

EMS Operations Committee Minutes
January 12, 2016
DTCI- Large Conference Room
801 Sycolin Road
1900 Hours

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|------------------------|--|
| Co. 4 | Cheryl Aycock |
| Co. 6 | Absent |
| Co. 9 | Derrick Bennett |
| Co. 12 | Absent |
| Co. 13 | Anthony Mino |
| Co. 14 | Sue Johnson |
| Co. 15 | Byron Andrews |
| Co. 17 | Rodney Krone |
| EMS Council | David Beatty |
| LCFR | AC Johnson, AC Tobia, DC Salazar, Bill Toon, Danielle Brosan, Christine Langley-Obaugh |
| OMD | Dr. John Morgan |
| StoneSprings Hospital | Jaime Wolfin |
| Reston Hospital Center | Keith Morrison |

1. Call to order

Chairman Andrews called the meeting to order at 1904 hours.

2. Roll Call

3. Approve December meeting minutes

A motion to approve the December 8, 2015 minutes was made. The motion was made by Chief Mino and was seconded by Cheryl Aycock. All are in favor with no opposition or abstentions. Motion carries.

4. Chairman's Report

Chairman Andrews took an opportunity to welcome guests Jaime Wolfin and Keith Morrison and reiterated that the EMSOC is an open meeting. Participation is welcomed, however, voting rights are limited due to the County ordinance.

The EC will meet on January 26, 2016. (Due to inclement weather, the Executive Committee meeting was rescheduled to January 28, 2016)

5. OMD-Dr. John Morgan

Dr. Morgan stated that there have been a few minor issues regarding facilities. Dr. Morgan would encourage people to be patient as people get used to new facilities. Hospital staffs will work with crews to ensure decisions are made in the best interest of the patient. Flexibility will remain and a spirit of cooperativeness will preside.

6. LCFR- DC Jose Salazar

Chief Salazar advised that we were denied the RSAF grant, however, we are still getting the grant from NVERS. In addition, as of January 2, 2016, medic 617 has been staffed on a 7/12 schedule.

Recently, Chief Salazar, OMD Morgan, Assistant Chief Keith Johnson and Captain Brown (LCSO: Eastern end) met regarding concerns with several calls. The LCSO started a new crisis intervention program with those that are in need of psychological evaluations. In one incident, a child was violent thus EMS was called to sedate the child and place him in the back of a deputy's car. Another issue revolved around a child in need of a psychological evaluation, however, the deputy did not have a car seat. Captain Brown was receptive to the information being provided and agreed that the incidents identified were not proper in utilizing an EMS transport unit and/or EMS resources. Please advise of any additional incidents, should they arise, so they can be promptly reported to LCSO.

Another issue that was discussed was a possible DOA in which a crime scene needs to be secured. Certainly we do not want a delay in patient care to occur. Discussion ensued regarding having one provider enter with the remaining crew available just outside the door.

Lastly, regarding the RTF training and clearing a house, the possibility exists for patient care to be given after securing a room, thus this was discussed. The meeting resulted in good dialogue.

Chief Johnson stated they also talked about unified command based on the incident that occurred in Sterling across from COSTCO whereby a gentleman had barricaded himself inside his apartment and spread flammable liquids all over the entrance way and threatened to burn it down. The gentleman escaped out of the back of the apartment. Chief Johnson stated that LCSO had their command as we had ours, but we did not exercise good unified command. This is a work in progress and has been identified.

Chief Bennett stated that good communication occurred previously with the LCSO regarding an autistic child that had left the home in a fit. During that call, it was discovered that there are specially trained deputies for the autistic population. Would it be a possibility to work with dispatch when we get a call involving one who is autistic? It appears it would be easier for the trained deputies to tell the other deputies to back off and turn their lights off as

opposed to fire and rescue personnel. Chief Andrews stated that the crisis intervention curriculum goes into autism a little, however, there is another program that educates and trains those on the autistic population. Chief Bennett stated he believes that the program the deputies are involved with is different as it is his understanding the officers have additional interaction with the children. Several contacts may be Officer Cerniglia or Joy Dotson. Chief Andrews stated that perhaps we can take this opportunity to take a look at applicable training courses.

(It should be noted that additional training information in conjunction with Autism Risk and Safety Management has been provided to Chief Andrews for his review.)

Chief Salazar stated regarding ImageTrend, on July 1st, we will be going to the elite platform. Tracy will need to manually go in and transfer all members from all agencies into the new platform. Tracy is asking for all System Administrators for each agency to go in and make necessary changes to the membership. There are some people that are known to be no longer be in the system. Those members can be de-activated. For active members, please ensure that their credentials and email addresses are up to date. We do not want to transfer members to the new platform if they are no longer in the system. Chief Salazar stated he would forward instructions on how to make changes.

Chief Salazar stated in February, the possibility exists to do a presentation on the Standards of Coverage Committee. The intent will be to attend the EMSOC, FOC and AOC and present.

a. EMS Billing- Danielle Brosan

Danielle reported that they have gone through the last two quarters regarding unfinished EPCR's. Emails will be sent out tomorrow. As a reminder, the EPCR can be unlocked for twenty-four hours. The Rescue Chief can unlock it or the provider can contact Danielle to unlock it.

Chief Bennett stated he has a concern about calls are being left unlocked for twenty-one days. Technically, someone can run a call, post it, and then they can go in two days later, make changes and it is not audited in any way. It is not audited if it has not been posted as completed. Chief Salazar stated it should prompt and ask why the change is being made. Chief Bennett stated the prompt did not occur. Chief Andrews suggested additional conversation regarding this issue should occur.

Distributions should occur by the end of January. The spreadsheet has been completed.

b. EMS Training-Bill Toon

Dr. Toon advised that his report is attached. Dr. Toon stated that this past fall, 27 people took the state test; 20 passed; 7 did not pass; 4 of the 7 have retested and

passed; 1 has failed and is in remediation; 1 has yet to test and the remaining one we have lost contact with and is not returning calls and emails.

The Spring EMT class will begin on March 20th and will end on June 22nd. The TA will go out this week and will be a hybrid format EMT class. This class will meet Tuesdays, Thursdays and on Sundays. An overall goal will be to run three EMT classes a year with the current staff in the hybrid format. These classes will tentatively begin in 2017.

A closer relationship with the Companies is desired. In saying that, a set of skills will need to be completed at the Company level, mainly centered on ambulance equipment. Dr. Toon stated the skills will be taught in the classroom and then they will be reinforced at the station level. Documentation will accompany the student. Repetition is important. Another challenge is that individuals that come from fire companies alone and do not have ambulance experience do not do well, on average, in the program. Due to this data, Dr. Toon stated that a field internship program may be established. It is believed that this will be essential for students to comprehend ambulance operations. Ambulance exposure will lead to students that struggle less in the program. Dr. Toon stated they would be exploring options regarding best approaches.

Dr. Toon also mentioned that feedback is being requested regarding students that take the practical exam. The question posed is: How can we provide the encouragement that is needed for students to follow-up to take the written examination which leads to certification? Quite possibly, consideration may want to be given to having students sign a memorandum of understanding with the school as well as their sponsoring agency reference a commitment to take the written exam. Dr. Toon stated that the number of students across the Commonwealth that do not go on to take their written exam may be as high as 30%. Dr. Toon stated that additional interaction between the students and the schools would be advantageous. On a side note, student progress reports have been sent out in the past, however, responses are rarely received. Dr. Toon stated that approximately 80-90% of replies are not received and this presents a challenge. For clarification, for students that are not doing well, responses are preferred. For students that are doing fine, no reply is necessary. The progress report reporting system will also be strengthened in the future, according to Dr. Toon.

Chief Tobia inquired regarding testing assistance prior to taking the written examination and inquired specifically if practice examinations are given. Dr. Toon said several tools are offered and made available, but there is currently no measuring mechanism in place to determine how many students are taking

advantage of these. Chief Tobia also inquired whether or not people are surveying this issue as it appears to be a statewide problem. Chief Andrews stated that the State has made attempts, however, responses have not been received. Chief Johnson submitted that in a locality with a similar problem, they limit the ability of the provider to ride after program completion which encourages certification. When you stop the ability to ride on the operational unit, the impact could be greater. Chief Andrews advised that challenges have been identified and it will be important to collectively examine solutions which will lead to better outcomes.

Another topic that came from this dialogue is the ability to join a crew: career or volunteer. Discussion ensued. A MOU may be needed. Education and a notification process will also be required.

Chief Johnson made a recommendation that the Training Committee take a look at several issues. Chief Andrews stated others may also be willing to assist and participate. Chief Salazar will refer this to BC Gottholm. Input from Training Officers are desired.

7. Committee Reports

a. Communications Committee (Chief Bennett)

Regarding the MDC project, a demo will be expected in late January. The AD training was delayed. Emails should be forthcoming regarding training at the end of January. Users of accounts will either be using soft tokens on smartphones or physical tokens for members that do not have smartphones. The tokens will allow for external access to email. The radio updates will be coming around in February to include the normal channel updates along with the hospital channel zones. We will also get channel announcements for all the Loudoun zones. A radio time stamp button will also be upcoming. Referring to the side button below the push to talk button; there are two buttons and the top one will be activated as a feature so your patient transfer time will be recorded. Chief Salazar stated that in many areas, the concerns included delays in patient transfer and length of time it was taking for crews to clear. Similar to: *arrived on scene and arrived at patient*; we will now have *arrived at hospital and turned over to staff*.

Additional radio options discussed.

b. Training Committee (Chief Aycock/Chief Mino)

Chief Mino stated that the committee will be putting together a document that defines the parameters associated with the academy. Student and Instructor expectations will be detailed. The project should take several months.

c. SWP Committee (Chief Krone)

The SWP Ad-Hoc Committee did not meet this week.

8. EMS Council

No report.

9. Old Business

a. Update on New Medication Security System

Chief Salazar provided an update. We will not know what issues are until they are identified through the pilot program.

b. Physio Lease Option Update

Chief Salazar stated that procurement advised that the lease option be placed out for bid. Physio is on the State contract which may alleviate the need for bids as the best price is typically presented, however, Chief Salazar will need to determine if the State contract allows for leasing. A follow up will be provided.

Chief Salazar also mentioned that we will need to explore our options regarding funding sources for maintenance contracts.

c. Ambulance Standards Committee

Chief Andrews stated he has heard from everyone with the exception of Company 6. Chief Andrews will work with Chief Salazar to establish the committee and schedule the first meeting prior to the next EMSOC meeting. Chief Tobia stated there is room for individual identity and individual needs while still recognizing that we are operating as a system.

d. Drug Bag Policy

Per Chairman Andrews, Christine will send an email to determine drug bag needs per agency.

e. CentreLearn

A productive meeting with Administrators was held on December 9th per Chief Johnson. Comments have been collected and a meeting with Target Solutions will be held (Target Solutions and CentreLearn have merged) on January 19th.

10. New Business

a. EMS Cost Recovery Financial Hardship Waiver SWP

According to Danielle Brosan, the SWP needs to be put in place. For audit purposes, the policy is necessary. The policy was modeled after INOVA's Financial Hardship Policy.

Chairman Andrews stated that this SWP will be brought before the EC at the end of January. Dr. Morgan stated his concerns were addressed.

A motion was made by Chief Andrews that the EMSOC supports the EMS Cost Recovery Financial Hardship Waiver and further, that the SWP move forward to the Executive Committee. The motion was seconded by Chief Bennett. No one opposed. The motion carried.

b. Station and Equipment Security SWP

Chief Tobia stated that recent events in other countries have heightened awareness. The reality is that, on a daily basis, apparatus and ambulances are stolen in this country. The intent of this policy is not to isolate ourselves from the citizens we protect, but it is designed to make it more difficult to take advantage of our good will. Standardized expectations are outlined in this policy regarding ways we can make it more difficult for others to take advantage of us. Chief Andrews stated there have been some thwarted events that have taken place. Chief Johnson stated it is somewhat difficult to write a generic policy to cover nineteen companies and all the vehicles. Chief Johnson requested that this policy be examined in general terms and for those to focus on the intent of the policy. Failure to adhere to policy was also discussed.

Chief Andrews made a motion that the EMSOC accept and move forward with the Station and Equipment Security SWP. Chief Bennett seconded the motion. No one opposed. The motion carried.

c. 2016 Election of Chair and Vice Chair

Chief Bennett nominated Chief Andrews for Chair. Nominations closed. Chief Andrews will assume the position of Chair for the EMSOC through 2016.

Chief Bennett was nominated for Vice Chair. Chief Mino was also nominated for Vice Chair. Chief Bennett will assume the position of Vice Chair for the EMSOC for 2016.

11. Committee Member Comments

None noted.

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12. Announcements

Chief Johnson stated that Chief Salazar will dedicate 100% of his time to EMS effective 2/11/16. Chief Shank will transition to Training and Chief Nally will go to Operations.

Adjourn: With no other business to discuss, the meeting is adjourned at 2050.

Respectfully submitted:
Christine Langley-Obaugh, M.Ed., CVA
Executive Liaison