



KEY LARGO EMS ANNUAL REPORT 2020

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“EXCELLENCE THROUGH COMMUNITY SERVICE”

Mission Statement:

The mission of the Key Largo Volunteer Ambulance Corps is to provide excellent, professional and compassionate medical care for our community.

Our Vision

- It is the goal of Key Largo Vol. Ambulance Corps to provide the highest level of care to the citizens and visitors of Key Largo.
- To create an environment that will help our members further their goals.
- Making a difference... one patient at a time

Our Values

- **Safety:** Safety in our Operations and in our Community through education, through training and leading by example.
- **Professionalism:** To be viewed in the eyes of our community as professionals both on and off duty.
- **Caring & Compassion:** Being supportive of our patients and their families, our members, friends and neighbors through teamwork.
- **Advocacy:** Performing in the best interests of our patients, our community, our Corps and its members.
- **Progressive:** To be known as a quality organization focusing on training, mentoring best practices, and community relations.
- **Teamwork:** Through teamwork, there is no failure. We always look forward and learn from the past.

Key Largo EMS Funding

- KLVAC is a non-profit 501.c.3 Corporation.
- KLVAC is funded by property taxes collected and budgeted by the Key Largo Fire & EMS District, revenue generated from “billing patients for transport services” and through donations.

Board of Directors of Key Largo EMS

2019-2020

President- Scott Robinson- EMT, Deputy Chief of Administration, Member of KLVAC member since 1997.

Vice President- Dawn DeBrule- Owner of Upper Keys Marine Construction, resident since 1990, Board member for Key Largo Chamber of Commerce for six years and is actively involved in the community and is a former volunteer EMT.

Board of Director – Brenda Beckmann- EMT-P, RN, starting in 1991 she has been a Volunteer for 27 years, teaching EMT class for the community college. She was also a past president.

Treasure- Tess Marra, EMT, member since 2006, resident of Monroe County since 1982, CPR instructor.

Director – Ken Edge, EMT Joined Key Largo Volunteer Ambulance in 1991. Recently retired from Florida Keys Aqueduct Authority. Currently still volunteering in KLVAC. Past Vice President, and treasurer prior to that. Current Treasurer with the Key Largo Volunteer Fire Dept. Hobbies are scuba diving, and horseback riding. Member of Texas Equine search for missing people

Chief, Donald Bock, EMT-P, KLVAC member since 1995, Monroe County Resident since 1970. He joined Key Largo Volunteer Fire in 1976 and has been involved in both paid and volunteer fire rescue services ever since.

Leadership

Chief of Key Largo EMS: Donald Bock

Deputy Chief of Operations: TBA

Deputy Chief of Administration:
Scott Robinson

Corporate Secretary: Kay Cullen

Office Manager: Betsy ElKoury

Medical Director: Dr. Thomas Morrison

EMS Captain: TBA

Logistics Officer: Lt. Adam Schussheim

Training Officer: Lt. Roxana Perez

Quality and Assurance Officer:
Jesus Miranda

Safety Officer: Ken Edge

Infection Control Officer: Brenda Beckmann

Scheduling Officers: Lt. Roxana Perez and Tess Marra



Chief of the Department: Chief Donald Bock



Deputy Chief of Administration: Scott Robinson

Quality Assurance

- Q/A Officer, Jesus Miranda, reviews run reports monthly to ensure accuracy and quality control. He works alongside the training officer and the Medical Director to ensure that proper protocols are being followed.



Q/A Officer: Jesus Miranda

Training

- Training Officer, Lt. Roxana Perez duties are to assist with coordination of and training the members of KLVAC.
- In addition to the two training meetings a month she has added monthly online continuing education requirements for both paid paramedics and volunteers. By completing CEU's monthly, it will fulfill mandatory State hours to renew certifications and keep our members up to date with any new medical advances and ready for any emergency coming their way.
- ACLS, PALS PHTLS, CPR, Stroke, Advance Airway
- In service training on all newly purchased equipment
- Training from outside instructors that teach specialties from other departments.
- We have new training equipment which provides a more life-like hands-on training for the members
- Implemented new online training via EMS1 Academy for all members.



Training Officer: Lt. Roxana Perez

Safety Officer



Kenny Edge

Logistics Officer



Lt. Adam Schussheim

Infection Control Officer



Brenda Beckmann

Recruitment Process

Key Largo EMS currently has a total of 42 members which include 3 Full-time paramedics, 9 Part-time paramedics and a total of 30 volunteers which all hold an EMT or Paramedic certifications. In 2019 Key Largo EMS welcomed 8 new volunteer EMT/Paramedics and lost 9 members to surrounding departments. Potential candidates are required to do a written test, demonstrate hands-on skills and is followed by an oral interview. New hires are welcomed during an orientation period where they are introduced to the department and given all materials needed to prepare them for their first day on duty. During a new member's first month they are required to complete 4 training shifts, a training packet outlining department operations and hands-on skills. Once the training period is completed they are eligible to petition the Board for reimbursement.



Yearly Statistics

Key Largo EMS responds to any emergency from the 112mm to the 95mm our fleet includes 2 ALS ambulances stationed at the 98mm. As our community continues to grow emergencies are inevitable and we are prepared and equipped to help our community along with our Key Largo Fire Department. In 2020 Key Largo EMS had an average response time of 5.9 min and a total of 1573 calls and 128 back up calls. Back up calls are when our second unit is activated to respond to secondary calls as our primary unit may already be out in the field responding to a medical emergency.



In order to protect our patient’s privacy Key Largo EMS does not take any action images during medical emergencies. Above you will find our crews sharpening their skills while on downtime by creating real life like scenarios in order to continue providing excellent care.

Calls For Service Highlights



Key Largo EMS Personnel training on safe handling of all potential exposures alongside Mount Sinai & MDR



ALS - 812



BLS - 475

2020 Total Calls - 1573

Services

Public Assist

In addition to the regular calls, Key Largo EMS responded to an additional 286 calls that consisted of stand by and public assistance, "Public assists" are calls for service where the department helps people that are not in need of medical help; they need assistance into their home, down their stairs or to be picked up from the floor after a slip or fall.

Training/Education

KLVAC is a satellite campus for FKCC and EEII, training First Responders, EMTs, and Paramedics. CPR and first aid are also taught to the community.



Public Naloxone (Narcan) Program

The department has a Narcan program that provides a free kit to the citizens of Key Largo. These free kits allow members of the public to give opioid overdose victims medication to help reverse their opioid overdose in an emergency situation.



Challenges

- With the COVID-19 pandemic we all faced unfamiliar challenges nationwide. As we all transitioned to comply with CDC guidelines extra precautions and PPE was provided to protect our members.
- With serving 10,000 to 11,500 people depending on time of the year based on Census there is a large increase of seasonal population during the winter months.
- Maintaining the right personnel in the best positions to help our department grow and move forward to be one of the top departments is a goal for members.



Equipment

- In 2020 A LifePak-15 was purchased to continue providing excellent ALS care.
- BLS CPR mannequin was purchased with real time feed back to properly train following AHA guidelines.
- Our members were fitted and assigned P100 masks which followed all CDC guidelines for protection against COVID-19.



Achievements

- Protocols have been updated and are now in digital format thus helping us save money in printing services.
- New scheduling program (Aladtec) allowing time clock tracking, file storage, scheduling and mass member communication.

Future of Department

- Our community is our first priority. We are striving to roll out a community outreach program where we can help inform the public on how to identify critical emergencies and what they can do to help before emergency personnel arrive. When seconds count, working together and staying informed matters most.
- For a good part of 2020 KLEMS has been working with KLVFD and the Key Largo Fire and EMS District to update a unified 5-year strategic plan. Adding a third rescue truck is an integral part of that planning process because it will help meet the service area demands in the north end of Key Largo.
- After updating our medical protocols, our next goal is to see where we can improve our SOPs. This will help our organization to pave the way for the future, which ultimately helps us provide excellent patient care and improve community involvement. We hope to obtain more grants to help move this organization forward. Having State-of-the-Art equipment, vehicles and high quality personnel; Key Largo EMS is setting its sights higher for years to come.
- Through teamwork comes success. Working together with the Key Largo Fire and EMS District and the Key Largo Volunteer Fire Department, we are dedicated to make Key Largo a safer place for the citizens and visitors to work and enjoy.



"KEEPERS OF THE KEY"

Please wear facial covering, wash your hands frequently, use hand sanitizer and maintain social distancing. This helps everyone by reducing the spread of COVID-19.

Follow CDC Guidelines and Get Vaccinated!!