

EMS System Oversight Committee Meeting
February 12, 2009
EOC Conference Room

Members/Liaisons Present: Faye Barefoot, Tom Czaplinski, Jimmy Garris, Kyle Willis, Lewis Coble for Chuck Owens, Juan March, MD, David Lusk , Ted Delbridge MD, Jack White, Duane Holder

Staff Present: Noel Lee, Scott Elliott, Helen Bryant, Janis Gallagher, Melonie Bryan, Mike Taylor

Absent: Chuck Owens, Jack Cote

Open: Chairman David Lusk called the meeting to order.

Approval of Agenda: Kyle Willis requested to add the New State Rules and Protocols to the agenda. Jimmy Garris made the motion to approve the agenda with the addition. Jack White seconded the motion. Vote was unanimous. Motion passed.

Items for Report:

PCEM Report: Noel Lee reported that at the present time there is a very large fire on Ivy Road. There are 8 fire departments, 21 apparatus, and 4 plows. Two hundred acres have burned. He also reported that Pete Jones BBQ is on fire in Ayden.

- Grant Requests: Noel reported that the Board of County Commissioners approved the grant matching funds requests by Winterville EMS, Ayden EMS and Falkland EMS.
- EMS Budget Reviews: Budget reviews have been scheduled for Tuesday, March 3, 2:00 – 8:00 p.m. There will be a light dinner served for the board members.
- Winterville QRV: Noel reported that Winterville has a new chief, David Moore. Emergency Management is still working with Winterville on the QRV. Also working with Dr. March on the policy and procedures for any department who would operate a QRV.
- Ambulance Replacement Schedule: Staff reported that the Board of Commissioners did not adopt a vehicle replacement schedule as previously thought. Tom Czaplinski reported that Charles Mayo at the PCMH is available and willing to provide assistance with vehicle maintenance. The new ambulances are here but are not ready to be put in service yet.
- Coastal Medical Transport: Firm submitted an application previously that died at the EMS-OC level due to deficiencies in the application. It was noted that process previously used was not consistent with process used with this application. They have submitted a new/revised application. Noel distributed the notebooks to the board members to be discussed at the next meeting.

Scott Elliott reported that the application was submitted under the previous ordinance. It was stated that the communication to Coastal Medical Transport in regard to the denial of their application was delayed. They were never given the opportunity to correct deficiencies. Coastal Medical Transport has appealed several times since the denial. Any recommendation from this committee will go to the county commissioners for the final decision.

Pitt County EMS Ambulance Fleet Discussion Work Sheet for Ambulance Replacement

Squad	Unit #	Year	Make	Mileage Reported by Squads as of 8-1-08	Age	Owner	Ave/Mi/Year	Years to Reach 100,000 Miles Estimated	Estimated Year to Replace	Years to Reach 125,000 Miles Estimated	Estimated Year to Replace	Years to Reach 150,000 Miles Estimated	Estimated Year to Replace
Falkland	1210	2003	Ford	77592	5	County	15518	6	2009	8	2011	10	2013
Falkland	1211	2008	Chevrolet	1978	0	12	15518	6	2014	8	2016	10	2018
PCEMS	2111	2003	Ford	107636	5	County	21527	5	2008	6	2009	7	2010
PCEMS	2112	1993	Ford OS	139214	15	OS			OS		OS		OS
PCEMS	2411	2003	Ford	79358	5	County	15872	6	2009	8	2011	9	2012
PCEMS	2412	2000	Ford	80586	8	County	10073	10	2010	12	2012	15	2015
Eastern Pines	3411	1999	Ford	113471	7	34	16210	6	2005	8	2007	9	2008
Eastern Pines	3412	2005	Ford	67653	3	34	22551	4	2009	6	2011	7	2012
Winterville	4111	2001	Ford	89583	7	41	12798	8	2009	10	2011	12	2013
Winterville	4112	2002	Ford	68793	6	41	11466	9	2011	11	2013	13	2015
Ayden	4211	2006	Chevrolet	23956	2	42	11978	8	2014	10	2016	13	2019
Ayden	4212	1997	International	147220	11	42	13384	7	2004	9	2006	11	2008
Grifton	4311	2001	Ford	140800	7	43	20114	5	2006	6	2007	7	2008
Grifton	4312	1997	Freightliner	112911	11	43	10265	10	2007	12	2009	15	2012
Bell Arthur	5211	2003	Ford	58353	5	County	11671	9	2012	11	2014	13	2016
Bell Arthur	5212	2000	Ford	66799	8	52	8350	12	2012	15	2015	18	2018
Farmville	5311	1997	Ford	150866	11	53	13715	7	2004	9	2006	11	2008
Farmville	5312	2006	Ford	35734	2	53	17867	6	2012	7	2013	8	2014
Farmville	5313	1999	Ford	135640	9	53	15071	7	2006	8	2007	10	2009
Fountain	5411	1997	Ford	55542	11	54	5049	20	2017	25	2022	30	2027
Fountain	5410	1990	Ford	72701	18	54	4039	25	2015	31	2021	37	2027

QM Report: Dr. March reported that QM has not met since the last EMS-OC meeting. They are working on a disclosure form to allow for interagency communication. They are using the law enforcement form as a template. He is working with Pitt County Legal Department and Emergency Management office and this is a work in progress. He would like to share with Rescue Association and get their feed back. Also the ECU Legal Department will need to be consulted

State Rules and Protocols: Kyle reported that at the last meeting the committee charged the Rescue Association with coming up with protocols regarding when squads clear the hospital and are ready to take calls. The Rescue Association feels that they have to address the changes in the new rules and protocols which address some of these operational issues such as responding to calls, diverting ambulance to calls, time at hospital, etc.

The deadline for implementation of rules and protocols is December 31, 2009.

Tom Czaplinski asked if the committee can get a summary of the changes in the rules and protocols.

The question was asked if there are any financial requirements associated with the changes. There are medication requirements and new training requirements.

Items for Consent:

- Approval of Minutes: January 8, 2009 Minutes: Jimmy Garris made the motion to approve the minutes. Tom Czaplinski seconded the motion. Motion Passed.
- Data Reports: Faye Barefoot made the motion to accept the Monthly Summary Report. Tom Czaplinski seconded the motion. Motion passed.

Items for Discussion:

Fitch Recommendations: The EMS-OC Work Plan was distributed the plan with assignments. Assignments are assigned to stakeholders. David Lusk lead the discussion of the Fitch document.

A.20 Customer and Community Accountability - The timeline is based on when the system plan is due.

D.12 Medical Transportation (Achieved for City Squads) Lewis Coble reported that the peak demand operation will begin March 3 for 12 hour shifts. This will operate until the city receives the SAFER grant to hire additional staff and get them trained.

C.2 – Medical First Response – Duane Holder asked if there is a due by date on this?

Kyle Willis responded that this will be a prolonged process. Noel Lee reported that it will also depend on what level the departments want to be. Kyle reported that the training requirements are the same for an ALS and BLS squad. The state has raised the level for Medical Responders.

Pitt County EMS-OC Work Plan

<u>Fitch Study Recommendation Number</u>	<u>A. System Governance</u>	<u>EMS-OC Priority</u>
20	<p>Customer and Community Accountability (3) Reaffirm the County’s role as the governing agency responsible for coordinating and monitoring system performance including medical dispatch and medical transportation services.</p>	1
Assignment	A 20. Pitt EM, Legal, Medical Director, Rescue Association – rewrite system plan with a draft by 9-1-09 and final by 6-30-10.	
15	<p>Medical Accountability (1) Establish formal written job descriptions and memorandum of understanding for medical direction authority, oversight, on-duty time, and responsibilities.</p>	2
Assignment	A 15. ECU-BSOM, County Manager, Pitt Legal, ECU Legal, Pitt EM, - emphasis on NCCEP standards document, by 6-30-09	
25	<p>Organizational Structure and Leadership (1) Reaffirm the County as the lead agency responsible for monitoring system performance for all components of County EMS operations.</p>	7
Assignment	A 25. Same group as A 20. EMS-OC should answer “what should be reported?” by 9-1-09 and complete by 6-30-10.	
5	<p>Medical Transportation (3) Develop standardized methodology for reporting unit status and location.</p>	12
Assignment	A 5 Pitt EM, Pitt 911, Rescue Association, Pitt MIS?? – BY 4-30-09	
6	<p>Medical Transportation (4) Require all EMS agencies to pro-actively report response availability and status changes to the County Communications Center.</p>	13
Assignment	A 6. SEE A 5 with same date	
8	<p>Medical Transportation (6) Accurate geographic and temporal demand data queries should be developed to facilitate operational decisions and deployment adjustments.</p>	16
Assignment	A 8. Pitt MIS – ongoing	
10	<p>Medical Transportation (8) Develop an automated process to reconcile CAD and field data to the A/R system ensuring that all patient encounters are captured in a timely manner.</p>	Achieved for County Funded Squads

Actions completed: (5) Squads have been requested to provide status and location to 911. (8) Utilization rates have been determined for the first 10 months of 2008 using the hours in service method. Have the ability to show utilization rate for 2006 and 2007. (15) Have created a better working relationship with the Medical Director. (18 & 20) Contracts were updated for the 08-09 year to further clarify County oversight and Provider accountability. Monthly funding allocations are contingent upon contractual obligations being fulfilled on a monthly basis. (25) A spreadsheet has been created showing the calls by hour for the years of 2006, 2007, and first 10 months of 2008. These calls can easily be plotted on a map by district.

Actions needed to complete: (5) Request all of the squads to maintain their status and location when different than their station. Only method for true location will be AVLs. (6) Require all squads to adopt the same status reporting of when units are available. Clear the hospital or back in the district. (8) Should work with the Medical Director and EMS-OC in the development of performance goals. Need to determine the method to use; possibly using the hours in service method. Need to determine the maximum percentage to compare. (15) Need to develop an MOU for the Medical Director. Roles and responsibilities need to clearly defined. MOU should reference state rule and then be presented for review.

(18) Contracts need to be reviewed by the EMS-OC and appropriate Providers for changes in January '09. Staff will need to make recommendations concerning changes in the EMS contract. (20) New state requirements will need to be reviewed by staff to determine if changes in the contract will be necessary. (25) Need to determine if additional governance items are needed in the FY 09-10 contract. Also need to develop an MOU for GFR & East Care to clearly state their role in the Pitt County EMS System. The language should clarify system governance concerning GFR & East Care.

Timeline: End of 3rd QTR FY 09 (April 1, 2009)

Fitch Study
Recommendation
Number

B. Quality Management/Performance Reporting

EMS-OC
Priority

16	Medical Accountability (2) Quality Management reporting should be extended to include the EMS Oversight Committee.	3
Assignment		
21	B 16. Medical Director, reporting has already started but needs refinement, could be dependant on A 15.	
	Customer and Community Accountability (4) Publish monthly reports of ambulance agency fractile response times to all system participants and units of local government.	6
Assignment		
4	B 21. Pitt EM, MIS, PIO – by 6-30-09	
	Medical Transportation (2) At a minimum, all medical transportation response elements must be tracked and exportable to a data management system to enhance transparency and accountability with feedback to stakeholders at least monthly (for emergency and non-emergency services).	9
Assignment		
3	B 21. Pitt EM, MIS, PIO – by 6-30-09	
	Medical Transportation (1) Determine the County’s benchmark for response time compliance percentage standards and measure the response time elements based on the fractile method (for emergency and non-emergency services). This can be accomplished by working with MIS to develop specific response time queries.	15
Assignment		
27	B 3. Rescue Association, Pitt EM, 911, MIS, Medical Director –draft by 6-30-09, final by 12-31-09	
	Organizational Structure and Leadership (3) Expand the current QM statistical indicators to include operational and compliance parameters.	20
Assignment		
28	B 27. Pitt EM, Medical Director – by 7-1-09	
	Organizational Structure and Leadership (4) Routinely report “system” QM indicators to all system participants and units of local government.	21
Assignment		
	B 28. Pitt EM, Medical Director – by 7-1-09	

Organizational Structure and Leadership (5)**Achieved for
Field Units**

Purchase additional program licenses to enable key stakeholders access to ePCR data.

Actions completed: (4) All squads are provided a run sheet of all calls completed. (16) An agenda item is now included in the EMS-OC meeting for a report from the Medical Director concerning QM issues. (21) Have created the ability to report all fracture response in a 10, 12, and 14 minute response. (27 & 28) County Staff sometime reports QM issues that may affect the system.

Actions needed to complete: (4, 21, 28) Need to determine the method of how the reports will be published and to whom. Currently working with GIS and MIS to develop additional information as needed. Need to include GFR. Should Non-E providers be included in reports? (16) Need to address overall system QM issues.

Timeline: End of 4th QTR FY 09 (July 1, 2009)

Fitch Study
Recommendation
Number

C. System Resource Allocation

EMS-OC
Priority

19	Customer and Community Accountability (2) Further explore opportunities for economies of scale benefits through the centralized procurement of certain materials and services.	5
Assignment		
11	C 19. Rescue Association, Pitt EM, - by 6-30-09	
11	Medical Transportation (9) Develop a capital replacement program for vehicles and higher cost medical equipment. (Including implementation)	8
Assignment		
13	C 11. Rescue Association, Pitt EM, PCC – by 6-30-09	
13	Medical Transportation (11) Evaluate potential need for peak demand units in districts with a concentration of late responses in areas of close proximity to existing EMS stations. (Including implementation)	10
Assignment		
14	C 13 &14. MIS, Pitt EM, 911 by 12-31-09	
14	Medical Transportation (12) Explore the utilization of QRV units in extreme eastern and southeastern districts to assist in reducing late calls posed by large geographic service districts.	11
Assignment		
17	C 13 &14. MIS, Pitt EM, 911 by 12-31-09	
17	Medical Accountability (3) Purchase additional program licenses to enable key stakeholders access to ePCR data.	14
Assignment		
7	C 17. MIS, Finance, Co. Manager, EM – in progress – by 7-1-09	
7	Medical Transportation (5) Consider the implementation of Automatic Vehicle Locator (AVL) technology to provide the PSAP with real-time vehicle location data.	24
Assignment		
9	C 7. MIS, Rescue Association, 911, Pitt EM – by 12-31-09	
9	Medical Transportation (7) The field data computer system needs IT linkage to the CAD system to provide CAD data to the field units.	26

Assignment

2 C 9. MIS, 911, Finance – by 12-31-09

Medical First Response (1)

A formalized medical response system should be encouraged in areas consistently exceeding response time established benchmarks. Local options could include QRV, fire department, and law enforcement assets or a combination. 27

Assignment

C 2. Pitt EM, Rescue Association, Fire Association, Medical Director, 911, PCC – BY

6/30/2010

31 **Ensuring Optimal System Value (2)** 28

Determine if a more equitable mechanism to tax all areas of the County for EMS services should be utilized.

Assignment C 31. Scott Elliott, Melonie Bryan, Jimmy Garris, Noel Lee – draft by 3-31-09 complete by 12-31-09 or 6-30-10

Actions completed: (11) A spread sheet of mileage and age of all units within the system has been developed and distributed. (17) Prices have been obtained by MIS for additional software licenses. Need to determine what budget line item will fund this item. Reports that capture response times, number of calls, time intervals of calls have been developed.

Actions needed to complete: (4) Consideration must be given to ensure other agencies' ability to provide their primary function is not jeopardized. This recommendation should be pursued through voluntary commitment from the participating agencies. (7) AVL technology would answer many dispatch concerns and will help with the status and location of EMS units. The development of a AVL system will require changes in the method EMS units are dispatched and will possibly modify the current EMS districts allowing the closest unit to be dispatched no matter what squad it might be. (9) Computer based system analysis would need to be completed by the MIS department to assess the effort and cost required to accomplish. (11) Need to develop a replacement plan of when units should be replaced. Should also consider the rotation of units among squads to more uniformly utilize units.

(13) Need to consider utilization rate for specific times of the day to help determine peak times. Square mileage and response times need to play a large part in the decision making process. Also, the demand placed on other units to cover the off peak times. (14) QRV's provide quick response for medical attention but still require the need for transport. The cost factor needs to be considered in the benefit factor. (19) Need to determine what items would be considered (fuel, uniforms, etc)? (31) Before an alternative taxing mechanism is pursued, consideration should be given to development of a single county-wide EMS system to include all EMS squads.

Timeline: End of 3rd QTR FY 09 (April 1, 2009)

Fitch Study
Recommendation

Number

D. System Profile and Community Awareness

EMS-OC
Priority

22
Prevention and Community Education (1) 17
Develop a program and identify resources to improve community awareness of the EMS system.

Assignment

D 22. Rescue Association, Pitt EM, PIO - by 7-1-09

23
Prevention and Community Education (2) 18
Develop and promote a higher internet profile for EMS, posting key service facts and response time information.

Assignment

D 23. Pitt EM, MIS, PIO – by 7-1-09

24
Prevention and Community Education (3) 19
Prepare and distribute an annual report to elected officials and community stakeholders describing the accomplishments of EMS Operations.

Assignment

D 24. Pitt EM to compile and distribute to work groups, EMS-OC, BOCC, providers etc. by 7-1-09

26
Organizational Structure and Leadership (2) 22
The QM committee should develop and present an orientation to the process to all EMS system members to develop a greater appreciation and understanding of the process.

Assignment

D 26. Quality Management Committee by 7-1-10

1
9-1-1/Medical Communications (1) 23
In order to meet nationally recognized performance measures, develop a plan to make certain that the PSAP achieves NAED "Accredited Center of Excellence" status.

Assignment

D 1. County Manager, Pitt EM, 911 draft by 3-31-09 and complete by 6-30-09

30
Ensuring Optimal System Value (1) 25
Develop a process to expand outcome oriented information that accurately portrays the importance of the impact of EMS services for patients.

Assignment

D 30. Rescue Association, Pitt EM, PIO, MIS – by 7-1-09

12
Medical Transportation (10) **Achieved for City Squads**
Consideration should be given to the need of a peak demand unit within Greenville during high demand periods.

Ensuring Optimal System Value (3)**Achieved**

Annually adjust charges to ensure that available Medicare reimbursement is captured for the County.

Actions completed: (1) Managers of the 911 Communication Center have evaluated this recommendation. The determination is the cost will not substantially improve the system. (23 & 30) Currently posting information on the Pitt County Web site concerning Pitt EMS System and EMS-OC meetings.

Actions needed to complete: (1) Benefit to the Pitt County EMS system appears to be affirmation of accreditation. This should be a goal for the future as personnel funding allows. (22) Encourage more participation using squads in public appearances. (23) Need to determine additional information to post to the Web Site. Before information can be posted to the Web site, it needs to be determined what methods of reporting and tracking are going to be used. Utilization rates and response times will be key. Information can be found on Web site and can be available upon demand. Still need to determine what information and format is going to be used. This recommendation is an education value that through the Web site and other means press releases, news articles, and commercials, could reach the public.

(24) This value would also be extended to elected and government officials. (30) Need to develop content to be used for presentations to organizations showing the county's responsibility to provide EMS services to the entire county. Should include EMS System plan, roles and responsibilities of certain individuals and other agencies.

Timeline: End of 1st FY 09-10 (October 1, 2009)

Questions/Comments from Members:

Noel reported that the fire at Hudsons Crossroads is under control and the departments are demobilizing. Noel reported that EMS has handled 52 calls today in addition to the fire traffic.

Dr. March reported that the 911 ems call volume has gone up considerably to 35-40 calls per day on a normal day.

Meeting adjourned at 7:00 p.m. The next meeting is Thursday, March 12, at 6:00 p.m. in the EOC Conference Room.

Respectfully submitted,
Helen Bryant, Secretary