State, Federal, and Local law enforcement by providing aerial assistance in several areas:

- Aerial Law Enforcement Support
- Tactical Medic Support
- Homeland Security Operations
- VIP Transport and Security
- Marijuana Eradication
- Aerial Photo Evidence

## From New Castle County Emergency Medical Services

On April 18, 2023, New Castle County EMS began a pilot program modeled after Camden County, New Jersey, where patients are given an option of receiving the opioid use disorder medication, buprenorphine, in addition being entered into treatment. Through a partnership with the Delaware Division of Public Health, Office of Emergency Medical Services, Brandywine Counseling, and CORAS (Championing Optimal Recovery Advancing Self-Sufficiency), patients are given an "open door" to follow-up treatment within twenty-four hours. Twenty-six patients were administered buprenorphine in 2023 through this pilot program.

New Castle County EMS received the 2023 Mission Lifeline Gold Plus Recognition. This achievement is presented through the American Heart Association and given to agencies that demonstrate strict adherence to clinical guidelines to support better outcomes for all cardiac patients. In this country, 1% of EMS agencies are awarded with this recognition.

## Clinical Initiatives:

- *Narcan Leave-Behind Kits:* The goal is to leave a rescue kit in the hands of a patient, friend, or family member who may be with the person at their time of crisis.
- *Butterfly Point-Of-Care Ultrasound (POCUS):* These units confirm the absence or presence of heart muscle movement. The use of POCUS has expanded to include assessment for carotid artery perfusion. This technology is currently utilized by only 4% of EMS systems in the country.
- *Infusion Pumps:* The pumps are carried by paramedics to ensure a safer and more effective delivery of intravenous or interosseous medications.



Report submitted by New Castle County Emergency Medical Services

The aviation section continued to support the community accumulating 1,493 flight hours and had 2,177 requests for medivac service.

The aviation section conducted 742 criminal searches resulting in 63 apprehensions. There were 40 pursuits resulting in 35 apprehensions. Additionally, there were 314 non-criminal searches concluding with 89 locations of persons on land or a boat.

Report submitted by Sgt. Ted Stipa

# Pre-Hospital Blood PILOT PROTOCOL

## Introduction From EMSPS Medical Director

Over 80 units of blood were given by paramedics in Sussex County and New Castle County during 2023, following the initiation of a pilot project authorizing paramedics to utilize whole blood. Patients with critical injuries and signs of shock suspected to be caused by hemorrhage were eligible to receive type O+ blood immediately as part of a treatment protocol to restore blood flow and stabilize vital signs.

**Seconds are critical** in a life-or-death situation on the street. Whole blood transfusion is proven to prevent tissue death because of its oxygen-carrying capabilities. Having the ability to provide this at the pre-hospital level can save a life before arriving at the hospital. The Journal of the American College of Surgeons found that whole blood transfusions improve the 30-day survival rate of patients suffering from hemorrhagic shock by 60%. In May 2023, New Castle County EMS and Sussex County EMS coordinated with the Blood Bank of Delmarva and joined the 5% of EMS systems carrying whole blood in the pre-hospital setting.



*The crash scene in Newark, DE shows the magnitude of the head-on collision caused by an alleged drunk driver, which nearly ended the life of Acting Corporal James Haddix of the Aberdeen Police Department.*

This case illustrates one of dozens of examples where paramedic treatment with whole blood resulted in immediate improvement and, ultimately, saved the life of a patient who would previously have been at high risk of death from his injuries. The case shows the value of continuing and expanding this protocol another way Delaware paramedics are delivering the greatest level of care to the state's citizens and visitors.

**Four days after the whole blood rollout**, on May 28, 2023, Corporal James Haddix of the Aberdeen Police Department was seriously injured in a crash on his way to work in the Newark area. He was heavily trapped in his unmarked police cruiser and the vehicle reinforcements of the roll cage made extrication extremely challenging. Fortunately, Corporal Haddix was accessible from a small area of the vehicle. Responding paramedics determined that Corporal Haddix was in critical condition and needed whole blood before extrication. Corporal Haddix remained trapped for 44 minutes. But was receiving blood during that time. The paramedics, and Corporal Haddix's physicians credit the administration of pre-hospital blood for his survival. One paramedic said, "His shock index was greater than 2, and his end-tidal was around 20 (both indicators of severe shock). Then, in less than 30 minutes, and with basically the only interventions done by us being whole blood and TXA, his shock index was less than 1, his end-tidal returned to a normal range, and his heart rate decreased to the 110 range. It honestly was the most profound change I've witnessed in a dying trauma patient."



*Corporal James Haddix of the Aberdeen Police Department was involved in a serious motor vehicle collision in May of 2023 and also received pre-hospital whole blood while still trapped in his vehicle.*

*Report submitted by EMSPS Medical Director Robert A. Rosenbaum*

**Lives are truly being saved in the State of Delaware due to whole blood administration.**

*Report submitted by New Castle County Emergency Medical Services*

# EMS System STRENGTHS

**The Kent County Department of Public Safety** oversees three crucial divisions: Communication, Emergency Medical Services (EMS), and Emergency Management with a focus on Homeland Security and Terrorism Preparedness.

*Report submitted by Kent County Department of Public Safety*

## ACCOMPLISHMENTS

### Division of Communications:

- Operates a state-of-the-art 911 Center
- Proudly maintains accreditation in Emergency Medical and Emergency Fire Dispatch as well as Police Protocols via Priority Dispatch
- Joint Communication Center with the Delaware State Police ensures consistent interoperability and rapid response
- Embraces emerging technologies
- Expanded drone program launched for 24/7 support across all divisions and public safety partners

### Division of Emergency Medical Services:

- Held 1st Annual Cardiac Arrest Survivors Reunion and Honored 12 survivors
- CPR training classes for the public
- Continue to provide high quality refresher and Continuing Education to our paramedics
- Achieved Gold Plus recognition from the American Heart Association (AHA) in the Mission Lifeline EMS ST-elevation myocardial infarction (STEMI) Quality Achievement Award
- Expanded our Academy for Paramedic Students

### Division of Emergency Management:

- Prioritizes readiness for terrorism and weapons of mass destruction events
- Extensive training and equipment provided through local, county, state, and Homeland Security funding
- Actively engages in national courses of study and provides training to other public safety agencies
- Prepares for active shooter events with Advanced Law Enforcement Rapid Response Training (ALERRT) and Civilian Response to Active Shooter Events (CRASE) programs



**New Castle County Emergency Medical Services** is dedicated to living up to our motto of "Excellence in Service"

*Report submitted by New Castle County Emergency Medical Services*

## ACCOMPLISHMENTS

- Expanded its use of Point of Care Ultrasound (POCUS) onto all paramedic units
- Placed 4 Sapphire IV infusion pumps into service
- Began the pre-hospital whole blood pilot project
- Provided medical support and stand-by coverage for nearly 100 special events
- Pre-hospital buprenorphine pilot program began April 2023
- Started an initiative to train 100% of paramedics in the Advanced Law Enforcement Rapid Response Training (ALERRT) Active Attack Integrated Response (AAIR).



**Sussex County Emergency Medical Services** (SCEMS) continued its tradition of excellence in prehospital care in a year with multiple achievements.

*Report submitted by Sussex County Emergency Medical Services*

## ACCOMPLISHMENTS

- Modern training and administrative complex was completed
- Training and simulation facility showcased during a site visit by accreditors
- Competition team brought home the gold medal from the annual Journal of Emergency Medical Services (JEMS) Games.
- The AHA presented the GOLD Plus award for excellence in the care of cardiac and stroke patients
- Medic 114 returned to Dewey Beach for the second summer season
- Medic 109 began its summer day shift (with intent to remain in service year-round)
- Launched its prehospital low titer whole blood program
- DOSE (Direct On-Scene Education) Program continues to succeed in providing information to the frontlines during patient and paramedic interaction.

*All SCEMS activities are completed with our motto of "Caring People, Quality Service" in mind.*



# EMS System CHALLENGES & GOALS

## Kent County Department of Public Safety

### **CHALLENGES**

- Expects a 5-7% increase in dispatch/response volume next year
- Funding
- Recruitment of qualified paramedics



### **FUTURE GOALS**

- Invest in paramedic education through partnerships with Good Fellowship Paramedic Program and Delaware Technical Community College
- Continue to collaborate with partner agencies at all levels of government and private sectors to ensure the highest level of service delivery and integration

## New Castle County Emergency Communications

### **CHALLENGES**

- Maintaining staffing levels
- Enhancing current staffing levels



### **FUTURE GOALS**

- Complete the Accredited Center for Excellence for Fire Protocols certification
- Create training programs for each discipline to educate our first responders on the use of protocol
- Maintain current CAD (Computer-Aided Design) System with the most updated software and next generation technology

## Rehoboth Beach 9-1-1 Communications Center

### **FUTURE GOALS**

- Further the efficiency and effectiveness of the communications center
  - Update and review policies and procedures
- Upgrading the center with fourth console
- Obtain two laptop systems
- Provide continuing education and advanced training opportunities



## Delaware State Police Aviation

### **CHALLENGES**

- Recruiting and maintaining staff
- Enhancing current staffing levels



### **FUTURE GOALS**

- Increase training and proficiency with all three ALS (Advanced Life Support) agencies

## Sussex County Emergency Medical Services

### **CHALLENGES**

- Extended transfer of care and ED dwell times
- Maintain a response ready fleet



### **FUTURE GOALS**

- Construction of a new Medic 103 station in Millsboro
- Options for prehospital ventilators to replace those in use
- Options for cardiac monitors to replace those in use
- Identify property for a Medic 109 station in the Roxana area
- Maximize opportunities with FirstWatch and FirstPass to enhance QI process



ChristianaCare®

## ChristianaCare LifeNet

### **CHALLENGES**

- Staffing, funding and increased volume
- ALS interfacility providers available
- Ambulances ordered over a year ago still have no build date determined

### **FUTURE GOALS**

- Approved for a full paint application to match new branding
- Hiring of a clinical educator and educational leader
- Implementing multiple modules of TraumaSoft
- Awaiting arrival of new E-145 D3 aircraft
- Awaiting delivery of three new ground Critical Care ambulances



## Delaware State Fire School

### **FUTURE GOALS**

- Improve EMT courses and increase pass rate
- Conduct training for the 1,568 EMTs and 1,280 EMRs
- Provide students with an FTO certification program
- Enhance & promote psychomotor skills practice in all courses
- Enhance partnerships with outside agencies

## New Castle County Emergency Medical Services

### **FUTURE GOALS**

- Expand the use of pre-hospital whole blood
- Train all paramedics in ALERRT awareness and operations level for active shooter incidents
- Achieve re-accreditation Committee on Accreditation of Ambulance Services (CAAS)
- Recruit and hire 7th Paramedic Academy
- Become a Resuscitation Academy Lighthouse community and continue to deliver the program to first responders



# EMS System OPPORTUNITIES

## The Kent County Department of Public Safety

- Continue to provide medical coverage for several Mass Gathering venues
- Participation in several community training events
- Adding dispatchers to the Mental Health Resiliency/ Critical Incident Stress Management (CISM) Team
- Technical Response training both in-house training and joint training with the entire Kent County Special Operations Team



## Sussex County Emergency Medical Services

- Special Operations - continue to provide ALS coverage for mass gathering events, Presidential visits and public educational opportunities
- Continuous Quality Improvement - remains a robust process and contributing factor to our clinical success
- Continuing Education - remains the foundation for the care provided
- Paws for People - during Con Ed days, several visitors make their rounds visiting paramedics and dispatchers
- Simulation Program - offers training and education sessions to both ALS and BLS providers



**ChristianaCare LifeNet** is comprised of a highly skilled and critical care trained flight team and is equipped to maintain or adjust life sustaining treatments initiated on scene or at referring hospitals. Their staff are not only registered nurses and paramedics, they hold specialty critical care certifications demonstrating competence and advanced skillsets well beyond standard certifications. Most of the staff have over twenty years of experience as health care providers, expanded scope medications, and advanced invasive monitoring capabilities allow the crew to deliver uninterrupted quality critical care during transport.

ChristianaCare LifeNet and AirMethods medical crew, pilots, mechanics, medical leadership and program director will continue to provide aeromedical services to the community by being prepared to deliver high quality critical care when patients need it most.



**The Delaware State Police Aviation Section** will continue to support State, Federal, and Local law enforcement by providing aerial assistance in several areas:

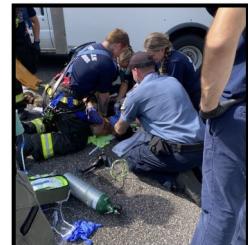
- Aerial Law Enforcement Support
- Tactical Medic Support
- Homeland Security Operations
- VIP Transport and Security
- Marijuana Eradication
- Aerial Photo Evidence



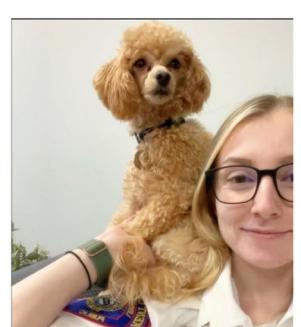
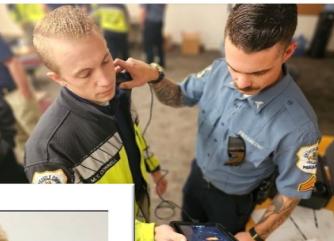
The section will continue to provide air medical transport and advanced life support backup for ground transport of seriously injured and/or ill persons.

## New Castle County Emergency Medical Services

- Aggressive recruitment and retention of paramedics
- Run regular paramedic academies and simultaneously recruit quality certified paramedics
- Embrace new technologies
- Training personnel to the highest standards
- Commitment to host and coordinate the Delaware Resuscitation Academy (held three times a year)
- Continue to provide funding for the PulsePoint application in an effort to increase bystander intervention rates to those in sudden cardiac arrest.
- Continue to train New Castle County citizens in the use of Narcan
- Expansion of the scope of the Technical Rescue Team to become more integrated with the New Castle County Fire Service special operations teams.



*EMS in Delaware remains committed to providing exceptional emergency response services while staying abreast of modern technologies and evolving threats. Through strategic partnerships, ongoing training, and proactive initiatives, the departments are poised to address current and future challenges effectively.*



To view the full report: <https://dhss.delaware.gov/dhss/dph/ems/demsoc.html>  
**OEMS@delaware.gov | 302.223.2700**