

**Introducing NEMSQA Board Member Steve McCoy,  
Member Representative for NASEMSO & Chief of  
Emergency Medical Oversight for Florida!**

Since the start of his EMS career, Steve McCoy, BS, EMT-P, has promoted a culture of quality that uses scientific data to improve care and outcomes. One of his recent initiatives is the Florida FAIR Project, a groundbreaking endeavor to create quality measures specific to rural EMS.

A leader on the national stage, Steve has been a board member for NASEMSO and NREMT, serves on the Federal Interagency Committee for EMS (FICEMS), and now joins as a new NEMSQA Board member. Steve said, "It's all about how, if we're having success, how can we give that to the rest of the country, and make a difference not only here in our state, but everywhere."



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**What's one of your passion projects right now?**

We have a ton of projects. Obviously, FAIR was my favorite. One we are working on now, though, has to do with mobile integrated healthcare. I've been in EMS since the mid-90s, and I've seen workforce shortages come and go. What we see every time is retention programs come out, a couple studies pop up about retention and recruitment, and high school programs start up. We've been doing that for thirty years every time we have a workforce issue. It's the definition of insanity.

So we created a whole new unit related to access and mobile integrated health. The thought process is that we run 4.6 million calls in the state of Florida. We know from our data linkage with the health information exchange that 40% of those are avoidable. If we lower the strain on the system from that extra workload, then we relieve some strain on the workforce. That also hopefully decreases the problem of people leaving the workforce, by addressing that frequent flyer that's burning them out. We're going to integrate with primary care to change the system and treat the disease, not the symptoms.

**When you talk about the culture of quality, what do you mean?**

The culture of quality is an ongoing battle to get people to see that quality is about improving things, not punishment. It takes a top-down and a bottom-up approach, and hopefully you meet in the middle. We're working with the top down approach at the state level, but when you start off top-down, you get people that don't understand it. They need to be taught about quality of care in school, and right now they're really not. I'm trying to change that, which goes back to my background being the Training Coordinator.

**As a new Board member, what's your vision for NEMSQA?**

A lot of people don't realize that NEMSQA takes out the politics for a lot of my colleagues at the state level by saying what quality is. It's harder to poke holes in consensus-driven, evidence-based measures that come from a national body of experts from different fields. But the mission is quality, not just developing measures. To really improve quality, you need that culture change, and you need benchmarking. Let's wave a magic wand, and if NEMSQA could be anything we wanted, it would be the go-to system where you could see how your state ranks among them all. Because everybody thinks they're great until they start looking at what other people are doing. We need a source where we can get outcome data and see where we really stand.

**What do you like to do outside of work?**

I'm a dad of three daughters. We've got the racket on all the theme parks around here. The favorite theme park progresses the older your children get. The rides get bigger and scarier. And the older I get, the less I can ride them. I'm starting to hit my limit quicker.