



MEMORANDUM

TO: Maine EMS Board

FROM: Maine EMS

DATE: January 29, 2026

SUBJECT: Proposal for Reimagining the "Service of the Year" Awards

Executive Summary

The purpose of this memo is to propose a transition from a single "Service of the Year" award to a multi-category recognition program. By establishing four distinct categories—each aligned with the Maine EMS Vision and Plan—we can more effectively celebrate the diverse strengths of Maine's EMS agencies, share success stories across the state, and provide clear benchmarks for services to strive toward.

Rationale for Change

The current single-award format often overlooks the specialized excellence found in different types of agencies (e.g., volunteer vs. career, rural vs. urban, or clinical vs. community-focused). Transitioning to four categories offers greater recognition, encourages system-wide knowledge sharing, and ensures strategic alignment with the Maine EMS Vision and Plan.

Current Maine EMS Award Framework

The following is a summary of the current awards conferred by Maine EMS (excluding the "Service of the Year" award being discussed for revision):

- **Governor's Award:** Conferred for exceptional contribution to the EMS system at the state, national, or system-wide level. Candidates demonstrate involvement in multiple areas (e.g., education, administration, and quality improvement).
- **Maine EMS Joanne Lebrun Golden Eagle Award:** A prestigious honor for partners who have dedicated over forty years of service. It recognizes excellence, unwavering support, and high integrity. (Added 2024).
- **EMS Excellence Award:** Conferred for significant contribution to the EMS system at the regional or state level in one or more specific areas of EMS activity.
- **Lifetime Achievement Award:** Conferred for extensive involvement with Maine EMS for at least 10 years, consistently performing above and beyond expectations.
- **EMS Merit Award:** Conferred for contributions to the EMS system at the local or regional level.
- **EMS Community Partner Award:** Conferred to a non-EMS organization or individual



who has demonstrated excellence and integrity in supporting the Maine EMS system. (Added 2023).

- **Medical Director of the Year Award:** Conferred to an EMS medical director who has provided outstanding leadership and guidance to clinicians and services. (Added 2024).

Proposed: Reimagined "Service of the Year" Awards

While the awards above recognize individuals and external partners, the **Service of the Year (SOY)** award focuses on the agency as a whole. We propose splitting the SOY into four categories to mirror the core goals of the **Maine EMS Vision and Plan**.

Eligibility Requirements

1. **Licensure:** Must be a licensed EMS service in the State of Maine.
2. **Compliance:** Must be in good standing with the Board, with no pending adverse licensure actions.
3. **Longevity:** Must have been in continuous operation for the full preceding calendar year.

Service of the Year for Advancing EMS Clinical Care

(Vision Plan Goal #6: EMS Clinical Care)

Recognizes a commitment to delivering high -quality, data -driven, and patient -centered medical care.

- **CQI Process:** Implementation of a robust, destigmatized Continuous Quality Improvement process.
- **Systems of Care:** Leadership in time -sensitive condition management (Trauma, Stroke, STEMI, OHCA).
- **Engaged Medical Direction:** Fostering excellence through active medical oversight and education.

Service of the Year for Driving EMS System Evolution and Innovation

(Vision Plan Goal #3: EMS System Evolution)

Recognizes forward -thinking services contributing to a more efficient, integrated statewide system.

- **Expanded Roles:** Innovative programs like Community Paramedicine/MIH.
- **System -Wide Collaboration:** Active partnerships for interfacility transports and disaster preparedness.
- **New Technology:** Adopting technologies that improve patient care or operational efficiency.



Service of the Year for Strengthening the EMS Workforce

(Vision Plan Goal #5: EMS Workforce)

Acknowledges that excellence is built on supported, highly trained, and resilient providers.

- **Leadership Development:** Creating career pathways and investing in mentorship.
- **Mental Fitness:** Proactive programs that normalize and support provider mental health.
- **Positive Environment:** Cultivating a culture that values its workforce and promotes retention.

Service of the Year for Enhancing Community and System Integration

(Vision Plan Goal #1: Public and Governmental Understanding)

Highlights a service's role as an indispensable and trusted partner within its community.

- **Public/Governmental Value:** Outreach that promotes EMS as an essential service.
- **Interagency Partnerships:** Collaborative relationships with fire, law enforcement, and municipal entities.
- **Trusted Presence:** Reputation for operational and financial sustainability.

Conclusion and Recommendation

By adopting this updated structure, the Board will have a comprehensive suite of awards that honors individual legacies (Golden Eagle, Lifetime Achievement) while simultaneously incentivizing modern, high-performance agency operations.

Action Requested: Approval of the four-category Service of the Year structure as well as continued support for the other award categories.

Potential Motion for Board Consideration

Motion: "I move to adopt the reimagined 'Service of the Year' award structure consisting of the four categories (Advancing EMS Clinical Care, Driving EMS System Evolution and Innovation, Strengthening the EMS Workforce, and Enhancing Community and System Integration) as presented, while maintaining and reaffirming support for all other existing Maine EMS award categories."