1. **Integration of Systems**
   1. Use of port authority and police to provide mutual aid on EMS calls
   2. Coordination with local hospitals for medevacs
   3. Mutual aid agreement with local fire department on water rescue calls
2. **EMS Research**
   1. Perform studies regarding cardiac arrest success rate and the procedures performed during the arrest with a goal to increase ROSC percentage.
   2. Perform studies on geriatric patients along the lines of fall risks, how often, and common themes in each of them.
   3. Accurate records of call volume, chief complaints, and meds admin is pertinent in order to increase level of care.
3. **Legislation and Regulation**
   1. Winterfell EMS will be overseen by jurisdictional and state protocols and enforced through call reviews and medical direction.
4. **System Finance**
   1. Dedicated annual budget of $12 million from the city.
   2. Additional revenue will be earned by billing for services. AP/AR will be contracted out to manage accounts and will communicate with the administrative coordinator to ensure the system remains profitable.
5. **uman Resources**
   1. Administrative Division has an in-house human resources specialist to handle onboard training, implement employee counseling and conflict resolution, track and manage personnel, and engage in workforce planning.
6. **Medical Direction**
   1. Winterfell EMS will a hire a licensed physician in the state with at least 2 years of training with special populations, at least 5 years in the field as a practicing physician. Strong preference to the the candidate with experience as a paramedic.
   2. Medical Director will oversee Administrative Division and participate in activities to enforce and advance protocols
7. **Education Systems**
   1. Offer courses and refreshers for EMR, EMT-B, EMT-I, EMT-P, and CCEMTP. Also have bridge courses for RN-EMT-B, RN-EMT-P, and EMT-I - EMT-P
8. **Public Education**
   1. By year three, Winterfell EMS will have a dedicated Community Outreach and Training Specialist whose main responsibility will be to conduct community education courses in CPR and geriatric emergencies.
   2. Geriatric emergencies will be a main focus of the community paramedicine program implemented by year five. Education and awareness will be a large part of making the program successful.
9. **Prevention**
   1. Visits to nursing homes in the area and giving lectures on how to prevent falls within the rooms of the occupants.
   2. Go to schools and teach when it’s appropriate to call 911 and when not.
10. **Public Access**
11. Units will be run out of five stations spread out evenly throughout the city and emergency services can be requested by calling 911. Citizens may also visit system administration during normal business hours Monday through Friday.
12. **Communication Systems**
    1. Dispatch is conducted through joint fire/police/EMS systems with four dedicated EMS dispatchers paid for by WInterfell EMS.
    2. All units will be outfitted with a Motorola APX 7500 Mobile Dual Band radios and personnel will be supplied with APX 7000 Portable Dual Band radios to use during response.
13. **Clinical Care**
    1. Winterfell EMS will have eight ALS stocked ambulances that will staffed by a BLS driver and an ALS provider. Expected UHU is low at .26 to ensure that timely care can still be provided during times of high call volume.
14. **Information Systems**
    1. Data will be collected from every call run in Winterfell and put into the National EMS Information System (NEMSIS). This data will be used to improve patient care and outcomes and to analyze the success of Winterfell’s community CPR and paramedicine programs.
15. **Evaluation**
    1. Annual system evaluations will be conducted by the administrative staff once a year. Evaluations will include performance evals of all administrative and operational personnel as well as a system-wide eval that will analyze how the system is accomplishing the 14 Attributes and improving care.