

**Stanislaus County  
Emergency Medical Services Committee  
March 08, 2007  
Minutes**

---

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, Mary Ann Lee, Cleve Morris, Bob Wykoff

Committee Members Absent: Thomas Burns, Paul Baxter

Guests: Cindy Woolston, Ray Leverett, Tom Brennan, Wayne Mills, Jared Bagwell

Staff: Steve Andriese – Executive Director, Douglass Sisk – Deputy Director;  
Douglas Buchanan – Disaster Coordinator, Jim Worobe – Field Liaison,  
Marilyn Smith – Response & Transport Coordinator, Tina Casias –  
Executive Secretary

---

**1. Welcome and Introductions**

The meeting was called to order at 10:07 a.m. by Gary Hinshaw, Vice Chairperson. Everyone at the meeting introduced themselves.

**2. Review and Approval of Agenda**

**M/S/C (Morris/Cremin)** To approve the agenda as presented

**Vote:** Unanimous

**3. Correspondence**

There was no correspondence.

**4. Public Comment Period**

There were no public comments.

**5. Approval of Minutes of December 14, 2006**

**M/S/C (Britton/Cremin)** To approve the minutes of December 14, 2006

**Vote:** Unanimous

**6. Committee Reports**

**a. System Status**

Cindy Woolston reported that all the providers met with the EMS Agency in January and February of 2007 concerning their new contracts. The provider contracts were then discussed thoroughly at the EMSC 'Special Meeting' of February 15, 2007.

Ms. Woolston also reported that a big topic of discussion was 'hospital turn-around times'. The concern, she explained, is when ambulance units are delayed at the hospital for long periods of time, preventing the units from getting back into the system.

AMR, she reported, has decided to use the 'Go-book' System. This system utilizes laptop computers. It will feature an enhanced GPS system, and permits ambulance personnel to electronically submit PCR data. An additional feature will allow ambulance personnel to receive driving directions to the location of a call. A demo of this system was presented to all interested providers, and AMR is working on providing cost estimates to them as well.

Ms. Woolston reported on another hot topic of conversation among the providers. This was the inability to gain access to the gated communities, causing delays in reaching the patient. This problem, she stated, was effecting all providers, some more than others.

Following a short discussion, the Mountain Valley EMS Agency was asked to add this item to the agenda for the next meeting, and begin to engage in formal discussions with the appropriate policy makers in an effort to solve this expanding problem.

**b. EPC**

Doug Buchanan reported that the EPC committee has expanded to include businesses, long term care facilities, and clinics in addition to the hospitals and medical providers. The committee is in the process of formalizing its mission statement and membership composition.

They are continuing to address the federal HRSA requirements, a funding specifically for medical and health, disaster preparedness, and terrorism preparedness.

**c. OES**

Gary Hinshaw began his report by distributing a document he had received from the Director of the Governor's Office of Emergency Services. This document addressed the 2007 Integration Update and Compliance Requirements of the SEMS (Standardized Emergency Management System), and the NIMS (National Incident Management System). He proceeded to give an overview of the latest requirements.

Chief Hinshaw stated how funding for FY2008 may be dependant on training and compliance assessment.

## **7. EMS Dispatch Center Update**

### a. *SR 911*

Committee member George Britton reported on the *new CAD purchase*. He stated that the Technical Committee has made the site visits; completed the last, best, and final offer process; and, performed a supplemental review. A recommendation is in place, and on March 20<sup>th</sup>, the Steering Committee will meet to act on that recommendation. He also reported that the expectation is that implementation can begin in calendar year 2007.

Chief Hinshaw addressed the issue of *radio frequency interoperability*. He strongly urged Mountain Valley EMS Agency to become a member of the PSAP Group (representing AMR, Cal State Stanislaus, Ceres, CHP, Merced, Stockton, Merced Sheriff, Oakdale Police, Turlock, Calaveras County, SR911, etc.). This group is looking at the issues of radio interoperability, and the capabilities to move forward.

Chief Hinshaw also strongly urged Mountain Valley EMS Agency to become a member of the OTAC group (Operation and Technical Advisory Committee).

### b. *LifeCom*

Jared Bagwell of Lifecom stated to the committee that once SR911 selects their CAD, LifeCom's technical personnel can meet with SR911 technical personnel to begin the process of linking the two CAD's.

## **8. Ambulance Response Time Compliance Report-2006**

Marilyn Smith began her report referring to the response time reports included in the packet sent to committee members. She explained the reports were for the metro/urban, suburban, rural, and wilderness areas for all the Stanislaus County ambulance providers in calendar year 2006. Ms. Smith went over the entire report explaining the statistical data for each area, and conclusions reached.

Ms. Smith explained that the staff of the Mountain Valley EMS Agency have been watching the Oak Valley response areas over the last two years at the direction of this committee, and also because of the general practices of the EMS Agency.

Ms. Smith asked the committee to consider the implementation of fines against Oak Valley Ambulance for failure to meet their contractual response time requirements.

Referring to Item #9 on the agenda, Ms. Smith stated how she had been working with Ray Leverett of Oak Valley Ambulance in order to help him come up with a plan to improve response times.

At this point Ms. Smith asked if Mr. Andriese had any comments on this matter. Mr. Andriese stated that over the past year, response times have been a focus area for this group. He also stated that there has not been a significant change in the operations, or a reduction in response times by Oak Valley District Ambulance. Mr. Andriese made a recommendation for the committee to consider the implementation of fines against Oak Valley District Ambulance.

The chair, Gary Hinshaw, stated, for clarification, that there were two issues in front of the committee. The first issue was to accept the 2006 Response Time Compliance Report. The second issue was the recommendation of the Mountain Valley EMS Agency on the implementation of fines.

Steve Andriese of Mountain Valley EMS Agency asked the committee to take up the issue of fines on the next agenda item in order for Oak Valley District Ambulance to address it.

**M/S/C (Britton/Lee) to accept 2006 response time compliance reports as submitted**

**Vote:** Unanimous

**9. Oak Valley Hospital District Ambulance Response Time Corrective Action Plan**

Ray Leverett of Oak Valley Hospital District Ambulance submitted a memo to the committee members outlining their action plan to improve their ambulance response times.

The action plan included the following: (1)provide an additional, interim, 12 hour ambulance unit, (2)review/revision of the posting plan and schedule for services, (3)daily interaction with Marilyn Smith of Mountain Valley EMS Agency to verify response times, (4)daily review and action plans for any responses in excess of the contracted 7.5 minutes, (5)provide the Stanislaus County Emergency Medical Services Committee with a bi-monthly report on the success of the new process.

Committee member John Cremin asked when the additional unit would be in Service. The reply from Ray Leverett was, “30 days. Hopefully, two weeks.”

Steve Andriese interjected to ask Mr. Leverett to clarify ‘additional interim unit’. Mr. Leverett’s reply was to add the unit pending determination this particular action would solve the problem. He continued to state that they may be able to take care of the problem with additional posting plans, additional locations, or placing units in other locations.

Wayne Mills of Oak Valley Hospital interjected at this point to explain to the committee of his work over the past week with Mr. Leverett in helping him author the Corrective Action Plan. Mr. Mills went on to explain that Oak Valley Ambulance did not want to commit to an additional unit on a long term basis if the problem was solvable by other methods.

Chairman Hinshaw asked if there were any questions or problems.

Committee member Mary Ann Lee expressed her concern that Oak Valley Ambulance has exceeded their required response times for over a year. She also expressed concern for the committee's responsibility in making sure the required response times are being met, yet encouraged by Oak Valley's recent commitment to change in order to meet their contractual requirements. She offered a suggestion that perhaps the committee should consider assessing penalties beginning in April, if the solutions offered do not work.

Committee member George Britton's suggestion was a variation of Ms. Lee's. He reasoned that penalty assessments should be made; but, if from April 2007 through December 2007, response times meet the requirements, all penalties will be forgiven. Penalty assessments will be made after December 2007 if still not compliant.

**M/S/C**(Britton/Cremin) penalties be assessed for 2006, and payment of penalty will be put on hold until completion of 2007. If all response time requirements are met for the period of April 2007 through December 2007, the 2006 penalties will be forgiven.

**Vote** – 5 Ayes (Cremin/Hinshaw/Britton/Lee/Morris)  
1 Abstain (Wykoff)

**M/S/C**(Britton/Cremin) to amend last motion to have motion acted upon at the next regular meeting, and to request that EMS staff sit down with Oak Valley District Ambulance staff to clearly identify the fines for the entire year of 2006

**Vote** – 5 Ayes (Cremin/Hinshaw/Britton/Lee/Morris)  
1 Abstain (Wykoff)

#### **10. Review of System Saturation Reports**

Douglas Buchanan explained to the committee that the current Mountain Valley EMS Agency saturation policy mandates that the Agency report to this body when system saturation exceeds 8 hours in one day.

Referring to the statistics, he reported on one day in December 2006 when system  
Minutes – Stanislaus County EMSC

March 8, 2007

Page 6

saturation exceeded 8 hours; two days in January 2007; a multitude of days in February 2007.

Mr. Buchanan continued by explaining that about half way through the month of February 2007, the situation was of such concern, that all the major participants (Hospitals, Stanislaus County Public Health, EMS Agency) began having daily conference calls to assess what was being done individually, and as a community.

Mr. Buchanan explained how he has been meeting with Emergency Department managers. Feedback he has received from the meetings suggested the establishment of another level that would require certain steps to be completed in order to make a determination everything possible has been done prior to declaring a state of emergency.

Chief Hinshaw asked Mr. Buchanan to explain the current levels.

Mr. Buchanan explained the following to the committee:

Level 1-Saturation is multiple facilities reporting that they have exceeded their emergency department capacity. This triggers the control facility to begin routing all ambulance traffic. Currently, the control facility is Memorial Hospital.

Level 2-is currently defined as a State of Emergency. The hospitals, thus far, have never been at this level.

Level 3-would be a catastrophe such as an earthquake, hurricane, tornado, etc.

## **11. 2006 EMSC Planning Agenda Items**

### *a) EMS Communication/Interoperability with Law and Fire*

Mr. Buchanan explained to the committee that the report on the Stanislaus County Medical/Health Communications Plan was prepared by a consultant hired by the Mountain Valley EMS Agency. This was done in cooperation with several counties. The consultants assessed Stanislaus County's global communications; made some recommendations; but, overall the plan described the current state of the communications system.

Mr. Buchanan reported how he met with Kurt Kline of SR911, to discuss a project they had been working on since last year. The project was funded by SR911 and Mountain Valley EMS Agency, and was for communications upgrade. It involved the purchase of Med-Net radios, antennas, repeaters, and wiring, etc. He went on to say that these upgrades will make it easier to talk on portable radios in Oakdale, Modesto, and other areas in Stanislaus County.

*b) Disaster /WMD Planning & Training*

Mr. Buchanan began his report by explaining that in the past ambulance companies were not a front runner for disaster training because they were not a primary Haz-mat or WMD responder. Much of the training was designed and developed for hospitals, fire, and haz-mat responders.

Mr. Buchanan reported that for a WMD event, the State of California has issued some guidelines on ambulance preparedness. Funding was made available that allowed for PPE (Personal Protective Equipment) purchases. funding PPE purchases were made. Mountain Valley EMS Agency offered WMD training specifically designed for pre-hospital personnel. Unfortunately, only one provider took advantage of the training.

Steve Andriese interjected at this point to request the committee to consider placing on the agenda an item for the possible inclusion of WMD training in all the ambulance provider agreements. He explained this would insure WMD training for paramedics and EMTs within the system.

A recommendation was made to add this item to the agenda for the next meeting.

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

The next meeting will be June 14, 2007 at the Kaiser Medical Facility at 1401 Dale Road.

**13. Adjourn**

The meeting was adjourned at 11:59 a.m.