

**Stanislaus County
Emergency Medical Services Committee
September 13, 2007
Minutes**

Location: The LifeCom Dispatch Center
4701 Stoddard Road
Modesto, California

Time: 10:00 a.m.

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

Committee Members Absent: Dr. Niamh Harrington, Bob Wikoff

Guests: Cindy Woolston, Ray Leverett, Tom Brennan, Barry Hurd, Jared Bagwell, Chuck Coelho, Thom Crowder, Eric Rodgers, Darin Kram, Steve Anderson, Joe Waldo

Staff: Steve Andriese – Executive Director, Douglass Sisk – Deputy Director; Marilyn Smith – Response & Transport Coordinator; Linda Diaz, Trauma Coordinator; Tina Casias – Executive Secretary

1. Welcome and Introductions

The meeting was called to order at 10:05 a.m. by Paul Baxter, Chairperson. Everyone at the meeting introduced themselves.

2. Review and Approval of Agenda

Steve Andriese requested to have Agenda Item #9-*Annual Trauma System Summary Report* moved to Agenda Item #5a.

M/S/C (Britton/Burns) To approve agenda as amended

Vote: Unanimous

3. Correspondence

Steve Andriese informed committee members of the correspondence received from the Stanislaus County Clerks Office. The first piece of correspondence was a notification of the resignation of Laura Shouse List. The second piece of correspondence was the notification of the appointment of Karen P. Hall to the EMSC Committee as the non-district hospital representative.

4. Public Comment Period

There were no public comments.

5. Approval of the Minutes of the Public Hearing and the Regular Meeting of June 14, 2007

Mary Ann Lee pointed out an error on page 7 of the minutes, Line # 4. The words *100 minutes* should read *\$100.00*. It was so noted by MVEMSA staff.

M/S/C (Britton/Lee) To approve minutes as amended

Vote: Unanimous

5a. Annual Trauma System Summary Report (formerly Agenda Item # 9)

Linda Diaz of Mountain Valley EMS Agency distributed a report she had compiled that provided an evaluation of the Trauma System, and review of data for all of calendar year 2006.

Ms. Diaz proceeded to provide committee members with an overview of the report, paying special attention to the many graphs within the report, and, at the same time, explaining their significance.

Committee member Mary Ann Lee asked Ms. Diaz if the graphs on Page 17- *Average Hospital LOS by ISS* and *Average ICU LOS by ISS* were correct as shown. After checking both graphs, Ms. Diaz noted the amounts underneath the headings of *MVEMSA* and *NTDB* were shown as *percentages* incorrectly, and should have been shown as *days*.

Committee member Lee also stated how well done and useful the report was to the committee and other organizations. Chairman Baxter and other members of the committee agreed.

Chairman Baxter requested an acronym sheet be placed in the front of the report for easy reference by readers prior to the report mailing.

Committee members asked Ms. Diaz if she could provide a report focusing on Stanislaus County fatal injuries, and Ms. Diaz replied to the affirmative.

6. Committee Reports

a. System Status

Cindy Woolston reported on items discussed at the recent System Status meeting:

- 1) AVL issues are being experienced by all Providers. In researching 'late response' calls, the AVL time was recording the date after the unit left. The manufacturer was contacted, and was unable to find any problems on their end. LifeCom will be probing deeper into the CAD system to find the cause, and if it's something fixable. A typical problem is when a unit is already on scene, but the AVL reports that the unit is still in the process of responding to the call.
- 2) Ambulance turn-around times in off-loading patients at hospital ER's has improved tremendously. The problem has been mainly with Emmanuel Hospital, and they have taken steps to alleviate it.
- 3) Radios purchased with Grant money are currently being programmed at SR911. Once the programming has been completed, radios will be handed out to providers for use in disaster situations.
- 4) After running several reports at LifeCom, the data was indicating that Ambulance units were already in route to a call before the call was actually

assigned. It was determined that the problem was with the CAD server. This server has now been fixed, and is up and running again.

b. EPC

Since Kay Gordon was unavailable, Steve Andriese reported from the minutes of the recent EPC meeting. There were two significant issues discussed. The first was the instituting of 'Triage Tuesday'. Hospital patients are issued completed triage tags as though from a disaster situation. The hospitals then integrate them into their system in order to perform patient tracking.

The 2nd issue concerned the EMS system currently being used for alerting and assessing hospital capabilities, and hospital bed availability. This is a system used by all of the counties in OES Region IV, as well as, Tuolumne, Mariposa, and Merced. Collectively, these Counties had contracted for that specific service. A new one year contract with EMS system will be renewed for one year. However, due to excessive rising costs for this system, the OES Region IV is looking at other cheaper systems with equivalent capabilities.

c. OES

Gary Hinshaw reported on the ICS402 Executive Training Course was very well received by over 90 executives thus far.

The ICS300/400 Training Course is a combined 40 hour course. It is expected that over 1,000 professionals will have attended this training course in FY2007.

NIMS training is required by law for all Fire District, Special District, City, and County employees. This training is tied to state or federal funding. Those that do not comply with this required training will suffer funding loss.

Gary Hinshaw and staff were commended for the ICS300/400 training. Comments by people who attended the course were: 1)well put together; 2)interesting; 3)an excellent class; 4)engaging; 5)extremely useful

Steve Andriese interjected reminding members of an EMS Training Calendar distributed earlier. This calendar was for the upcoming year. He explained that part of the new contract with Stanislaus County is the requirement that Mountain-Valley EMS Agency develop a training calendar for FY2007/08, and bring to the Stanislaus County EMSC for their approval. He explained that the calendar was not put on the agenda for this meeting because of some scheduling problems in meeting with the county to get their approval.

7. Ambulance Response Time Compliance Report

Marilyn Smith asked committee members to refer to the response time reports included in the agenda packet for August 2006-July 2007. She explained what

factors the Agency looked at to determine if the providers were in compliance. It was determined that all Providers were in compliance, with the exception of AMR with regard to the Blue Zone.

She explained how the Agency has been working with AMR staff, and how they are looking at scaling issues, staffing more units, and other options to improve response time requirements in that particular area.

Committee Member Thomas Burns commented how the report showed 9 out of 12 months where, technically, AMR was out of compliance. Marilyn Smith responded explaining how the Agency was working with AMR to solve these issues.

Mr. Burns reminded members of discussions they had at previous meetings concerning the levying of fines for contractual non-compliance. After some discussion, the following was the result.

M/S/C(Burns/Cremin) To send compliance letter to AMR for non-compliance in the Blue Zone, and to place on agenda in December for the purpose of levying fines if not compliant.

Vote: Unanimous

8. Oak Valley Hospital District Ambulance Update

Marilyn Smith was pleased to report that Oak Valley District Ambulance has been in compliance from March 2007-September 2007.

9. Annual Trauma System Summary Report (Linda Diaz)

This item was moved to Agenda Item # 5a.

10. EMS Dispatch Center Update

Jared Bagwell of LifeCom Dispatch Center reported on a meeting with staff from SR911, MVEMSA, and LifeCom Dispatch Center. This meeting was called to discuss pros, cons, and advantages of purchasing equipment to establish a Cad-to-Cad link between SR911 Dispatch Center and LifeCom Dispatch Center. SR911 has approved the purchase of their new CAD system effective in the Spring or Summer of 2009.

The meeting, he said, was a way to project the future needs of the Dispatch Centers; the way they currently do business, and how they project to be doing business over next 5 years.

To the members that have been discussing this issue, the Cad-to-Cad link does not appear to be a huge advantage based on the way the Call Forward works at the moment. The 911 calls received from cell phones are now going directly to the

Regional 911. Regional 911 will be accruing those calls provider by provider over the next six months. The only time, Mr. Bagwell reported, the Cad-to-Cad interface would be advantageous is if a private call was received.

Steve Anderson explained that LifeCom already has an interface in place with SR911. The bulk of the calls are handled through this interface.

Steve Andriese interjected at this point to voice his concern on the current thought process. He did not feel this was the case, but he asked Steve Anderson if SR911 is currently transferring calls to LifeCom.

Steve Anderson replied that currently calls are being transferred to LifeCom from SR911.

Steve Andriese questioned Steve Anderson if the initial information received from the caller at SR911 is transferred to LifeCom.

Steve Anderson stated that this information is received by voice on the handshake from the PSAP.

Steve Andriese pointed out that the transfer of this information would be another advantage to pursuing the CAD-to-CAD link.

Jared Bagwell explained that an issue of concern is the complexity of the Cad-to-Cad link with regard to the law issue. It was explained that sensitive information could not be shared with LifeCom.

Steve Andriese again interjected and stated that part of programming the link would involve what information gets transferred. This is a technical issue that can be addressed, he stated. This would require customization of the link.

Mr. Andriese also voiced his concern that the meeting referred to earlier seemed to wind up resulting in the members feeling the way things are currently being done is fine. However, he did not feel this was the case.

Cindy Woolston reported on speaking with Chief McGill, and the goal is still to pursue the link.

George Britton stated that all components and specifications were included in the Contract. The DOJ issues are what will have to be worked out.

Steve Andriese suggested a meeting of executives from all factions to discuss exactly what is expected from this link. Any further costs will also have to be worked out.

11. Ambulance Dispatch Process

A visual presentation was provided committee members by LifeCom staff on the current method of ambulance dispatch.

12. LifeCom Dispatch Center Mapping System

Joe Waldo, GIS Administrator at AMR, provided a Visual presentation of the CAD Mapping System.

13. EMSC Annual Report to the Board of Supervisors

Steve Andriese referred to the draft copy of the *Mountain-Valley EMS Agency Annual Report to the Board of Supervisors for FY2006/07*. He provided them with an overview of the reports contents.

The main activities and accomplishments in 2006/07 were:

1) EMSC monitoring of:

- The response times and agreement compliance of ambulance services in each zone on a quarterly basis
- Progress on virtual linkage of SR911 and LifeCom CAD systems
- Coordination between fire first response and ambulance transport systems

2) EMSC reviewed, evaluated, and addressed the following issues:

- Improving interaction and reporting among the EMSC, EMS Service Providers, and the Board of Supervisors
- Evaluating the EMS communication systems and interoperability with law, fire, hospitals, public health, etc.
- Evaluating hospital and clinic surge capacity in the event of a multi-casualty event
- Evaluating the day-to-day Emergency Department capacity challenges and their effect on the EMS system
- Analyzing local EMS Disaster/WMD preparedness, planning, and training

Committee member George Britton commented on how valuable this report is, and asked that next year a 'Letter from the Director' or 'Message from the Director' that sites long term issues currently being worked on, be included in the report.

Mr. Britton also stated that the report is a valuable tool, both historically, and as an educational tool.

In addition, he stated, how very impressed he has been in the continued improvement in quality, effort, and focus of the Agency staff.

Committee member Mary Ann Lee questioned the use of the words, "and addressed" in the report on page 5, paragraph 2, Line # 2. After some discussion, it was decided

to change the wording to read “continues to work on”.

M/S/C (Britton/Cremin) Approval of annual report as amended, and request that a forward looking letter be prepared that also includes commendations for the contributions of the Agency staff over the last year, and authorize the chair to sign at his discretion

Vote: Unanimous

14. Date and Location of Next Meeting

The date and location of the next meeting will be December 13, 2007 at the LifeCom Dispatch Center.

15. Adjourn

The meeting was adjourned at 11:58 p.m.