

**Stanislaus County  
Emergency Medical Services Committee  
December 12, 2019  
Regular Meeting Minutes**

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Location: Health Education and Conference Center  
McHenry Village  
1700 McHenry Ave., Suite #60B.  
Modesto, CA 95350

Time: 2:00 PM

Committee Members Present: Paul Baxter, Mary Ann Lilly-Tengowski, Toby Wells, Sharon Young, Robert Ott, Dr. Niamh Seavy, Dr. Bruce Laverty, Dan Cummins, Bryan Whitemyer

Committee Members Absent: Richard Murdock

Guests: David Dalman, Cindy Woolston, Barry Hurd, Deb Thrasher, Reymundo Marquez, Paul Willette, Wendy Silva, Rich Silva, Michael Courtney

Staff: Lance Doyle – Executive Director, Dr. Greg Kann – Medical Director, Susan Watson – Executive Secretary/ Financial Services Assistant; Jim Whitworth – QI/Trauma Coordinator

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**1. Welcome and Call to Order**

The meeting was called to order at 2:00 PM by Chairman Paul Baxter with a quorum of eight members present.

**2. Introductions**

Committee members, Agency staff, and audience provided introductions.

**3. Review and Approval of Agenda**

**M/S/C** (Whitemyer/Cummins) To approve the agenda as amended.

**Vote: 8-0**

**Motion Passed**

***Let the record show Dr. Seavy arrived at 2:02 PM.***

**4. Correspondence**

There were two pieces of correspondence:

- a. MVEMSA letter to the Clerk of the Board, dated November 5, 2019, requesting the reappointment of Dr. Bruce Laverty, Mrs. Mary-Ann Lilly-Tengowski, and Mr. Paul Baxter to the Committee.
- b. MVEMSA letter to the Clerk of the Board, dated November 5, 2019, requesting to vacate the position for Urban City Administrator effective December 31, 2019.

**5. Public Comment Period**

None.

## 6. Approval of Consent Calendar

Two corrections to the minutes of the September 12, 2019 meeting were noted:

- a. Mr. Wells noted the misspelled word "Chairman" on Page 2, Item 6.a.6)
- b. Mr. Doyle noted that Page 6, Item 14, paragraph 2 should also name Turlock Fire and Police Dispatch as a Public Safety Answering Point.

**M/S/C** (Whitemyer/Lilly-Tengowski) To approve the consent calendar items with the corrections to the minutes as noted.

**Vote: 9-0**

**Motion Passed**

## 7. Committee Reports

### a) System Status – Cindy Woolston

System Status met this morning. The new provider contracts go into effect on January 1, 2020. There was a lot of discussion on how the new system changes will affect provider posting plans and mutual aid responses. Providers anticipate there will be some posting plan changes after the System Status meeting in January depending on how things are flowing as the new contracts begin.

All the fire departments in AMR's response area have been trained on the MEDS ePCR program. Their computers have arrived and will be distributed to them in the next few days.

Chairman Baxter asked if the providers will be ready to meet the surge in the new system. Ms. Woolston replied positively and said AMR is looking at the surge as the new norm as it has remained steady for the last six months.

### b) SCHEPC – Lance Doyle

September 2019 tabletop exercise takeaways were:

- More frequent HavBED polls are needed;
- Hospital facilities have limited and aging hazmat response decontamination supplies and PPE;
- Many staff feel they would like more training on the Emergency Response Guide;
- Pre hospital triage model does not account for the psychological differences in children during a pediatric MCI;
- Patient tracking during an MCI is still an unknown area of concern. Need to determine where the responsibility for collection of patient movement information during an MCI should live in the plan;
- First responding agencies communication systems cannot be used if there is a potential for secondary explosive devices.

November 2019 Full scale exercise revealed:

- Social workers should be staged with registration during a pediatric surge or MCI so the needs can be assessed and support services initiated quickly;
- Triage tags need to stay with the patients for the duration of the event to facilitate tracking;
- Hospitals lack adequate decontamination supplies and equipment;
- Current equipment setup takes a long time to assemble;
- Some facilities found that their decon tent was missing pieces or pieces were old, aging or broken;

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- Personnel that take part in the setup and decon cannot don PAPR PPEs due to increased heart rate. Setup team and decon team may need to be different staff members;
- More hospital staff need training in Hospital Incident Command System and decontamination.

Exercise outcomes included:

- Good feedback to update the pediatric surge and patient tracking plans;
- Hospitals identified gaps in decon capabilities and equipment and OES has identified a funding source to acquire additional decontamination equipment for our facilities;
- Hospitals used local HAM radio operators during the drill and tested redundant communication methods. This was a first for the county.
- Fire hazmat also identified gaps in decon capabilities and equipment' and OES has also identified a potential funding source to enhance these capabilities.

c) OES – No report

#### **8. Agency Medical Director**

Mr. Doyle introduced Dr. Greg Kann, who became the Agency Medical Director effective September 1, 2019. Dr. Kann works closely with Dr. Mackey at the Kaiser South Sacramento Emergency Department which has aided in the transition of Agency Medical Director responsibilities.

#### **9. Stanislaus EMS System Redesign Update**

Mr. Doyle reported the implementation is getting close. All of the hospital district and fire agency contracts were approved this morning by the MVEMSA JPA Board of Directors. There has to be an insurance addendum developed and executed for the Volunteer and BLS level fire departments. The Agency does not expect it to be an issue to complete before January 1<sup>st</sup>.

The agreements for Modesto Fire and Turlock City Fire are both in the process of signature through their respective city councils and city managers.

98% of the calls in the system will be covered by a first responder fire agency that has signed an agreement. There are four volunteer fire agencies that have not committed to signing the agreement yet, however the Agency is still working with them.

Chairman Baxter asked the nature of the reluctance. Mr. Doyle replied it is hard to pinpoint, but some are concerned about the response time requirements given the location of the fire station in relation to the population centers. He emphasized there is not a better integrated program in the State of California right now. There is not a single county that reimburses volunteer fire departments for EMS responses, let alone training and supplies. Many of the fire chiefs are very enthusiastic about this program and the Agency expects the remaining volunteer fire agencies will come on board once the system is implemented.

Over recent weeks, fire agency personnel have been trained on documentation of patient contact on a PCR. Dave Dalman of Modesto Fire has been an integral part of that training.

The Agency is in the process of working with FirstWatch to build the compliance monitoring reporting for the fire agencies and the new contracts for the rural and metro agreements. We are told by FirstWatch that we will be ready to go and monitor compliance.

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Wendy Silva of SR911 gave an update on the CAD-to-CAD status. On September 24, 2019, there was an attempt to Go Live with the CAD-to-CAD interface. The moment it was turned on there were immediate negative impacts. The original intent of the CAD-to-CAD was an increase in efficiency; to allow our two centers to share data; and a reduction in the number of phone calls between the two centers. The exact opposite occurred when the interface went live. There was additional data flow; decreased in response times on our dispatches for fire; and additional phone calls between the two centers. After several hours, the interface was turned off due to serious concerns regarding operational delays.

The Dispatch Advisory Board requested the Commission grant a delay in the CAD-to-CAD implementation for a time to review and prioritize all of the SR911 projects; and determine how the work will be organized while maintaining a direction to implement CAD-to-CAD. There are some questions regarding the many years already devoted to this project; as well as the changes between original intent and current intent particularly as it applies to the reimbursement component. The requested delay was granted by the Commission.

In the meantime, MVEMSA has offered to hire an engineer to come and look at both of our systems, speak to our vendors, and see if there is a way to make this work.

Chairman Baxter asked how long the delay would be. Ms. Silva replied the Dispatch Advisory Board will provide recommendations at the January 2020 meeting.

Mr. Doyle said the Agency is using an alternative plan in order to implement the EMS System Redesign effective January 1, 2020 and until the CAD-to-CAD implementation is successfully completed. CAD-to-CAD provides the ability to link the fire response with the ambulance response. This allows monitoring response time compliance as well as linking the calls clinically. So the Agency can develop through the FirstWatch product, FirstPass the ability to look at the patient care experience from first responder through the paramedic response to delivery at the ED. With the future implementation of Health Information Exchange, the Agency will be able to track the patient all the way through the hospital experience as well. This will be a positive step for quality improvement.

The Agency will be able to monitor response time compliance for the fire agencies and ambulance providers independently. We won't as easily be able to marry the calls.

The Agency still has an interest in completing the CAD-to-CAD project even though the current goals are different from the original intent. The Agency is currently in the process of identifying the engineer and have obtained the CAD contacts from both SR911 and VRECC. A report to the SR911 Board of Directors is expected in about four months.

Chairman Baxter asked if there had been beta tests prior to going live. Ms. Silva replied a lot of work had been done in the SR911 test system, but there were significant data flow differences between the test system and the live system as well as a negative impact on dispatch operations in the live environment.

Rich Silva stated there was a lot of beta testing in a controlled environment. There are differences between the testing environment and the live environment. When the system went live, there were no issues at VRECC.

Chairman Baxter requested an update at the March 2020 EMSC meeting.

**10. Modification to Policy 951.20, Stanislaus County System Enhancement Funds**

Mr. Doyle reminded the Committee the policy had been modified to address a mechanism to return unused designated System Enhancement funds into the non-designated portion of the fund. Initial modifications were brought to the September 2019 meeting, but the Committee asked for further streamlining, resulting in the current draft policy changes.

Ms. Young asked if there were timeline considerations for returning unused funds. Mr. Doyle responded that projects differ in time needed for completion, so although a specific timeline was not written into the policy, the Agency would review the funds quarterly to identify what could be returned to the fund.

Mrs. Lilly-Tengowski asked if there would be difficulty in recovering previously distributed but unused funds. Ms. Watson clarified that disbursement of the funds is always a reimbursement or a direct pay to a vendor based on a specific invoice and proof of receipt of the services and/or products purchased.

Mr. Wells noted it is an accounting task to take funds from the encumbered to the non-encumbered portion of the fund.

**M/S/C** (Seavy/Wells) To forward Policy 951.20 to the Board of Supervisors as revised.

**Vote: 9-0**

**Motion Passed**

**11. Next Regular Meeting**

Thursday, March 12, 2020 at 2:00 PM.

**12. Adjournment**

Chairman Baxter adjourned the meeting at 2:33 PM.