Dwayne Patterson

EMERGENCY SERVICES MANAGER

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Summary

Emergency services manager with 10 years in county EMS, 911 and emergency management, including 4 years leading a combined department. Oversees 85 staff, a $9.6M budget, state EMS compliance and the county EOC. Paramedic background with a record of faster response times, filled shifts and clean state inspections.

Skills

- Emergency Management
- EMS Operations
- 911 Communications
- Budget Management
- Grant Management
- Regulatory Compliance
- ICS
- NIMS
- Staff Scheduling
- Leadership

Experience

Emergency Services Manager 07/2022 - Present

Catawba Ridge County Emergency Services Charlotte, NC

County department covering EMS, 911 communications and emergency management for 240,000 residents.

- Direct **85** paramedics, telecommunicators and planners across 6 EMS stations and the 911 center.
- Manage a $9.6M budget and $1.1M in grants, finishing 3 straight years under budget.
- Cut median EMS response time from 11.2 to 8.9 minutes by redrawing post locations with dispatch data.
- Maintain regulatory compliance with state EMS rules, passing 2 OEMS inspections with no deficiencies.

EMS Operations Supervisor 05/2018 - 06/2022

Piedmont Regional EMS Gastonia, NC

County EMS agency running 28,000 calls a year.

- Supervised 30 paramedics and EMTs per shift and handled scene command at major incidents under ICS.
- Built the 12-hour shift schedule that reduced overtime by 22%.
- Reviewed 150 patient care reports a month for protocol and documentation quality.
- Coordinated EMS plans for 40 public events, including a stadium with 75,000 fans.

Paramedic 06/2016 - 04/2018

Piedmont Regional EMS Gastonia, NC

Field paramedic on a busy urban unit.

- Treated and transported 2,400 patients, from cardiac arrest to trauma calls.
- Precepted 6 new EMTs during their field training.
- Documented patient care reports with a 98% quality review pass rate.
- Served 2 years on the county mass casualty plan workgroup.

Education

Bachelor of Science 05/2016

Western Carolina University Cullowhee, NC

Emergency Medical Care

Certificates

Paramedic Credential

North Carolina Office of EMS

06/2016

Certified Emergency Manager (CEM)

International Association of Emergency Managers

09/2023