

EMSAC
BOARD LEVEL MULTI-PURPOSE ROOM
MONDAY, JUNE 7, 2010 4:00 PM

10-1

Members Present:

Jason Stroud, CCDPS	Gerald Layne, Citizens Emergency Crew
Scott Hechler, CCDPS	Wayne Lankford, Concord VRS
David Laurrell, County Administrator	Chris Leebrick, Rustburg VRS
Osric Joseph, Brookneal VRS	Bruce Stratton, Recue Commissioner
Steve Shockley, Board of Supervisors	
Jack Morgan, Jr., Campbell County VRS	
Roger Vassar, Vice Rescue Commissioner	

Others Present:

Karen Briggs, Administrative Support
David Heath, citizens Emergency Crew

Members Not Present:

Charles Falwell, Board of Supervisors
Representative, Altavista EMS

Jason Stroud welcomed everyone and opened the meeting at 4:00 PM.

- I. Mr. Stroud provided everyone with the EMS Response Times/Performance Review for April 28, 2010 through May 28, 2010. A total of 673 EMS calls were answered. 314 of those calls were answered in 15 minutes or less (46%). 183 of the 673 calls were on Saturdays/Sundays with 80 answered in 15 minutes or less (43%). 490 of the 673 calls were on weekdays with 234 answered in 15 minutes or less (48%). 212 of the 673 calls were on weekdays between 8AM-4PM (four trucks staffed) with 110 answered in 15 minutes or less (52%). These figures are alarming and staff recommends that continued improvements be made to improve the EMS system performance, to include but not limited to: Immediate modification of EMS toning protocols. Too much time is spent on toning attempts before moving the call to the next due agency and/or assigning the call to a career medic unit. In addition, a recurrent problem is when units are cleared from a call they are responding to by members in POVs that state the call is covered and then it is still upwards of 10, 15, 20 minutes until an ambulance is enroute. A call should be considered "covered" only when there is a fully staffed ambulance enroute. Complete the staffing of Medic 8-6 to 24/7 with the addition of six full time employees. Utilize one current FTE (not fire fighter trained so can not work 24 hour shifts) and part timers to enable the staffing of two EMS zone cars (response). One based out of Concord and one based out of the Ward's Rd. area to cut down on initial patient contact time and handle non-emergency type complaints. EMS-8 will immediately begin to use Virginia Ambulance more often and staff will proceed with enhanced response agreements with Virginia Ambulance and/or Centra. David Laurrell asked what the average response times were. They are 24-26 minutes from time the call was received by dispatch and on scene time of the unit. Wayne Lankford stated that there is a two to three minute uncontrolled time period during the call being received and it being dispatched.

Jack Morgan stated that you can complain about calls, but wants to know what Public Safety is doing about Quality Assurance because of inconsistency of procedure from shift to shift. Mr. Laurell reminded the group to be thoughtful of what we want and what we want the dispatchers to do. It may be that there are too many changes coming to the dispatchers at one time. Mr. Stroud stated that this was part of the justification for the Training Officer position. Scott Hechler asked that everyone review the current SOGs and be open to the best way to get the resources to the citizens. Everyone needs to look at the countywide vision and divide up response time routes accordingly. Mr. Stroud has had GIS maps made showing 10, 12, and 15 minute response time areas. A suggestion was made that 1st due, 2nd due and career staff be added to the mapping system to reduce confusion of who goes where. Mr. Stroud stated that Public Safety is handicapped by the toning protocols set up by the volunteer agencies. Mr. Stroud has proposed new toning protocols along with the implementation of the new EMD cards. These cards will be setting different response time goals for Priority I, II, and III calls. Mr. Stroud advised that career units would not be moving central for at least a month to see if this improved response times. Mr. Leebrick would like to set up a work group on response times. Mr. Hechler advised to create a Standard Response Document. Work backwards to figure out how we get to where we want to be. He would like them to spend the next year working on this.

- II. Bruce Stratton is working on the Rescue Commission By-laws to incorporate EMSAC into the Rescue Commission.
- III. Mr. Lankford stated that Concord would like to have \$12,000-\$15,000 of Excess EMS Funds for Concord VRS parking lot improvements. He is requesting the funds from last year's excess revenue. A motion was made to provide funds from last year's excess EMS revenue contingent on the funds available and not to exceed \$15,000.00 to Concord VRS for parking lot improvements. Jack Morgan seconded the motion. All in favor.
- IV. Mr. Stroud stated that the Toughbook laptops are here and are ready for distribution. EMS Charts will be utilized for patient reporting, with training classes being held June 8, 9, and 10. Gerald Layne stated that Citizens does not have any problem with the County Security Agreement, but that they may go with a different patient reporting software called ImageTrend. They would like their computers left unlocked so that they can load their own software programs. They will keep the licenses on file and Campbell County can ask to see them anytime. Mr. Stroud stated that it would be much easier to pull data and maintain if everyone used the same software. Citizens Emergency Crew stated that they will not use EMS Charts. Mr. Stroud stated that we will need to come up with a usable agreement and he will notify IT.

The meeting was adjourned at 5:05 PM