

Washington County EMS Alliance



Washington County EMS Alliance Governing Board Meeting Minutes Feb 24, 2022

Attendance:

Member / Delegate			Back-Up Delegate	
Present	Name	Jurisdiction	Present	Name
X	David Downey (Chair)	City of Hillsboro	X	Greg Espinosa
X	Patrick Wineman (Vice Chair)	City of Forest Grove		TBD
X	Marni Kuyl	Washington County		TBD
	Rodney Linz	Banks Fire District		Brennan Nannenga
X	Deric Weiss	Tualatin Valley Fire & Rescue	X	Steve Boughey

Other Interested Parties/Staff:

Adrienne Donner (WCEO), Tim Case (WCEO), Jack Nuttall (WCEO), Jesse Bohrer-Clancy (WCEO), JD Fuiten (MWA), Shane Ryan (MWA), David Weeks (MWA), Kristin Chaffee (TVFR), Mohamud Daya (TVFR), Ben Sorenson (TVFR), Chief Geering (FGF&R,CFD,GFD), Jennifer Reese (WCCCA), Mark Buchholz (WCCCA), Ron Morgan (IAFF Local 1660).

Summary of Actions and Decisions

1. Adoption of the Agenda
2. Review and approve January's meeting minutes
3. Strategic Direction
4. Workgroup Updates
5. EMS Staff Updates
6. Round Robin Updates

Opening Comments

Chief Wineman opened the meeting at 1:00 PM and welcomed everyone. Mentioned that Chief Downey will be attending the meeting late and thus Chief Wineman will lead until Chief Downey's return.

Adoption of the Agenda

Chief Wineman asked for approval of agenda, Chief Weiss mentioned he did not bring the charters but has no changes or suggestions anyways, made motion to adopt agenda, Marni seconded motion, agenda adopted.

Review and Approve Minutes

Chief Wineman asked for any suggestions or deletions to January's meeting minutes, none given, made motion to accept, Chief Weiss seconded it, all in favor to accept meeting minutes as presented.

Public Comment

Chief Wineman welcomed public comment. No public comment.

Strategic Direction

Adrienne asked Alliance if they can officially adopt the strategic plan and matching matrix at this point. Mentioned that the matrix is a guide, and it is fine to not officially adopt it. Kristin point of order: do we want to adopt everything in one fell swoop for the work plan or wait until later? Chief Weiss agrees on adopting the strategic plan, Chief Wineman would like to wait on Chief Linz and Downey for plan approval.

Adrienne continued with updates on the Fitch and Associated/Franchise Agreement Project. County is contracted with Fitch and associates to do work around franchise agreement, expected work product in June. Two elements to this contract, first piece asks Fitch to look at actual franchise agreement since it was written years ago and needs to be modernized/cleaned up. The bigger piece is for Fitch to look at metrics, right now very focused on response times in franchise agreement. County has asked Fitch to look at times and propose staged process of shifting away from time to addition of other clinically based metrics. Adrienne mentioned it will cost a lot of work to shift to those metrics so asked Fitch to find what can be added to franchise agreement and create 2-3 year staged plan to see how metrics are looked at within franchise agreement and which metrics in particular are important to look at.

Chief Wineman asked if Fitch will be done before or after June and if they will join the Alliance meeting. Adrienne stated that Fitch is aware of these meetings and that it could be helpful to reach out to them to attend at a specific time in March or April.

Marni asked how Fitch metrics will align with the data committee of the Alliance group and if their data will be shared with Fitch since she does not want that work to go to waste. Adrienne mentioned while there is a lot of overlap between the groups she does not know if Fitch will work directly with the data group, but they are talking to members like Chief Downey.

Chief Boughey expects/hopes the Alliance would be able to weigh in and give advisory on Fitch's metrics when their report comes back as he wants Alliance to have some involvement in franchise agreement. Adrienne stated that ultimately the contract is between the county and the franchise holder, but the Alliance should still be able to

give some feedback on the metrics. Chief Weiss mentioned he is very interested in the metrics and agrees with Marni that the data committee should have their data/input included with Fitch and asked Adrienne to send him the metrics Fitch did in Nova Scotia.

EMS Alliance Workgroup Updates

Adrienne stated she wants the chair of each workgroup to look at their existing charters in light of the strategic plan and see if the charters need any updates, presuming the strategic plan is accepted. Next meeting they hope to look at charters and where work is being put in. Chief Weiss asked if individual groups should review the matrix because he has some input.

Centralized Dispatch: Chief Weiss stated that centralized dispatch looks good, no changes to implementation order and asked if others had any input on it. Shane had report on testing they did and some recommendations but nothing for the good of the order. Chief Weiss will try to get a charter for resource management workgroup, suggested moving creation of new workgroup from year 2 to year 1. Also mentioned moving the establishment of an EMS system framework infrastructure and oversight from year 3 to year 1 because of the high priority need. Chief Weiss did not suggest moving anything for data and performance records but did have a point about adjusting the QI plan: would like to consolidate county QI and Alliance QI. Dr. Daya agreed that county QI should be branch of Alliance QI. Chief Wineman stated that this would inform the Alliance of system improvements and Marni stated that the data groups need to understand what the county is looking at, what the Alliance is looking at, and agreed both QIs should be aligned, but the county may have legal obligations the Alliance is not interested in. Tim mentioned that every month is a QI of clinical care to look at system as a whole and agrees alignment may be good. Chief Weiss stated he is excited about system enhancements and has no input on financial stewardship. Did have some thought on medical direction: can medical direction not be prioritized as a first year focus, since there are smaller things of greater priority at the moment. Dr. Daya agreed medical direction is good for now.

Shane mentioned testing went fine for his workgroup, there is no next test date set and he is still waiting to hear back on more updates. Wineman thanked Shane for letting him sit in on their meeting and shared some insights he gleaned. Chief Wineman stated that the WCCCA system is not dispatching MetroWest, that it instead generates a recommendation that is driven by GPS data and then WCCCA then sends this information to MetroWest and Metro must then accept that recommendation and dispatch it. When WCCCA sends a call to metro, it does not ship as geo-verified, so for every call from WCCCA to Metro, Metro's dispatcher must open the call, geo-verify the address, find the correct unit and send them on the call. This is an inefficiency that Chief Wineman wants fixed. Mentioned that when a call goes back to WCCCA from Metro, the system is very archaic: dispatcher has to call WCCCA and give the information all over again and WCCCA has to rebuild the call and dispatch the fire unit. Chief Wineman stated that there is too much duplication of effort over 1 call, and this contributes to time delays in unit response time.

Ron Morgan mentioned that he thought WCCCA would be dispatching as an integrated type model. Chief Wineman stated there are computer limitations in the software, so the Metro system doesn't allow the WCCCA CAD system to interface and control at an integrated level and it is cost-prohibitive. Shane stated that the AVL feed is delivered directly to WCCCA, so when WCCCA's CAD makes a recommendation for an engine or ambulance and gets that call tapped out, the only automated part that does not take place is assigning a unit its own CAD. WCCCA does give a head start to the crew, but its CAD cannot physically assign the unit and he hopes they can soon change this for efficiency's sake. Shane also noted that WCCCA's CAD made correct recommendations, his only concern was that the ambulance seems to be en route before the fire engine.

Overall, Chief Wineman stated he was impressed with the dynamic ability of Metro/WCCCA. Chief Boughey stated that WCCCA appears to be very streamlined in Yamhill County vs Washington County, WCCCA representative Mark does not know why there is a difference between the times of Yamhill and Washington, saying he would need to check out the details himself. Shane stated he would like to turn on centralized dispatch, so Chief Wineman will set up a timeline for Monique and Shane, no training needs to be done for this.

Regulatory Documents Review: Tim Case stated that the level zero group has been attempting to discover what precipitates and what are the downstream consequences of level zero events and what the environment of the system is like. The group developed a data set, and last meeting found that each agency has a form of documentation of what ARMUP is. Tim asked each agency to send documentation of what ARMUP is to note any overlaps and how the program is being utilized. The governing documents workgroup also gave Tim their ASA and while there is no timeline to resubmit to the state, they would like their ASA back soon. There exists a task list of areas to look at for the ASA. One was the ARMUP process and how to make it proactive redundancy vs reactive redundancy. The second was an increase in disaster planning.

Chief Downey joined the meeting and Chief Wineman made a motion that EMS Alliance adopt the EMS strategic plan 2022-2024. Chief Weiss seconded the motion. Chief Downey asked Adrienne to determine where the contents of the plan fit into each workgroup and if any charters need to be updated or created. Adrienne replied they have it planned for discussion in March's meeting. All were in favor of adopting strategic plan.

EMS Staff update

Adrienne Donner mentioned they are still waiting on updates from Metro's emergency staffing response.

David Weeks made a request through OEM/OHA/FEMA emergency surge staffing and were approved for 9 paramedics- received 1 paramedic and 2 EMTs. The three were placed into the nonemergency service, allowing David's team to pull trained/experienced 911-EMTs to support their second initiative, the field training supervisor (FTS) program. The FTS program is currently being tested for emergency staffing and the results are promising: selected medics that had not met the timing

service requirement for senior medics were paired with experienced EMTs in groups of

two, while one field trained officer was in an ambulance by themselves solely dedicated to responding with trainees and giving them feedback/help. Has proven to be a very successful program and has been how David's team utilized their OEM staffing to put more cars on the street. They also contracted 3 fire medics to cover calls in the southern part of the district which allowed a focus on the rest of the county.

A senior medic of the Alliance asked David how they are measuring success as he does not view the program to be successful due to the lack of clinical experiences the paramedics have. David stated that Dr. Sahni and Sean Wood are monitoring every call and that the senior medic can discuss their concerns privately with them. The medic then asked if the people in the FTS program are being sent to anywhere in the county, David replied yes.

Adrienne gave an update that admin is understaffed, Jack is 95% out of COVID and Gaby is also almost done with COVID and she oversees licensing and helps with the public training side.

Adrienne mentioned they are considering staying or leaving with the franchise agreement by discussing with stakeholders and seeing what resources are available.

Chief Wineman stated that he is happy with the short-term solutions found for staffing but wants to determine how to address long term solutions. He mentioned that courageous/hard conversations need to be held to better the system. Chief Wineman wants to have stronger public partnerships and ways to address their dispatch issue and wants to see concrete system changes. He is hopeful that the Alliance will take a strong look to make significant changes to how they deliver EMS in WashCo, how they deploy ambulances, how ALS and BLS are included in triage, education/training, etc. Chief Wineman made a motion to take the next 2-3 months to form specific changes in direction in how the Alliance is exercising the EMS program, how they can redefine the ASA/franchise agreement within the county, and ensuring they are doing their best representing WashCo citizens. He is concerned that if they do not take actions, they will continue to do level zeros. Chief Wineman wants to redefine the direction of this county in EMS and specifically mentioned he is not expressing anti-MetroWest sentiment, just wants to better it.

Marni appreciated Chief Wineman's courage to bring up hard conversations and proposed to consider an executive session of the Alliance board in the next couple weeks to have deep, meaningful conversations of what exact changes are needed. Marni also mentioned that in June they need to discuss the continuation of the Franchise agreement.

Chief Wineman recommended that the board get to work in the next 60 days to provide the county with direction to redesign the system. Motion was seconded by Chief Weiss, all in favor.

Round Robin

Metro West: No updates.

WCCCA: No updates

Medical Director: Dr. Daya stated that OHSU is in the process of creating an EMS fellowship for medical direction reviewal.

Forest Grove Fire and Rescue, Cornelius Fire Department, Gaston Fire Department: no updates

TVF&R: no updates

Hillsboro Fire Dept: No updates

Public Comment

Chief Downey welcomed public comment. No public comment.

Next meeting: TBD as too many members are gone for spring break so meeting will resume the week after March 30th, 8-10 AM via Zoom

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No good of the order.

Meeting was adjourned at 3:00 p.m. with the next meeting scheduled for the week of March 30, 2022 via Zoom.

Minutes compiled by Leda Liko.