

Emergency Medical and Trauma Services Branch Activity Report to the State Emergency Medical and Trauma Services Advisory Council

This report is submitted as a record of key activities by the Emergency Medical and Trauma Services Branch for the period of January 1, 2022 - March 31, 2022.

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EMTS Branch Report

Donnie Woodyard, Branch Chief, donnie.woodyard@state.co.us

Branch Updates

The first quarter of 2022 included a dramatic decrease in COVID-19 cases, the relaxing/end of many public health orders, and the start of a transition back to normalized operations. As detailed in this report, key deliverables for the first quart of 2022 included:

- Celebrating the promotion of Lisa Domenico, in the Trauma Section, to Health Professional III.
- Celebrating the promotion of Jennyfer Nguyen, in the Operations Branch, to Certification Specialist, Technician IV.
- On February 14, 2022 the department presented Dr. Kevin Weber a Colorado flag, flown over the state capitol building, and a certificate to honor his service and contributions to Colorado's emergency medical and trauma services. On March 2, 2022, division leadership attended the memorial service to honor Dr. Weber's life.
- The Emergency Medical Practice Advisory Council fully implemented the revised waiver review process at their February meeting. To better facilitate a multidisciplinary review of waivers, EMPAC created a task force of subject matter experts to review the technical details of waivers between EMPAC meetings. All task force meetings will be open to the public.
- A request for hearing, of the EMS Chapter 3 EMS Data Rules, was requested from the Board of Health. On April 20, 2022, the department will present changes to 6 CCR 1015-3, Emergency Medical Services, Chapter Three - rules pertaining to emergency medical services data and information collection and record-keeping to the board of health. Proposed rule changes are the result of stakeholder feedback.

National Updates

The National Registry of EMTs project to sunset the ALS psychomotor exam and redesign the cognitive exam is proceeding on schedule. The NREMT is working with education programs to increase awareness of technology enhanced items. The new item (question) types allow the exam to better assess a candidate's understanding of the depth of comprehension and knowledge of a particular topic. The new items will increase testing fidelity by making the experience more genuine, practice-related, and engaging for test takers. Additional information about the ALS exam redesign is available here: <https://nremt.org/Document/ALS-Redesign>

The National Highway Traffic Safety Administration Office of EMS celebrated the retirement of Dr. Jon Krohmer and welcomed Gamunu "Gam" Wijetunge as the new director. As an OEMS team member for more than 20 years, Gam led collaborative projects related to improving post-crash care, the EMS workforce and EMS system emergency preparedness, including the development of the EMS Workforce Agenda for the Future and EMS Agenda 2050. When not applying his energy towards improving EMS systems nationwide, Gam volunteers as a paramedic and fire captain at a rescue squad in Wheaton, Maryland where he also serves as president. Director Wijetunge's email address is: gamunu.wijetunge@dot.gov

Operations Section

Mike Bateman, Section Manager, michael.bateman@state.co.us

Emergency Medical Practice Advisory Council

At the Feb. 14, 2022 meeting the council reviewed and recommended for approval guidelines for the waived administration of ketamine and tranexamic acid (TXA). Review of RSI Adult and RSI Pediatric waiver guidelines was tabled to the May meeting. Additionally, the council created a task force to assist in the review of the RSI waiver guidelines, and the department referred Blood Products, Cefazolin, Closed Joint Reduction, and Dexmedetomidine waiver types for review at the May meeting. Subsequently, a special meeting of the EMPAC was held March 17, 2022, during which the May waiver referrals were added to the task force's agenda and the council decided to maintain the task force to review/revise waiver guidelines in between the quarterly council meetings. The next EMPAC meeting is scheduled for Monday, May 9, 2022, starting at 10 a.m. remotely via Zoom. The next Regional Medical Direction committee meeting will be held the same day immediately prior to the EMPAC meeting, from 8 to 9:45 a.m.

Path4EMS

The utilization of Path4EMS services continued at a rate similar to the previous quarter. Our efforts remain focused on determining the best ways to ensure that those who want or need these services are well informed and readily connected. We are also reminding providers to remain mindful of their own wellness and resiliency, as well as that of their peers, as we continue to settle into a new post-pandemic normal.

Funding Section

Eric Schmidt, Section Manager, eric.schmidt@state.co.us

Technical Assistance

At the request of local governments and in conjunction with the regional emergency medical and trauma services advisory councils, staff members coordinate technical assistance services to local entities. There were no formal requests for technical assistance requested this quarter. The department has performed 21 local EMTS system assessments since the program began. Copies of the final reports with recommendations are available from the department.

CREATE

The Colorado Rural Health Center continues to administer the Colorado Resource for EMS and Trauma Education grant program. There was one financial waiver request submitted for review during the quarter. The financial waiver request was approved. The Expert Review Committee evaluated nine applications requesting \$67,709 in funding for 12 courses. Six courses were approved with \$46,885 awarded.

Provider Grants and System Improvement Funding Requests

The legislature authorized approximately \$6.1 million for the funding program in fiscal year 2022. Five hundred thousand dollars was allocated for the CREATE educational grant program, \$359,700 for regional medical direction projects, \$304,146 for supplemental RETAC funding, \$65,000 to provide support for the new trauma registry software, \$300,000 in temporary funding for the peer assistance program and \$150,000 was set-aside for emergency grants. All grant agreements for the fiscal year 2022 funding cycle have been fully executed. Five projects have been completed and closed. About 10 percent of the amount awarded has been expended so far. Eighty-one percent of the applicants turned in their third quarter projects on time. A significant number of progress reports noted that global supply chain disruptions may delay project completion. The Funding section is working with the Fiscal Services branch to address these issues in compliance with state fiscal rules.

For the fiscal year 2023 funding cycle, 78 applications were submitted requesting approximately \$7.1 million in state dollars. There were 72 provider grant requests, five system improvement projects and one request that included both types of requests. The regular funding source from vehicle registration fees will provide approximately \$4.5 million of EMTS grant funding in fiscal year 2023. The state's budget request also included a \$2 million one-time appropriation from the general fund to supplement the EMTS funding program. The status of the supplemental funding will not be known until the legislature adopts the fiscal year 2023 appropriations bill. Nine regional grant reviews were completed in March. The review for system improvement projects and the remaining regional reviews are scheduled in April. SEMTAC reviews will be completed in May and awards will be announced by June 30.

Emergency Grants

There were no emergency grant requests received in the last quarter.

Trauma Section

Martin Duffy, Section Manager, martin.duffy@state.co.us

Trauma Reviews/Designations

The Trauma section completed two level I, two level II, three level III and four level IV reviews in the first quarter of 2022. These reviews were successfully completed on a combination of hybrid remote platforms and in-person. The remote platform continues to necessitate a higher level of technical assistance to prepare the facility and review team.

Trauma Consultations and Outreach Visits

The Trauma section provided technical assistance to a wide range of stakeholders in Q1 of 2022. Staff facilitated registry webinars providing education on data submission and the ImageTrend platform. The Trauma section provided ongoing technical assistance to several facilities that are on a plan of correction and several facilities pursuing designation or increasing their level of designation as well as focused technical assistance to all of our nondesignated facilities.

Designation Review Committee

The DRC meeting in January was held remotely. The DRC considered three facilities that were given an automatic recommendation on their designation and two facilities that required DRC consideration. The department continued the designation of all facilities presented to DRC.

Statewide Trauma Advisory Committee

The committee meeting in January was held remotely. The committee discussed non-designated facility integration into a license management system provided by ImageTrend. This would allow the department to effectively communicate and gather trauma data from these facilities. Trauma section staff held two webinars in the first quarter providing technical assistance on gatekeeper and organization profile set up, and non-designated data submission. The committee went on to discuss ED divert and system overload. The department provided support and oversight of the transport mechanisms and resources available to overcome this issue. The STAC chair then entertained stakeholder feedback regarding issues that affect trauma care.

Data Section

Amber Viitanen, EMTS Data Section Manager, amber.viitanen@state.co.us

The data team continued to provide technical assistance and subject matter expertise to both internal and external stakeholders. The team wrapped up the facilitation of the EMS Chapter 3 task force which aimed to update the rules that specify the collection and dissemination of EMS data. The Chapter 3 task force consisted of 13 stakeholders representing diverse perspectives from across the state. Meetings were held virtually, monthly and were open to the public. Meetings included robust conversations around several topics such as the national EMS data standard updates, data submission timeliness, compliance, enforcement, and data confidentiality. The rule modifications were

presented to and approved by SEMTAC in January 2022, and are anticipated to be presented to the Board of Health in April 2022. In preparation for the transition to the newest version of the national EMS data standard, NEMSIS 3.5, the team has started meeting weekly with the state's EMS patient care reporting software team to ensure a smooth transition for agencies. Additionally, the team continued to refine its data quality improvement processes by adding several new reports to its caudra of communications with EMS and Trauma leaders. This quarter, dozens of completeness reports were distributed to agencies with waivers to emphasize the importance of submitting complete, timely and accurate data. These reports have sparked several improvement projects at the local and state level, and as the data continues to become more reliable, the EMTS branch has been asked to participate in several data linking projects that could provide additional insights into EMS and trauma patient care, resource utilization, and much more. Finally, the team provided guidance across the branch in appropriate data collection, analysis and dissemination of EMS patient care data, trauma registry data, scope of practice waiver data, EMS personnel data, and organizational profile data.

EMTS Investigations

Shelley Sanderman, HFEMSD Enforcement, shelley.sanderman@state.co.us

The EMTS Investigations Team continues to see a large number of complaints and arrests of EMS providers. During this quarter, the team launched 34 investigations of complaints and provider arrests. The team investigated 19 complaints in addition to those carried over from previous quarters. Additionally, in the first quarter of 2022, the team has received, reviewed and processed 15 CBI subsequent arrest reports of certified providers. Two suspensions of provider certificates were issued, as well as six probations of certifications, and one letter of admonition. The team is currently investigating one complaint related to the administration of ketamine. Finally, the team continues to work with the Attorney General's office on eight cases involving certified providers. The team received three complaints related to air ambulances, which continue to be investigated.

Regional Emergency Medical and Trauma Services Advisory Councils (RETACs)

Mattew Paswaters, Coordinator, mattew.paswaters@state.co.us

All 11 RETACs submitted their second quarter fiscal year 2022 activity reports. The most recent quarterly RETAC forum was held March 2-3, 2022, in Burlington. The next RETAC forum is June 1-2 in La Junta. SEMTAC members are encouraged to attend RETAC forum meetings. SEMTAC members interested in attending a RETAC forum should contact Mattew Paswaters for information.

Emergency Medical Services for Children

Nicolena Mitchell NRP, EMSC Program Manager, nicolena.mitchell@cuanschutz.edu

Kathleen Adelgais, MD MPH, EMSC Project Director, kathleen.adelgais@childrenscolorado.org

EMS for Children Survey

During the first quarter of 2022, EMS for Children administered the annual EMS for Children survey to all licensed transport agencies and a subset of non-transport EMS agencies. As of this time, 80.9% of the agencies completed the survey, an increase from 67% from last year. The survey asked agencies if they have individuals designated to coordinate pediatric emergency care and if/how they verify providers' competency with pediatric-specific equipment. Data from the survey will be shared once it is available.

Colorado Pediatric Emergency Care Coordinators (COPECC)

EMSC restarted its COPECC meetings this past January after a brief hiatus over the fall. The program facilitated three monthly COPECC steering committee meetings during this quarter. In the summer of 2021, the group hosted a workshop attended by over 30 Colorado prehospital pediatric emergency care coordinators. In March 2022, members of the COPECC steering committee supported the Western RETAC PECC Seminar held in Ridgway Colorado with 11 EMS agencies represented. Attendees were trained on Trauma-Informed Care and Child Maltreatment (see details regarding Colorado Rural Expansion Program or C-REP below) as well as simulation training and use of current established resources for PECCs available nationally and through Colorado EMSC. A second workshop for PECCs will be held in Northeast Colorado in May 2022 with more details to come soon.

Colorado Pediatric Preparedness for the Emergency Room (COPPER)

EMSC has continued to conduct monthly COPPER steering committee meetings. EMSC, with the help of the steering committee, was able to officially launch with six pilot sites over the last year. Pilot sites since that time have provided useful feedback on the application process and this information is being incorporated into new directions to better support facilities as they work to establish themselves as Pediatric Ready. Colorado EMSC is now also working to support American College of Surgeons verified trauma centers in meeting the new requirement of establishing pediatric readiness programs as their facility. This will affect 17 facilities in Colorado.

In 2020, Colorado participated in a pilot of the National Pediatric Readiness Assessment and current data reveals that 27 facilities in Colorado, out of 63 respondents, indicate that they have either a physician or nurse PECC. Colorado's results from the NPRA are posted on the EMSC website.

Colorado Rural Expansion Program (C-REP)

In September 2021, Colorado EMSC was awarded a supplemental grant from HRSA to support rural, remote and tribal communities in Colorado. The funds were granted to address youth mental health crises, child maltreatment and improve access to trauma-informed care trained emergency care providers in our state. These funds have supported four Trauma Informed Care workshops training 50 providers, and an online 4-part series on child maltreatment that has over 100 registrants. In addition, funds to support eight Youth Mental Health First Aid Certification courses were obtained. Currently there is a course scheduled for May 13, 2022 in Granby and additional courses in Southern Colorado are being arranged for the next few months. Communities interested in sending providers to a YMHFA certification training can contact Colorado EMSC.

Pediatric Care Committee (PCC)

Colorado EMSC hosted the quarterly PCC meeting on January 12, 2022 and again on April 13, 2022. New members have joined the committee and our new EMSC Program Manager has vacated her role as the Member at Large to serve as the Executive Secretary.

Additional information is available on the [EMSC website](#).

EMTS Data Tables

| | | |
|---------------------------------|---------------------------------|----------------------------------|
| ▼ = Decrease from prior period. | ▲ = Increase from prior period. | → = No change from prior period. |
|---------------------------------|---------------------------------|----------------------------------|

EMS Personnel by level in Colorado

| Level | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|-----------------------------|----------|----------|----------|----------|----------|
| Registered EMR | 370 | 366 | 356 | 372 | 386 ▲ |
| EMT | 13,663 | 13,701 | 13,771 | 13,814 | 13,900 ▲ |
| AEMT | 381 | 371 | 360 | 356 | 360 ▲ |
| EMT-Intermediate | 384 | 366 | 352 | 344 | 335 ▼ |
| Paramedic | 5,015 | 5,058 | 5,134 | 5,200 | 5,319 ▲ |
| Total EMS Personnel* | 19,443 ▲ | 19,496 ▲ | 19,617 ▲ | 19,715 ▲ | 19,916 ▲ |

* Total EMS Personnel excludes registered EMRs

Subset of EMS Personnel With Endorsements or License

| Level | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|---|---------|---------|---------|---------|---------|
| EMT Licensed | 371 | 501 | 631 | 718 | 807 ▲ |
| AEMT Licensed | 10 | 21 | 25 | 24 | 34 ▲ |
| Paramedic Licensed | 299 | 372 | 425 | 480 | 553 ▲ |
| Paramedic Critical Care Endorsement | 436 | 455 | 470 | 483 | 503 ▲ |
| Paramedic Community Paramedic Endorsement | 24 | 26 | 29 | 36 | 38 ▲ |
| Paramedic Critical Care + Community Paramedic Endorsements | 14 | 13 | 15 | 19 | 19 → |

*Data presented in this table are a subset of the total EMS personnel presented in the table above.

Peer Support Fees Collected

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|------------------|------------|--------------|--------------|--------------|-------------|
| Fees Collected | \$4,925.95 | \$4,207.50 | \$4,335.00 | \$3,970.35 | \$5,225 |
| Net Program Fees | N/A | \$ 33,884.40 | \$ 38,217.40 | \$ 42,187.40 | \$47,412.40 |

*The Peer Support Fee is the \$2.55 charge per EMS certification or license issued. Net Program Fees are the total fees collected during the life of the program, less refunds issued. The current life of the program is from August 3, 2019 through June 30, 2021.

EMS Education Programs

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|--------------------|---------|---------|---------|---------|---------|
| Education Programs | 225 | 225 | 226 | 227 | 220 ▼ |

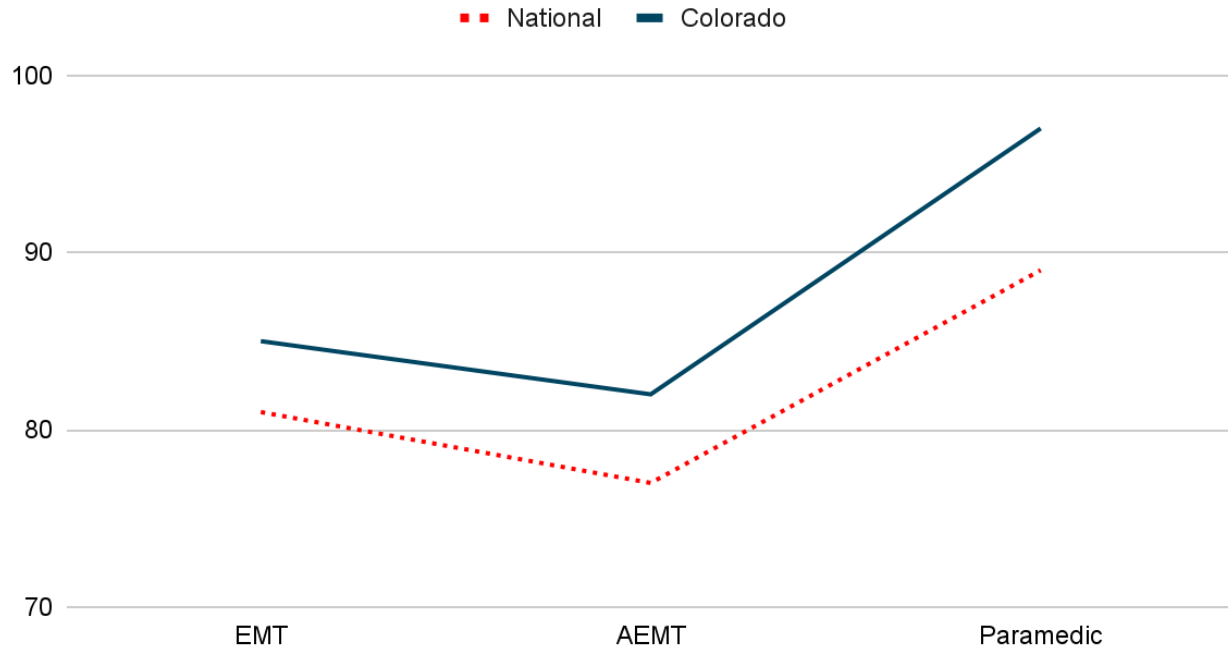
NREMT Cognitive Exam Performance

| | National First Attempt Pass | | | | Colorado First Attempt Pass | | |
|-----------|-------------------------------|-------|----------|-----------|-----------------------------|-------|----------|
| | 2020 | 2021 | 2022 YTD | | 2020 | 2021 | 2022 YTD |
| EMT | 66% | 69% ▲ | 76% ▲ | EMT | 75% | 77% ▲ | 82% ▲ |
| AEMT | 56% | 59% ▲ | 68% ▲ | AEMT | 68% | 83% ▲ | N/A |
| Paramedic | 69% | 70% ▲ | 75% ▼ | Paramedic | 91% | 86% ▼ | 91% ▲ |
| | National Cumulative Pass Rate | | | | Colorado Cumulative Pass | | |
| | 2020 | 2021 | 2022 YTD | | 2020 | 2021 | 2022 YTD |
| EMT | 80% | 79% ▼ | 81% ▲ | EMT | 85% | 83% ▼ | 85% ▲ |
| AEMT | 76% | 74% ▼ | 74% → | AEMT | 82% | 83% ▲ | N/A |
| Paramedic | 89% | 85% ▼ | 79% ▼ | Paramedic | 99% | 95% ▼ | 96% ▲ |

** Data report provided by NREMT.org "Pass/Fail Report"; data for the prior 24 months will change as candidates test. Updated 03/22/2022

NREMT Cognitive Exams: Long Range Jan 2018 - Dec 2021

Cumulative Pass Rate on Cognitive Examination 2018-2021



** Data report provided by NREMT.org "Pass/Fail Report"; Jan 2018 - Dec 2021. Updated 03/22/2022

Air Ambulance Agencies

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|------------|---------|---------|---------|---------|---------|
| Licensed | 21 | 22 | 23 | 23 | 21 ▼ |
| Recognized | 11 | 11 | 10 | 10 | 10 → |
| Total | 32 ▲ | 33 ▲ | 33 ▲ | 33 ▲ | 31 ▼ |



Exigent Circumstance Air Ambulance Flights

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|----------|---------|---------|---------|---------|---------|
| Approved | 2 | 0 | 0 | 1 | 2 ▲ |
| Denied | 1 | 0 | 0 | 0 | 0 → |

Scope of Practice Waivers (Active)

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2022 Q4 | 2022 Q1 |
|---------------------|---------|---------|---------|---------|---------|
| Waivers (BLS) | 3 | 3 | 4 | 5 | 2 |
| Waivers (ALS) | 382 | 382 | 285 | 290 | 274 |
| Waivers (BLS + ALS) | 44 | 44 | 51 | 51 | 50 |
| Total | 429 ▲ | 429 | 340 | 346 | 326 |

Licensed Ambulance Agency & ePCR Data

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|------------------------|---------|---------|---------|-----------|---------|
| EMS Agencies Reporting | 195 | 195 | 199 | 196 ▼ | |
| EMS Records Submitted | 195,655 | 213,923 | 231,489 | 226,096 ▼ | |

Note, in accordance with data rules, agencies have 60 days to submit data. 2021 (Q2) is the most recent data.



CREATE and Emergency Grants

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|---------------------|----------|------------|-----------|-----------|----------|
| CREATE Grant Awards | \$29,744 | \$ 23, 312 | \$ 34,495 | \$ 49,464 | \$46,885 |
| Emergency Grants | 0 | 0 | \$5,063 | \$0 | \$0 |

Provider Grants and System Improvement Funding

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|-----------------------|---------|---------|---------|---------|---------|
| Applications Received | 72 | | | | 78 |
| Funds Requested | \$4.4M | | | | \$7.1 |
| Funds Awarded | - | \$ 3.9M | | | - |

Trauma System Designated Reviews Conducted

| Designation Level | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|-------------------|---------|---------|---------|---------|---------|
| Level 1 | 0 | 0 | 1 | 0 | 2 |
| Level 2 | 2 | 1 | 1 | 1 | 2 |
| Level 3 | 3 | 3 | 3 | 0 | 3 |
| Level 4 | 0 | 0 | 1 | 4 | 4 |
| Level 5 | 0 | 1 | 0 | 0 | 0 |
| Total | 5 | 5 | 6 | 5 | 11 |



Colorado Trauma System Facility Designations

| | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Total Designated | Non-designated |
|--------|---------|---------|---------|---------|---------|------------------|----------------|
| Number | 6 | 14 | 26 | 35 | 4 | 85 → | 39 → |

Enforcement: EMS Personnel

| EMS Personnel | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|---|---------|---------|---------|---------|---------|
| New Complaints /Investigations & Background Check Reviews | 242 | 183 | 170 | 256 | 179 ▼ |
| Application / Renewal Denial | 0 | 0 | 0 | 0 | 0 → |
| Letter of Admonition | 1 | 1 | 2 | 2 | 1 ▼ |
| Probation | 3 | 8 | 2 | 2 | 6 ▲ |
| Suspension/Temp Suspension | 5 | 5 | 3 | 3 | 2 ▼ |
| Revocation | 0 | 2 | 0 | 0 | 0 → |
| Relinquishment | 0 | 2 | 0 | 0 | 3 ▲ |

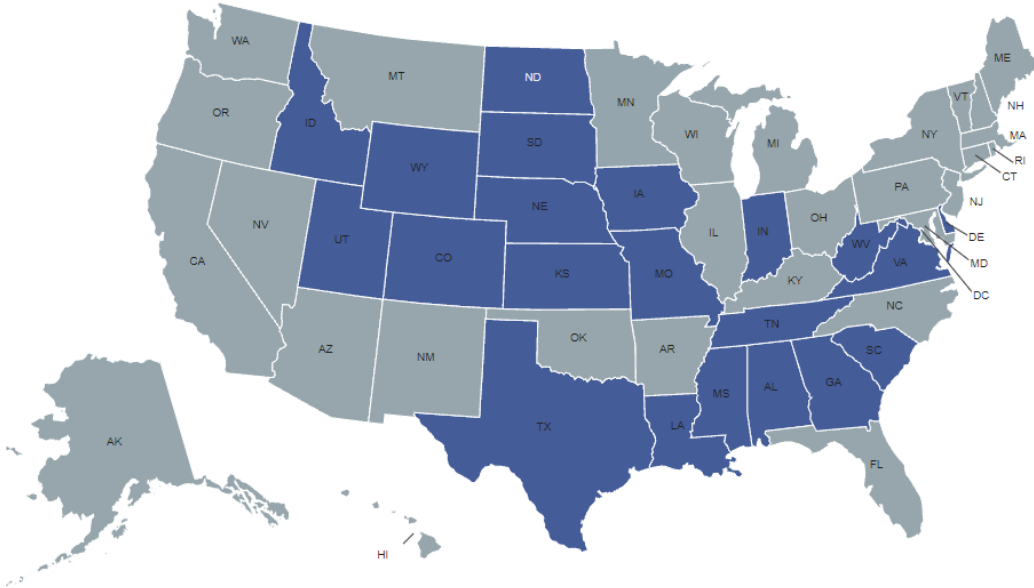
* Dismissed/No Action includes complaints and reviews of criminal history for initial applicants, renewals, and FBI/CBI subsequent reports.

Enforcement: Air Ambulance Agencies

| | 2021 Q1 | 2021 Q2 | 2021 Q3 | 2021 Q4 | 2022 Q1 |
|----------------------------------|---------|---------|---------|---------|---------|
| New Complaints / Investigations | 1 | 2 | 1 | 3 | 3 → |
| Closed Complaints/Investigations | 1 | 0 | 0 | 1 | 0 ▼ |
| Dismissed / No Action | 0 | 0 | 0 | 1 | 0 ▼ |
| Conditional License | 1 | 0 | 0 | 0 | 0 → |
| Suspension | 0 | 0 | 0 | 0 | 0 → |
| Revocation | 0 | 0 | 0 | 0 | 0 → |



Interstate Compact for EMS Personnel Practice States



- EMS personnel licensed in any compact state (Home State) have a privilege to practice in Colorado and all other compact states (Remote State) if they meet the following requirements:
 - At least 18 years of age
 - Have a current, unrestricted license issued by a compact member state as an EMT, AEMT (or a state level between EMT & Paramedic), or Paramedic
 - Is practicing under the supervision of a physician medical director.
- EMS personnel operating in a Remote State are responsible for knowing and complying with *all* applicable laws, rules and practice requirements established by the Remote State.
- EMS personnel operating in a Remote State are required to follow the scope of practice, protocols and procedures established by their Home State EMS license, physician medical director and protocols **OR** the scope of practice, protocols and procedures established by a physician medical director in the Remote State.
- Remote States have full authority to investigate EMS personnel, complaints and violations that occur in their state.
Remote States have the ability to suspend, revoke or limit the privilege to practice for EMS personnel practicing in their state.
- Remote States shall report complaints and investigations to individual's Home State(s) for further investigation and/or discipline.



EMTS Branch Personnel Roster

| Name | Section | Position Description |
|------------------|------------|---|
| Donnie Woodyard | Branch | Branch Chief |
| Amber Viitanen | Data | Section Manager |
| Angela Bahn | Data | Data Quality Specialist |
| Scott Beckley | Data | Lead Data Analyst |
| Dale Knochenmus | Data | Statistical Analyst |
| Matt Pickler | Data | Management and Technology Advisor |
| Bill Clark | Data | EMS Data Consultant |
| Michael Bateman | Operations | Section Manager |
| Vanessa Brazee | Operations | Licensing Specialist |
| Eric Lucas | Operations | EMS Operations Specialist |
| Jennyfer Nguyen | Operations | Certification Technician |
| Timothy Petreit | Operations | Peer Assistance Coordinator |
| Martin Duffy | Trauma | Section Manager |
| Eileen Brown | Trauma | Emergent Systems of Care Specialist |
| Lisa Domenico | Trauma | Trauma Designation and Fiscal Coordinator |
| Kiva Thompson | Trauma | Trauma System Nurse Consultant |
| Eric Schmidt | Funding | Section Manager |
| Audra LeTurgez | Funding | EMTS Branch Program Assistant |
| Mattew Paswaters | Funding | Boards and Councils Coordinator |
| Andre Smith | Funding | Grants and Communications Coordinator |

