



EMERGENCY MEDICAL  
SERVICES PROGRAM

# County of Santa Cruz

## HEALTH SERVICES AGENCY

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## EMERGENCY MEDICAL CARE COMMISSION: Minutes

<b>DATE:</b>	<b>June 19, 2017</b>	<b>TIME:</b>	<b>8:30 AM</b>
<b>PLACE:</b>	<b>Aptos/LaSelva Fire, 6934 Soquel Dr., Aptos CA 95003 Upstairs Conference Room</b>		

### **MINUTES**

#### **ITEM:**

1. Call to Order/Establish Quorum, Review/Correct Agenda, Minutes from March– [8:30 am]
2. Written Correspondence Report – [8:35 am]: None presented
3. Oral Communications – [8:40 am]:
  - 3.1. Brenda Brenner reporting: The County is experiencing a significantly higher than normal number of Hepatitis A cases. The Communicable Disease Unit is providing vaccinations to the most affected population: homeless, illicit drug use, and dense living populations. The Public Health Officer has recommended first responders be vaccinated.
  - 3.2. Chris Johnston, new Paramedic Liaison Nurse for Watsonville Community Hospital was introduced by Brian Stevens and welcomed.
  - 3.3. Brenda Brenner was recognized for a really great EMS Week in May.
4. EMS Administrator Report
  - 4.1. Technical Advisory Group/Ambulance Contract Implementation: meeting for April had to be moved to the end of June.
5. RFP Process Update and possible action:
  - 5.1. Ongoing, first draft should be out soon.
6. Alternate staffing change and extension for AMR-update
  - 6.1. Amendment to AMR's contract extending it until Oct. 1, 2018 and allowing them to transition to 1:1 staffing effective immediately passed at the Board of Supervisors meeting on June 6, 2017.
  - 6.2. Chris Jones reporting they are hiring 12 EMT's, with 10 more on the waiting list and more interviews taking place on 6/20. They estimate beginning the new staffing configuration on 7/15. They are recruiting local BLS firefighters and other experienced EMT's to fill the newly opened EMT positions.
7. List from union of ideas requested at last meeting by Commissioner Barry
  - 7.1. Chief Steward Adam Galotti distributed a letter from the UEMSW/AFSCME Local 4911. He stated they have seen a mild improvement in their concerns about safety, but questioning if there will be enough additional unit hours on the road as well as concerns about increased workload for the paramedics because of the new staffing configuration. They are asking for help with oversight to assure all of the changes are being done safety and appropriately. He highlighted several items in their letter he hoped to see improve. He also thanked everyone for their support. He noted the impact of the new electronic

- patient care reporting system still needed ongoing work to refine it, and also believed the new mobile devices might help with the problem of time at the hospital.
- 7.2.** Dr. Benedict stated he felt the new policy draft is good, and noted the EMCC already provides the requested oversight. He also asked for this to become a standing agenda item.
  - 7.3.** Group discussion centered around the cultural challenge relating to the change in the back of the ambulance. Scott Vahradian indicated he is already training fire about this.
  - 7.4.** Dr. Ghilarducci indicated we know questions will come up and we will take those opportunities to assist with learning and potential adjustments to the policy, and that the approach will not be punitive.
  - 7.5.** Lisa Angell recognized the history of having a thoughtful review process. She requested to better understand from the union what specific tactics were being requested, such as adding a certain amount of minutes at the hospital for patient care documentation.
  - 7.6.** Celia Barry suggested this become a regular agenda item, and for us to get an update and status check on the new paramedic/EMT system at the next meeting.
- 8.** Mobile Device Grant update
    - 8.1.** 78 new Microsoft Surface Pro mobile computing devices purchased by the Emergency Medical Services Authority grant were distributed on June 8. All departments and agencies were currently working on getting them field ready.
  - 9.** Prehospital Advisory Committee – Report
    - 9.1.** Final refinements are occurring with the pediatric and adult protocol updates. The new final draft of the policy guiding patient care for the paramedic/EMT teams was sent out on June 11, and the signed version went out with the PAC agenda on 6/18/17.
  - 10.** Image Trend update
    - 10.1.** The current pending items list was distributed per the request at the last EMCC meeting.
    - 10.2.** Brenda Brenner advised the group that Serena Mohammed, the EMS representative who works with Image Trend, was being moved to the basement into the IT group, and would still be providing support for this program. In addition, the County was moving forward to hire an extra help person to work from the EMS office area to provide additional support. The plan is to train the new person as well as other IT personnel and the EMS Administrator about how to operate the “back end” of Image Trend, with the goal of expanding capability so that if Serena takes vacation, there is back up coverage for this critical area.
      - 10.2.1.** Concerns were expressed by several members of the group that Image Trend is complicated enough that there is a need for ongoing, continuous use and familiarity, where having numerous people trained but not using it every day may degrade capability. Concerns were also expressed that Serena’s time with the EMS Program would be “diluted” or overridden by other IT responsibilities, reducing the level of support to the EMS program, which they felt was already too lean. They also voiced concern that the amount of staff time spent by AMR and EMSIA was substantial and believed the county should be providing more support. They appreciated addition of the extra-help person, but felt that they would like to express their concerns to the manager of IT and the Administration.
  - 11.** Ambulance Patient Offload Times: this has been moved to begin collection of data on August 1, 2017 due to the delay in receiving the mobile devices.
  - 12.** Proposed Agenda for Next Meeting – Action
    - 12.1.** Impact of implementation of Paramedic/EMT staffing configuration and update.
    - 12.2.** The group would like to hear how the Whole Person Grant will affect EMS and frequent users, behavioral health, and the intersection of law enforcement and behavioral health.
    - 12.3.** The group would like to have an update on Behavioral Health and the crisis center, and stated they would have some items to share. They requested representatives from BH attend.

- 12.4. They would like to know the number of patients being transported by the 911 system to Watsonville and have an update on how Kaiser is affecting the EMS system.
- 12.5. They would like to know what the law enforcement community is doing to help prevent persons with behavioral health issues from having a fatal encounter with LE.
- 13. Adjournment – Action (moved: Celia Barry, second: Robyn McIntyre)
  - 13.1. The July Meeting is proactively being canceled.
  - 13.2. The next meeting is on August 21.

**Attendees:**

**Commissioners:**

- Priscilla Leighton
- Dan Quinto
- Chris Jones
- Dr. Marc Yellin
- Dr. Kent Benedict
- Dr. Marcus Kwan
- Juana Castillo, RN
- Robin McIntyre
- Celia Barry

**County Staff:**

- Dr. David Ghilarducci
- Brenda Brenner

**Guests:**

- Chris Johnson, Watsonville Community Hospital
- Brian Stevens, Watsonville Community Hospital
- Paul Angelo, Dominican
- Larissa Bradford, Calstar
- Patrick Winters, Central Fire
- Michael Baulch, Stanford Lifeflight
- Adam Galotti, UEMSW 4911
- Scott Vahradian, EMSIA
- Brad Cramer, AMR
- Chief Steven Hall, Central Fire