

ADMINISTRATION

Kerry Giles: Transportation Services Director
Terry Baynard, EMT-P: Operations Manager
Justin Moore, NREMT-P: Training Officer

Rutherford County EMS strives to provide the best possible care to those we serve. With this common goal in mind we work to utilize the latest technology and trends to help decrease mortality within the County. A few advances that help Rutherford County EMS provide a level of care that is second to none are:

- Utilization of Mobile Data Terminals on which all dispatch information is displayed to help the responding EMS unit better prepare for the patient's needs and choose the best route for travel.
- Utilization of Electronic Patient Care Reporting to better access patient information and compile data that is used for quality improvement.
- Purchase of new, state of the art cardiac monitors with the latest technology and capabilities to assist the medics in providing the highest quality of care.
- Continued monitoring of system performance through data collection, quality management initiatives and a very active medical oversight program.



OVERVIEW



RUTHERFORD COUNTY Emergency Medical Services

The EMS division of Rutherford County Emergency Services operates 5 paramedic ambulances based out of 4 EMS stations. Along with the ambulance crews, a 24 hour quick response vehicle is based out of the Spindale Station. The QRV is operated by the services shift supervisor who responds to high-acuity calls along with providing back up in the times were system resources are taxed.



EMERGENCY SERVICES

Established in 2012, the Specialty Transport Division serves those citizens that may not have a medical emergency but need ambulance transportation for dialysis treatment, doctors appointments and other medical needs. This division specializes in the transport of bed confined patients. We have a deep understanding of the special needs that present due to various medical conditions. Our employees are specially trained in proper patient movement techniques and stretcher manipulation to provide the highest quality of care and comfort for the patient during transport. We can easily accommodate patients in excess of 300 pounds with our bariatric stretcher. If you have any questions regarding this division, please do not hesitate to contact our office at the number listed below.

IMPORTANT FACT:

Many transports are defined as "medically necessary" for ambulance transportation, determination for medical necessity is obviously determined by Medicare, Medicaid, and insurance providers but our experienced staff are very knowledgeable in requirements for meeting "medical necessity" and can assist you any time that you may have a question. Our department will assist you in obtaining proper documents required for determining eligibility for non-emergency transportation.

For transport scheduling or questions regarding our Specialized Transport Division:
828.287.6066



SPECIALIZED TRANSPORT

Established in 1973, Rutherford County EMS began as a Basic Life Support Ambulance provider to serve the citizens of Rutherford County. Prior to the establishment of EMS, local rescue crews and funeral homes provided transport of patients to hospitals as needed.

In 1986, with the growing need of a more advanced level of service, the department progressed to provide care at the paramedic level. For many years all responses were handled from the headquarters location in Spindale. With the growing need for more ambulances and the need to decrease response times, the county established a plan to erect more stations in the outlying areas.

In 2005, EMS Station 2 was established by staffing a full-time paramedic RCEMS ambulance that is located at the Hickory Nut Gorge EMS & Rescue Base in Lake Lure.

In 2007, EMS Station 3 was erected, located on Willis Circle in Bostic, NC. This station serves dual roles by housing EMS crews on the upper level and is used as for apparatus storage by the Bostic Fire Department in the lower level.

After much discussion and the documented need for an ambulance in Southeastern Rutherford County, EMS Station 4 was established in 2011 by placing a unit in the current Cliffside Area Fire Department during peak hours. In 2012, EMS Station 4 became a 24 hour ambulance to better serve the needs of the citizens of that area.

EMS in Rutherford County continues to be a progressive service that strives to provide care that is second to none to the residents and visitors of Rutherford County.

HISTORY

- Rutherford County EMS employs 41 full time employees and approximately 30 part time employees.
- Each emergency ambulance operated by Rutherford County EMS is staffed with one or two EMT-Paramedics which is the highest level of prehospital care available.
- Our service area consists of the entire 564 square mile area of the county and a population of approximately 64,000.
- In 2012, Rutherford County EMS traveled in excess of 250,000 miles while responding to calls and transporting patients.
- Our Emergency Division responds to approximately 10,000 emergency calls per year and our Specialized Transport Division provide approximately 3,000 transports per year.
- As the primary EMS provider for the citizens and visitors of Rutherford County, RCEMS strives to improve care through quality improvement. The Rutherford County EMS System conducts quarterly meetings of its Quality Management Committee which consists of representatives from all agencies that provide emergency care within the county. These agencies include the 911 center, rescue squads, EMS, first responders and the hospital.
- The training department at Rutherford County EMS, has a primary focus of improving care within the system. The training department consists of one training officer and three field training officers. The current major focus of the training department is survivability of cardiac arrest patients therefore Rutherford County EMS has recently implemented new procedures and techniques for care of patients who are experiencing cardiac arrest. Some examples of our care changes are the "PIT Crew CPR" and "Code Cool" which are some of the latest advances in emergency medicine.

RUTHERFORD COUNTY EMS FACTS



RUTHERFORD COUNTY

Emergency Medical Services



EMERGENCY - DIAL 9-1-1
SPECIALIZED TRANSPORT DIVISION: 828.287.6066
MAIN OFFICE AND INFORMATION
828.287.6075
339 CALLAHAN KOON RD
SPINDALE, NORTH CAROLINA 28160

www.rutherfordcountync.gov/ems