

Calaveras County
EMERGENCY MEDICAL SERVICES OVERSIGHT COMMITTEE
April 15, 2010
6:00 p.m.
Board of Supervisors Chambers
891 Mountain Ranch Rd,
San Andreas, CA 95249

* * * **AGENDA** * * *

Any member of the audience desiring to address the EMSOC on a matter on the agenda: Please raise your hand at the time the item is announced by the EMSOC Chairperson. In order that all interested parties have an opportunity to speak, any person addressing the EMSOC will be limited to a maximum of 5 minutes unless the Chairperson of the EMSOC grants a longer period of time. **Public comment periods:** Matters under the jurisdiction of the EMSOC, and not on the posted agenda, may be addressed by the general public at the beginning of the regular agenda and any off-agenda matters before the EMSOC for consideration. However, California law prohibits the EMSOC from taking action on any matter that is not on the posted agenda unless it is determined to be an emergency by the EMSOC. Any member of the public wishing to address the EMSOC during the Public Comment period will be limited to a maximum of 5 minutes. **American Disabilities Act:** In compliance with the American Disabilities Act (ADA), disabled individuals requiring special accommodations to access, attend, or participate in EMSOC meetings, should contact the EMS agency office (209) 529-5085. To ensure that your request is granted, please notify this office at least one business day prior to the scheduled public meeting. **Board Agendas and Minutes:** Board agendas, minutes, and copies of items to be considered by EMSOC Committee Members is posted on the internet at the following website: www.mvemsa.com. Materials related to an item on this Agenda submitted to the EMSOC Committee Members after distribution of the agenda packet are available for public inspection at Mountain Valley EMS Agency, 1101 Standiford Ave., Suite D1, Modesto, Ca. during normal business hours. Such documents are also available online, subject to staff's ability to post the documents before the meeting.

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| | 1. Welcome & Introductions | |
| ACTION | 2. Review and Approval of Agenda | |
| INFO | 3. Correspondence | |
| ACTION | 4. Review and Approval of Minutes of February 25, 2010 | Attachment 1 |
| | 5. Public Comment Period | |
| INFO | 6. ALS Service Provider Update
ALA (American Legion Ambulance), Copperopolis Fire Protection District, and Ebbetts Pass Fire District will be given the opportunity to provide an update on service since the last EMSOC meeting. | |
| INFO | 7. Response Time Report
Staff will provide an update on Response Time Reports | Attachment 2 |
| INFO | 8. EMSOC Operational Area Sub-Committee Meeting Report
Staff will provide a report on April 7, 2010 Sub-Committee Meeting

a. Progress of Public/Private Partnership
b. Progress of Written Dispatch Agreement | |
| INFO | 9. Report on Ambulance Contract from MVEMSA Board of Directors
Staff will provide a report on the status of the ambulance contract from the April 14, 2010 MVEMSA BOD meeting | |
| INFO | 10. Communications Report
Staff will provide an update on the Communications Upgrade and Maintenance of MedNet Radio Equipment in Calaveras County. | |
| INFO | 11. Local Quality Improvement Committee Report
Staff will provide an update of Local Quality Improvement Committee activity. | |
| INFO | 12. Report on 12 Lead EKG Status
Staff will provide a report on progress of 12 lead EKG policy. | |

- INFO **13. EMSOC Member Comments**

- ACTION **14. Date and Location of Next Meeting(s)**
 July 15, 2010 in the Board of Supervisors Chambers

- ACTION **15. Adjourn**

**CALAVERAS COUNTY
EMERGENCY MEDICAL SERVICES OVERSIGHT COMMITTEE
MINUTES
February 25, 2010**

Location: Board of Supervisor Chambers, 891 Mountain Ranch Rd,
San Andreas, California

Time: 6:00 p.m.

Committee Members Present: Robin Bunch, Michael Heffernan, Pieter Michels, Dave
Seawell, Shirley Ryan, Colleen Tracy, William Nuttall

Committee Members Absent: Scott Kenley, Clay Hawkins, Melissa Cuevas

Guests: Alan McNany, Claudette Langley, Steve Wilensky, Brian
Dickson, Keith Cantrell, Bill Wennhold, Steve Kovacs,
Don Young, Dan Hendrycks, Joe Piccinini, Brandon
Wilson, Yosh Toyota, Kevin Krantz, Lee Rhodes, Bryan
Santos, Robert Cozal, Al Lennox, Jim Marz, Ray Viscarra,
Nicole Vasquez, Larry Petite, Drake Moorehouse

Staff: Steve Andriese, Executive Director; Richard Murdock,
Interim Deputy Director; Marilyn Smith, Response and
Transport Coordinator

1. Welcome and Introductions

The Chair called the meeting to order at 6:00 p.m., and asked that all meeting attendees introduce themselves.

2. Review and Approval of Agenda

M/S/C (Tracy/Heffernan) To approve agenda as submitted.

Vote: Unanimous

Motion Passed

3. Correspondence

Steve Andriese reported on correspondence received by Mountain-Valley EMS Agency and the Calaveras County Clerk of the Board from Bryan Santos in which he resigned his seat on the Calaveras County Emergency Medical Oversight Committee.

Mr. Andriese also reported on two additional pieces of correspondence received after the EMSOC agenda packet was sent out. This correspondence was received from Ebbetts Pass Fire District, and Supervisor Marita Callaway, and concerned the Ebbetts Pass Fire agreement with Mountain-Valley EMS. This will be addressed by Ebbetts Pass Fire personnel under agenda item # 7b.

4. Review and Approval of Minutes of July 16, 2009

(October 2009 EMSOC Meeting Cancelled due to No Quorum)

M/S/C (Tracy/Bunch) To approve minutes of July 16, 2009

Vote: Unanimous

Motion Passed

5. Review and Approval of Minutes of January 21, 2010

Mike Heffernan felt that a comment he had made during either the comment period or in discussion on an agenda item was not included in the minutes. He recalls making a statement on behalf of the East Zone tax payers, and felt it involved the contract and how to keep it on track, moved through the system, and approved.

Steve Andriese stated that the tapes would be reviewed, and the remarks included in the minutes.

M/S/C (Tracy/Seawell)To approve the minutes with clarification/amendments to the Public Comment Summary

Vote: Unanimous

Motion Passed

6. Public Comment Period

Chairman Michels reminded the public that only items not on the agenda may be discussed during the public comment period.

Drake Moorehouse, a concerned Calaveras County paramedic, who also lives in Calaveras County, expressed his disappointment in what took place at the previous meeting in January. He prepared a statement that he wanted to read.

He stated that he was ready to submit his resignation as a paramedic in Calaveras County if all the organizations seated at the meeting could prove that they have been 100% compliant within their individual organizations.

He stated that he has had a 12 year career, 6½ of which has been in Calaveras County. He has worked for both Valley Springs Ambulance and San Andreas Ambulance. He has witnessed first hand discrepancies in call times, patient care, and managerial indiscretions. He has also been involved with training, advocating, and leading by example for what is right, fair, and equitable for all.

He also stated that as a paramedic and resident of Calaveras County, he was tired of the continual bickering and stone throwing that has gone on for the past five or six years. He stated how it was time to be proactive, not reactive.

7. Renewal of the Exclusive Ambulance Agreements

a. Review of Public Comments and Staff Recommendations

Steve Andriese reported that at the last meeting on January 21, 2010, a public hearing was

held. After the original negotiated agreements were completed, they were released to the public. There were comments and suggestions given at the meeting, and the public was given the opportunity to submit their comments in writing.

Also at the January 21st meeting, Agency staff presented a performance evaluation of both Ebbetts Pass Fire District and American Legion Ambulance for the past 4 ½ years of their contract. Mountain-Valley EMS Agency has found both ambulance companies to be exemplary providers of service. There were a few minor issues that were presented, dealt with quickly once identified, and were corrected in a professional manner.

The Agency's recommendation was to renew the contracts. At this point, Agency staff were looking at verbiage within the contracts to see if there were any additional changes that needed to be made.

Mr. Andriese referred to the public comment summary in the agenda packet. He went through each comment or suggestion individually, and provided an explanation and an Agency recommendation. There was discussion by the Committee on each one as to whether they were in agreement or disagreement with the Agency, or other suggestions were made. Depending on the item, language in each of the contracts remained the same or was changed.

b. Response from Providers

Al Lennox of American Legion Ambulance and Bryan Santos of Ebbetts Pass Fire District responded by providing the Committee with a basic review of their operations.

Bryan Santos referred to the letters received by Mountain-Valley EMS from Ebbetts Pass Fire District, and Supervisor Marita Callaway requesting that approval of the Ebbetts Pass Fire District contract not be delayed.

c. EMSOC Discussion

Mr. Andriese concluded that, for the purposes of clarification, an agreement had been met that all changes to the contracts were agreed upon, up to the point of the contractual rates. Discussion continued concerning rate increases-namely ALA's desire to increase their rates to a flat fee schedule.

Mr. Andriese reminded EMSOC members that the current contractual terms stated that the EMS Agency could approve provider rate increases up to a certain amount. Beyond that, any rate increases would have to be approved by the Calaveras County Board of Supervisors. He emphasized that the EMS Agency approval was a staff approval, not a Board of Supervisors approval.

Mr. Andriese suggested a possible compromise. He suggested that the contract could state that increases up to a 'certain percentage' could be approved by the EMS Agency based on the expectation that provider costs increase at a certain level annually. Any requested increase beyond that level would need to go before the Board of Supervisors.

d. Finalization of EMSOC Recommendations to the EMS Board

Chairman Michels summed up the Committees thoughts as follows: To pursue a tiered approval process for rate increases with the three tiers being, (1) Autonomy, in which the provider can set their rate increases with EMS Agency staff approval; (2) Approval of the EMS Agency Board of Directors; and, (3) The County Board of Supervisors would approve and set tiers according to a certain pre-established formula. From this statement, the following motions were derived:

M/S/C (Heffernan/Tracy) To capture and approve all the agreed upon changes up to the rates section of the contract.

Vote: Unanimous

Motion passed

M/S/C (Tracy/Bunch) The specific section of the contract that governs the approval of rates be rewritten to include a 3-tiered rate approval process; The First Tier being the ability of the provider to increase their rates without review and approval, within a specified limit, to be determined or recommended by EMS Agency staff; The Second Level (Second Tier) to be determined, also in terms of the parameters, in requiring EMS Agency Board approval; The Third Level (Third Tier) within specified parameters to be subject to the review and approval by the local Board of Supervisors. Also there is an understanding of involvement by the provider in establishing the levels of approval as those factors to create the triggers would be developed jointly between the EMS Agency and the provider.

Vote: Unanimous

Motion Passed

8. Nominations and Elections of the Chair and Vice-Chair

The Committee nominated Pieter Michels for the committee chairman, and Robin Bunch for the committee vice-chairman.

M/S/C (Tracy/Bunch) To elect Pieter Michels as the committee chairman

Vote: Unanimous

Motion Passed

M/S/C (Tracy/Heffernan) To elect Robin Bunch as the committee vice-chairman.

Vote: Unanimous

Motion Passed

9. **EMSOC Member Comments**

Committee member Colleen Tracy asked if it was known that the EMSOC was trying to schedule a presentation before the Calaveras County Board of Supervisors. The EMSOC will make the presentation along with staff from MVEMSA. If a March 16th date was decided upon, she asked if MVEMSA staff would be ready with the materials needed to make the presentation.

Steve Andriese stated that Agency staff would have the agreements ready with the identified changes, in legislative format, from the current to the proposed. However, he was not sure how much of a presentation was required.

Colleen Tracy stated that the EMSOC's recommendation to the JPA Board will be to approve the proposed agreements with the revisions. The EMSOC has the same responsibility to the Calaveras County Board of Supervisors. Because of this, she felt the presentation should consist of a review of the process, and a synopsis as to what the EMSOC and the Agency have accomplished over the past several weeks. She also felt that they might be interested in some information concerning performance. The EMSOC's chair would have the responsibility of making the actual recommendation for approval of the agreements.

The committee decided on March 23, 2010 as the date to go before the Calaveras County Board of Supervisors.

10. **Date and Location of Next Meeting**

The next meeting will take place on April 15, 2010 in the Calaveras County Board of Supervisors Chambers.

11. **Adjournment**

The meeting was adjourned by Chairman Michels at 8:50 p.m.



Mountain-Valley

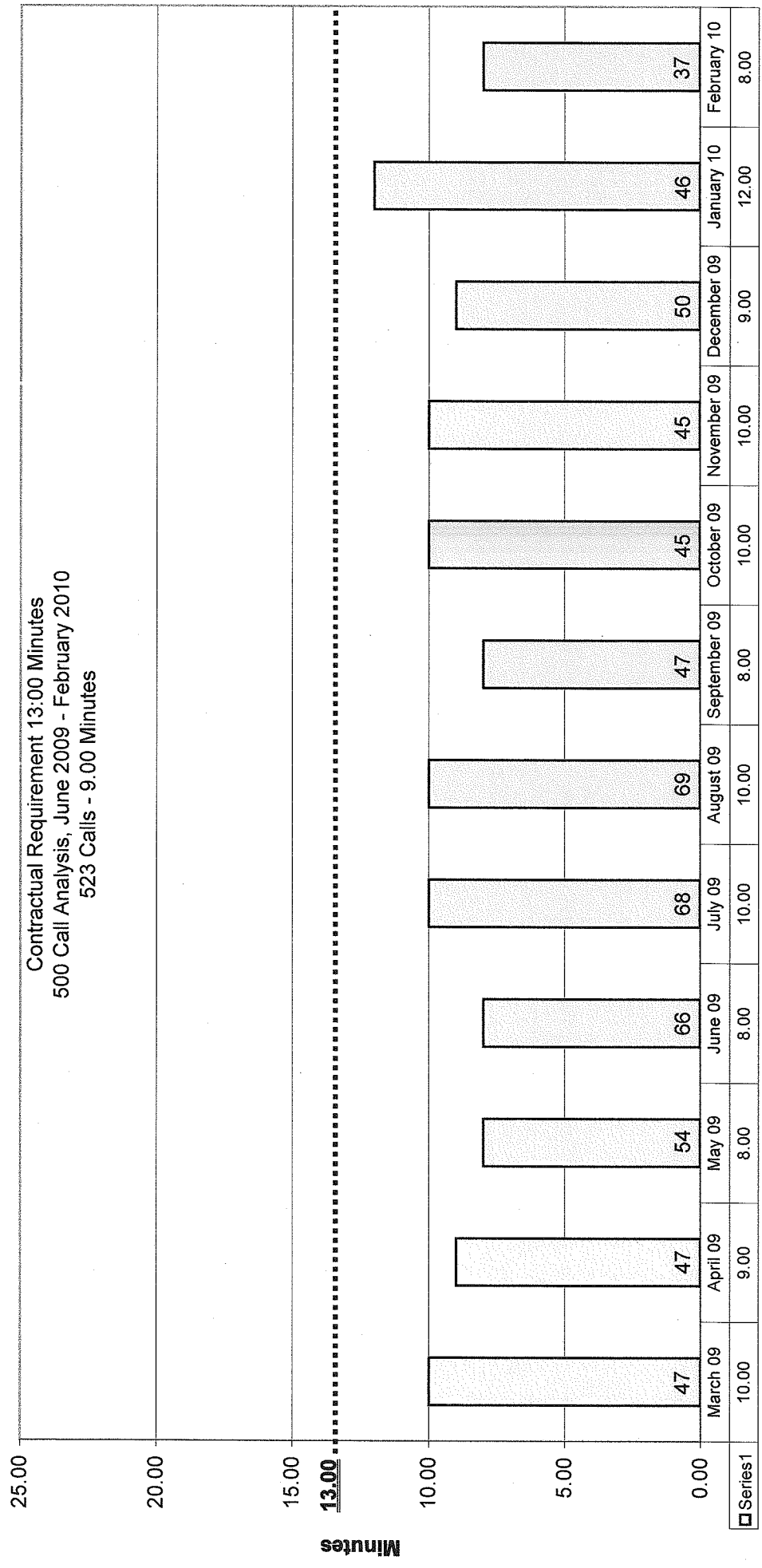
Emergency Medical Services Agency

To: Calaveras County EMSOC
From: Marilyn Smith
Date: March 31, 2010
Re: Response Time Reports

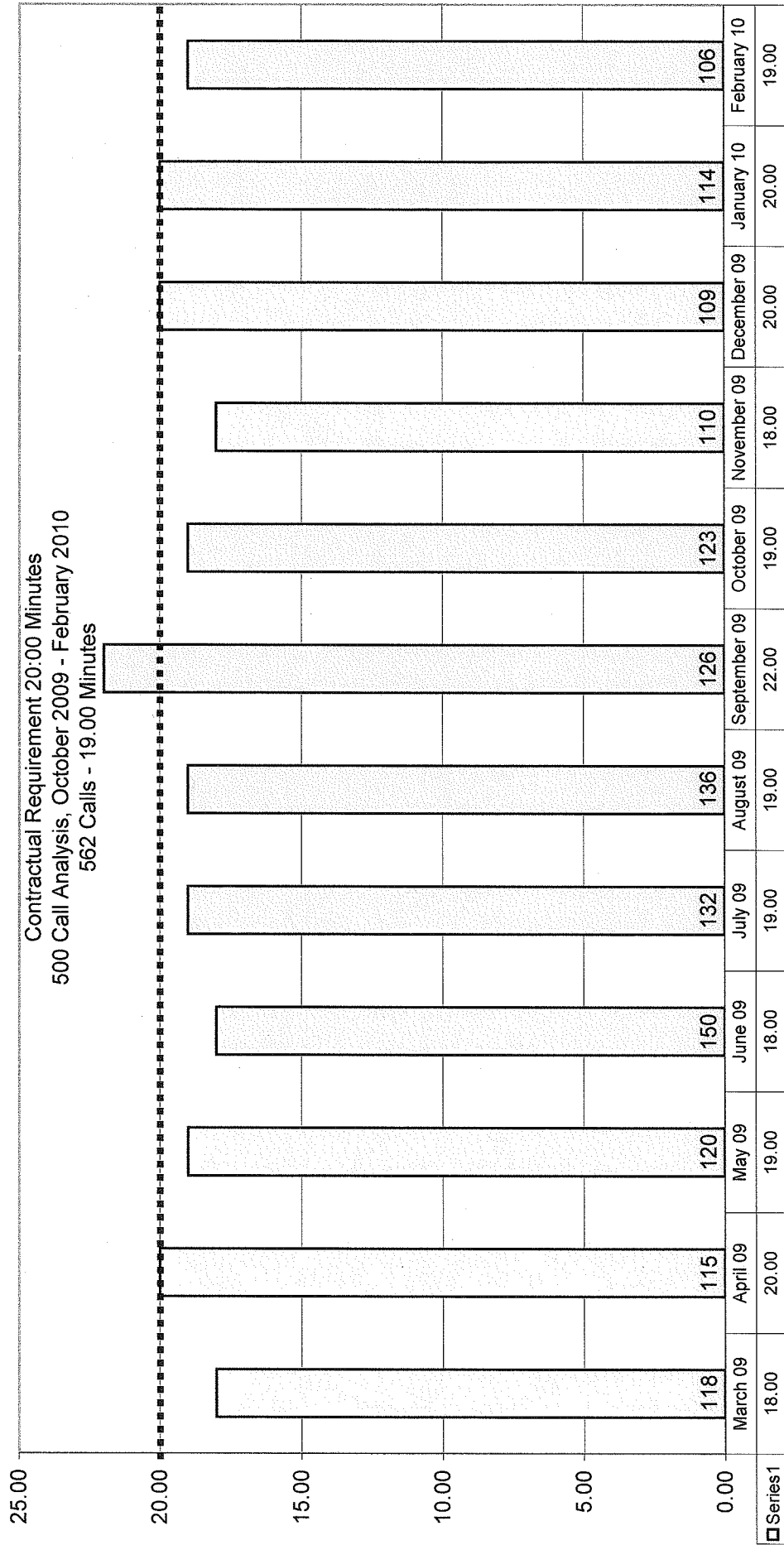
Please find attached the response time reports for the past twelve-month period for the North, South, and East Zones. Response time reports were not presented at the December meeting due to the public hearing on the ambulance provider agreement. Therefore, this report will address response time compliance for the months of September, October, November, and December 2009, and January and February 2010.

- Ebbetts Pass – East Zone
 - Contractual requirement is 13 minutes; their actual time was 8 minutes in September, 9 minutes in October, 10 minutes in November, 9 minutes in December, 12 minutes in January, and 8 minutes in February.
 - Their 500-call compliance – which was for the period of June 2009 – February 2010 was 9 minutes. They ran 523 calls during this time frame.
- American Legion Ambulance – North Zone
 - Contractual requirement is 20 minutes their actual time was 22 minutes in September, they missed the 90%ile time by 2 calls, 19 minutes in October, 18 minutes in November, 20 minutes in December, 20 minutes in January, and 19 minutes in February.
 - Their 500-call compliance – which was for the period of October 2009 through February 2010, was 19 minutes. They ran 562 calls during this time frame.
- American Legion Ambulance – South Zone
 - Contractual requirement is 20 minutes their actual time was 21 minutes in September, they missed the 90%ile time by 1 call, 22 minutes in October, they missed the 90%ile time by 1 call, 20 minutes in November, December and January and 22 minutes in February, where they missed 90%ile compliance by 3 calls, their actual compliance was at 83.7%.
 - Their 500-call compliance – which was for the period of July 2009 through February 2010, was 20 minutes. They ran 519 calls during this time frame.

**Calaveras County
East Zone
90%ile Response Times
March 2009 Through February 2010**



Calaveras County
North Zone
90%ile Response Times
March 2009 Through February 2010



Calaveras County
South Zone
90%ile Response Times
March 2009 Through February 2010

