



**“Florida Aeromedical Association” Action Plan For  
EMS 2008 – 2010 Strategic Plan Objective Number “7.2”  
President-Elect: Kathy Koch**

**Date: “Insert Date Submitted to the Bureau (updates to be submitted quarterly)”**

**Strategic Objective #**

7.2 Improve air medical communications and dispatch procedures for communication centers, flight crew, hospitals, and EMS providers

**Measure(s):**

- # of licensed air medical communication centers that perform duties other than air medical flight-related duties
- # of licensed air medical communication centers with established local helipad communication procedures
- # of air medical communication centers with an established quality improvement process
- # of air medical communication centers that are utilizing technology for information sharing
- # of air medical communication centers that utilize aviation-based technology for flight management
- # of Florida receiving facilities and EMS providers that are non-compliant with state Med8 requirements
- # of Florida air medical providers that are non-compliant with state Air Secondary requirements
- # of air medical communication centers that have established continuing educational requirements

	<b>ACTION STEPS</b>	<b>RESPONSIBLE PERSON</b>	<b>TIME LINE</b>	<b>STATUS</b>
A	Conduct a workflow analysis and/or survey to identify aircraft management functions from non-aviation related tasks	Florida Aeromedical Association (FAMA)  Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
B	Identify and adopt FAA mandate 008 operational control procedures for all Florida Air Medical Operators	Florida Aeromedical Association (FAMA)  Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
C	Establish baseline and benchmark to identify Air Medical Communications best practices	Florida Aeromedical Association (FAMA)  Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•

	<b>ACTION STEPS</b>	<b>RESPONSIBLE PERSON</b>	<b>TIME LINE</b>	<b>STATUS</b>
D	Promote and establish a Florida Chapter of National Air Medical Communication Specialists (NAACS)	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
E	Develop, implement, and promote a quality improvement process for air medical communication centers.	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
K	Complete survey of Air Medical Communication centers to establish those with active QI processes.	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
L	Develop an educational plan for air medical customers to enhance their knowledge and understanding of the dangers of helicopter operations (weather, helicopter shopping, etc.)	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
M	Identify, research, and implement the use of technological services to improve information sharing.	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
N	Survey Florida Air Medical Providers to establish those utilizing technology to share information (ie weather turn downs, flight following, etc.)	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
O	Benchmark to identify best practices for air medical information sharing	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
P	Establish Bureau of EMS support for inspections process and compliance with Florida Communications plan	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•

	<b>ACTION STEPS</b>	<b>RESPONSIBLE PERSON</b>	<b>TIME LINE</b>	<b>STATUS</b>
Q	Identify and adopt initial minimum criteria for air medical communication specialists	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
R	Adopt a national standard for Air Medical Communication Specialists	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•
S	Develop a competency assessment plan for Air Medical Specialists	Florida Aeromedical Association (FAMA) Resources: As noted in goal 7	To Be Determined by assigned party Needs to be within June 2010 Or rolled into 2010 – 2012 plan after this planning cycle is complete	•

**\*\*Utilize last 5 minutes of meeting to complete action plan template to report progress on *strategic plan objectives or other activities being conducted by your committee/workgroup.***

Instructions on How to Complete the Above “Strategic Planning/Action Plan Template”:

1. Be sure to insert your committee/workgroup name in the header (delete red text and insert name).
2. Delete red text indicating “Insert Number” and insert your assigned objective number.
3. Delete red text indicating “Insert Name” and insert the name of the committee chair.
4. Delete red text indicating “Insert Date Submitted to the Bureau...” and insert the date submitted.
5. Strategic Objective: List the strategic objective # and the objective listed in the Strategic Plan.
6. Measure: List the measure for that specific objective # which is listed in the Strategic Plan.
7. Action Steps Column: Insert an action step your committee will be taking to meet the strategic objective. Please list steps separately under the “Action Steps” column (add additional rows when necessary). For example, if your objective is to integrate pediatric issues into educational programs then one of your action steps may be to survey all provider agencies to identify pediatric issues they frequently see. Insert “Develop Pediatric Issues for Providers Survey” as an action step. Additional action steps may be needed to complete this task, such as, deployment of survey; list this as a separate action step.
8. Responsible Person: Please list the specific committee member that has lead on this task.
9. Timeline: List the timeframe to complete the task, if the task is complete type in “Complete” in that column.
10. Status: List the status of the task. Insert bullets that outline the steps that have been taken to complete that task. For example, if the task is to “Develop Pediatric Issues for Providers Survey” some of the steps may include: developing the questions for the survey, contacting the Bureau to assist with the distribution of the survey, etc... Each of these steps would be a separate bullet.
11. Send updated action plan to the Bureau of EMS to be posted on the web. This is why the responsible person is important. Other committees may need your assistance and need a specific point of contact.

You are not limited to the amount of rows for action steps. If you are utilizing the electronic version of this template, you may click in a row (be sure cursor is in the row), and then select table, then select insert rows below. This will add additional rows you will need as your committee makes progress with the assigned objective.

Developing your action plans may assist your committee in determining future needs for EMS. These may be ideas for future strategic plans. Please make note of those issues that come up for future strategic planning sessions.