

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

Location: The LifeCom Dispatch Center
4701 Stoddard Road, Training Room
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: Tom Brennan, Barry Hurd, Jared Bagwell, L. Wayne Mills

Staff: Steve Andriese – Executive Director, Jim Worobe – Interim Deputy Director; Marilyn Smith – Response & Transport Coordinator; Tina Casias – Executive Secretary

1. Welcome and Introductions

The meeting was called to order at 10:02 a.m. by Paul Baxter, Chairperson. Everyone at the meeting introduced themselves.

2. Review and Approval of Agenda

M/S/C (Britton/Hinshaw) To approve agenda as submitted

Vote: Unanimous

3. Correspondence

Steve Andriese informed committee members of one piece of correspondence received from the Stanislaus County Clerk of the Board. This correspondence notified MVEMSA of the departure of George Britton as a member of the committee as of 12/31/07, and the appointment of his replacement, Tim Kerr, as of 12/18/07.

4. Public Comment Period

There were no public comments.

5. Approval of the Minutes of September 13, 2007

M/S/C (Burns/Morris) To approve minutes as presented

Vote: Unanimous

6. Committee Reports

a. System Status

Barry Hurd reported on items discussed at the recent System Status meeting:

- 1) Cleaning up the geomapping system at LifeCom
- 2) Resolving issues with AVL System

- 3) Continuing to work to improve Mutual Aid Reporting with LifeCom.
- 4) Greatly improved turn around times in Emergency Departments.
- 5) The mandatory Weapons of Mass Destruction training was effective 11/1/07 as mandated in the new ambulance agreements. Also, discussions took place concerning implementation of skills training at the provider level.
- 6) Providers are working with Fire Agencies on frequency sharing. The communications thus far between providers and Fire has improved.
- 7) AMR will be meeting with the manufacturer of the Go Book System and has invited other ambulance providers to the meeting.

b. EPC

Since Kay Gordon was unavailable, Jim Worobe of Mountain –Valley EMS Agency reported on a recent EPC meeting. The EPC Committee recently changed its name to HEPC (Healthcare Emergency Preparedness Counsel). The Modesto City Fire Department has recently been conducting bi-monthly triage exercises in cooperation with Memorial and Doctors Hospitals. Triage tags are being used during certain periods of time (9:00a.m. – 12:00p.m. and 9:00p.m. – midnight) in order to track patients using the ‘Patient Tracking System’. There are plans to expand the exercises to Oakdale, Turlock, and Patterson, as well as, continue the drills through the end of 2008.

Stanislaus County in cooperation with Region IV is looking at alternative Hospital Alerting and Assessment Systems because of significant cost increases to the EMS system, the current system being used in Stanislaus County and Region IV.

The application for HPP Funding (formerly HRSA Funding) is currently in draft form. The application will be completed in the near future. The County has allocated \$360K through the grant, and the HEPC is working on how that funding can be utilized.

The Health Executives Roundtable was held last month and chaired by Dr. John Walker with the purpose of updating hospital and clinic administrators on current disaster preparedness. The Health Services Agency reported that a healthcare MOU has been signed by most hospitals and clinics within the County in an effort to facilitate the sharing of resources and personnel during a disaster.

c. OES

Gary Hinshaw commented on a newspaper article in which it stated there was what seemed to be presidential support for a 50% reduction in Homeland Security funding. He attended a meeting in Sacramento for ‘Investment Justifications for FY08’ where there was a lot of discussion on this possible reduction. It’s a ‘wait and see’ situation on what Congress decides to do this year.

Chief Hinshaw reported that the Office of Emergency Services was given notice, about a week and a half ago, of an audit for FY01, FY02, FY03 Part 1/Part 2, and FY04 in the \$4 million range. That \$4 million was distributed to workers and approved by the Approval Authority of Stanislaus County for equipment, plans, training, and exercises. The workgroup sent a letter from his office last week that indicated that if you were given equipment, validate that equipment. Provide all documentation to the audit group including the original purchase order issued to you.

7. Ambulance Response Time Compliance Report

Marilyn Smith asked committee members to refer to the response time reports included in the agenda packet. She explained that the reports are for all the Stanislaus County ambulance providers for a 1 year period beginning November 2006, and ending October 2007.

Ms. Smith asked Chairman Baxter for his approval to combine items 7a (Oak Valley Hospital District Ambulance Update), and 7b (AMR Response Time Compliance Report Update) in this discussion since it all ties together.

Ms. Smith stated that that MVEMSA has been working diligently with AMR in the Blue Zone. For the purposes of this particular meeting, the discussion focused on reports for August, September, and October. In September and October, AMR was out of compliance in the Green Zone. Also, AMR was out of compliance for August, September, and October in the Blue Zone.

Ms Smith reported that MVEMSA has been working with AMR on several issues to help solve the problem of non-compliance. One such solution was for AMR to add a couple of units to their system. They have done this since the last meeting, and this seems to be helping them.

Ms. Smith turned the floor over to Jared Bagwell of AMR. He related to the Committee how, over the past year, AMR has added over 360 hours to the ALS System. Also, he reported that an internal reporting review team has identified a problematic area within the system. This area was reassignments. They have now made corrections to the reassignment procedure, and the problems have been reduced. These corrections should help in the Blue Zone, he stated.

Mr. Bagwell also reported on the recent purchase of a report builder program. This program will help them build their own daily reports in real time with real data. This will be a helpful tool for them to review their progress on a daily basis.

Ms. Smith reported that following the meeting, she will be meeting with the report generation software programmer to learn how the software will work. It will allow them to look at where their compliance stands on a minute-by-minute basis.

Steve Andriese interjected stating that the Agency has been monitoring the Blue Zone very closely ever since the zone was established. AMR consistently has had trouble meeting response times there.

His concern, he stated, is that the Agency began seeing problems last quarter with response times in the Green Zone. Historically, AMR has met response times in this zone. However, they were out of compliance in the last quarter, and again in the last two months. He stated that it doesn't seem as though they are getting a fix on the problem. It has gotten worse, and is affecting more zones. The green zone was never an issue until now, he stated.

Ms. Smith continued going through the Response Time Compliance Reports pointing out significant areas of interest to committee members. After some discussion by Committee Members and Staff, the question of fines for AMR surfaced.

Ms. Smith calculated potential fines to AMR for the previous twelve month period in Zone 1-Blue, Zone 1-Green, and Zone 8-Suburban, as \$191,650K.

M/S/C(Burns/Britton) To impose fines starting 11/06 for each month out of compliance for Blue and Green Zone, but they stay in possession of fines pending review of compliance every month from January 2008 to September 2008

Vote: Unanimous

8. EMS Dispatch Center Update

Mr. Andriese reported on the *CAD-to-CAD Policy Committee Meeting* held on November 15, 2007. He referred to documents in the agenda packet.

Mr. Andriese reminded EMSC Committee members of the reasons the policy committee was established. The EMS Committee had been waiting for some time for the SR911 group to identify what their new CAD would entail. At a previous EMSC meeting, it was announced that a selection had been made. A task force was put together to work with both LifeCom and SR911 to decide how the interface would actually play out. At the last EMSC meeting, that taskforce provided a report, and it became apparent to the EMS Committee and the Agency that clarification was needed as to the perceived expectation of this CAD-to-CAD interface. Many individuals felt the interface was needed, but opinions were varied on what that really meant.

Based on the direction of the EMS Committee, Mountain-Valley EMS Agency established a policy level committee to set the objectives for the CAD-to-CAD inter-

face. On November 15, 2007, the membership of that committee met for their first meeting. The membership consisted of Chief Jim Miguel, Modesto Fire; Cindy Woolston, AMR; Paul Baxter, representing the EMS Committee; Paul Stein, SR911; Chief Dale Skiles, Salida Fire; Steve Anderson, LifeCom; Chief Gary Hinshaw, County OES; and Steve Andriese, representing Mountain-Valley EMS Agency.

After some discussion the membership came up with 7 objectives that the interface project should include:

- 1) Establish a true linkage between the two CAD systems to ensure both SR911 and LifeCom's CADs share all real-time dispatch data on EMS calls within their given jurisdictions.
- 2) Ensure that the data transferred from the SR911 CAD to the LifeCom CAD is 'scrubbed' of any sensitive law enforcement data.
- 3) Ensure that all caller information, dispatch data, EMS first responder data, and ambulance response time data is reportable from both CADs.
- 4) Ensure that the data collected in the LifeCom CAD includes, and can report upon, all the dispatch data elements as defined in the soon to be adopted California State CEMSIS Data Set.
- 5) Ensure that the information linkage, and call transfer process between SR911 and LifeCom, reduces the duplication of caller questioning by the two centers, to a minimum.
- 6) Ensure that a process is established for dispatching fire first response units to EMS calls on a tiered level which includes the immediate dispatch of fire first response only to high acuity EMS calls, and the dispatch of first responders to all other EMS calls only after EMD call triage has been completed at LifeCom.
- 7) Ensure that the location and status of all first response and ambulance units with Automatic Vehicle Locators (AVLs) can be monitored at both dispatch centers simultaneously.

The CAD-to-CAD Operational Committee was given the objectives listed above with instructions, and asked to report back to the CAD-to-CAD Policy Committee by January 31, 2008. Mr. Andriese said he will update the EMS Committee at the next EMSC meeting.

9. Approval of Mountain-Valley EMS Agency Training Calendar

Mr. Andriese stated that the new contract between Mountain-Valley EMS Agency and Stanislaus County had several performance expectations included. One of them was for Mountain-Valley EMS to publish a training calendar of all training activities. This calendar was submitted, for information only, at the last EMSC meeting.

Mountain-Valley EMS Agency is currently in the process of placing the training calendar on the Agency website.

M/S/C (Britton/Burns) to approve training calendar

Vote: Unanimous

10. Farewell to George Britton

Chairman Paul Baxter thanked Mr. Britton for his participation in this committee. It was both welcomed, and very much appreciated.

Mr. Andriese also thanked Mr. Britton for his participation on the committee. He also stated how he appreciated the input received from Mr. Britton that has been extremely helpful to this committee, the Agency, and the current status of the EMS System.

11. Date and Location of Next Meeting

The date of the next meeting will be March 13th, 2008. The location will be either SR911 or LifeCom.

Mr. Andriese brought an item of concern, not on the agenda, to the attention of the committee. He reported on the Agency's receipt of State notification questioning the validity of AMR's exclusive operating areas in Zone 1-Modesto, Zone 3-Ceres, and Zone 8-Turlock.

These zones, he reported, were 'grandfathered' in based on the fact that in statute they provided continuous uninterrupted service in these areas since January 1981. The same reasoning was used to 'grandfather' in Patterson, Oak Valley, and other providers at the same time. There had been a precedent set statewide that said if a company had been serving the area since January 1, 1981, and was sold to another company, it still met the State requirements for 'grandfathering'. All appropriate documentation was submitted to the State EMS Authority back in 1984 for approval. Approval was granted.

Mr. Andriese expressed his concern that should the State flip/flop on this issue after 13 years, the repercussions could be devastating to the Mountain-Valley EMS Agency, and other Agencies across the State. These zones would suddenly become non-exclusive areas, resulting in ambulance wars, and other savory practices causing irreparable damage to the EMS System.

Mr. Andriese said that he would keep the Committee up-to-date with the latest information as he receives it.

12. Adjourn

Chairman Baxter adjourned the meeting at 11:09 a.m.