

Memorandum



Date: October 31, 2008

To: Dr. Elba Garcia, Chair
and Members of the Public Safety Committee

Subject: Paramedic Awards and Recognition Program

The Public Safety Committee will be briefed on the Paramedic Awards and Recognition Program on November 3, 2008.

A handwritten signature in blue ink that reads 'Ryan S. Evans'.

Ryan S. Evans
First Assistant City Manager

Attachments



PARAMEDIC AWARDS AND RECOGNITION PROGRAM

Samuel Friar
Lieutenant
EMS Response

November 3, 2008





NEED

- Paramedics make the majority of emergency runs for the Fire-Rescue Department
- Paramedics operate autonomously
- Paramedics currently receive minimal recognition and rewards



BERKSHIRE EFFICIENCY STUDY AND EMS VISION PROCESS

RECOMMENDATIONS

BERKSHIRE:

- Find ways to relieve the stress of staff assigned to Emergency Medical Response

EMS VISION PROCESS:

- Adopt and implement a Paramedic Service Award policy



PROGRAM ELEMENTS

AWARDS:

- Given to deserving Paramedics for extraordinary performance

RECOGNITION:

- Incremental service medals and pay for paramedic service

INCENTIVES:

- Morale boosting initiatives given out liberally for noteworthy performance



CURRENT PROCESS

AWARDS:

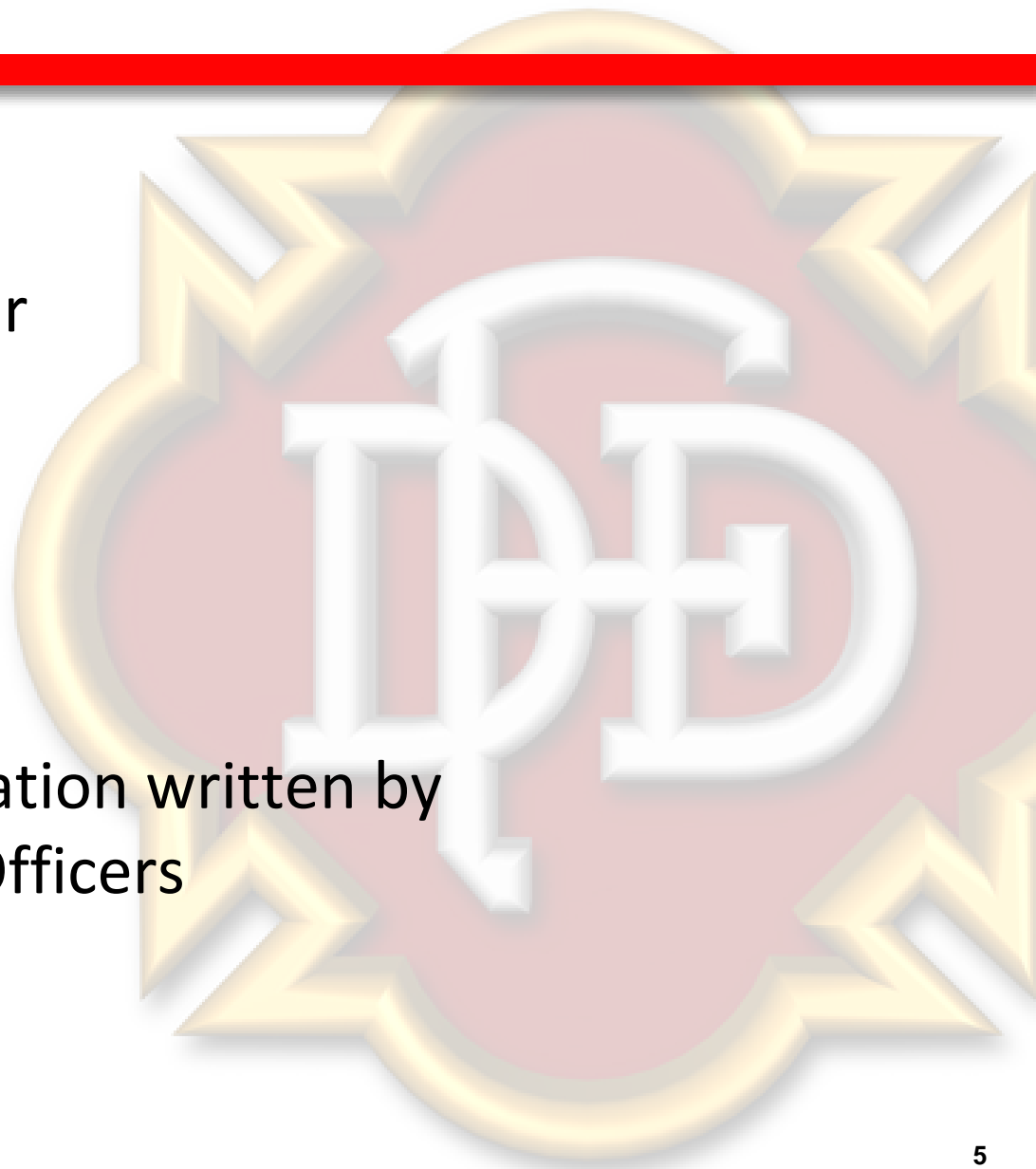
- Paramedic of the Year

RECOGNITION:

- Service pins
- Assignment pay

INCENTIVES:

- Letters of Commendation written by citizens and/or Fire Officers





PEER CITY SURVEY

RESPONDING CITIES:

- Boston, Massachusetts
- Cincinnati, Ohio
- Columbus, Ohio
- Houston, Texas
- Los Angeles, California
- Portland, Oregon
- San Antonio, Texas
- San Diego, California
- Shreveport, Louisiana





PEER CITY ACTIVITIES

AWARDS:

- Pre-hospital save medals
- Paramedic of the Year

RECOGNITION:

- Assignment pay and differentials
- Paramedic and patient reunions

INCENTIVES:

- Letters of Commendation
- Donated Movie tickets
- Gift certificates





AWARD RECOMMENDATIONS

- **PARAMEDIC OF THE YEAR:**
Presented to the paramedic with the most dedicated service annually
- **PRE-HOSPITAL SAVE:**
Presented for each documented CPR save



AWARD RECOMMENDATIONS (Cont.)

- **PRE-HOSPITAL DELIVERY (STORK):**
Presented to Paramedics for each pre-hospital delivery
- **MERIT:**
Presented to Paramedics each time they receive five “Letters of Commendation”



RECOGNITION RECOMMENDATIONS

- Arrange a meeting between Paramedics and the citizens they saved
- Wear medals on utility uniforms while assigned to rescues
- Bring back Paramedic patch



INCENTIVE RECOMMENDATIONS

- **DONATED GIFT CERTIFICATES:**
To restaurants, movies, retail outlets
- **FIRE DEPARTMENT ACCOMPANIMENTS:**
Caps, T-shirts, belt buckles, etc.





PROGRAM DOCUMENTATION

- **CUSTOMER SERVICE/PERFORMANCE OBSERVATION FORM:**
 - Streamline the process for citizens, hospitals, and Fire Officers to document noteworthy Paramedic performance
 - Forms would be available at area hospitals and on rescues and fire apparatus for on-the-spot access



PROGRAM DOCUMENTATION (Cont.)

- **AWARDS, RECOGNITION AND INCENTIVES BOARD:**
 - Chaired by the Medical Director with Lay Paramedics, Paramedic Officer, and Fire Officer members
 - Would meet monthly to determine the worthiness and level of award and/or incentive
 - Ensures one standard throughout the Department



QUESTIONS?

