

JOINT CITY/COUNTY EMERGENCY MEDICAL SERVICES COMMISSION

Thursday, March 22, 2012 4:00 p.m.

La Crosse County Law Enforcement Center

Conference Room 1615

MEMBERS PRESENT: Mayor Mike Giese, Vickie Burke, Jerry Arndt, Tara Johnson, Ken Manke, Nancy Proctor, Ron Paczkowski, Dr. Eric Voter

MEMBERS ABSENT: Mayor Matt Harter, Dr. Dan Lenselink

OTHERS PRESENT: Steve O'Malley, David Lange, Tom Tornstrom, Jay Loeffler, Mike Kemp, Julie Smith

CALL TO ORDER/ROLL CALL

Mayor Giese, Committee Chair, called the meeting to order at 4:03 p.m. /Roll Call

APPROVAL OF MINUTES

Motion by Johnson/Arndt to approve the meeting minutes of February 24, 2011, **MOTION passed unanimously.** Harter and Lenselink absent.

UPDATE ON STATUS OF COMMISSION MEMEBERHSHIP (Corporation Council)

Dave Lange advised the Commission that West Salem had signed the agreement for the Emergency Ambulance Services.

Tara Johnson indicated the membership of the City of La Crosse was the Mayor and one individual from the Council, which previously had been Bruce Ranis. There should also be a citizen appointed by the Mayor, which had not been filled. Mayor Giese conveyed as he understood, La Crosse did not have to sign the agreement in order to be a member of this body. David Lange advised La Cross's city attorney made a memorandum signed in 2011 that they don't have to approve the agreement because they had adopted a Joint Emergency Services Commission Ordinance in 1972. Their position is: they are able to participate in this ordinance without doing anything further. The commission discussed membership participation and the vacant positions creating issues in terms of doing business and quorum. Mayor Giese recommended going forward with the group as structured and benefits will be arrived by all with an open minded proactive forum. Mayor Giese also said at any time, the issue could be raised as an action item at a future committee meeting.

ELECTION OF OFFICERS

By the ordinance which charters this organization Mayor Giese stated the Chair serves on the council for 2 years and with Steve Doyle's resignation as Vice Chair, both positions are open. Mayor Giese opened the floor for nominations for Chair. Nomination by Burke/Proctor for Tara Johnson as Chair.

Motion to close nominations and vote on Tara Johnson as Chair. **MOTION passed unanimously.** Harter, Lenselink absent.

Mayor Giese opened the floor for nominations for Vice Chair. Nomination by Arndt/Paczkowski for Nancy Proctor as Vice Chair. **Motion** to close nominations and vote on Nancy Proctor as Vice Chair. **MOTION passed unanimously.** Harter, Lenselink absent.

Mayor Giese turned Chair position to newly elected Tara Johnson.

REPORT BY TRI-STATE ON CURRENT TRENDS AND ACTIVITY – Tom Tornstrom presented a power point addressing 3 primary components of Tri-State Ambulance. Clinical, Operational and Fiscal Performance

1. Staff
 - a. 11 EMT's - 33 Paramedics -19 Critical Care – 1/3 of Paramedics are certified as instructors.
2. Advanced Airway Proficiency
 - a. 85% intubation success rate – 95% Advanced airway placement
3. Cardiac Alert Protocol
 - a. Sending of 12-lead EKG's from ambulances
4. Field Training Officer (FTO) Program
 - a. Formalized in 2008 and revamped in 2010
 - b. Promotes qualified paramedics to provide clinical and operational oversight.
5. Cardiac Arrest Survival
 - a. 13.5% discharge normal for all worked cardiac arrests. Nat. Ave. is 5.4%
 - b. 48% discharge normal for shockable, adult, witnessed.
6. Development of Employee Score Cards.

Operations

1. Staffing and Deployment Efficiency
 - a. Seamless delivery of services across the entire region.
 - b. Flexible deployment/Demand based staffing.
2. System Approach
 - a. Strategically place ambulances to lower EMS System response times and expand coverage of area receiving a trained responder in 5 min. or less.
3. Live Operations Dash Board
 - a. Out-of-chute times – Response Times – Clearing times – Incident Reporting Manager Alerts.
4. Response Time Compliance
 - a. Tri State 100% compliant with County contract for all zones for reporting times period of Jan 2011 thru Dec 2011.
 - b. Total of 16 responses handled by mutual aid in La Crosse County for 2011
 1. 5 – City of La Crosse (0.1% of responses to City of La Crosse)
 2. 2 – Township of Farmington (2.9% of responses to Farmington)
 3. 3 – City of Onalaska (0.1% of responses to Onalaska)
 4. 6 - Village of West Salem (1.1% of responses to West Salem)
 - c. Paramedic supervisor scheduled to be on duty and responding to calls as needed throughout the day.

Fiscal Performance 2011

1. Expense
 - a. Controlled labor expense by staffing more efficiently.
 - b. Worked closely with workforce labor union to lower overall labor by 3%.
 - c. Rolled out new fleet replacement plan.
 - d. Purchased S&S Cycle building and will sublease portion of building.
 2. Misc Expense reductions.
 - a. Station consolidation and space - inventory and supply vender change.
 - b. Cell phone and data plan contracts – audit of building efficiencies. and continuing education supplemented with online learning.
 3. Revenue and Collections Summary.
 - a. Operating losses in 2008-2010 due to decreased billable run volume and declining reimbursement.
 - b. Have increased service levels while still being able to lower expenses.
 4. Revenue and Collections Changes.
 - a. Contracted with new ambulance specific collection agency.
 - b. Electronic integration for more efficient and less costly billing practices.
 - c. Added ability to elect. accept credit/debit cards, eChecks and auto pay.
 - d. Internal and External audits of billing processes and compliance.
 - e. Increased service rates based upon external rate review and recommendations.
1. 2012 and beyond outlook.
 - a. 2012 operating just below margin for Jan-Feb.
 - b. New operations center online.
 - c. Four of the new ambulances active in system.
 - d. Will continue to be active in state and national ambulance associations to ensure adequate reimbursement from Medicare/Medicaid.

Ron Paczkowski questioned if there are a disproportional number of runs within the city that would be inappropriate utilization and how could this be dealt with. Tom Tornstrom explained Tri-State is looking at "Community Paramedics" which are paramedics who aren't necessarily staffed by an ambulance service but do welfare checks and preventative medicine which would lower the amount of unnecessary calls. Steve O'Malley also suggested, although Tri-State Ambulance is not a Public Entity, the EMS Commission is, and asked Dave Lange look into the possibility of utilizing TRIP through the authority of the EMS Commission, and if not, would there be a way of modifying the version. Chair Johnson recommended Dave Lange and Tom Tornstrom explore the possibility of TRIP being utilized.

REPORT BY EMERGENCY SERVICES ADMINISTRATOR ON EMS DISPATCH

Jay Loeffler - Informed the commission there were nearly 30,000 9-1-1 calls in 2011, which averages 82 calls per day and is a record for the 30 years of the Dispatch Center. There were also 290,277 total calls for 2011 and is a decrease of 2% from 2010.

1. Equipment Upgrades
 - a. Simulcast for Radio System, Phone system Hardware Refresh, ARMER System and WISCOM.

2. 9-1-1 Answering Performance for 2011
 - a. 10 Seconds or less 95.55% of the time.
 - b. 20 Seconds or less 99.54% of the time.
 - c. 40 Seconds or less 99.97% of the time.
3. 9-1-1 EMS Calls – 6,297 – Average time of call to start EMD transfers 45 sec.
 - a. 30 Seconds or less 31% of EMS calls
 - b. 45 Seconds or less 60% of EMS calls
 - c. 60 Seconds or less 80% of EMS calls
 - d. 90 Seconds or less 93% of EMS calls

Julie Smith, Gunderson Lutheran Dispatch Manager, continued the report with Emergency Medical Dispatch.

1. 2011 Quality Assurance Report – Cases Reviewed – 1,866 (36.52% of calls)
 - a. Case Entry 98.93%
 - b. Key Questions 99.31%
 - c. Pre-Arrival Instructions 82.27%
 - d. Post Dispatch Instructions 99.29%
 - e. Chief Complaint 99.24%
 - f. Final Coding 98.00%
 - g. AVERAGE 98.78% - Customer Service 99.77%
2. Full Cardiac Arrests – Codes for 2011
 - a. 57 cases that could have CPR prior to EMS arrival.
 - b. 27 patients had compressions prior to arrival of EMS - 47%
 - c. 3 callers refused – 5%
 - d. 8 callers unable to do CPR – 14%
 - e. 2 patients reported as breathing to operator – 4%
 - f. 17 cases with EMD started but EMS arrived before CPR – 30%
 - g. 24 patients had pulses returned; 11 eventually were discharged from hospt.

Julie informed the commission the total of requests for of EMD for Gunderson Lutheran was 7,687 and they have received requests for EMD from the counties of Winona, Jackson, Vernon, Houston and Ft. McCoy.

DISCUSSION AND RECOMMENDATION OF EMS MONITORING PERFORMANCE STANDARDS – Ron Paczkowski questioned, for clarification, if this commission is going to keep functioning. Chair Johnson asked if each member, and the group they represent, feel there is value in this commission. There was further discussion and it was agreed the commission should continue. Chair Johnson advised, with the exception of the City of La Crosse and their representatives, attendance is an indication of the obligation and broader collective desire for the commission to continue. The commission agreed to form an Independent Oversight Entity to establish performance standards in clinical care within 30 days. The representatives from Gunderson Lutheran and Franciscan Healthcare will each identify 3 members; 1 Physician, 1 Paramedic and 1 EMT First Responder. There will also be one member appointed by the Chair. This group will come back to the commission by July 26, 2012. Chair Johnson also indicated there should be another group formed to identify process and operational performance standards, which she will further explore before the next meeting.

Johnson will take responsibility, as the Chair, to send a letter, the Tri-State Ambulance report and items covered today to the City of La Crosse as a reminder of what opportunities there are, if they choose to attend the next meeting.

ITEMS FOR FUTURE AGENDAS

Update on TRIP Utilization from David Lange and Tom Tornstrom.

NEXT MEETING DATE

Thursday, July 26, 2012 – 4:00 p.m.

ADJOURNMENT

Motion by Proctor/Arndt to adjourn. **MOTION passed unanimously.** Harter, Lenselink absent. Meeting adjourned at 5:30 p.m.

Disclaimer: The above minutes may be approved, amended or corrected at the next committee meeting. Patti Jakowski, Recorder.