

SCFCA-SCEMS-SNO911 EMS Governance Joint Task Force Statement of Shared Values and Principles

As approved February 13, 2024

The Joint Task Force endorses this statement of shared values and principles to guide the JFT's work in recommending a regional governance and operational structure/entity for the support of the EMS system in Snohomish County.

Values and Principles are not presented in rank order of priority.

Our Shared Values Include:

The structure/entity we recommend should have a structure that reflects/incorporates these values:

- 1. A strong customer service orientation, focused on providing service to the fire agencies.**
- 2. Efficient, employing LEAN six sigma principles.**
- 3. Accountable and trustworthy.**
- 4. Collaborative with other partners in the EMS system.**
- 5. Make data-driven decisions.**
- 6. Sustainable.**
- 7. Resilient.**
- 8. Functional.**
- 9. Meeting state mandates.**
- 10. Consensus-building, within the agency and its decision makers as well as with its customer fire agencies.**
- 11. Scalable.**
- 12. A just corporate culture, supportive of its customers rather than punitive.**
- 13. Forward thinking.**

Our Shared Operating Principles Include:

- A. Checks and balances in governance and operations.
- B. Seeking input from customers in decision-making.
- C. Be an umbrella agency for the Snohomish County EMS system.
- D. Initially focused on core, critical services and functions, while also scalable, with an ability to both grow in size to meet population growth in the County and expand in function with the support of member agencies and the Medical Program Director.
- E. Have operational capacity to maintain and advance a strong Quality Assurance/Quality Improvement system for EMS system participants. Strong reporting and data measurement capacity.
- F. Have capacity and plans in place to manage transitions, particularly in the transition of appointed Medical Program Directors.
- G. Be visionary, in terms of what it should strive for, after building trust through successful initial operation of core programs. A detailed list of programs to be offered in the future should not be determined at the start of this effort.