



SBStat

Fire

Q4 2019 | December 2, 2019

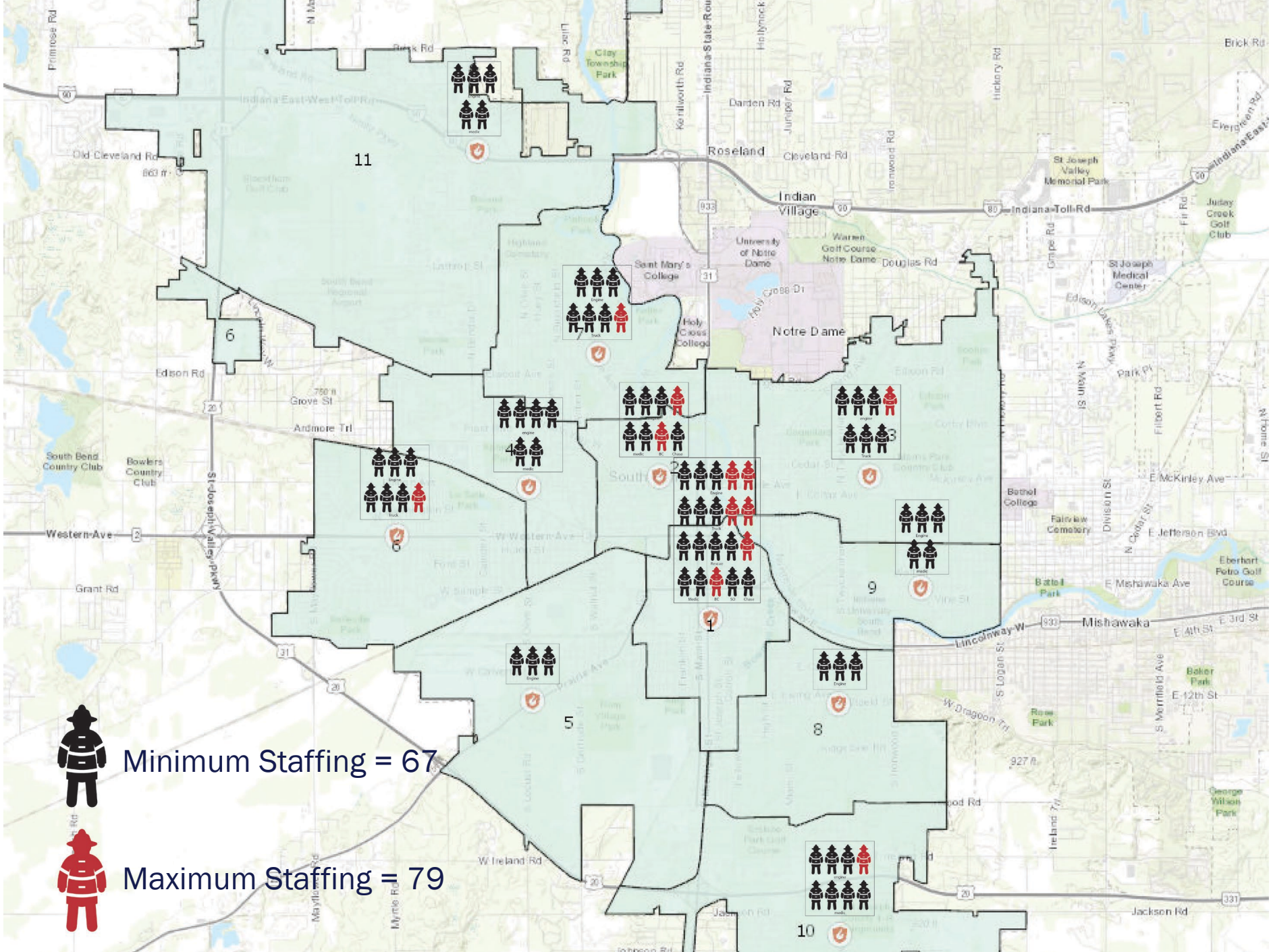
Highlights

ISO Audit

- From Q1 2019
- Insurance Services Office
 - Uses ratings to assess risk of fire damage for insurance companies
 - Audit based on Emergency Communications - PSAP (10%), Fire Department (50%), and Water Supply (40%)
- Current ISO rating is 2
 - Points Earned: 87.24
 - 90 Points Needed for highest rating of 1
 - Points Possible: 105.5

Areas of Focus – Fire Department

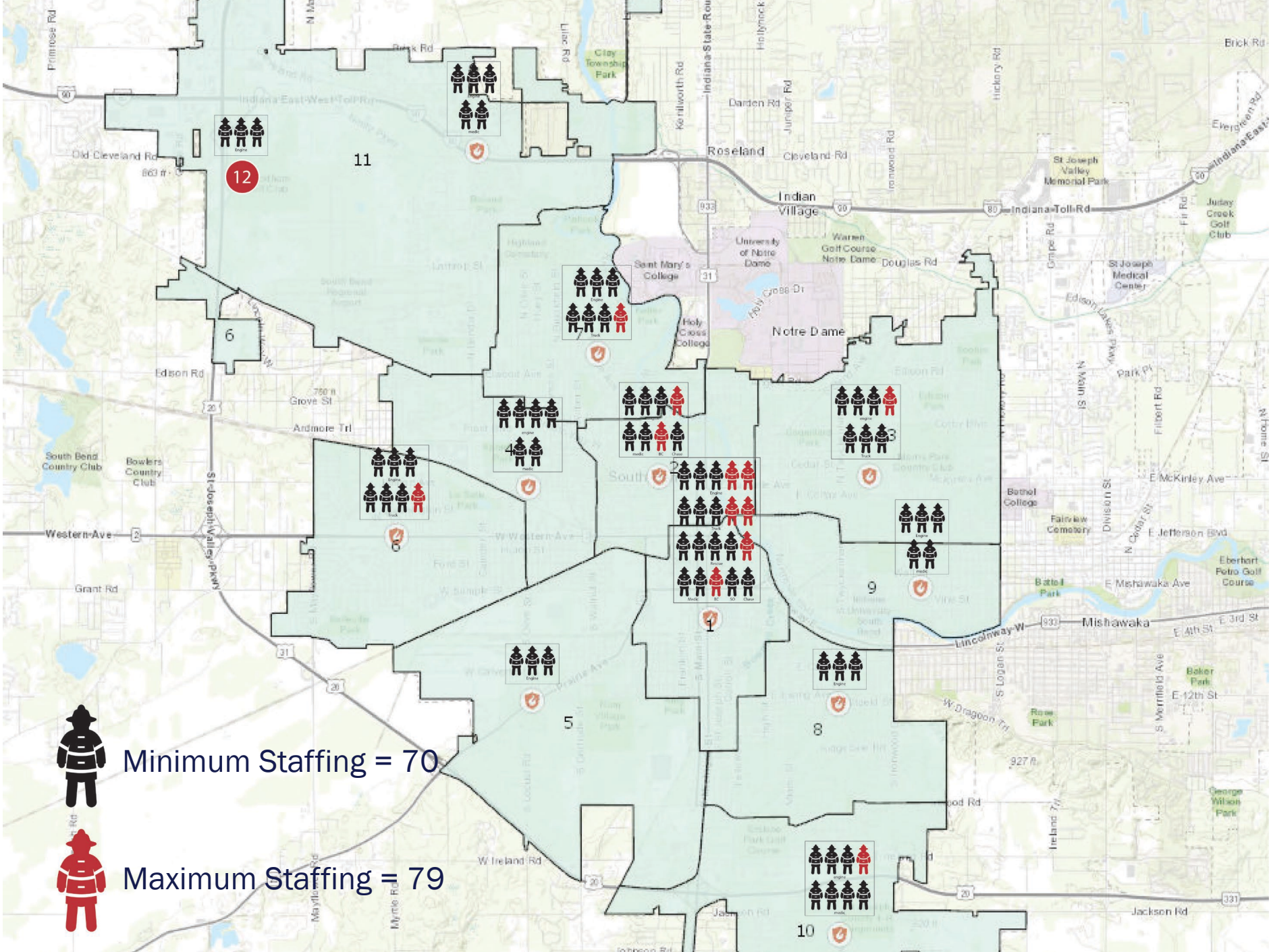
- Company Personnel (11.67/15) - Number of firefighters able to respond to structure fires
 - ISO recommends a minimum shift strength of 70, we had 65 in 2016, we have 67 now
 - The cost to hire the additional staff would be around \$800,000



Minimum Staffing = 67



Maximum Staffing = 79



Minimum Staffing = 70



Maximum Staffing = 79

Areas of Focus – Fire Department

- Training (7.1/9)
 - Implemented new training since last audit from ISO recommendations
 - Before next audit – need to edit SOP to reflect training requirements
 - Implemented new KMS geared towards tracking for ISO and CPSE benchmarks

Areas of Focus – Fire Department

- Community Risk Reduction(4.07/5.5)
 - Addition of PIO and Life Safety Educator
 - Before next audit SBFD needs to document improvements made

Area of Focus – Water Supply

- **4639** – Total hydrant inspection work orders created and completed.
 - **15** - Hydrants that have no access and were not inspected.
 - **17** – Hydrants that are private and were not inspected.
 - **12** – Hydrants that are no longer and were removed and were not inspected.
- **4595** – Total hydrants that have passed inspection.
- **4207** – Hydrant inspections completed with no problems found.
- **314** – Hydrants that repairs and inspections have been completed.
- **74** – Hydrants that replacements and inspections have been completed.

Potential Added Points

- Prediction for 2020 audit based on SBFD's improvements and reaction to the 2016 audit
 - Points earned in 2016: **87.24**
 - Potential points earned in 2020: **98.54**
- [Link to Power BI dashboard](#)
 - Note: 2020 Potential Score does not include divergence, which we believe will be close to 0. Divergence lowers the final ISO score based the difference between the Fire Department and Water Supply scores.

Community Paramedicine

- Community Paramedicine is an emerging EMS program around the country
- In South Bend, our Community Paramedic, Suzie, connects with overutilizers of the EMS system to identify and solve underlying issues that lead to excessive 911 calls.
 - She meets clients where they are and works with them one-on-one to get them the help they need

Community Paramedicine

- Suzie has reached out to 239 people
- Between the 10 patients who are more than 300 days out of the program, ER visits have decreased from 101 in the year before entering SBC3 to 13 in the year since leaving SBC3
- Partnerships with
 - SBPD
 - REAL Services
 - St. Joseph County Health Department
 - IFFSA
 - Habitat for Humanity
 - Food Bank of Northern Indiana
 - John Bruinsma – Senior Services at St Joe

Community Paramedicine

- Lessons Learned
 - Data
 - Remaining flexible with MHIN as the program grows and changes
 - Creating a common understanding of terminology
 - Currently using two record systems, need to coordinate between SBFD and MHIN so that all data is stored in the same place
 - Medical home to social needs
 - Adjusting the outcome expectations for the program – most clients had social needs rather than a need for a medical home

Current Projects

Strategic Plan Development

- The plan was facilitated by consultants from Leadership South Bend/Mishawaka
- We brought in community stakeholders during our last process spending an entire day in roundtable discussions

Gibson Insurance
Chamber of Commerce
Memorial Hospital
Board of Public Safety

NNN
Hispanic Chamber of Commerce
SJC Parks Department
DTSB

Strategic Plan

- Goals of the Strategic Plan
 - Improve internal communication and documentation for the South Bend Fire Department
 - Establish and nurture a culture of pride, accountability & ownership in the South Bend Fire Department and the City of South Bend.
 - Increase our Community Outreach
 - Create a constructive and desirable EMS culture and system
 - Establish a training program that is current, consistent, and proactive
- Power BI Dashboard

Strategic Plan - Highlights

- Goal 1: Improve internal communication and documentation for the South Bend Fire Department
- Objective 1B: Improve PCR & CAD software
 - ESO implementation – reporting, inspections
- Objective 1D: Evaluate and update the Duty Manual and Standard Operating Procedures
 - Lexipol SOPs online

Strategic Plan - Highlights

- Goal 2: Establish and nurture a culture of pride, accountability & ownership in the South Bend Fire Department and the City of South Bend.
- Objective 2C: Create a culture of health and wellness
 - Trained 21 members to be PFTs and established annual WPE

Strategic Plan - Highlights

- Goal 3: Increase our Community Outreach
- Objective 3A: Promote SBFD to media outlets and community
 - Captain Gerard Ellis has filled the role of PIO and Life Safety Educator
- Objective 3C: Create a community outreach program to encompass diversity recruitment, marketing and SBFD and involve neighborhood associations
 - Recruitment committee meets regularly and plans job fairs as well as attends recruitment events. Prepares materials and social media posts for same.
 - Cadet program with SBCSC has been ongoing for 3 years. Changing from EMT to First Responder training.

Strategic Plan - Highlights

- Goal 5: Establish a training program that is current, consistent, and proactive
- Objective 5F: Establish adequate training funds for expert instructors to come in
 - Expand our mix of training opportunities delivered over varied platforms – mental health, public safety medical, leadership, incident command

Medic Chase Cars

- Goal 4: Create a constructive and desirable EMS culture and system
- Paramedics are some of the highest trained employees on the department.
 - Greater training investments (\$22k over 1.5 years)
 - Potentially \$7,800 more per year than a Basic EMT
- Nearly half of calls from Q3 2017 to Q3 2018 did not require a Lead Paramedic
 - 59% of calls are Priority 1 and could be handled by a Medic Chase Car
 - 41% of calls could be handled by an Advance Life Support (ALS) team on an ambulance

Medic Chase Cars

- Lead Paramedics were staffed one or two on every ambulance in the past.
- We used to need 8 Lead Paramedics every day, now we need 5(ish).
 - Flexibility in staffing
 - Morale builder
 - More efficient
 - Distributing lead medics around the city
 - Sending the right resources to the right calls

Next Steps

EMS Satisfaction Survey

- An EMS Satisfaction Survey was on the 2014 Strategic Plan, and is one of our unfinished items
- We want to use this survey to identify areas for improvement within the customer experience throughout our continuum of care

EMS Satisfaction Survey

- Scope
 - Dispatch
 - EMS (first responders, ambulances, paramedics)
 - Billing (office staff, rates)
- What are we measuring?
 - Timeliness
 - Cleanliness
 - Professionalism & Courteousness of Staff
 - Knowledge & Skill of Staff
 - Staff Commendations

EMS Satisfaction Survey

- In House
 - Platform
 - Microsoft Forms
 - Qualtrics
 - Deployment
 - Postcards with link
 - Link on bill
 - Data Access
 - We have access to all the data, but we have to do the work to analyze it
 - Lower Cost
- Contract Out
 - Platform
 - Unknown, probably something custom
 - Deployment
 - Best practice recommendations
 - Data Access
 - May not have full data access, but someone else will analyze it for us
 - Higher Cost

Potential Partners

- Press-Gainey
 - Local
 - Have created EMS surveys in the past, but not part of their current portfolio
- Other national groups
 - [Baldrige Group](#)
 - [EMS Survey Team](#)
 - [Qualtrics](#) - we already have an account
- Considerations
 - Accessibility – internet access, tech literacy
 - Ability to change based on feedback

Potential Projects

Potential Projects

- Prioritizing based on what we have left in strategic plan – [link to dashboard](#)
- Communication
 - Transition to Lexipol system for SOPs
 - Leadership newsletter
- Community Outreach
 - Community survey – Community survey from summer 2018
 - EMS survey – moving forward
- EMS
 - Stakeholder grid

Potential Projects

- Next strategic plan
 - Development of new strategic plan – based on previous strategic plan with facilitators and community stakeholders
- Fire Priorities
 - Inventory of equipment – CityWorks (long-term) vs Excel/SharePoint (short-term)
 - Online training – use metronet implementation for video conferencing
- New priorities in strategic plan from Mayor's Office & Leadership

Celebrating Our Values

Celebrating our Values

- Personnel at Station 2 pitched in for a new basketball hoop for a local church when they saw that the church's basketball hoop was broken.
- Artist rendering:

