Newington EMS Committee

October 25th, 2018

Meeting Minutes

Room L-100

6:00 p.m.

Meeting Called to order at 6:05 p.m.

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

Minutes of the September 4th, 2018 Special Meeting Minutes - approved. (Olesen, Interlandi)

Communications:
- Public
- Town
  - Town Manager’s Office re: LEMSP notation updated.
- Newington EMS
  - None
- American Medical Response
  - Monthly weekday compliance reports August and September 2018.

Old Business:
- NEMS response time reports for night/weekend ambulance service
  - No information submitted, see below discussion.

- NEMS response time reports for paramedic service
  - No information submitted, see below discussion.
  - Discussion on lack of response time compliance review for NEMS and paramedic service response – Woods noted the lack of information related to responses for nights and weekend BLS ambulance service (NEMS) and 24 hour paramedic service (NEMS subcontracted to AMR by agreement) since they became effective January 2018.
    - In Section 10, “NEMS shall furnish summary reports to the Town upon request.”
    - Does the EMS Committee response time reviews’ on an agenda constitute a request from the Town for a summary report? I don’t know. If this is not the case, the EMS Committee needs to submit to NEMS an ongoing open request for a summary reports for BLS and ALS services.
  - Even if reports are provided, how does the committee apply the contract language
    - It is noted in the NEMS contract Section 7 that NEMS shall maintain written records of each call “consisting of the date and time of the request for service and the time the ambulance reaches the scene of the accident or emergency”.

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• In Section 10 states the NEMS response “time interval from the time ambulance service is requested to the time the ambulance arrives at the scene of an emergency shall not exceed the time required for that particular type of emergency or call by any private ambulance service which has been contracted with the Town.” however
  • The NEMS contract response time is from time requested to arrival at scene. There is no indication of depth of calls for service as the NEMS contract only specifies time requirements to be the same as a private ambulance provider contracted with the Town.
  • The AMR contract for BLS service response time is “the time computed from the end of the EMD time allowance provided for under 2.1 of the Agreement”,… to “when the ambulance comes to a stop at the destination…”. These reflect two very different intervals of time and are not comparable.
• As the NEMS contract is also the paramedic contract, there is no specific explanation or review of paramedic services provided through NEMS as Section 10 refers to NEMS BLS ambulance service, not subcontracted 24/7 paramedic service. Furthermore, the NEMS agreement with AMR does not require any response time compliance, nor depth of number of calls for service. (AMR BLS weekday agreement Exhibit 2, 3. Exemptions G. Where more than three calls happen in any given hour.)
• The NEMS contract Section 11 does have the Town provide response time data to NEMS, however it does not define a requirement for oversight or sharing that data with the committee.
• As the NEMS contract does not specify back up service, there are no reports to review for calls not completed by NEMS nor required by AMR to meet if called upon to assist.

• How is the committee to provide oversight to agreements that aren’t required to be submitted by NEMS for BLS nights and weekends as well as ALS 24/7? Once reports are formally requested, there is no depth of calls for service to consider for NEMS responsibilities; no requirement for back-up service performance; and no defined requirements for paramedic level responses to be reviewed as the latter two were performed by the committee in prior agreements.
• The committee is not sure how to proceed beyond an open request for reports from NEMS for BLS calls. ALS accountability is not defined well in the NEMS agreement for oversight and the NEMS agreement with AMR does not provide any.
• At the beginning of updating the LEMSP and the contracts associated with it, it was recommended to separate each level of service agreements to improve the system. Are we better now than a couple years ago? No comments.

• CAD to CAD link
  • There has been no further feedback since the last email exchange on September 5th between Woods and Clark. At that time the Chief suggested all parties meet to discuss the CAD data reports and link. Suggested dates forthcoming.

New Business:
• AMR response time reports for weekday ambulance service
  • Chaplin informed Woods he was not able to attend this month’s meeting. Woods did a review of the months and asked questions for follow-up at the next meeting.
August 2018

- Questions sent to Chaplin for follow-up.
  - P1 overages listed for 8/17/18 1513 hrs and 8/20/18 1205 hrs and 8/24/18 are within times, unless there is something I’m missing. These negatively affect compliance if they are really within times.
  - P2 8/10/18 1631 hrs. delayed 13 min. then 26 min. response time. If system is busy, was there any effort to pass call or mutual aid?
  - One anomaly on 8/10/18 1631hrs was P2 at 1643 cancelled, then 1643 P1 call arriving at 1651. Was this the same address and call was upgraded but under separate cad’s. I do see it was the 5th call in hour and was system overload. Inquiring.
  - It was noted numerous events of 3 and 4 calls in one hour are noted with good response times. Crews doing well overall.
- Committee discussed and tabled until review completed.

September 2018

- Questions sent to Chaplin for follow-up.
  - The report has 9/7/18 0725hrs P1 as a late call, but it was less than 5 min overall time?
  - It did not have 9/28/18 1654 hrs P1 7 min. delay dispatch and 12 min. response?
  - While P2 are not fineable, there was a 40 min. response time on P2 9/27/18 1550hrs. for a 26A1. Could you provide some insight into this so the committee can say we reviewed it.
- Committee discussed and tabled until review completed.
- It was positively noted that in both months there were a noticeable number of more than 3 ambulance calls in an hour with one occurrence of 6 calls in an hour.

☐ EMS Committee leadership appointment

- As there is only one appointed member of the committee currently eligible (with one anticipated resignation) for a position due to the members serving ex-officio not getting reappointed by the town political committees, the committee decided it best to wait for members to actually be re-appointed to positions on the committee before appointing new leadership.
- Discussed number of members on EMS C and need to increase membership to the full 7 members to regularly hold meetings.

Information sharing:

- The LEMSP was presented to the Town Council on October 23rd, 2018. The EMS Committee was not notified of the presentation of the agreement for any representation, as such there was none.

Meeting Adjourned at 7:00 p.m.

Respectfully Submitted,

Scott A. Woods, Chairperson