

# Ross/West View EMS News

October, 2024



## Staying in Touch with our Community

Hello Neighbors,  
Ross/West View Emergency Medical Services Authority has had a busy start to 2024. EMS systems across the United States are struggling for sustainable revenue, recruiting, retaining quality staff, and purchasing reliable equipment. Each month another EMS service goes out of business while EMTs and Paramedics are leaving the career at an impressive rate. Thanks to our relationship with our municipal partners, like Ross Township, and our dedicated citizens, we are blessed to be on a road to recovery and thriving while others are not so fortunate.

### *Department of Defense*

#### Skill Bridge Program

#### Benefits



- 1.** Active Duty to Civilian transition training
- 2.** Recruitment and Retention tool for Ross/West View
- 3.** Job placement opportunity

## DOD Skill Bridge

Featured in the photo to the left is Vincent Quattrocchi full time Emergency Medical Technician. Vincent was one of our first DOD Skill Bridge members who has since come on full time with Ross/West View EMSA. In this photo, Vincent is training several new DOD Skill Bridge members who recently joined the program at Ross/West View EMSA. It is so exciting to see this program come full circle where a graduate, employed, Skill Bridger, is training the newest members of the program. In just 3 short years, Ross/West View EMSA has had 20 United States service men and women come through the program with excellent success. We currently have 4 members enrolled at various stages. The program provides a unique transition from active-duty military life to civilian living. It provides training in a variety of skills, while the member is being paid and insured by the Department of Defense. The goal at the end of the program is gainful employment as an honorably discharged veteran moving on with a secure career. Ross/West View EMSA has had wonderful success with those members seeking employment with our organization.

## Allegheny General Physician Response

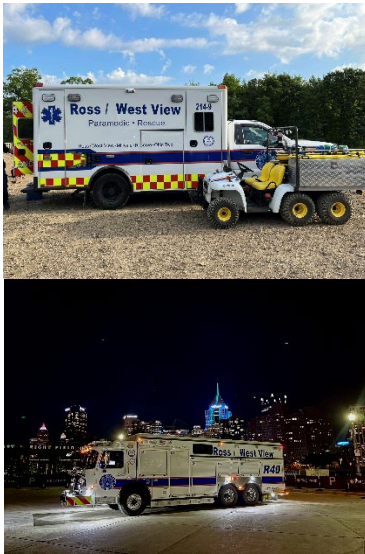
Ross/West View EMSA has partnered with Allegheny General Hospital to help train their Emergency Medicine Physicians in Pre-hospital care. Benefits to this program are access to field response EM Certified Doctors, physician ride along program, frequent physician presence at our station, and unique training opportunities that can only occur through physician and EMS crew interaction.

# Ross/West View EMSA Recognized

1. CASS
2. Pediatric Expert Level
3. Mission Lifeline Gold Award
4. Pennsylvania Participating Department Silver Award
5. Pennsylvania VRSR Advanced Rescue



## CAAS



The Commission on Accreditation of Ambulance Services (CAAS) has announced that Ross/West View Emergency Medical Services Authority (RWVEMSA) has earned national accreditation through CAAS.

Currently there are over 14,000 EMS agencies in the United States. 182 EMS agencies meet the CAAS accreditation standards “The Gold Standard of the Ambulance Industry”. The number just increased in Northern Allegheny County Pennsylvania, thanks to Ross/West View EMSA.

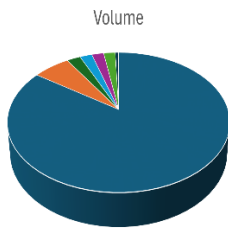
During the first quarter of 2024, CAAS inspectors have spent numerous hours at the agency. As part of the CAAS inspection, the reviewers focused on patients receiving innovative medical care, response times, efficient management practices, safety, and educational training for continuous quality improvement.

The initial submission for CAAS had over 1200 documents for review. The CAAS on-site inspection had a checklist of 1000 items. The application and the review process took over one year to complete.

“The process to become CAAS accredited is lengthy. It became apparent early on that the staff was excited to participate and took ownership of different tasks throughout the course of the year and during inspection. Our entire staff and board of directors want to show the residents and businesses that we are making every effort to provide the highest level of prehospital care for the communities we serve.” Stated Greg Porter Executive Director of Ross/West View EMSA.

Ross/West View EMSA was officially CAAS accredited at the April 2024 board of directors meeting for the Commission.





■ 300 - Rescue/EMS ■ 700 - False Alarm ■ 100 - Fire  
 ■ 500 - Service ■ 000 - Uncategorized ■ 400 - Hazardous (No Fire)  
 ■ 600 - Good Intent Call ■ 800 - Weather ■ 200 - Explosion (No Fire)

EMS/Rescue	5503
False Alarm	413
Fire Assist	154
Public Assist	137
Uncategorized	135
Hazardous Cond	131
Good Intent	34
Weather	3
Explosion	1

## Fleet

In the past four years, Ross/West View EMSA has added 4 new vehicles to our fleet of 14 vehicles. 4 old vehicles were either sold or removed from service due to age, wear, tear and milage. We plan to order an additional Advanced Life Support Ambulance (ALS) soon, improving our ability to provide fast aggressive medical care in our communities.

## Community Outreach

Each month, Ross/West View EMSA provides child passenger safety inspections, CPR training, bleeding training, medical standby coverage for special events, and more. Thousands of hours each year go into injury prevention programs and what to do when injuries or illness do occur.

## EMS Fee Ordinance Data

In year two of our EMS Fee collection, Ross/West View EMSA, along with the help of Jordan Tax Service, has collected more than 1 million dollars. This is up more than \$100,000.00 compared to 2023. Ross Township is at a 56% collection rate as of August 31<sup>st</sup>. We expect our collection to increase each year, and we continue to work through address verification, delinquent payments, and unusual circumstances. Thank you for your understanding and continued support. Unfortunately, the collection process is beginning for those who have not paid.

## Student ride along program

Ross/West View EMSA prides itself on constant learning and teaching. We are currently partnered with five different Paramedic programs, two different Emergency Medical Technician (EMT) programs, several medical schools and nursing schools. Each and every day, we have students riding along with our EMT's and Paramedics. This is not only an amazing experience for the students but challenges our crews to be better by being engaged constantly in teaching, mentoring, and learning.

## Goals

Finishing out 2024 and on into 2025, Ross/West View EMSA plans to continue its work on clinical improvements, training, and new equipment to deliver the best possible prehospital care for our citizens and visitors. We will continue to work on fleet and facility improvements to ensure reliable and innovative equipment for our crews thrives. We will continue to work on improved employee wages, benefits and working environment to attract and retain the best possible staff that can be found. Most importantly, we plan to continue to be a wonderful partner to our municipal partners, assuring the best public safety that can be offered.

## Donations

While the EMS Fee has increased our Revenue in 2023 and 2024, the fee, along with billing, still is not mature enough to support all the activities that Ross/West View EMSA has going on. Specialty teams like Urban Search and Rescue, Special Response Team to assist law enforcement, Hazardous Materials, and more, all cost money for staff time and equipment. Public education, outreach and injury prevention programs all cost money for staff time and equipment. Ross/West View EMSA as a 501C3 is still accepting donations to support these programs. Please Donate at [www.rwvems.org](http://www.rwvems.org).

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