

Harris EMS has provided 911 service for Jackson County since January 1<sup>st</sup>, 1996. In this time the service has grown from a single 24-hour ambulance, and a back-up on-call crew, to now having three 24-hour ambulances, a 12-hour ambulance, and a 12-hour supervisor, that operates a quick response vehicle. The Harris EMS response area covers all areas of the county from the Thorpe Power Plant, north, with the exception of the area within the Cherokee Reservation. In addition to providing 911 service, Harris EMS also provides interfacility transports from Harris Regional Hospital to tertiary care facilities.

We currently operate three bases that are strategically located throughout our service area, and are staffed 24-hours per day. Base one is located at Harris Regional Hospital. It houses a 24-hour ambulance, as well as a 12-hour ambulance, and the 12-hour supervisor in the quick response vehicle. Base two is currently located at the Jackson County Rescue Building off Highway 116, and houses a 24-hour ambulance. Base three is located on Highway 441, north of the Qualla Fire District, and houses a 24-hour ambulance. In 2020 Harris EMS ran 6,708 calls, which was our busiest year ever. We continue to see increasing call volumes, year-over-year. August 2021 was our busiest month to date where ran 697 calls.

Harris EMS works with many community partners, during special events, throughout each year, to provide emergency stand-by coverage. We provide a crew for all local football games, and many other community events. We have worked with Jackson County Health Department to help vaccinate our community, through drive thru clinics, and also by delivering home vaccines to those who are unable to leave their home. Each year we teach several CPR courses within the community, and are involved with other many other community outreach activities. Harris EMS also provides continuing education to the fire departments within our service area. These classes include training for the administration and use of the medication Narcan, which we provide the medication and needed medical supplies for the first responder program.

We at Harris EMS, continually look for ways to improve the care that we provide to our community. We review and update our treatment protocols on a yearly basis, looking for opportunities to expand and improve the care that we currently provide. Working with Harris Regional Hospital, we have access to information on evidence-based medicine, which helps us improve our overall quality of care. We are active members of the Patient and Safety Clinical Quality Committee within the hospital, where we present data that we track quarterly, and garner feedback from the committee on areas for improvement.

At Harris EMS, we strive to provide the most efficient, highest-quality care possible to the communities that we serve. We achieve this through working with Harris Regional Hospital and our community partners. Our operation is centered around our mission of making communities healthier, which is a sentiment that we keep at the forefront of all we do.