

Our Experience

We have been privileged to have helped hundreds of organizations, just like yours, build better systems and tell their story to the communities they serve. Our work helps clients understand what is and isn't working, plan strategically, and implement local solutions, tailored to their unique needs and circumstances. **We've included a few highlights from our work below:**

By-the-Numbers

- Proven solutions delivered to **more than 800 clients** over 38 years – including across 42 states and in 3 countries
- **More than \$360 million** earned or saved for clients – including \$5 million in savings for one client alone
- Proven track record of supporting strategic growth, including **418% growth** for a private EMS company in just 36-months, and support for **two healthcare product launches**

Case Studies

Service & Level of Care Expansion – City Fire Department (FL)

The City Fire Department sought to expand services and assume EMS transport responsibilities from the County Fire Department. Our EMSAgency360SM analysis confirmed that billing revenue and restructured county tax contributions could support the City's transition to providing ambulance transport and upgrading to ALS-level care, and we helped implement this new system.



Proven Results: The City's new EMS model generated \$750,000 in annual savings, reduced ambulance response times, and ensured a paramedic was on scene within 5 minutes by deploying both ambulance- and engine-based paramedics.

Agency Consolidation – Nonprofit Ambulance Service (CT)

A community received notice that its ambulance service would cease operations. We immediately helped secure temporary coverage, then conducted an EMSAgency360SM analysis of both the outgoing service and a neighboring EMS provider, ultimately facilitating the formation of a bi-town coalition and a unified Board of Directors.



Proven Results: The consolidated agency secured a multi-year contract and joint funding from both towns, ensuring 24/7 staffed coverage for both communities.

Subsidy Negotiations – Municipality & Nonprofit Ambulance Service (CT)

A community and its EMS agency needed an impartial assessment to justify increased annual funding and explore options to strengthen local EMS services. We performed an EMSAgency360SM evaluation and presented findings and recommendations to the Town Manager and Town Council.



Proven Results: The agency secured a larger annual operating subsidy and a \$1.5M capital improvement program, including five new ambulances and upgraded equipment.

Contact Us

Want to learn more about how we can help? We'd welcome the chance to connect. Visit www.holdsworth.com/contact or scan the QR code to get in touch.





EMS Consulting & System Review

Our EMSAgency360SM approach delivers a holistic review of your agency, grounded in objective, data-driven analysis. We help you identify what's working and what isn't, plan strategically, and navigate the challenges and opportunities that come next.

Each engagement begins with an assessment of your agency's "vital signs"—the key operational, financial, and clinical metrics that reflect overall organizational health.

From there, we work with your team to develop tailored solutions in the following areas:

- Public relations & stakeholder engagement
- Recruitment, retention and staffing
- Community benefit analysis
- Regionalization & partnerships
- Long-term financial planning
- Billing and revenue assessment
- Strategic planning, growth & contracting
- Leadership development



Public Relations & Advocacy for EMS

We work as an extension of your leadership team to help you tell your story to the community in a clear, consistent voice. Our team helps your agency build strategic partnerships, communicate your value and the realities you face, and strengthen your reputation – positioning you to secure the support you need to navigate today's challenges and prepare for tomorrow's opportunities.

Our solutions include:



Fractional Public Information Officer (PIO)

We serve as your agency's fractional PIO, helping you consistently share your story and shape the narrative in the moments it matters most.



Local Advocacy

We develop tailored communication strategies that help your agency engage with local decision-makers and build support around your organization's priorities.

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