

## 2025 CAASE Awards

## Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, applicants must submit an online submission that includes a **Statement of Entry** and any relevant supporting materials.

**Submission Process**

All materials must be submitted through the CAA's online application form. The following file types are accepted:

**Documents:** PDF, Word, Excel

**Images:** JPEG/PNG

**Links:** Video content or webpages that support the entry

Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include photo displays, these may be shipped separately to the CAA for presentation at the Annual Convention.

**Terms of Use**

By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices and submissions may be used for educational, promotional, or marketing purposes.

## Contact Information

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(714) 288-3800

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**Mobile Phone Number**

949-410-2302

## 2025 CAASE Awards Submission

**Submission Category:**

Employee Programs

**Submission Title:**

CISM Dashboard: Early Identification and Intercession for EMTs at Risk for Critical Incident Stress

**Number of Annual Service Requests:**

165000

**Number of Ambulances:**

110

**Business Type (check all that apply):**

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

Vishal Raj, Managing Director, vishal.raj@falck.com Jonathan Tseng, ePCR Specialist/Quality Mgt.  
Jonathan.tseng@falck.com Daniel Mudge, Training Supervisor Daniel.mudge@falck.com Jerry  
Melendrez, Training Manager Gerardo.melendrez@falck.com

**Situational Analysis (Background of Project):**

In 2024, Falck focused on crewmembers' mental health, wellness, and resilience. Falck's Critical Incident Stress Management team has supported our crews since 2015, and with the theme of 2024 being mental health – we took the opportunity to do a survey on the effectiveness and awareness of Falck's CISM program in Orange County. A. Assessing the Quality of our CISM program: Our MHRO (Mental Health Resilience Officer) conducted a CISM study of our workforce (surveyed 58 EMT respondents): •Questions (25) centered around: oAwareness/understanding of the program oCISM Effectiveness oActivation / Reliability oCISM team members performance •Results: oFalck's workforce had a high level of awareness of the CISM program oDiscovered 49 employees had

responded to a critical incident, yet only 16 had CISM activation response – highlighting a gap of CISM activation.

**Project Goals:**

-Improving CISM: activation and timely execution need to employees after critical incidents

**Planning & Implementation (describe process from the p implementation phase. Include the overall length of your**

Falck applied the FOCUS-PDSA model to its CISM process. F - Find a process to improve: The goal was to enhance CISM (Critical Incident Stress Management) activation, improving the quality of support and focusing on the mental wellness of those involved in cumulative care. This involves ensuring timely and accurate activation of CISM services for critical incidents and improving communication across departments. O - Organize a team: A CISM Committee was formed with representatives from Operations, Dispatch, QA/QI, Training, and People and Culture. Additionally, our certified Mental Health Resilience Officer (MHRO) was assigned to oversee the CISM process. C - Clarify the current process: The CISM task force conducted a root cause analysis to explore why critical incidents weren't always identified for CISM activation. The findings revealed discrepancies in dispatch information, particularly when incidents transitioned from non-critical to critical without proper communication. For instance, a call for a "medical unknown" could turn out to be suicide. The task force found that the ePCR was the only reliable tool for tracking these incidents comprehensively. U - Understand the causes of variation: Data analysis showed that dispatch and operations were the main sources of critical incident identification, but they needed to integrate additional data sources, so a Power BI dashboard was created - critical incident report. This report flags incidents based on two fields in the ePCR: primary impression and patient disposition filter. For an incident to be flagged as a critical incident, both fields must meet specific criteria. If both fields align with the pre-set conditions (e.g., certain types of traumatic or life-threatening events), the incident is automatically flagged as a potential critical incident. S - Select the improvement strategies: Key strategies were selected to improve the process: 1.Daily Critical Incident Report Review: The CISM Committee now reviews daily critical incident reports to identify incidents requiring activation within a 24 to 72-hour window. 2.Awareness and Education: An awareness campaign, in collaboration with HOPE K-9 (animal-assisted crisis response), was launched to educate EMTs about mental health, resilience, and the new updates to Falck CISM program. 3.Improved Workflow: The Falck Performance and Efficiency Department team created a dashboard to track critical incidents by employee, crew, and region. This dashboard automatically flags ePCRs with critical incidents based on the two key qualifying fields (primary impression and patient disposition) and helps identify cases where CISM activation may have been missed in the field. P - Plan: A new workflow was implemented to ensure CISM activation within 72 hours. The CISM Committee receives daily reports from ePCRs and uses the Power BI dashboard to assess incidents needing CISM follow-up. The dashboard triggers notifications based on the flagged incidents and helps ensure timely review. D - Do: The CISM Committee reviews the daily critical incident reports and the Power BI dashboard to identify which incidents require CISM activation. An educational campaign was also introduced to raise awareness about mental health among EMTs, with support from HOPE K-9. S - Study: The process showed a 45% improvement in otherwise inorganic CISM activations that would not have been activated according to the normal process. The Power BI dashboard and daily reports have helped identify incidents that were previously missed and ensured timely activation within the 72-hour window. By flagging incidents based on key fields in the ePCR and sending reports to the CISM Committee, the process ensures a more thorough and accurate review of critical incidents. A - Act: The CISM workflow was standardized, incorporating feedback from multiple departments. To further support current CISM team members, a Blink channel was introduced to provide a platform for ongoing discussions, resource sharing, and mental health support. Overall length of project: 3 months

**Results (Did you achieve your goals? How did you measure results?):**

By utilizing the FOCUS-PDSA model, Falck successfully enhanced CISM activations by 45%, validated the CISM activations, improved communication, and ensured timely mental health support for employees potentially affected by critical incidents. The integration of dashboard and daily critical incident reports significantly supported the CISM activation process. Anecdotally, the CISM Dashboard enabled Falck to identify two employees who had responded to two pediatric drownings within a single week.

**Impact (What impact has this project had on your service? Information can be given as narrative.**

**However, if possible, please provide qualitative and quantitative information.):**

Falck has experienced a significant decrease in days taken off due to critical incidents; initial data has shown a 40-percent reduction (formal analysis is underway).Impact on providers: Earlier and more inclusive detection of providers who are potentially at risk for critical incident stress (facilitates intercession via CIS program including peer support, therapy dogs, etc.)Impact on organization: Protection of workforce; preventing/reducing potential harm; alignment with Falck "Winning Behavior" #1 (We are committed to care)

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

Project carried out in-house; negligible impact on budget

**Supporting Documents #1:**

CISM\_NewsLetter\_Vol.3\_Issue.1 (1).pdf

**Supporting Documents #2:**

b72a2d99-665e-4f30-9463-aceb11b9a499.jpg

**Supporting Documents #3:**

CISM Dashboard names redacted.jpeg

**Supporting Documents #4:**

Screenshot 2025-07-25 at 4.58.08 PM.png

**Supporting Documents #5:**

**Supporting Documents #6:**

**Comments:**

<https://www.instagram.com/reel/DFL43OuOQ2o/><https://www.instagram.com/reel/DDFsNR-JFYy/>

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$100.00

Discount Code:

Date

**FALCK**

# CRITICAL INCIDENT STRESS MANAGEMENT NEWSLETTER

Monday 28th July, 2025

Vol.3, Issue.1

## MAIN TOPICS

### Mental Wellness

### HOPE DOGS: Animal-Assisted Crisis Response

## CONTACT INFO

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Ricardo Quintero (657)705-6881



## HOPE DOGS

We are grateful for HOPE Animal-Assisted Crisis Response.

We at Falck are grateful for the invaluable service provided to our first responders in LA/OC. Periodic visits to our field employees have offered comfort, support, and emotional relief to the teams.

First Responders are known to often face stressful and traumatic situations, and these experiences can affect their mental and emotional well-being. Therapy dogs, trained for crisis response, offer a unique and effective way to ease this burden.

The dogs' calming presence and interactions have been shown to reduce stress and anxiety, improve moods, and offer unconditional support. The positive impact of these teams on employees is greatly appreciated, as they help employees cope with challenges and promote a stronger sense of well-being.

Thank you for supporting these heroes and making a difference in their lives.

## MENTAL WELLNESS

Mental wellness is the foundation of our ability to think clearly, respond effectively, & maintain emotional balance. It reflects how well we can manage stress, recover from adversity, & sustain healthy functioning—especially during & after high-pressure situations.

Our CISM Program is designed to support & strengthen individual & team resilience following critical incidents. It emphasizes early intervention, peer support, & guided coping strategies to reduce the impact of stress & promote recovery. Participants gain a deeper understanding of how stress affects the mind & body, along with tools to improve their ability to process & respond to intense experiences.

To date, we have conducted over 30 CISM sessions this year, demonstrating our commitment to proactive, ongoing mental health support for our team.

## ASSIGNMENT

Explain the difference between empathy and sympathy.

Explain the difference between Defusing and Debriefing.

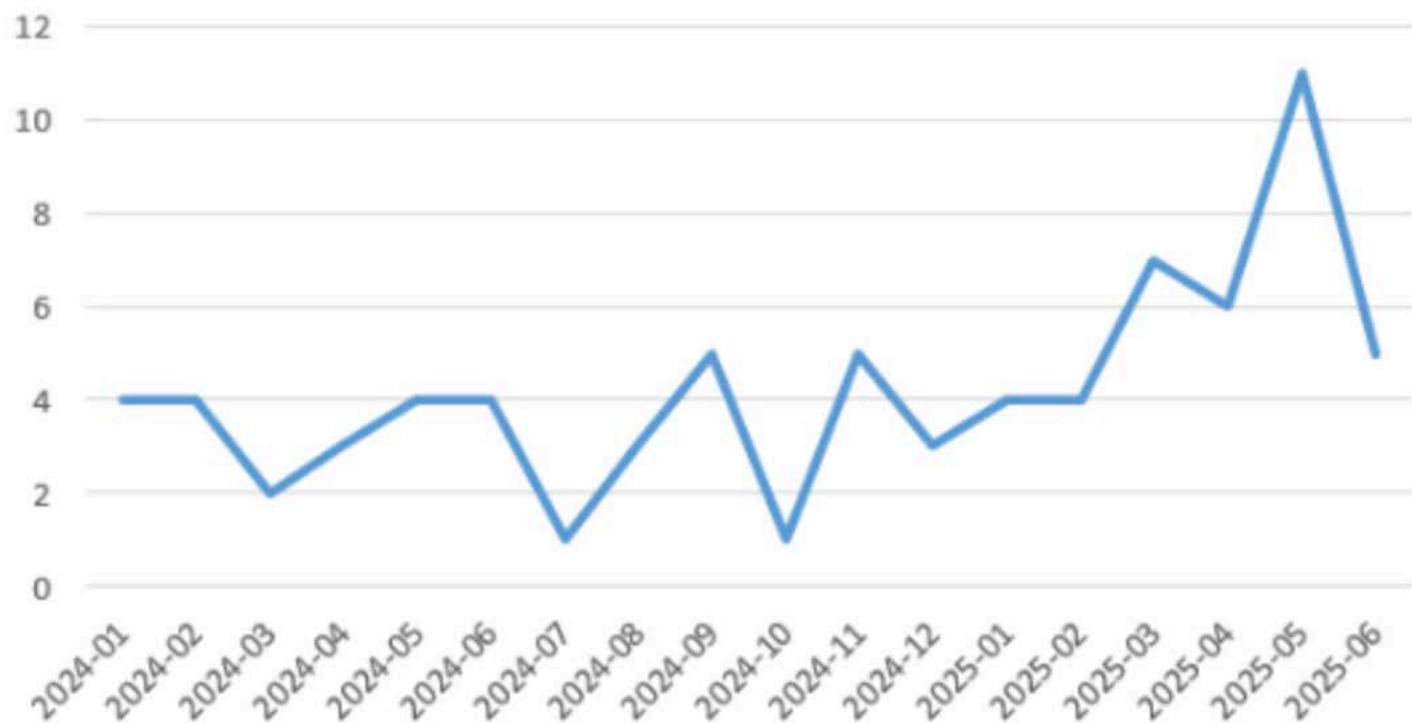
Email your response by July 31, 2025, midnight to [Ricardo.Quintero@Falck.com](mailto:Ricardo.Quintero@Falck.com)

**Failure to respond will result in removal from the CISM Team.**



Thank you CISM Team Members for your great work out in the field ensuring the Mental Wellness of our field employees.

## OCLA CISM ACTIVATIONS 2024 TO CURRENT





### Critical Incidents by Crew and Impression

Crew Member	# Critical Incidents
	63
	34
	28
	27
	27
	25
	23
	21
	18
	18
	18
	18
	16
	15
	15
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	12
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	12
	12
	12
	12
	12
	11
	11
	11
	11

Trip Appendix				
Date	Incident Number	Run Number	Unit Name	Crew 1
18-Jul-25				
18-Jul-25				
18-Jul-25				
18-Jul-25				
18-Jul-25				
18-Jul-25				
18-Jul-25				
18-Jul-25				
17-Jul-25				
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17-Jul-25				
17-Jul-25				
17-Jul-25				
17-Jul-25				
16-Jul-25				
16-Jul-25				

# CISM AT FALCK OC/LA



## Authors

Rob Razzante, Vishal Raj, Micahel Kaduce

## Timeline

August - October 2024

## INTRODUCTION

The Critical Incident Stress Management (CISM) program is vital for supporting Falck employees who respond to critical incidents. This research evaluates the awareness and effectiveness of the CISM program among employees. Understanding these aspects will help identify areas for improvement and ensure adequate support for employees during and after critical incidents.

Figure 1: Current CISM Net Promoter Score (Green is Satisfied, Red is Dissatisfied)



## RESULTS

The survey results indicate that while there is a high level of awareness of the CISM program among Falck employees (52 out of 58 respondents), there are areas that require improvement. A significant portion of employees (49) have responded to critical incidents, yet only 16 had CISM activated, suggesting inconsistent application of the program. Among those without CISM activation, 42% believed it should have been activated, highlighting a gap in the program's implementation. Additionally, ensuring timely debriefings within 72 hours of an incident is crucial, as this was a key area assessed in the survey. These findings suggest that while the CISM program is well-known, its activation and timely execution need to be more consistent to better support employees during and after critical incidents.

## CONCLUSION

The findings show high awareness of the CISM program among Falck employees, but highlight the need for more consistent activation following critical incidents. Ensuring timely debriefings within 72 hours is crucial for the program's effectiveness. These insights will guide improvements in the implementation and communication of the CISM program to better support employees.

## OBJECTIVE

This study examines the awareness and effectiveness of Falck's Critical Incident Stress Management (CISM) program among its employees.

## METHODOLOGY

A survey of 58 Falck employees was conducted to gather data on their awareness and experiences with the CISM program. The survey included questions on employment duration, age, awareness of the CISM program, experiences with critical incidents, and the activation and timing of CISM debriefings.

Figure 1: Overall Experience with the CISM Process.

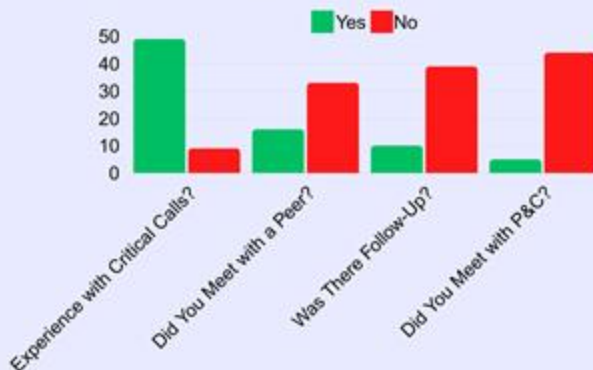


Figure 2: Rationale for Net Promoter Score Response.

