



**Tri-County Emergency  
Medical Control Authority**

---

*Serving Clinton, Eaton and Ingham County*

# **Mission and Vision Statements**

## **And**

# **Strategic Plan**

**Board Approved: January 9, 2019**



**Tri-County Emergency  
Medical Control Authority**

---

*Serving Clinton, Eaton and Ingham County*

## **MISSION STATEMENT**

To support stakeholders and facilitate collaboration by providing leadership and medical direction of the EMS System as prescribed under Michigan Law, P.A. 209, in Clinton Eaton, and Ingham Counties.

## **VISION STATEMENT**

To be a proactive EMS System which demonstrates leadership towards the advancement of high quality patient care resulting in exceptional outcomes.



**Tri-County Emergency  
Medical Control Authority**

*Serving Clinton, Eaton and Ingham County*

---

## **Long Term Strategic Imperatives and Actions**

**STRATEGIC IMPERATIVE #1 – RESOURCE: Established as the trusted and relied upon source**

**Strategic Action A:** Source of valuable resources, protocols, and training; prioritizing research and innovation

---

**STRATEGIC IMPERATIVE #2 – QUALITY: Provide value via meaningful quality improvement activities**

**Strategic Action B:** Develop an organized approach to evaluating and continually improving the quality of pre-hospital care utilizing evidence based practices

---

**STRATEGIC IMPERATIVE #3 – STAKEHOLDERS: Strengthen relationships and collaboration**

**Strategic Action C:** Foster the collaboration between the individual providers, agencies, hospitals, and others to optimize our systems of pre-hospital care

---

**STRATEGIC IMPERATIVE #4 – INFRASTRUCTURE: Strengthen our Infrastructure**

**Strategic Action D:** Align talent and systems that support efficient operations, advance the strategic imperatives, and fulfill legal and ethical responsibilities/duties.



## **Tri-County Emergency Medical Control Authority**

*Serving Clinton, Eaton and Ingham County*

---

**LONG TERM STRATEGIC IMPERATIVE #1 – RESOURCE:** Established as the trusted and relied upon source

**Strategic Action A:** Source of valuable resources, protocols, and training; prioritizing research and innovation

---

### **2019-2020 SHORT TERM PLAN WITH ACTION STEPS**

1. Identify priority resources and sources
  - a. Considering current needs, as well as anticipating future needs, identify the resources required by stakeholders, including, but not limited to: protocols, equipment/technology, training, best practices, quality and safety, operations, and advocacy.
  - b. Identify the sources (inside and outside of TCEMCA) of the needed resources, paying special attention to research and innovative practices (e.g., piloting, etc.)
2. Increase the frequency and ease of resource access, training, and sharing by implementing a plan with consideration of the following:
  - a. In-Person Training/Access/Sharing - Consider opportunities such as hosted site visits, organized training outreach, a consistent plan (prioritize learning needs such as best practice sharing, case reviews, critical incident stress management, etc.) and rhythm (e.g. quarterly) for training/education workshops/offerings
  - b. Technology-aided Training/Access/Sharing – Expanded use of website, List Serves, Newsletters, eLearning, etc.
  - c. Promote easy identification and access to subject-matter experts
  - d. Considerations for Equipment/Technology and Protocols
  - e. Collaboration with others (e.g., MSU, LCC, other MCAs, etc.) for joint efforts in the region/state/nation



## Tri-County Emergency Medical Control Authority

*Serving Clinton, Eaton and Ingham County*

---

### **STRATEGIC IMPERATIVE #2 – QUALITY: Provide value via meaningful quality improvement activities**

**Strategic Action B:** Develop an organized approach to evaluating and continually improving the quality of pre-hospital care utilizing evidence based practices

---

### **2019-2020 SHORT TERM PLAN WITH ACTION STEPS**

1. Develop and implement a meaningful, value-added quality plan which encompasses the following:
  - a. Assessing/Monitoring/Trending (per legal and ethical responsibilities/duties)  
Prioritizing what will be monitored and how it will be monitored
  - b. Prioritizing improvement focuses
    - i. Prioritizing what will be improved (e.g., sepsis)
  - c. Systematic process for making sustainable improvements
    - i. Determining how improvements will be made (e.g, table top exercises, hospital/improvement collaboratives or task forces, etc.)
2. The quality strategy and plan takes into consideration the following:
  - a. Collaborative efforts to engage Stakeholders (e.g., Individual, Agency, Hospitals, and others) – “do it with them, not to them.”
  - b. Collaboration outside of Primary Stakeholders
  - c. Established and agreed upon standards (e.g., turnaround times, response times, etc.)
  - d. Transparency (for accountability and healthy competition)
  - e. Benchmarking (for accountability and healthy competition)
  - f. Feedback Systems (e.g., formally presented quality report to hospitals, agencies, individuals)
  - g. Linking TCEMCA’s quality strategy to its resource strategy (e.g., sharing of case studies/case review summaries, peer review resources, etc.)



## **Tri-County Emergency Medical Control Authority**

---

*Serving Clinton, Eaton and Ingham County*

### **STRATEGIC IMPERATIVE #3 – STAKEHOLDERS: Strengthen relationships and collaboration**

**Strategic Action C:** Foster the collaboration between the individual providers, agencies, hospitals, and others to optimize our systems of pre-hospital care

---

### **2019-2020 SHORT TERM PLAN WITH ACTION STEPS**

1. Develop and deploy tactics to improve collaboration between the individual providers, agencies, and hospitals to optimize the systems of pre-hospital care, considering the following possible actions:
  - a. Formalize Liaison Programs/Initiatives
  - b. Formalize outreach/relationship building tactics (e.g., rounding, collaborative council focused on improving teamwork, trust, communication, relationships, etc.)
  - c. Develop a written annual commitment statement/charter (which could include values/behavior) applicable to Stakeholders
2. Foster connections, positive working relationships, and valuable contributions
  - a. Engage stakeholder to participate in strategic imperatives #1 (Resource) and #2 (Quality)
  - b. Establish meaningful recognition, awards, and/or celebration activities, which could include public recognition/community awareness (e.g., annual recognition/celebration event showcasing excellence and advancement of Stakeholders and the TCEMCA)
  - c. Promote TCEMCA as a “safe and trusted place” for participants to engage together around a common mission



## **Tri-County Emergency Medical Control Authority**

*Serving Clinton, Eaton and Ingham County*

---

### **STRATEGIC IMPERATIVE #4 – INFRASTRUCTURE: Strengthen our Infrastructure**

**Strategic Action D:** Align talent and systems to support efficient operations, advance the strategic imperatives, and fulfill legal and ethical responsibilities/duties.

---

#### **2019-2020 SHORT TERM PLAN WITH ACTION STEPS**

1. Evaluate a staffing/talent plan giving consideration to the following:
  - a. The long term strategic imperatives and short term action plans
  - b. The legal responsibilities/duties
  - c. Engaging/Increasing Stakeholder/volunteer involvement
  - d. Funding considerations
  - e. Outsourcing opportunities
  - f. Succession and contingency plans
  - g. Performance appraisal/evaluation process
  - h. Professional development
2. Organize systematic planning and execution efforts by the Board (as representatives of the Stakeholders) and the designated staff to oversee the day-to-day operations as well as advance toward the defined long term strategic imperatives and short team plans.
  - a. Systematic ongoing planning process
  - b. Board and Committee Management:
    - i. Transparency/Accountability
    - ii. Decision Making/Problem Solving Processes
    - iii. Aligned with Strategic Plan (versus private agendas)
  - c. Board Evaluation and Professional Development
3. Create a financial plan that secures (and grows) the resource base to fund the activities needed to achieve the mission, vision, strategies, and day-to-day operations, giving consideration to:
  - a. Grants/Philanthropic efforts
  - b. Hospital support
  - c. Other funding sources (e.g., local, state, federal)
  - d. Collaboration with Other MCAs to leverage resources/reduce expenses
4. Organize and lead the advocacy efforts, engaging stakeholders as applicable.