

LCEMS POLICY BOARD
MEETING MINUTES
June 1, 2022

Members Present:

Chief Barry Cousino
Chief Allison Armstrong
Chief Mike Ramm
Chief Brandon Loboschefski
Chief Josh Hartbarger
Chief Kevin Bernhard
Dennis Cole
David Lindstrom, M.D.
Matt Heyrman

Representing:

Springfield Twp. Fire Department
Toledo Fire Department
Sylvania Twp. Fire Department - Zoom
Maumee Fire Department - Zoom
Whitehouse Fire Department
Monclova Twp Fire Department
LCEMS Director
LCEMS Medical Director – Zoom
Lucas County Commissioners

Absent:

Mayor Michael Sefarian
Trustee Robert Bethel
Mayor Donald Atkinson
Trustee John Jennewine
Mayor Richard Carr
Brian Byrd

City of Oregon, Mayor
Springfield Twp. Trustee
Village of Whitehouse, Mayor
Sylvania Twp. Trustee
City of Maumee, Mayor
City of Toledo Safety Director

Attendees:

Brent Parquette
Schuyler Beckwith
Vicki Schmidt
Ralph Shearn
Stacey Mitchell
Tom Boggs, M.D.
Nick Sauber, M.D.
David Wellons, M.D.
Deanna Montanaro
Chief Chris Nye
Chief EMS Jonathon Ziehr
Tim Clapp
Kirk Keane
Shawn Wittkop
Chief Doug Meyer
Robert Deleon
Sean Powers
Kim Campbell

LCEMS QA
LCEMS
LCEMS
RCOG
RCOG Director
St Luke's
Toledo Fire Medical Director - Zoom
Zoom
ProMedica - Zoom
Sylvania Twp Fire Department - Zoom
Springfield Twp. Fire / LCEMS - Zoom
Toledo Fire Department
Toledo Fire Department
Sylvania Fire / LCEMS CE
Waterville Fire Department
Mercy - Zoom
Mercy Mobile Stroke Unit - Zoom
ProMedica – Zoom

Matthew Homik
Call to Order

Monclova Twp Fire Department

The meeting was called to order by Chief Cousino at 8:32 a.m.

Minute Approval

The meeting minutes from April were distributed for review. Chief Hartbarger moved to approve, Chief Meyer seconded. All approved.

Committee Reports

Paramedic Committee

Those draft minutes were distributed for review.

Medical Committee

Chief Cousino gave an update from Medical Committee from April. Those draft minutes were distributed for review.

CE Update

Brent discussed CE schedule, had to cancel one week in May and those classes have been schedule for three dates in June. Brent will send out a summary of folks who have missed classes to the Chiefs today. Please let him know about any folks who are out long term.

Dennis discussed the issue of getting instructors and are currently looking for a replacement for Nikki. Surveyed folks attending CE about how they want to see CE change, answers were all over the place. We went to the Commissioners to get instructors on payroll. Lead CE administrator is moved into management, gives flexibility to negotiate salary. Part Time ce administrators position description will change to lead instructors. Raising everyone up to master instructor hourly rate, \$31.20/hr and will put them on payroll. Hopefully will resolve some of the issues with getting instructors.

Have also had a big problem getting staff at the Annex. Raising the wages for those positions and that will hopefully garner more interest in those positions. Annex generally works on their off shifts, whenever they can. Chief Lobo asked if we could send out a quick synopsis of rates and positions now in order to try and recruit people? Dennis said we are doing it internally now and will send info out after. Brent will be reaching out to known instructors to update them and we'll see where we stand once that happens.

EMS Billing Update

Vicki gave update:

Up from last year about half a million. If we stay on track should collect almost \$4million this year. No explanation for the increase, will be meeting with Change Healthcare soon to discuss.

Dennis discussed problem of not doing good assessments that either can't be billed ALS or can't be billed at all.

Chief Armstrong asked if we could get run totals? That was a report Ralph used to generate. We could provide some information to help tie it all together. We do bill BLS but we are supposed to be all ALS. Need to work on filling out patient care reports better.

New Paramedic Orientation update

Chief Bernard discussed what happened at the last meeting. For now non-operating department would not be a part of it, will focus on operating departments for now. Chief Hartbarger said they are working within current protocols, almost at the end so they will have this complete in the next week and will get info out to everyone.

Chief Cousino recognized folks from the RCOG, welcomed Ralph and Stacey. There are new dispatchers that have started recently. Ralph updated the group on current numbers of dispatchers, still will be short two in EMS. Stacey said to be cognizant that there will be new people on the radio so be patient with folks. Chief Ziehr said he tries to call their supervisors to give compliments when things go well. Chief Ramm wanted to give the cog kudos for a day last week when there were three fires going on.

EMS System Survey Results

Chief Ziehr gave an update on pulling those transport reports, he can pull them for life squads specifically, he'll send those out at the beginning of each month. Let Schuyler know if you want those reports.

System surveys went out at the end of 2019, sent to fire chiefs and line personnel. These reports are presented exactly as they came in, there are spelling errors but did not want to alter them before sharing them with this group. Received over 600 surveys back from line personnel.

Start with strengths – highlighted consistency in those, top three: training, countywide protocol and equipment/annex. Weaknesses were; BLS - there is no training for BLS, duplication of services, and fragmented protocols – department to department.

CE program – looking for a strong individual with a lot of tenure left to lead the program into the future. Already started making positive changes for this position including a desirable salary. CE lead instructor's job description and wages are competitive now as well. Next step will be to discuss filling those positions with Chiefs.

Annex changes are already going into place, one of the strengths in the surveys was the annex – want to beef up that. Working with one buying agent helps save money across departments.

Encourage folks to sift through this data over the next couple of months. We will be discussing the results over the next many meetings.

Open Discussion

Chief Armstrong asked about pulse point – Dennis said that he has the invoice for \$13,000. Current contract ends July 13. It is not being used for what we purchased it for. He has issues paying a vendor for something we are not using for its intended use. Chief Bernhard asked if there was marketing for the software. Dennis said nothing was sent out. There were discussions with the vendor before COVID about their marketing – they said it was being targeted at folks working in hospitals. We are not even getting notifications from it – Brent said notifications come from CPR needed in a public place. There is no way to track if people respond. If you look at the 3500 people that have pulse point on their phone, only half of those people have the CPR notifications turned on. There are multiple type codes and you can see where the closest AED is. Chief Meyer said if you market this to CPR classes, those folks could access the app. If we market it differently, it may get used more. Chief Zeihr said notifications do not go out for just “unconscious” type code. Have to ask them how these things are pinged. Dennis said he had a discussion with their CEO and the company is growing, they have changed their business plan about what they are doing. He did not make any offers on how to market.

Dr. Sauber asked if there was any functionality for overdoses or hemorrhages type code? Brent said type codes could be mapped. He said there is somewhat of a lag or delay.

Matt H asked if these problems are resolvable if we dig in with company. Brent said he is not sure why people are having trouble with notifications, they come through for him. Matt said that people are not engaging in the way it was intended for, could do marketing but departments have not engaged in the past. Is it being kept because of the fire alert status? Chief Cousino said he does not disagree that it is not being used for its original use. There is collateral value to the program, whether its fire or EMS, we can see we are going to get a call so can prepare. It is a benefit to the citizens because it is shaving valuable time off our response. Chief Hartbarger agreed that it is one of the most efficient ways to track what is happening. Challenge Dennis is facing is that he is paying for it out of an EMS designated fund; actual purpose it is being used for is fire operations. Matt asked if we could make an agreement for fire departments willing to participate in an active marketing campaign. Draw up an MOU for each fire department to sign that they would actively participate in this marketing campaign so we have a metric to look back on to track data changes. Dennis said he was getting calls from The Blade saying Pulse Point was down, there are a lot of other people tapping into this getting information on runs, it's concerning. Chief Meyer said it has been a benefit to Waterville because people see information.

Chief Lobo said he had conversations with pulse point corporate when it first got started here about how it was successful. Pre COVID we had conversations about how to work with county PIO to get information out about how to use it. They have a marketing kit, just needs time and effort put into it.

Dr. Sauber said that maybe we should ask pulse point to come out to events to talk about it.

Ralph said Oregon would present at the next TAC meeting about some new software.

Matt said that we should come up with some metric to look at this data over the next year so we do not end up having this same conversation every year. Should meet offline about what those metrics are. Have a goal of increased participation. Dr. Lindstrom said that given how many

software programs on personal devices have let users select levels of privacy – need to have conversations with vendor about what privacy settings need to be active. Need to do some technical education with the vendor.

Chief Armstrong wanted to discuss something from the Paramedic Committee, are engines being used for AFR? Would it be beneficial to add ladder trucks? Ralph said yes.

Life Squad response to structure fire: Chief Armstrong thinks EMS should be sent on every alarm. Willing to concede a little bit if we can tweak some of these definitions. Dennis said we need to balance resource needs, always looking for where is the next ALS. What is the cancelation rate for EMS as a whole? AFR was our attempt to address that, getting a paramedic on the scene so we can tell what the needs are. Brent said the current cancelation rate is 45% or no transport. Chief Armstrong asked how we are going to address that? Dennis said that we support a true structure fire but all the other ones are what we are trying to address. If there is a paramedic on the scene they can do what they need to while they wait for an ALS unit.

Chief Bernhard said we focus on not sending rather than getting the right resources there. He would like to see the average response time outside of the city. He thinks our focus is in the wrong direction. Need to look at definition of structure fire. Stacey said we talked about that during consolidation and keep in mind that there is a short window of time to get information from caller. Chief Armstrong wants to figure out how to revisit and redefine some of these things.

Dr. Boggs said everyone is discussing the same problem, the definition problem. Should meet to redefine those things to help solve the problem. See what that does for the responses. When you rehash data would like to see overall comparison to national or regional cancelation rate. Help us establish a base rate. Chief Armstrong will lead a sub-committee to look into this issue. Brent said it could be a challenge to draw a comparison between our system and others, not a lot of other systems operate the way we do. Chief Cousino asked for an email about the latest definition of structure fire. Stacey said they adopted Toledo Fire's definition. Chief Armstrong wants cancelation rate for specific type codes. Dennis said they are constantly looking at the top ten type codes with highest cancelation rates. Chief Meyer asked to break out no transport and cancelation.

Chief Armstrong asked why we are ALS only – Dennis said the Commissioners set up EMS as an ALS transport service. Looking at the future of EMS because paramedics are everywhere, that was not the case at its founding. EMS agreement with fire chiefs has historically been that we transport ALS they transport BLS. Dr. Sauber said we need to look at those fall-outs, what are the biggest risks. What guidance can we give paramedics and med control about what can and cannot be ALS, what are the gray areas, parse out definitions to help give guidance. Dennis said we try to connect with jurisdictions when there are consistent problems.

Dr. Boggs gave an update about St Lukes. Currently on near permanent RACE diversion. There are some thoughts that at some point may or may not be a continuation of RACE. Will stop doing OB services starting in August. ENT coverage is going down. St Lukes is not pursuing level 3 trauma designation. There is a policy to do TPA if needed for STEMI's. On most days

still have capability to do STEMI but put it in the system if they need to go on STEMI bypass. Dr. Lindstrom said they asked St Lukes to provide the county advanced written notification to changing OB status. Ralph asked they put a comment “no staff” in bypass information so they are not turned back on in case of Red Alert. Dennis asked if there have been any issues with St Luke’s vs freestanding – that issue seems to have been fixed.

Adjournment

The next Policy Board Meeting will be held on Wednesday, August 3. Chief Hartbarger motioned to adjourn. Chief Armstrong seconded. All approved.