

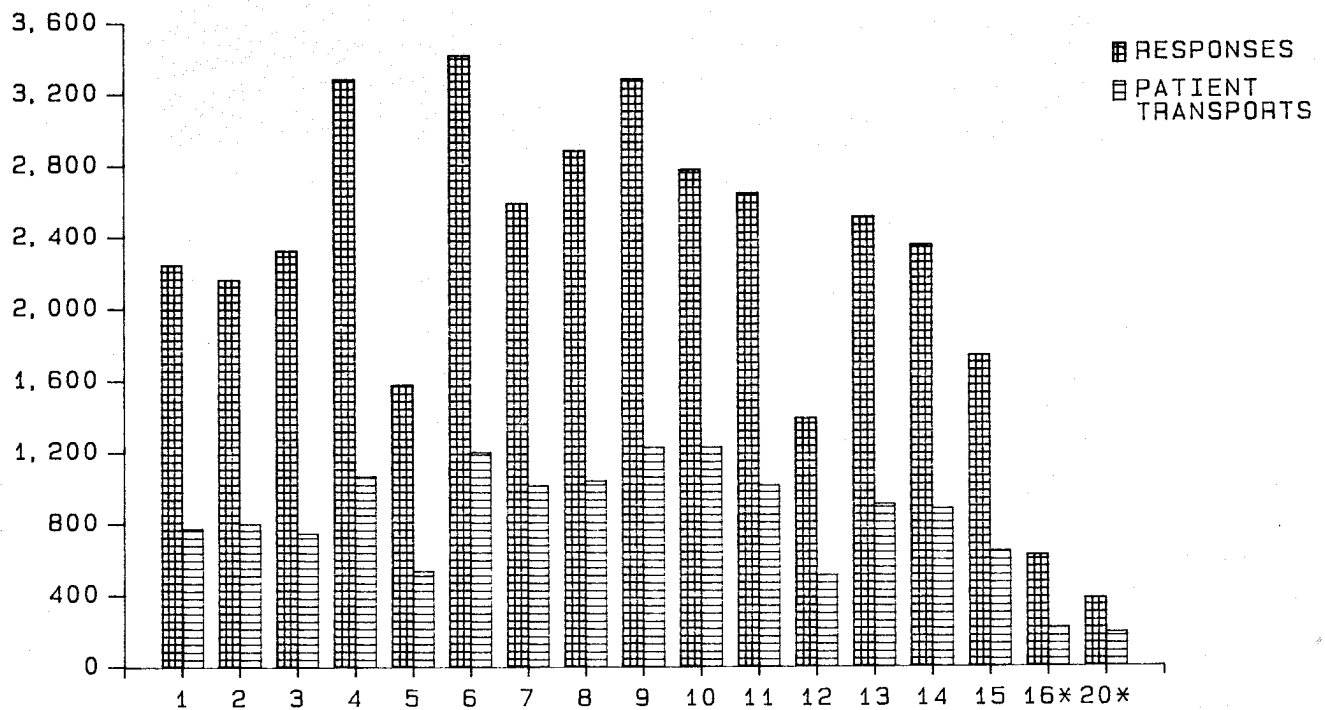
The Fire Rescue Division's dedication to innovation has brought about numerous enhancements, some of which were later adapted by other departments. Improvements in preventative maintenance allow units to remain in service a relatively greater percentage of time in their assigned territories. While striving for better medical coverage, the Division has maintained a high level of visibility and positive rapport with area hospitals and emergency department physicians.

This Division instituted a "Quality Assurance" Program in 1986, involving the District Chiefs. Medical channels are monitored frequently by the Chiefs through the use of scanning radios. In addition, all run reports are reviewed daily by District Chiefs for assurance of proper medical care and adequate documentation. Performance counseling is provided and documented, as appropriate. The program will be expand-

ed and refined in 1987 to provide information necessary for statistical analysis and evaluation for "Quality Assurance."

Through the use of appropriate, cost-effective rank structure and leadership, the Fire Rescue Division is a model for emergency medical service management. To continue and expand on this role, the Division has implemented a program which requires District Chiefs to attend job-related seminars. Among the in-service, career development programs attended by Division personnel in 1986 were: (1) the Jacksonville University City Management Program, (2) Clinical Conference of Prehospital Emergency Care, (3) University of North Florida's Government Fellows Program, and (4) seminars focusing on disaster preparedness and terrorism. Funding to support attendance at the seminars was, and is, provided through the Medical Director.

### 1986 RESPONSES BY RESCUE UNITS



\*Part-time units only operated at peak times or for training purposes.