



EMERGENCY MEDICAL
SERVICES PROGRAM

County of Santa Cruz

HEALTH SERVICES AGENCY

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EMERGENCY MEDICAL CARE COMMISSION

DATE:	August 21, 2017	TIME:	8:30 AM
PLACE:	Aptos/LaSelva Fire, 6934 Soquel Dr., Aptos CA 95003 Upstairs Conference Room		

MINUTES

ITEM:

1. Call to Order/Establish Quorum, Review/Correct Agenda, Minutes from March– [8:30 am].
Minutes moved: Robyn McIntyre, Second: Celia Barry.
2. Written Correspondence Report – [8:35 am]: Elder Abuse information from DOJ, and AED notification passed around.
3. Oral Communications – [8:40 am]: *Anyone wishing to address the Commission on any item not listed on the agenda may do so at this time. The Commission may listen, ask questions for clarification, and refer the matter to staff, or request that the item be placed on the agenda for a future meeting.*
4. EMS Administrator Report
 - 4.1. TAG/Ambulance Contract Implementation: Data discrepancies in compliance reports from NetCom affecting call volume and monthly compliance for the first 7 months of 2017. NetCom is reviewing and will submit corrected versions. TAG meetings halted until discrepancy identified and resolved. July currently on hold.
5. RFP Process Update and possible action: Brenner announced that the target date for the RFP to go before the BOS for approval and release is Sept. 26. The new ordinance will be on the Board agenda 9/12 and 9/19. Commissioners recommending they send a letter of support to the BLS for the 9/26 RFP release, and that they reach out to their individual Board members in support.
6. Alternate staffing change (1:1) implementation for AMR-status update: report provided by Chris Jones, Operations Manager, AMR, that AMR was able to develop new training programs for EMTs and Paramedics in support of the change (approved by County EMS), interview and hire 12 EMT's, train them, change the schedule of the entire system, negotiate a related union agreement, and develop and gain approval for a new deployment plan, all in the space of two months. Currently, there are six EMT's in the schedule, seven have cleared their training, four are still in training, and an additional eight have been hired and are ready to begin their training. The staffing situation has improved.
7. AMR union report: Echoes AMR's report, sending their thanks to AMR management and compliments for changes to the posting plan at night. They hope for increased focus on training and QA/QI, hiring of more paramedics, and data demonstrating workload for the field crews. Lisa Angell requested the union provide guidance with the workforce to assist in assuring the culture remains focused on teamwork and patient care. AMR confirmed they added 12 hours per day with their new deployment.

8. Mobile Device Grant update: Sept. 1 is the deadline for field providers to begin using their mobile devices at the patient's side. The TOC process between the field and the hospitals for hand-off continues to be developed.
9. Prehospital Advisory Committee – Report: Focus on review and refinement of data, seeking to identify calls triaged by dispatch resulting in infrequent transport.
10. Image Trend and support update: Scott Vahradian (EMSIA) and Brad Cramer (AMR) continue to work on refining the field interface and move toward mobile device use in the field.
11. Ambulance Patient Offload Times implementation update: deferred to September agenda
12. Whole Person Grant/frequent users and intersection of behavioral health update: Overview provided by Pamela Rogers-Wyman, Jorge Mendez, and Kelly DeBaene from County Behavioral Health. The Whole Person Grant (WPG) project team will focus on how to best manage the complex care needs of seriously mentally ill patients with co-occurring medical challenges. WPG team members will collaborate with multi-disciplinary teams from different agencies to identify strategies for best managing their needs and care.
13. Behavioral Health and the crisis center update: deferred to September agenda
14. Kaiser update, and number of patients being transported by 911 system to Watsonville Hospital: deferred to September agenda
15. Law Enforcement community strategies for prevent fatal encounters with behavioral health patients: Pamela Rogers-Wyman reporting that County Behavioral Health has placed multiple licensed professional Behavioral Health caregivers in patrol cars, initially as a pilot project to test effectiveness. Based on the success of the program, they have expanded the program, making it full time being funded as a partnership between the jurisdiction and county. Clinicians are riding with the police officers in the City of Santa Cruz, Sheriff's Department, and Watsonville.
16. Proposed Agenda for Next Meeting – Action: no new items.
17. Adjournment – Action (Motion: Robyn McIntyre, Second: Chris Jones)

COMMISSIONERS IN ATTENDANCE:

Lisa Angell, RN

Marcus Kwan, MD

Robyn McIntyre

Dan Quinto

Chris Jones

Ian Larkin

Celia Barry

Kent Benedict, MD

Marc Yellin, MD

COUNTY STAFF:

Dr. David Ghilarducci

Rosemary Anderson

Brenda Brenner

Pam Rogers-Wyman

Jorge Mendez

Kelly DeBaene

INFORMATION:

Adam Galotti-Local 4911

Pam Rogers-Wyman

Chris Johnston, WCH

Scott Vahradian, EMSIA

Cortney McPhee, Calstar

Doug Petrick, AMR