



RAPID CITY FIRE DEPARTMENT

Prepare, Prevent, Protect



To: Mayor Sam Kooiker and City Council Members
From: Jason Culberson, Assistant Chief - EMS Operations
Subject: Quality Management Position
Date: 06/08/2013

In 2003, the Rapid City Fire Department took over advanced life support ambulance transport services for the City of Rapid City and surrounding areas. Since that time our call volume and the medical needs of the community have increased incrementally. Currently, we are responding to 11,000 ambulance calls with record high numbers in every month over the past two years. The Affordable Care Act, establishment of Accountable Care Organizations, as well as reductions in Medicare reimbursements have provided significant challenges to our department and are fundamentally changing the way we deliver health care in our community. The Rapid City Fire Department is requesting approval of a new position titled Quality Manager. This position will focus on the clinical quality of medical care provided to our patients. Duties of the position will include:

- Research, design, coordinate, and deliver medical training
- Oversee EMS continuing education and associated licensure of all EMS responders
- Medical Quality Management
- Gather and analyze statistical data and make recommend system improvements
- Chart review to ensure proper patient care reporting and ensuring quality
- Oversee Fire Department Field Training and Evaluation Program
- Through improved patient care reporting – decrease the length of the billing process which should provide cost savings and decrease billing staff time
- Provide operations level supervision and may perform duties of a Company Officer

The Quality Manager will be a vital piece of our organization that is desperately needed. We have not increased staffing levels within the division despite the increase in work load for all levels within the organization. The Quality Manager is a nationally recognized position within virtually every EMS organization in the country. The position is wholly funded by the EMS Enterprise Fund with zero (0) General Fund dollars allocated to it. The revenue is in place to fund this position currently. Fiscal year 2013, the Enterprise Fund will pay off its loan with the City of Rapid City. This will free up \$58,000 within our budget, effectively making the position revenue neutral.

If you have further questions on the position, please do not hesitate to contact me.