Strategic Plan



FY 2024-2028

Emergency Medical Services Bureau 4501 S 2700 W Taylorsville, UT 84129 bemp.utah.gov





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Mission Statement

Our mission is to ensure a high-quality, resilient, and operationally ready emergency medical system to respond to emergencies for all Utah citizens and visitors.

Who We Are

We have been a regulatory-focused agency working with limited resources and needing a more strategic focus on the needs of EMS agencies across the state.

We will be a needs-focused and customer-centric organization methodically eliminating waste and streamlining processes to focus our efforts on the critical needs to build a world-class EMS Organization.



PREPARE EMPLOYEES FOR DEPARTMENTAL GROWTH AND JOB SUCCESS

Objective 1

Encourage and provide professional development through training and experience.





PREPARE EMPLOYEES FOR DEPARTMENTAL GROWTH AND JOB SUCCESS

Objective 2

Foster an internal culture focused on agency development.
STRATEGY

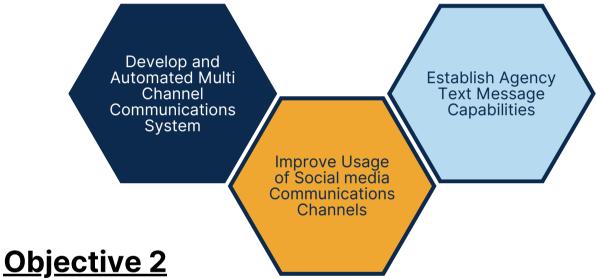




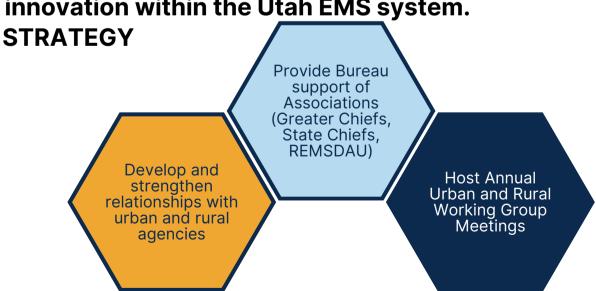
ELEVATE STATEWIDE EMS OPERATIONAL SUPPORT

Objective 1 Create Effective Sta

Create Effective Statewide Communication System. STRATEGY



Foster a culture of continuous improvement and innovation within the Utah EMS system.





ELEVATE STATEWIDE EMS OPERATIONAL SUPPORT

Objective 3

Develop a Rural EMS Strategic and Tactical Plan.



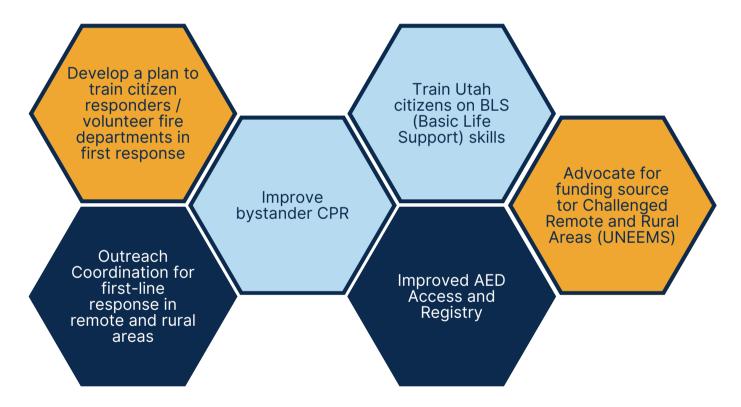


ELEVATE STATEWIDE EMS OPERATIONAL SUPPORT

Objective 4

Outreach Plan for EMS Challenged Remote and Rural Areas.

STRATEGY





IMPROVE BUREAU OPERATIONAL EFFICIENCY AND EFFECTIVENESS

Objective 1

Streamline and Simplify the Department Operations.



Objective 2

Elevate Training to a Core Competency of the Division. STRATEGY



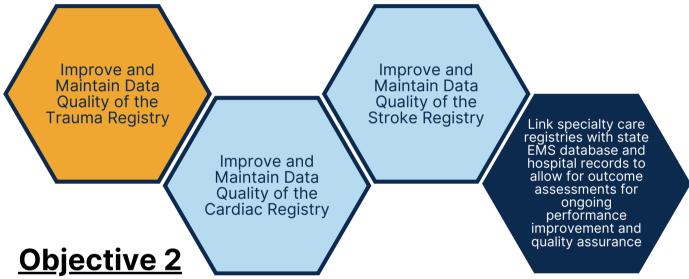


GROW AND EXPAND EVIDENCE / DATA DRIVEN PREHOSPITAL SPECIALITY CARE

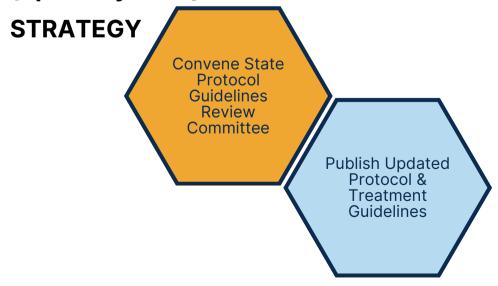
Objective 1

Maintain Registries of Time Critical Medical Conditions (Specialty Care).

STRATEGY



Maintain Registries of Time Critical Medical Conditions (Specialty Care).

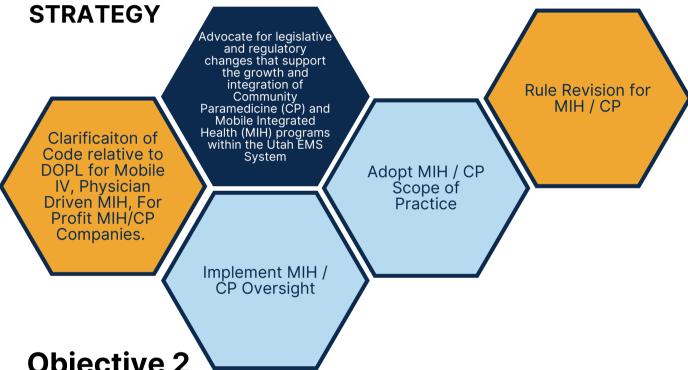




IMPROVE VISIBILITY AND STATURE OF EMS PROVIDERS WITHIN THE HEALTHCARE **COMMUNITY**

Objective 1

Develop a Strategy for Community Paramedicine and Mobile Integrated Healthcare.



Objective 2

Behavioural Health Crisis Response Technician. **STRATEGY**



Division Priority - Personal Preparation/Internal Performance

Goal 1: Prepare employees for departmental growth and job success

Objective 1.1: Encourage and provide professional development through training and experience

Goal #	Champion	Resources Needed	Timeline	Status
1.1.1	Director / Managers	Existing staff time	Fall 2024	
1.1.2	Director / Managers	Existing staff time	Fall 2024	
1.1.3	Director / Managers	Existing staff time	Fall 2024	
1.1.4	Director / Managers	Existing staff time	Fall 2024	
1.1.5	Director / Managers	Existing staff time	Fall 2024	
1.1.6	Director / Managers	Existing staff time	Fall 2024	

Division Priority - Personal Preparation/Internal Performance

Goal 1 (CONT.): Prepare employees for departmental growth and job success

Objective 1.2: Foster an internal culture focused on agency development

Goal#	Champion	Resources Needed	Timeline	Status
1.2.1	Director / Managers	Existing staff time	Summer 2024	Underway
	Director / Managers	Existing staff time	Summer 2024	
1.2.2	Director / Managers	Existing staff time	Summer 2024	Underway
1.2.3	Director / Managers	Existing staff time	Summer 2024	Underway

Division Priority - External Service/Internal Performance

Goal 2: Elevate Statewide EMS Operational Support

Objective 2.1:Create Effective Statewide Communication System

Goal #	Champion	Resources Needed	Timeline	Status
2.1.1	Director / Managers	Existing staff time	Fall 2024	
2.1.2	Director / Managers	Existing staff time	Summer 2024	
2.1.3	Director / Managers	Funding	Spring 2025	

Objective 2.2: Foster a culture of continuous improvement and innovation within the Utah EMS system

Goal #	Champion	Resources Needed	Timeline	Status
2.2.1	Director / Managers	Existing staff time	Ongoing	
2.2.2	Director / Managers	Existing staff time	Summer 2024	
2.2.3	Director / Managers	Existing staff time	Summer 2024	

Bureau of Emergency Medical Services Strategic Plan, FY 24-28

Division Priority - External Service/Internal Performance

Goal 2 (CONT.): Elevate Statewide EMS Operational Support

Objective 2.3: Develop a Rural EMS Strategic and Tactical Plan

Goal #	Champion	Resources Needed	Timeline	Status
2.3.1	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.2	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.3	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.4	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.5	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.6	Director / Managers	Existing staff time	Begin Fall 2024	

Division Priority - External Service/Internal Performance

Goal 2 (CONT.): Elevate Statewide EMS Operational Support

Objective 2.3 (CONT.): Develop a Rural EMS Strategic and Tactical Plan

Goal #	Champion	Resources Needed	Timeline	Status
2.3.7	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.8	Director / Managers	Existing staff time	Begin Fall 2024	
2.3.9	Director	Existing staff time	Winter 2025	

Division Priority - External Service/Internal Performance

Goal 2 (CONT.): Elevate Statewide EMS Operational Support

Objective 2.4: Outreach Plan for EMS Challenged Remote and Rural Areas

Goal #	Champion	Resources Needed	Timeline	Status
2.4.1	Director / Managers	Staff and Funding	Summer 2025	
2.4.2	Director / Managers	Staff and Funding	Summer 2025	
2.4.3	Director / Managers	Staff and Funding	Summer 2025	
2.4.4	Director / Managers	Staff and Funding	Summer 2025	
2.4.5	Director / Managers	Staff and Funding	Summer 2025	
2.4.6	Director	Existing staff time	Winter 2025	

Division Priority - Internal Performance

Goal 3: Improve Bureau Operational Efficiency and Effectiveness

Objective 3.1: Streamline and Simplify the Department Operations

Goal #	Champion	Resources Needed	Timeline	Status
3.1.1	Director / Managers	Existing staff time	Fall 2024	
3.1.2	Director / Managers	Existing staff time	Winter 2024	
3.1.3	Director / Managers	Existing staff time	Winter 2024	
3.1.4	Director / Managers	Existing staff time	Winter 2024	

Division Priority - Internal Performance

Goal 3(CONT.): Improve Bureau Operational Efficiency and Effectiveness

Objective 3.2: Elevate Training to a Core Competency of the Division

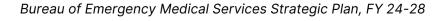
Goal #	Champion	Resources Needed	Timeline	Status
3.2.1	Director / Managers	Existing staff time	Spring 2025	
3.2.2	Director / Managers	Existing staff time	Spring 2025	
3.2.3	Director / Managers	Outreach Manager and Funding	Fall 2025	
3.2.4	Director / Managers	Outreach Manager and Funding	Fall 2025	

Division Priority - Internal Performance / External Service

Goal 4: Grow and Expand Evidence / Data Driven Prehospital Speciality Care

Objective 4.1: Maintain Registries of Time Critical Medical Conditions (Specialty Care)

Goal #	Champion	Resources Needed	Timeline	Status
4.1.1	Manager	Existing staff time	Ongoing	Underway
4.1.2	Manager	Existing staff time	Ongoing	Underway
4.1.3	Manager	Existing staff time	Ongoing	Underway
4.1.4	Director / Managers	Funding	Fall 2025	Not Started
Objective 4.2: Main	tain Evidence-Based Pre	hospital Treatment Guidelines	to Guide Clinical (Care in the Field
4.2.1	State Medical Director	Existing staff time	Fall 2024	Not Started
4.2.2	Manager	Existing staff time	Summer 2025	Not Started



Division Priority - Internal Performance / External Service

Goal 5: Improve Visibility and Stature of EMS Providers Within the Healthcare Community

Objective 5.1: Develop a Strategy for Community Paramedicine and Mobile Integrated Healthcare

Goal #	Champion	Resources Needed	Timeline	Status
5.1.1	Director	Existing staff time	Spring 2025	Not Started
5.1.2	Director	Existing staff time	Spring 2025	Not Started
5.1.3	Manager	Existing staff time	Fall 2025	Not Started
5.1.4	Director / Managers	Existing staff time	Fall / Winter 2025	Not Started
5.1.5	Director	Staff and Funding	Fall / Winter 2025	Not Started

Division Priority - Internal Performance / External Service

Goal 5(CONT.): Improve Visibility and Stature of EMS Providers Within the Healthcare Community

Objective 5.2: Develop a Strategy for Community Paramedicine and Mobile Integrated Healthcare

Goal #	Champion	Resources Needed	Timeline	Status
5.2.1	Manager	Staff and Funding	FY 2025	Not Started
5.2.2	Manager	Staff and Funding	Fall 2025	Not Started
5.2.3	Manager	Staff and Funding	Winter 2025	Not Started