



2022 ANNUAL REPORT



CORE CLINICAL
MEASURES

Letter from the Chief

2022 was another exceptional year for Medical Rescue Team South Authority. MRTSA's providers responded to a record number of calls, endured a significant EMS staffing crisis, all while taking our care to new and exciting levels.

Our standards continue to lead the region. We added IV pumps, and doppler ultrasound. We welcomed a dedicated pediatric emergency physician to our medical direction team. MRTSA providers also ended the year with a record number of cardiac arrest saves. We continue to establish ourselves as national leaders in EMS through leadership development and academic pursuits, including conference presentations on a regional and national scale.

As we move into 2023, we are prepared to tackle new and old issues alike. So far, two EMS agencies in Allegheny County closed their doors. Through the dedication of our staff, the support of our Board of Directors, municipal governments, and our residents, MRTSA remains a sustainable and leading provider.

MRTSA works to find, cultivate, and educate the highest level of pre-hospital clinician to serve our communities. The 2022 Annual Report includes multiple data sets that show our quality of care.

As Chief, I would like to thank the governments and the residents of Baldwin Township, Castle Shannon, Dormont, Green Tree, Mount Lebanon, Whitehall, along with St. Clair Health, for the support they give us. It continues to be an honor and privilege to lead and serve alongside our providers, and I look forward to a great 2023!



B.S., CEMSO, NRP

Chief of Operations

Mission Statement

Medical Rescue Team South Authority provides health care to patients in the prehospital setting. As a part of the healthcare delivery system, we believe that our services help maintain a healthy and productive society. For this reason, we place great emphasis on the compassion and skill of our trained staff, seeking ways to share our professionalism with the community at large.

Vision

The single overriding objective of Medical Rescue Team South Authority (MRTSA) is the professional, compassionate, exceptional care, of the patients we are called to serve. As a leading EMS agency in the State of Pennsylvania, MRTSA continues to have a visionary outlook on paramedic services on a regional and national level.

To fulfill this objective MRTSA employs pre-hospital professionals who live up to the standards and ethics that guide the medical profession. All MRTSA employees uphold the values of safety, integrity, respect, leadership, excellence, and teamwork.

MRTSA recognizes that the medical profession is based on science, and because of this, it is ever-changing. MRTSA's professionals adapt to the ever-changing science through continuous assessment of our current practice, and an eye focused on the future. MRTSA's continuous quality improvement, education, and training are cutting-edge and completely integrated, allowing for MRTSA clinicians to make well-informed, educated decisions about their patient's needs and adapt their care accordingly.

MRTSA is an integral part of the partner communities. Because of this MRTSA maintains a strong community presence and works with the community to promote safety and provide education to members of the public that will increase the well-being of the communities. The whole system approach of MRTSA extends to our response partners. MRTSA provides care to patients wherever they are found through strong partnerships and training with fire departments, police departments, and other paramedic services.

MRTSA's commitment to professionalism also translates to a commitment to diversity, equity, inclusion, belonging, and social justice. This process involves an ongoing evaluation to quickly identify gaps, both unintentional/intentional and visible/invisible barriers that arise from bias, discrimination, racism, and our organizational structure so that issues can be addressed and rectified promptly.

Finally, MRTSA leads the way in innovative, data-driven leadership. Through lean practices, fiscal responsibility, and professional development our leaders and prehospital professionals provide leadership that is unmatched in the field.

Values

01

Safety

MRTSA will develop a culture of safety that holds the safety of its employees, patients, and community members above all else. All operations are conducted prudently and safely.

02

Integrity

MRTSA Employees have integrity. We will conduct ourselves with consistent and uncompromising adherence to medical ethics and possess a strong moral compass. We will use sound clinical judgment to provide care that is in line with MRTSA's Vision and Mission.

03

Respect

MRTSA Employees will respect all members of the community and their colleagues without regard to their personal beliefs, race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.

04

Leadership

MRTSA Employees are leaders in the practice of prehospital medicine, operations, and management. This will be evident in our conduct both on and off duty, with our patients, and with other healthcare professionals.

05

Teamwork

MRTSA Employees always work as a team and consider the effects of their actions on the team and fellow responders.

06

Excellence

MRTSA will strive for excellence in every aspect of our profession.

Operational Overview

Medical Rescue Team South Authority provides continuous advanced life support (ALS) and transportation from our stations based in the communities of Mount Lebanon, Green Tree, and Whitehall. Our fleet is comprised of seven ALS transport-capable ambulances and three quick response/command vehicles. All ambulances are staffed with a minimum of an Emergency Medical Technician and Paramedic.

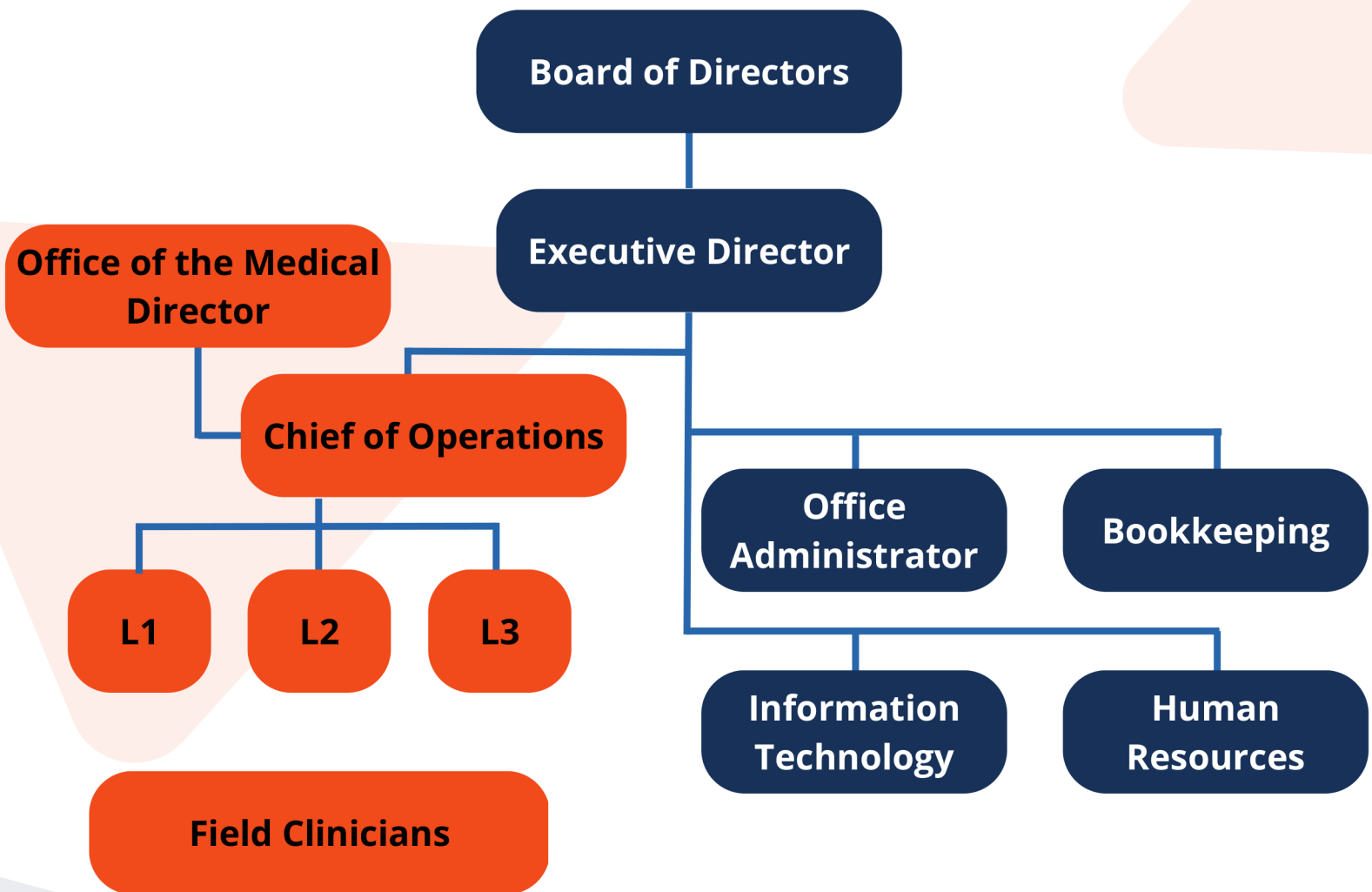
MRTSA uses advanced equipment to assess and treat life-threatening injuries and illnesses in the homes of our patients. Our clinicians continue to research and implement processes and procedures that allow them to lead evidence based practice.

As part of the South Hills Council of Governments, we provide clinicians to the Technical Rescue Team (TRT), and Tactical EMS team (TEMS) as part of the Critical Incident Response Team (CIRT); these providers have advanced training to assist with medically directed rescue operations, and tactical situations. MRTSA also maintains a medical bike team for special events and mass gatherings in the region.

Additional services include:

- Car seat installation and inspection
- Community CPR and First Aid
- Stop the Bleed
- Medical training for public safety partners
- Initial EMT Certification, through a Community College of Allegheny County partnership.
- Public Safety Camp
- Toys for Tots and Winter Clothing Drive

Organizational Chart



Financials



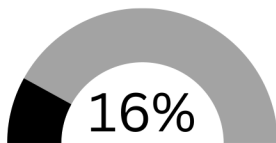
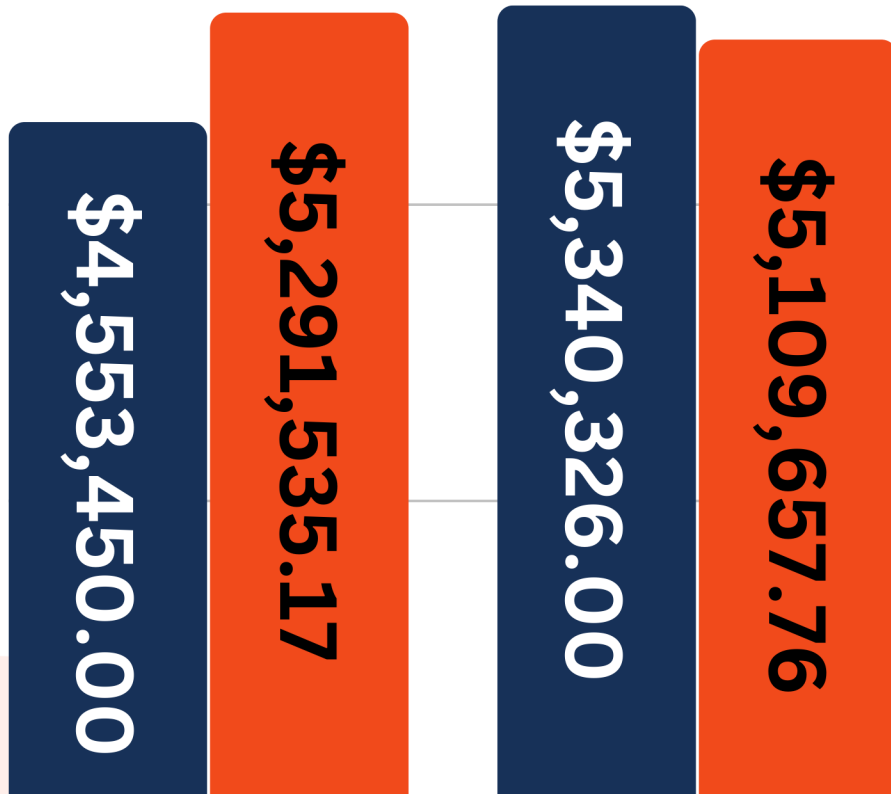
Projection



Actual

Income

Expenses



Increase

From Projected Income



Decrease

From Projected Expenses

Net Income
\$181,877.31

Financials

Grants Received
\$89,256.58

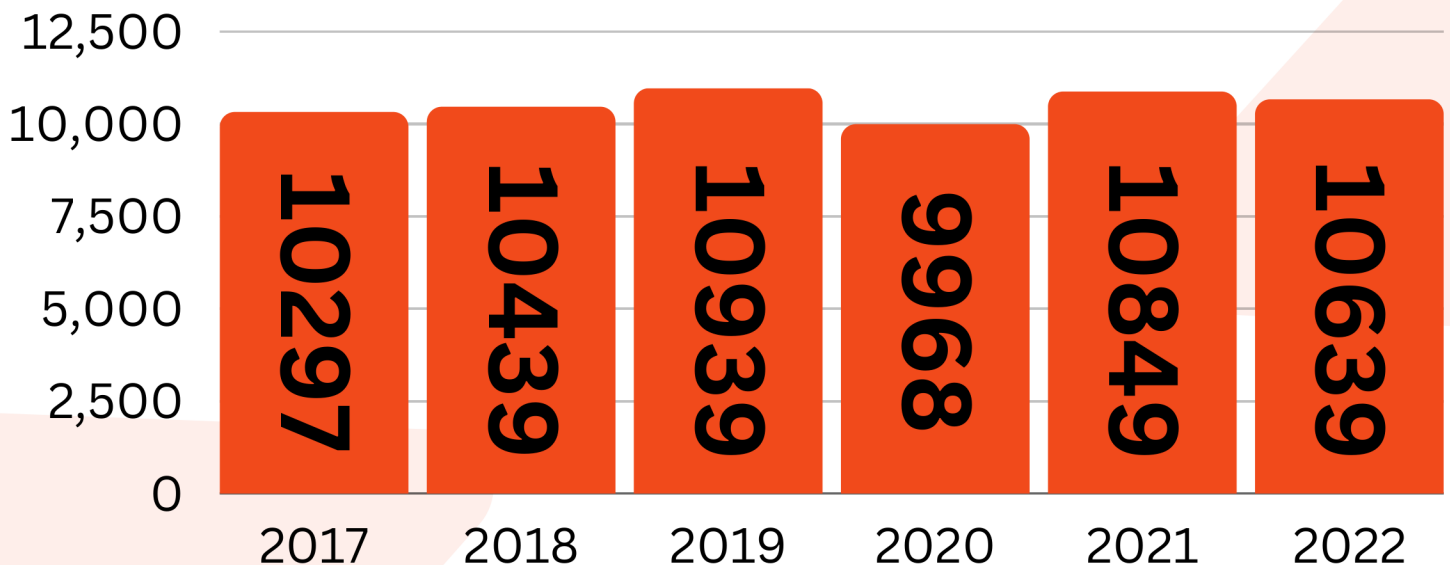
Subscription Revenue
\$476,735.00

Community Contributions
\$563,849.73

Organizational Statistics

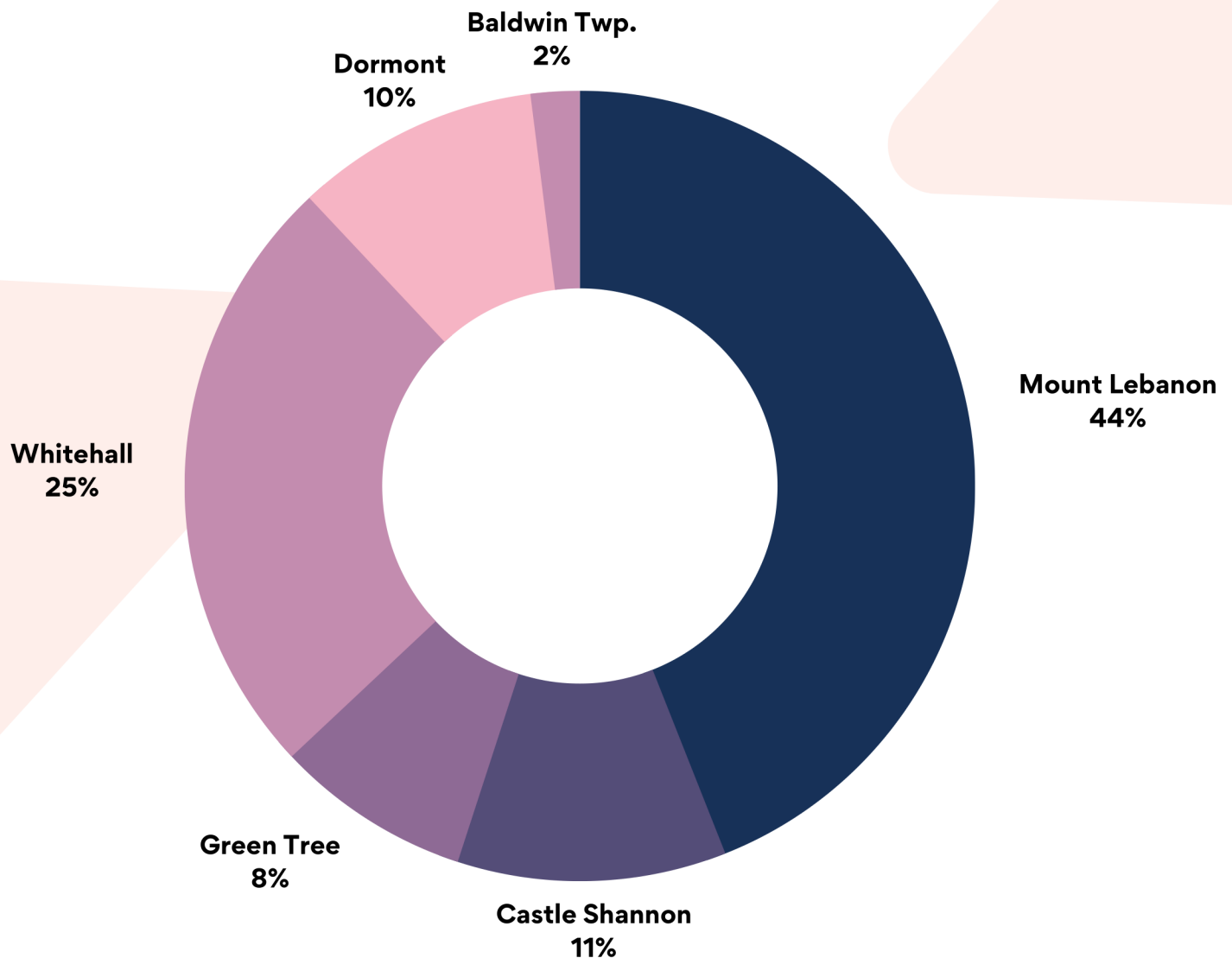
Call Volume

MRTSA experienced a 2% decrease in call volume since 2021 averaging 29 calls for service per day. 72% of calls for service (8,538) resulted in transports to an emergency department; this represents a 12% increase from the year prior.



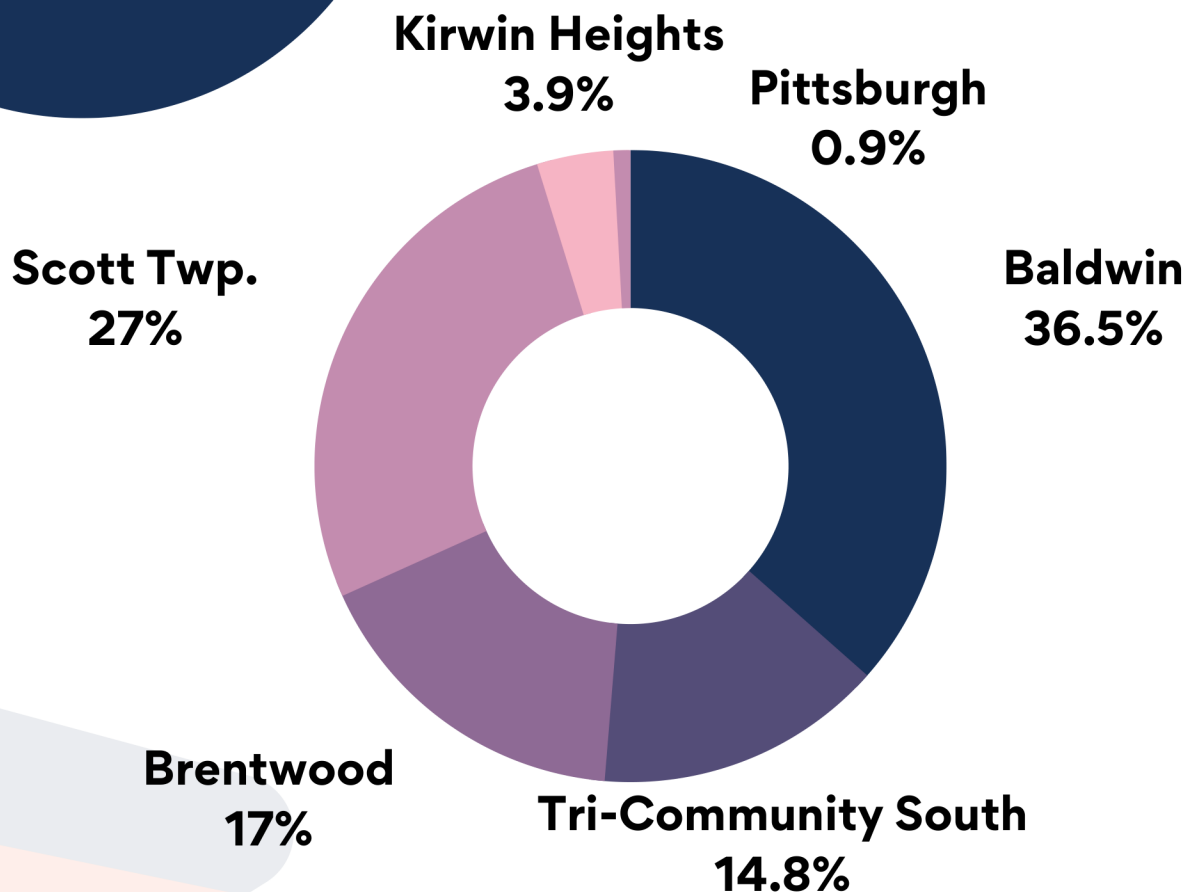
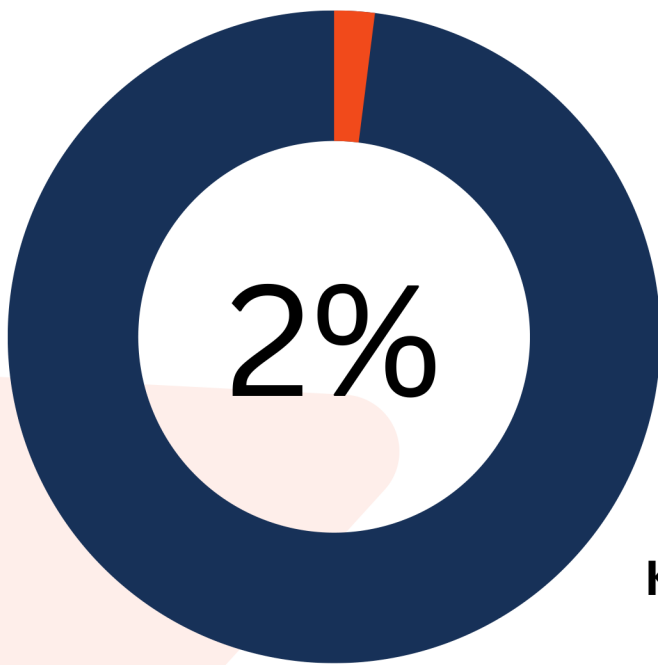
Organizational Statistics

Call by Municipality



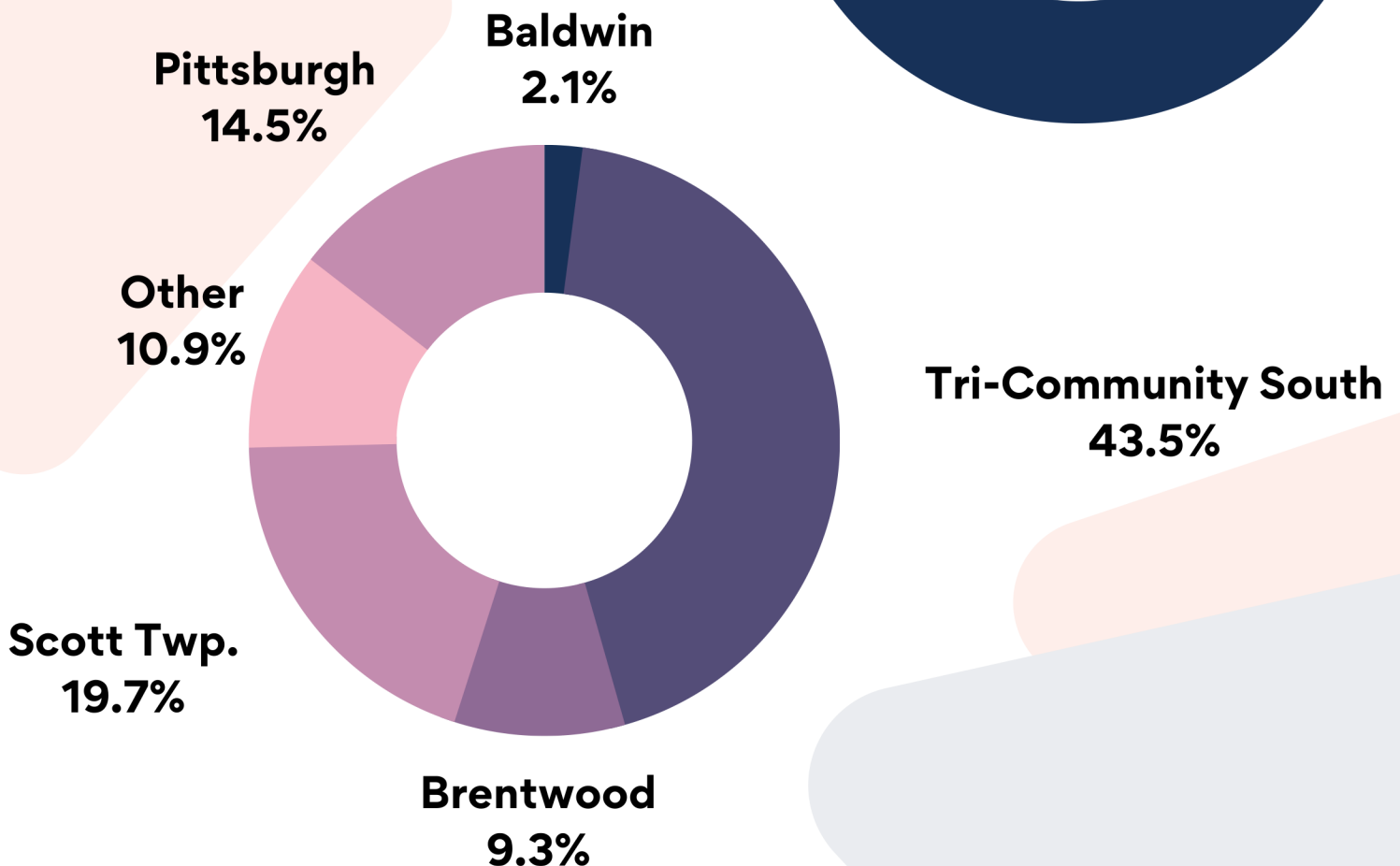
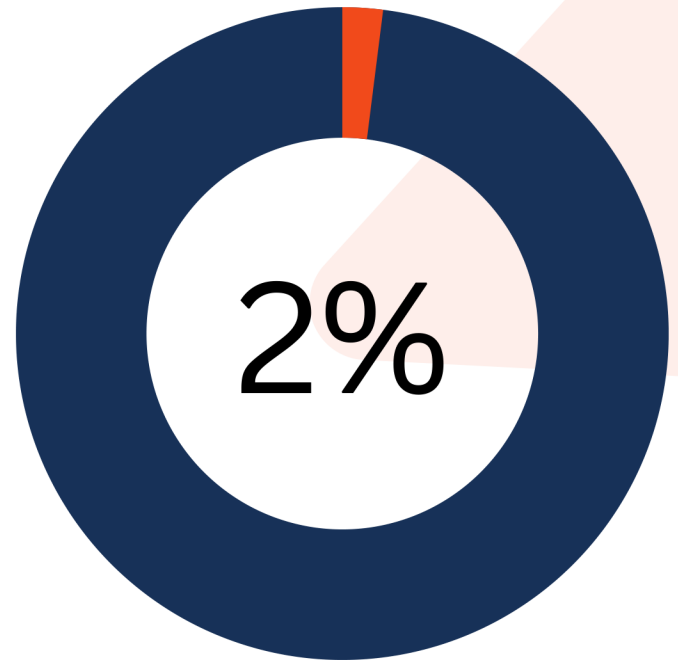
Organizational Statistics

Mutual Aid Received



Organizational Statistics

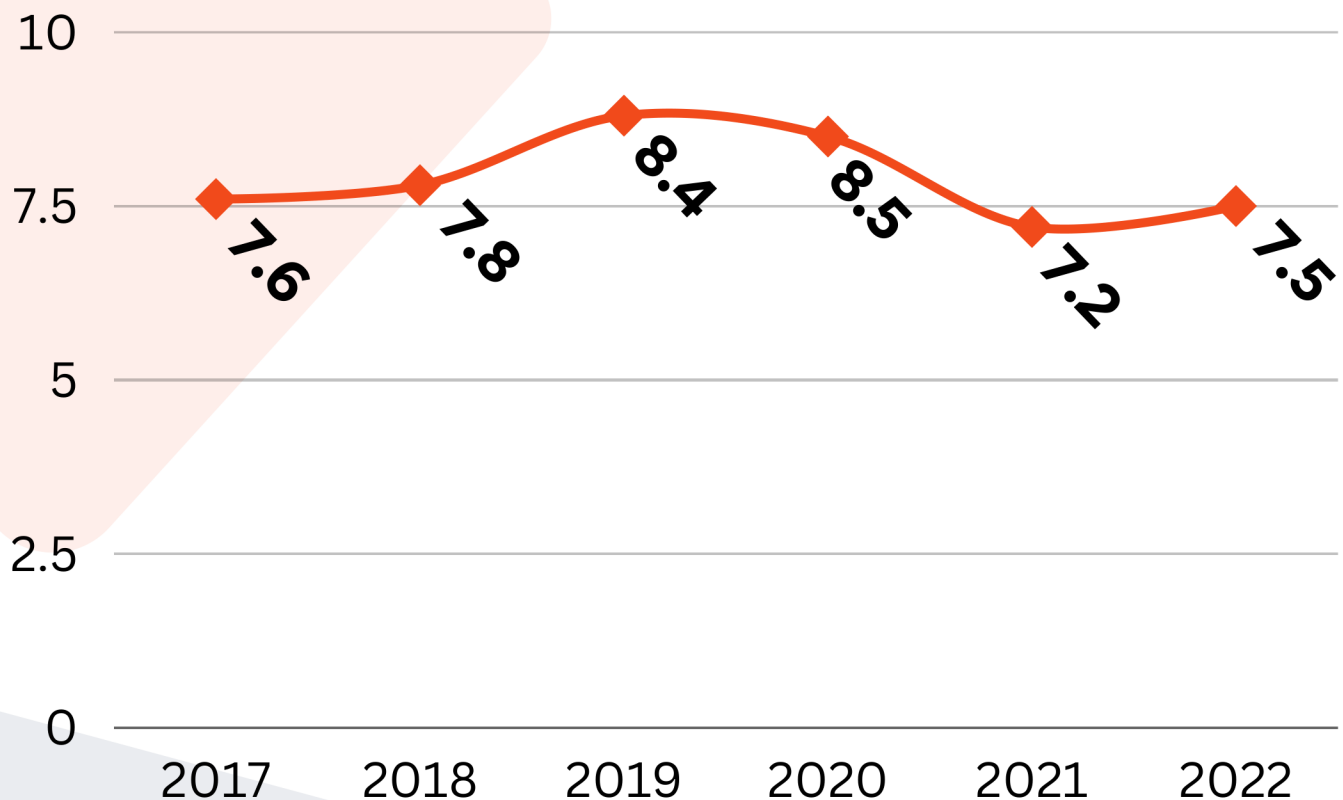
Mutual Aid Given



Organizational Statistics

Emergency Response Times (Minutes)

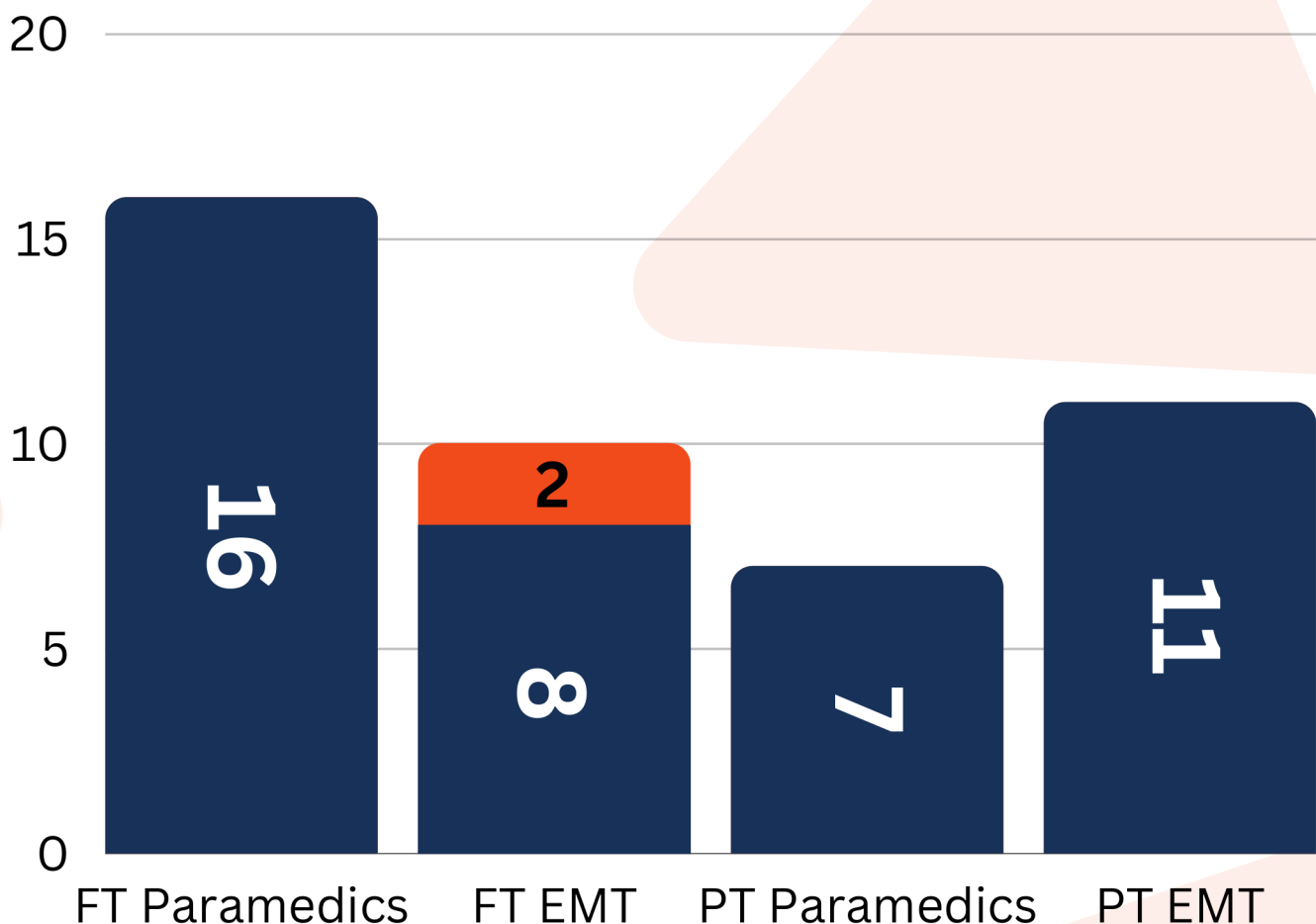
The emergent response time for 2022 was 7.5 minutes; this represented a 4% increase compared to 2021. The target emergent (life-threatening) response time is 8.9 minutes.



Organizational Statistics

Staffing Levels

Despite healthcare staffing shortages, MRTSA currently has two full-time vacancies representing 7.6% of the total full-time staff. MRTSA currently has 18 part-time employees.



Organizational Statistics

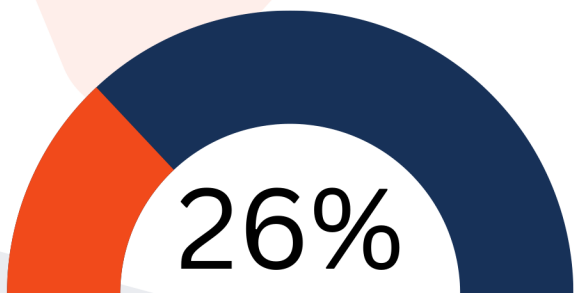
National EMS Quality Alliance Lights & Sirens Collaborative

The Lights and Sirens Collaborative is a group of EMS organizations, subject-matter experts, and EMS agencies from across the US. We came together to prevent ambulance crashes by reducing the use of lights and sirens (L&S) while driving.

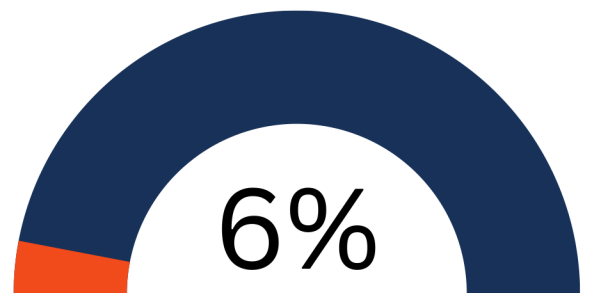
The Collaborative supports 50 EMS agencies nationwide as they implement improvements focused on NEMSQA's Safety-O1 and Safety-O2 Measures: Use of Lights and Sirens During Response / Transport. We assist each other by compiling data, sharing experiences, and planning the trajectory of this project.

At the conclusion of this project, we plan to publish a peer-reviewed Change Package to guide agencies to implement measures focused on improving ambulance safety.

Information on the full collaborative can be found at:
<https://www.nemsqa.org/lights-siren-collaborative>



**L&S
Response**



**L&S
Transport**

Office of the Medical Director

Pediatrics

Medical Rescue Team South Authority's Office of the Medical Director expanded to include a dedicated pediatric EMS physician. In EMS, the call volume for children is much smaller than it is for adults causing gaps in pediatric care. To mitigate these gaps, emergency medicine physician Dr. Cercone from UPMC Children's Hospital was welcomed as an associate medical director (780MD2). Dr. Cercone is an attending physician in the emergency department at the Children's Hospital of Pittsburgh, and the only physician at UPMC to hold board certifications in both Pediatrics and EMS.



Continuous Quality Improvement

In September of 2021, MRTSA revamped the quality improvement process to provide real-time data pertinent to evidence based practices. The CQI program relies on our Core Clinical Measures which were developed to reflect the goals of the National EMS Quality Assurance Consortium.

The care provided by MRTSA is assessed against 38 nationally recognized measures; we met or exceeded 30 of the 38 goals in 2022.

Continuous Quality Improvement developed a comprehensive approach to cardiac arrests. MRTSA was instrumental in a record number of patients going home to their family with good neurological function after suffering Out-of-Hospital Cardiac Arrest (OHCA).

MRTSA works with local police and fire departments to provide rapid response to potentially life-threatening illnesses and injuries. These first responders can provide up to BLS care within minutes of the emergency occurring.

27.4% of the 55 dispatched cardiac arrests received bystander CPR by family or pedestrians. AEDs were applied prior to a MRTSA ambulance arrival in 35% of all dispatched cardiac arrests. 21.8% of all dispatched cardiac arrests had an AED applied by a **bystander** prior to MRTSA arriving.
