## Goal MED.1 - Build a National Best in Class Operation

Provide the highest level of service through excellence in staff, 24/7 access and world-class facilities.

### Objective MED.1.1 - Provide the highest level of forensic pathology service

#### Strategy MED.1.1.A - Hire only Board Certified Forensic Pathologists

| Actions | FY20-22: As needed, department will ensure that:  
| | • Newly hired Forensic Pathologists be Forensic Board certified upon hire or within 2 years of date of hire as required  
| | • Each Forensic Pathologist to become a member of the National Association of Medical Examiners (NAME) to ensure a method of keeping current with best practices.  
| | • All examinations will be performed by board certified Forensic Pathologists in accordance with national best practice standards. |

| Performance Measure(s) | MED2001 | Percent of Forensic Pathologists Board Certified  
| MED2002 | Number of newly hired Forensic Pathologists with verified board certifications |

### Objective MED.1.2 - Provide competent, trained death scene investigators to assist the Forensic Pathologists in determining an accurate cause and manner of death

#### Strategy MED.1.2.A - Each Medical Examiner Investigator will be trained and certified through the American Board of Medicolegal Death Investigators (ABMDI) within 24 months of employment

| Actions | FY20-22: ME Lead Investigator will ensure that new hires are registered for ABMDI training upon the successful completion of the 3 months of in-house training.  
| | • FY20-22: Department Director, in conjunction with Lead Investigator will ensure the completion of ABMDI training for existing ME Investigators, as well as new hires.  
| | • FY20: ABMDI Certification training and testing for 3 ME Investigators, continuing education and training, and certification renewal for 6 ME Investigators and Lead Investigator  
| | • FY21-22: Continuing education and training, and certification renewal for 9 ME Investigators and Lead Investigator |

| Performance Measure(s) | MED2005 | Percent of American Board of Medicolegal Death Investigators Certified |

### Objective MED.1.3 - Staff office with full time ME Investigators in-house 24/7

#### Strategy MED.1.3.A - Routinely provide ME Investigators to respond to 100% of homicides scenes and suspicious deaths.

| Actions | FY20-22: As needed, recruit and retain qualified personnel to keep ME Investigator positions consistently filled.  
| | • FY20-22: Fill and/or retain staff in Lead Investigator, 9 full-time ME Investigator and 2 limited part-time ME Investigator positions. |

| Performance Measure(s) | MED2012 | Service Availability Rate |

#### Strategy MED.1.3.B - Maintain a staff of nine full time ME Investigators and one full time Lead ME Investigator to provide 24/7 coverage.

| Actions | FY20-22: As needed, recruit and retain qualified personnel to keep ME Investigator positions consistently filled. |
## STRATEGIC BUSINESS PLAN: Medical Examiner

### Performance Measure(s)

**MED2010**  
Staffing Level

### Strategy MED.1.3.C - ME Investigators will receive and release bodies 24/7

**Actions**

- FY20-22: As needed, recruit and retain qualified personnel to keep ME Investigator positions consistently filled.

### Performance Measure(s)

**MED2012**  
Service Availability Rate

### Objective MED.1.4 - Expand the facility’s County morgue/cooler to accommodate increased body storage capacity

**Strategy MED.1.4.A - Adequately construct a facility that will accommodate increased body storage capacity**

**Actions**

- Department Director and Business Manager will work with Asset and Facility Management to finalize costs and plans for expansion of the County’s morgue/cooler space. Approved capital improvement funds will be utilized to accomplish the project. Project duration FY20-22. Actions will be timed this way in the plan cycle:
  - FY20 - Bidding Process, hiring of architect
  - FY21 - Begin project construction/renovation
  - FY22 - Project completion

**Performance Measure(s)**

**MED2015**  
Completion of County’s Morgue/Cooler Expansion

### Objective MED.1.5 - Obtain Office accreditation by the National Association of Medical Examiners (NAME)

**Strategy MED.1.5.A - NAME is the only organization that oversees the operation of Forensic Pathology services and facilities and issues guidelines for best practices and accreditation of ME offices. NAME accreditation indicates that the office has met national best practice requirements**

**Actions**

- MED will review the requirements for accreditation based on the checklist issued by NAME. All policies and procedures will be updated and brought into alignment with NAME standards. The office will submit the application to NAME by the end of FY20 and undergo the inspection required to obtain accreditation by the beginning of FY21.
  - FY20 - Submit NAME application and have required inspection conducted.
  - FY21 - Receive NAME accreditation
  - FY22 - Retain accreditation per 5yr term

**Performance Measure(s)**

**MED2018**  
Mecklenburg Medical Examiner’s Office will obtain full National Association of Medical Examiner’s accreditation by end of FY21
**Goal MED.2 - Build Collaborative Partnerships**
Cultivate and maintain collaborative partnerships with law enforcement, the court system, other emergency operations, as well as the Medical Examiners within the office’s regional catchment area through training and support to achieve the highest level of service to the community.

**Objective MED.2.1 - MED, law enforcement, and other emergency operations work in tandem with one another to achieve the highest level of service for the community**

<table>
<thead>
<tr>
<th>Strategy MED.2.1.A</th>
<th>MED will provide training and guidance on an on-going basis to local law enforcement and other emergency services agencies such as fire and MEDIC</th>
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<tbody>
<tr>
<td>Actions</td>
<td>MED will conduct training on a regularly scheduled basis to all collaborative partners.</td>
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<td>• FY20-22 - In conjunction with law enforcement and emergency services, develop training schedule for new and current staff.</td>
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<tr>
<td>Performance Measure(s)</td>
<td>MED2024  Medical Examiner’s Partner Training Satisfaction Rate</td>
</tr>
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**Objective MED.2.2 - Acting as a State Regional Office, ensure Medical Examiners located in the counties of the catchment area are adequately trained to make decisions confidently and independent of Mecklenburg County**

<table>
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<tr>
<th>Strategy MED.2.2.A</th>
<th>Provide training and guidance on an on-going basis to Medical Examiners from counties in the catchment area</th>
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</table>
| Actions            | • FY20-22: MED will provide guidance and training on the new State Legislative requirements for all State Medical Examiners and Investigators prescribed by the Office of the Chief Medical Examiner in Raleigh, NC, in addition to addressing proper death scene investigations, as well as State Statutes and requirements with an emphasis on the policies and procedures specifically relating to the Mecklenburg County Office.  
• FY20-22: MED staff will work with State personnel to ensure consistent training for MEs across the State |
| Performance Measure(s) | MED2024  Medical Examiner’s Partner Training Satisfaction Rate |