

**Stanislaus County  
Emergency Medical Services Committee  
December 14, 2006  
Minutes**

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Location: The New Kaiser Medical Facility  
4601 Dale Road  
Modesto, California

Time: 10:00 a.m.

Committee Members Present: John Cremin, Gary Hinshaw, George Britton, Paul Baxter, Mary Ann Lee  
Cleve Morris

Committee Members Absent: Michael Rossini, Thomas Burns, Robert Wikoff

Guests: Cindy Woolston, Steve Anderson, Ray Leverett, Tom Brennan, Chuck  
Coelho, Barry Hurd, Jared Bagwell, Teri Norton, Kim McDonald, Lani  
Arrieta, George Sarkis, Judy Griepsma, Steve Madison, Anita Schlenker,  
Karen Hall, Stacey Burnette

Staff: Steve Andriese – Executive Director, Doug Buchanan – Disaster  
Coordinator, Jim Worobe – Field Liaison, Marilyn Smith – Response &  
Transport Coordinator, Cindy Murdaugh – Training, Certification, &  
Communication Coordinator

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**1. Welcome and Introductions**

The meeting was called to order at 10:04 a.m. by Paul Baxter, Chairperson. All present at the meeting introduced themselves.

**2. Review and Approval of Agenda**

Steve Andriese of the Mountain Valley EMS Agency mentioned that there were two agenda items labeled #10, and suggested changing the first item to #10a and the second item to #10b. Additionally, the date mentioned in item #10a is in error and should properly be shown as November 30, 2007

**M/S/C (Hinshaw/Morris) To approve the agenda as amended.**

**Vote:** Unanimous

**3. Correspondence**

Steve Andriese of the Mountain-Valley EMS Agency received a letter from the Stanislaus County Board of Supervisors advising that Thomas Burns, John Cremin, Cleve Morris, Dr. Michael Rossini, and Robert Wikoff's terms were to expire on December 31, 2006. Staff checked with each of these individuals, and the following have requested to be considered for reappointment: Thomas Burns, John Cremin, and Robert Wikoff. A letter was sent to the Stanislaus Medical Society by the agency asking for a nomination to Dr. Rossini's position. George Britton and Cleve Morris stated that the membership of the Rural City Managers will be meeting in January. At that time, they will ask the membership for a nomination to fill the seat vacated by Cleve Morris.

**4. Public Comment Period**

There were no public comments.

**5. Approval of Minutes of June 8, 2006**

**M/S/C (Britton/Morris)** To approve the minutes as presented.

**Vote:** Unanimous

**6. Committee Reports**

**a. System Status**

Cindy Woolston reported that the System Status Committee has been meeting on a monthly basis. The committee discussed ProTransport-1 starting business in Stanislaus County. The committee regularly discusses the System Status Plan, Ambulance Provider Contracts, and Unusual Occurrence Reports.

**b. EPC**

Doug Buchanan reported that Dr. Walker is working on scheduling a semi-annual Executive's Meeting on Saturation and Emergency Preparedness. The EPC is working on by-laws and in the process of determining if the committee wishes to become more formalized in its organization.

**c. OES**

Gary Hinshaw reported on the Homeland Security Briefing that took place in Sacramento yesterday. He discussed the funding from Homeland Security, and the processes/changes taking place this year.

**7. EMS Dispatch Center Update**

Steve Andriese reminded the members of the committee that at a previous meeting they had requested regular reports on the progress of both SR911 and LifeCom, including system upgrades and virtual linkage.

**a. SR 911**

Judy Griepsma reported that the CAD selection process is winding down. The center has had presentations, and will be doing a site visit very soon. Judy suggested that the final implementation of the new CAD should take place within a year, with selection of a vendor sometime between now and April 2007.

**b. LifeCom**

Jared Bagwell reported that until SR911 determines which CAD will be utilized, LifeCom cannot predict when a CAD to CAD link will be established.

George Britton raised a question regarding disconnects within the communication system. As an example, he described a situation where an ambulance might arrive on scene, package a patient, and depart the scene

**EMS Dispatch Center Update (Continued)**

prior to the arrival of the fire resources. Jared Bagwell and Judy Griepsma explained the process and identified the root causes. Chief Brennan, and Marilyn Smith gave a more detailed explanation of the processes of 911 calls transferred from CHP. Discussion continued, and a decision was made to continue to discuss this issue in future meetings.

**8. Review of Unusual Occurrence Processing Procedures/Coordination**

Steve Andriese explained the Agency's Unusual Occurrence processing and coordination procedures. Part of the explanation included a description of how the process had been handled in the past. Currently, the Agency encourages open dialogue between system participants, resulting in faster resolution. However, the Agency still processes a significant number of reports each year.

Jared Bagwell explained the internal process used at LifeCom and Judy Griepsma described the process at SR911. She also described the process both LifeCom and SR911 use with each other.

**9. Ambulance Response Time Compliance Report**

Marilyn Smith explained that at the last EMSC meeting, three areas within the County were identified as non-compliant. Those were the Oak-Valley Zone 4, AMR Zone 1 Blue, and Ceres Metro/Urban Zone 3.

Marilyn referred to some drill down reports, which were provided to the members of the committee. These reports indicated that there was improvement in Zone 1 Blue and Ceres Zone 3. There appeared to be no improvement in Zone 4.

Lengthy discussion followed with direct questions and answers between committee members, staff, and representatives from Oak Valley Hospital District Ambulance. Some possible causes for delays in response time were offered and included personnel issues, population growth, more sub-divisions, street layout, and data problems.

The committee requested that OVHD and the Agency work together to identify details of the problems and provide a corrective action plan to the committee at the next meeting.

**10. a Renewal of ALS Ambulance Provider Agreements**

Marilyn Smith referred to a memorandum sent to the committee announcing that the Agency was beginning the process of revising the ALS Ambulance Provider Agreements. Current agreements are due to expire in November 2007. The memo identified some revision considerations submitted by both the Agency and the Ambulance Providers.

**Renewal of ALS Ambulance Provider Agreements (Continued)**

The Ambulance Providers proposed revisions are:

- 1) Eliminate exemption requests for all calls except fog related delays that occur during winter months
- 2) Increase response time requirement
- 3) Eliminate Blue and Green Zone for AMR Zone 1
- 4) Eliminate specialized training requirements

The EMS Agency proposed revisions are:

- 1) Eliminate exemption requests for all calls except fog related delays that occur during the winter months
- 2) Increase response time requirement
- 3) Require that all incoming calls for emergency and non-emergency calls be tape recorded and processed through an approved EMD system

Marilyn then presented and explained to the committee a document summarizing a survey she conducted to determine how other counties dealt with some of the issues these revisions address.

Robust discussion followed with concerns expressed over some of the proposed revisions. George Britton suggested that some of the suggestions amounted to a “degradation of service.” Mr. Britton suggested that any discussion of changes to the contracts that includes extending response times, and eliminating specialized training should be brought to the public. The discussion ended with a suggestion that the Committee, and the Agency, investigate the various community standards, and develop a method to provide services somewhat collectively. The Chair suggested that public hearings might be appropriate.

**10.b EMSC Planning/Discussion**

**a. Facilities**

Steve Andriese reported that committee requested regular reports on various issues over the year. One such issue was facilities, and how they are impacted by day-to-day traffic thru the ED as well as surge capacity in the event of a multi-casualty incident within the county or a pandemic event.

Doug Buchanan gave a report on the local, regional, and state level of preparedness. Mr. Buchanan gave a review of the local hospital ambulance diversion pilot program. He also discussed the recommendations from the surge capacity report the Agency received from the consultant. A saturation policy is currently in the working processes. In summary, “we’re in a better place than we were prior to the diversion protocol.” Less people are affected by diversion. More people are transported where they want to go now that individual hospitals are permitted to divert for two hour periods to “catch up.”

**EMSC Planning/Discussion (Continued)**

The health care community is continuing to work on the HRSA objectives with this year's goal of identifying alternate care sites, which is linked to the discussion of surge capacity and saturation.

Another goal is patient tracking. OES Region Four is preparing to distribute a patient distribution manual that will be utilized by the 11 counties in the Region. The state wide communications network was also discussed.

Finally, Doug described the new Cal-MAT and the Mobile Hospital Systems that the state has established and the HavBED program on the national level.

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

The Committee chose to set the meeting dates for the next year. Regular meetings will be March 8, June 14, September 13, and December 13, 2007.

A special meeting will be held on February 15, 2007 to discuss Ambulance Service Provider contracts. The location will be at the Kaiser Medical Facility, 4601 Dale Road.

The March 8, 2007 meeting will be at the Kaiser Medical Facility, 4601 Dale Road. The Chair recognized Gary Hinshaw who asked that the Medical Health Communications Plan be presented at this meeting.

**12. Adjourn**

Chairman Paul Baxter adjourned the meeting at 11:35 a.m.