


Newington EMS Committee

September 4th, 2018

Meeting Minutes

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TOWN OF NEWINGTON, CT

2018 NOV -2 PM 3:03


6:00 p.m. Town Clerk

Room L-100

Meeting Called to order at 6:25 p.m.

Present: Scott Woods, Gloria Olesen, Matt D'Esposito, Dan Interlandi and C. Chaplin, AMR.
Unable to attend: S. Mangan, Chief NEMS.

Minutes of the January 18, 2018 Special Meeting Minutes - approved. (Olesen, D'Esposito)
Minutes of cancelled meetings on February 8, 2018; April 12, 2018; May 15, 2018; Jne 14, 2018;
and August 9, 2018 – approved. (Interlandi, Olesen)

Communications:

- Public
 - Letter from Joe Fortuna, EMS C Member, resigning from the committee dated May, 9, 2018. He has moved out of state.
- Town
 - Department of Public Health response to LEMSP submitted.
- Newington EMS
 - None
- American Medical Response
 - Monthly weekday compliance reports November 2017 through July 2018.

Old Business:

- AMR back up and paramedic response for nights and weekends review September 2016 to October 2017 re: contract extension 2015 performance.
 - Reviewed letter to AMR dated December 6, 2017 'Request for compliance reports for Backup Ambulance and Paramedic services September 2016 to present.'
 - Discussed request for direction from Town. Previously, difficult to resolve old contract matters.
 - Motion to remove from agenda. (Olesen, Interlandi) Unanimous.
- EMS Plan – Town of Newington – status update.
 - Updates to LEMSP were made at the request of DPH.
 - Committee kept in Future Sample Performance Measures in new section to guide the committee.

- Motion to accept updates to Newington LEMSP and submit to Town Manager and Assistant Town Attorney for review and submission to DPH. (Olesen, D'Esposito). Unanimous.
- EMS C ordinance discussion
 - Discussed number of members on EMS C and need to increase membership to the full 7 members to regularly hold meetings.
 - Discussed committee re-appointing leaders of committee at the next regular meeting.
 - Members serving ex-officio need to get reappointed by parties.

New Business:

- AMR response time reports for weekday ambulance service
 - November 2017
 - Asked Chaplin about 'total requests outside contracted hours' number. Stated it was mutual aid calls, covering night and weekends, when requested by the Town. Woods noted it was a concern of his because there are no response times for mutual aid calls. Old contracts covered these responses as back up ambulance service and were subject to response times. Not sure how or if covered in current agreements. Woods expressed frustration with new contracts.
 - Noted there were 8 calls handled on November 2nd in 1 hour 15 minutes. There were two occurrences on November 15th of 4 calls in hour. Good job.
 - 'System saturation' in notes section indicates when AMR response area system is saturated with calls for service. Previous contract had focused on system overload solely for responses in Newington, not the area. This is a more accurate note from AMR indicating the reasons for a delay. Chaplin added since the new contract with a dedicated paramedic level ambulance in town, it has not been reassigned to other calls outside Newington.
 - Chaplin has been able to get the compliance reports to be in date then time of call sequence starting August 2018 reports. Currently only sorted by date.
 - 159 weekday responses.
 - 111 Priority 1 calls with 1 late call (99%)
 - 48 Priority 2 calls with 1 late call (98%)
 - Cumulative response time compliance 99% (Standard 90%)
 - 25 responses outside weekday hours
 - Reviewed and accepted by committee.
 - December 2017
 - 162 weekday responses.
 - 117 Priority 1 calls with 2 late call (98%)
 - 45 Priority 2 calls with 1 late call (98%)
 - Cumulative response time compliance 98% (Standard 90%)
 - 32 responses outside weekday hours
 - No other comments noted.
 - Reviewed and accepted by committee.

- January 2018
 - 167 weekday responses.
 - 126 Priority 1 calls with 6 late call (95%)
 - 41 Priority 2 calls with 1 late call (98%)
 - Cumulative response time compliance 96% (Standard 90%)
 - 30 responses outside weekday hours
 - There were 2 days impacting some responses. These are excluded from late call status by contract.
 - On January 22nd, there were 7 calls in 42 minutes, all handled with responses times no greater than 20 minutes. Good job.
 - Reviewed and accepted by committee.

- February 2018
 - 175 weekday responses.
 - 130 Priority 1 calls with 8 late call (94.6%)
 - 45 Priority 2 calls with 1 late call (97.8%)
 - Cumulative response time compliance 95.4% (Standard 90%)
 - 24 responses outside weekday hours
 - Reviewed and accepted by committee.

- March 2018
 - 163 weekday responses.
 - 112 Priority 1 calls with 2 late call (98.2%)
 - 51 Priority 2 calls with 1 late call (98%)
 - Cumulative response time compliance 98.2% (Standard 90%)
 - 23 responses outside weekday hours
 - Reviewed and accepted by committee.

- April 2018
 - 114 weekday responses.
 - 84 Priority 1 calls with 5 late call (94%)
 - 30 Priority 2 calls with 4 late call (86.7%)
 - Cumulative response time compliance 92.1% (Standard 90%)
 - 46 responses outside weekday hours
 - Noted the priority 2 calls falling below 90% requirement, by itself, is not relevant to fines below 90% as that applies to cumulative monthly totals.
 - Reviewed and accepted by committee.

- May 2018
 - 155 weekday responses.
 - 112 Priority 1 calls with 8 late call (92.9%)
 - 43 Priority 2 calls with 4 late call (90.7%)
 - Cumulative response time compliance 92.3% (Standard 90%)
 - 23 responses outside weekday hours
 - Reviewed and accepted by committee.

- June 2018
 - 149 weekday responses.

- 96 Priority 1 calls with 2 late call (97.9%)
 - 49 Priority 2 calls with 5 late call (92.5%)
 - Cumulative response time compliance 96% (Standard 90%)
 - 34 responses outside weekday hours
- Reviewed and accepted by committee.
- July 2018
 - 145 weekday responses.
 - 111 Priority 1 calls with 2 late call (98.2%)
 - 34 Priority 2 calls with 4 late call (88.2%)
 - Cumulative response time compliance 95.9% (Standard 90%)
 - 36 responses outside weekday hours
 - Reviewed and accepted by committee.
- NEMS response time reports for night/weekend ambulance service
 - No information submitted, see below.
- NEMS response time reports for paramedic service
 - No information submitted, see below.
 - Previous discussion with Chief Mangan, NEMS indicated there were issues obtaining CAD data for NEMS and ALS responses. EMS C to assist, where possible, to move review forward.
 - Discussed a draft memo to send to police chief to assist NEMS in providing data for review as well as moving CAD to CAD link between PSAP and AMR forward as agreed to work on since 2014. Chaplin noted the cost for the link is approximately \$20,000 to be shared with Town.
 - Motion to send memo to police chief. (Olesen, Interlandi). Unanimous.

Information sharing:

- Next regular meeting date would not have a quorum. Committee to reschedule regular meeting to Thursday, October 25th, 2018.
- Half year attendance record submitted to Town Manager office.

Meeting Adjourned at 7:30 p.m.

Respectfully Submitted,



Scott A. Woods, Chairperson

Newington EMS Committee

September 4th, 2018

To: Stephen Clark, Chief NPD

From: Scott Woods, Chairperson

RE: EMS Dispatch

The EMS Committee in its charge is to support and improve EMS services to the community. This includes all level of EMS services from time of 911 call to arrival at hospital. As part of this the committee monitors ambulance services providing service to the Town and make appropriate recommendations to the Town's provider(s) and the Town Council. The primary method used to monitor ambulance service compliance is response times.

Since the Newington Emergency Medical Services Inc. recent contract now falls under review by the EMS Committee we require them to submit response time information for all calls nights and weekends as well as all paramedic responses 24/7 for evaluation. Chief Mangan, NEMS, has informed the committee there are difficulties getting the necessary information from the CAD for reports. I know the dispatch center had undergone an update in the last couple years, but I am not aware of the system capabilities. I would think that it is used by other agencies for EMS response monitoring and the data is available but perhaps not easily accessed. If there is anything the EMS Committee can do to facilitate reporting data, we are here to assist.

The response time reporting for medical calls also includes first responder services provided by NPD. While not previously reviewed, as part of the updated EMS Plan for the community, the Department of Public Health (DPH) requires oversight of all EMS related services. When available, the PD should work on monthly or quarterly reports to evaluate system responses and/or needs.

Lastly, this is a good opportunity to bring up the CAD to CAD link with AMR to assist in proper EMD coding, information sharing, and data collection on EMS responses. The following pertain to EMD plans for the Town PSAP and AMR:

Town and AMR EMD agreement signed July 15, 2014:

- 1) Provision of Services.

- a) EMD Triage Prioritizing. AMR will accept calls transferred from the Town PSAP and provide Emergency Medical Dispatch screening and coding as determined by established IAED Standards and Medical Control.
 - b) Final EMD Coding. AMR will provide Town with final EMD coding for first responder dispatching.
 - c) Pre-Arrival Instructions. AMR will provide medical pre-arrival instruction services as determined by established EMD protocol.
 - d) Dispatching of AMR Recourses. AMR Communications System Status Controllers (SSC) will deploy AMR units on medical calls in accordance with the Town System Deployment Plan.
 - e) EMS Data Reporting. AMR will provide reports as agreed upon by both parties.
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- 2) CAD Link. The Town and AMR will aggressively peruse connectivity between their respective CAD Systems.
 - 3) Direct Phone Line. Town will be responsible for installing a direct phone line or a direct dial dedicated extension between the two Centers.
 - 4) Equipment. Each party will be responsible to maintain their own equipment and programming necessary in order to perform under this Agreement.

Town and AMR weekday BLS contract signed November 1, 2016:

2. Emergency Medical Dispatch

2.3 The parties will jointly arrange to have a CAD to CAD link in place between Newington's 911 Center and AMR's dispatch center within such time as circumstances require. This will allow for efficient and accurate response information in addition to data sharing.

I know there had been some discussions between AMR and NPD PSAP about accomplishing this task, however I am not aware of the progress of the project. We look forward to assisting in any way needed to accomplish these goals. Thank you.

Cc: Town Manager
NEMS
AMR
EMS Committee Members