

Washington County EMS Alliance



Washington County EMS Alliance Governing Board Meeting Minutes April 28, 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
X	Rodney Linz	Banks Fire District		Brennan Nannenga
X	Deric Weiss	Tualatin Valley Fire & Rescue	X	Steve Boughey

Other Interested Parties/Staff:

Adrienne Donner (WCEMS), Tim Case (WCEMS), Gaby Rodriguez (WCEMS), Jack Nuttall (WCEMS), Jesse Bohrer-Clancy (WCEMS), JD Fuiten (MWA), Shane Ryan (MWA), David Weeks (MWA), Kristin Chaffee (TVFR), Ben Sorenson (TVFR), Joshua Nordberg (TVFR), Chief Geering (FGFR), Mark Buchholz (WCCCA), Jennifer Reese (WCCCA) Casey Schein (LFN), Gail Madsen, William Murphy, Sam Flores GMR, Aaron Monnig, Todd Sheridan (Fitch and Associates), Ashley (Community Member), Tara

Summary of Actions and Decisions

1. Adoption of the Agenda
2. Review and approve March's meeting minutes
3. Strategic Direction
4. Workgroup Updates
5. EMS Updates
6. Good of the Order (Public Comment)

Opening Comments

Chief Downey opened the meeting at 1:00 PM and welcomed everyone.

Adoption of the Agenda

Chief Downey asked for approval of agenda, no changes, agenda adopted.

Review and Approve Minutes

Chief Downey asked for any suggestions or deletions to March's meeting minutes, none given. No other changes made motion to accept, Rodney Linz seconded it, all in favor of keeping meeting minutes as is.

Public Comment

Chief Downey welcomed public comment. No public comment.

Strategic Direction

Chief Downey started the discussion with introduction of Todd Sheridan from Fitch and Associates to provide an update about the modernization and metrics work that they are doing.

1. Todd Sheridan thanked the board for letting him be here today. Fitch and Associates was hired to do an evaluation and look at ways to update of the current EMS system in place throughout Washington County, update current agreement which has been in Evergreen for a while with guidance from the board and from across the county as things change as they work through the evaluation, the goal is to modernize the system as they move forward. Todd is the direct contact and Guillermo Fuentes Chief operating officer has partnered with him to work through the process.

Timeline for first draft findings to be put together by Mid to late June.

Methodology is to put together a large information data request sheet which has now been received back from all parties. The document was sent out to MWA, Washington County and WCCCA. Objective data is reviewed independently, they put data report together and then a GIS report from that data is compiled. They have met with most parties involved which has now been done they still have to meet with some medical directors to go before they come back to the group to have more discussion as it relates to their findings and steps moving forward for qualitative review. They ground in operations and what the system can do and what it can afford so they focus on the operations and finances associated. Goal is to see what it takes to run the 911 system only. The main reason why he is here is to talk a bout methodology and what they are doing with their review, next steps and timeline. Would like the channels of communication with the Alliance board to be open. Thanked the board and handed it off to Chief Downey

Chief Downey opened the meeting for questions for Todd

Chief Wiseman asked if Todd was going to go back and meet with the departments as their first meeting was brief.

Todd replied yes after the introductory meeting after the introductory data is collected, they go around and meet with the departments again. Data from WACA and MWA was received by Fitch and Associated about 2 weeks ago.

Chief Wineman asked Todd to talk more in detail about the timeline.

Todd said project their timeline starts when they get the objective data, but it takes about 3 months to completion but will try to expedite this to mid to late June. Final report early July as long as timelines work accordingly.

Chief Downey asked if any further questions for Todd. No questions. Please let the board know if there is anything they can do to help him stay on timeline. Todd signed off.

2. Level 0 Contingency Planning Discussion

Chief Downey asked Adrienne to help with this item, this is more about continuing the discussion about being proactive with our contingencies in level 0 rather than being reactive.

Adrienne said this came up in planning for the meeting and Chief Wineman wanted to continue the conversation with being proactive, if level 0 were high again how were we responding.

Chief Wineman would like to see if JD or David can weigh in if we continue to have times or places of predictability or if it is just system demand, if we continue to be in places where we continue to have this frequent level 0 is there an opportunity to lean into autowave, mutual aid? do we need to have a plan similar to what TVF&R out together with Metro West when they stood up the 90 series. Had a scenario the day before where they were playing which ambulance they were going to get and ended up getting one from Hillsboro Fire to come cover a call for them. It is not getting worse, but the problem is still there.

David asked chief Wineman to clarify question

Chief Wineman how are they able to address the level 0 which they are seeing early mornings and late evenings? How do they fill the gap with a little more predictability and regularity, so they are not caught off guard?

David said that there is an uptick in demand, the times that chief Wineman mentioned they are relying on the ARMUP's. They have stood up additional units on a good day 3 but staffing situation is limited and they do have an extra unit out there to help.

Chief Wineman asked if there were the 70's series units.

David it is a combination of 20's units. There is not good visibility from the outside, they have always maximized. Sean has been redeployed to FDS program, so it has impacted the system. They are open to any kind of notification that the board finds helpful, but they don't have good patronization to give enough notice.

Shane Ryan added he is willing to go over that pattern with Chief Wineman

Chief Wineman as he mentioned before he is seeing it more in the early morning and late evenings and agrees with David that there is no stable pattern. Has taken off over the last few weeks and extended response times and the level 0 conversations. Not sure what the solution is so just wanted to bring it in front of this group, is that us leaning into Multnomah, Yamhill, Clackamas?

Chief Weiss How are we doing with staffing at Metro, is there improvement?

JD MW is working on paramedic staffing; they have 7 or 10 paramedics they cannot utilize because they are going thru the paramedic onboarding process. In the coming weeks the number should increase even more but that has created another constriction. Initially was getting them employed and trained and then the process to getting them field ready. Field training supervisor part of the program has to be worked on to get it to produce better results.

Chief Weiss doesn't fully understand how they deploy and how they staff people. If it was short term, they could figure out something to make it work, but it keeps going on it makes it hard for him to help. He is not suggesting that they do this, had a thought about shifting staffing to cover the nights so that they can cover the day portion but if it is not short term then he is losing the ability to help. But does not see the end.

JD first two weeks of month were good and last two weeks were climbing the ladder of increased volume. Referenced the July mask removal and spiked calls, his concern is that the run volume will continue to escalate. Starting to see the prework they had done find another restriction in the pipeline suggested having a conversation with a larger group within the county.

Chief Weiss asked if they are seeing an increase of calls are they doing anything to respond to that or react he is not hearing any of those ideas.

JD they have some restrictions that they have find a way to alleviate.

David said in answer to Chief Weiss question that with the staff that they have they are maximizing the number of units they have on the road and also maximizing the available overtime of the current staff. They are also working with the county to be able to speed up the process to utilize the staff who can not be alone on ambulances.

Chief Weiss asked David just to clarify when you say that they have overtime to put on the road are you saying they only have certain number of hours of overtime they can work?

David said no the staff is only willing to work a certain number of overtime hours before they feel like they need a day off. Workforce tolerance is what they are up against.

Chief Weiss asked if they incentivize the overtime

David yes quite a bit on average more than double time

Chief Boughey when David said earlier that they are relying on ARMUPS during the early morning and late evening is that what he is saying the solution is right now?

David said no that is just when they occur. If they had extra cars, they would have them out. They are doing whatever they can do to get extra hours on the road, bonuses for staff to take on extra shifts and even extra hours are excellent.

Chief Boughey asked David does he have any idea how short they are with the volume they are seeing right now? For example, based on the data are they like 1 and a half units short? When you are trying to put in units what are you trying to put in there?

David said it is hard for them to calculate it that way. 2 shifts would come close to balancing that out just of the top of his head as to answer question. Asked Shane if he agreed and he nodded in agreement.

Chief Wineman asked David you are you seeing the limiting factor as the number of available paramedics or senior paramedic clearance are you seeing a difficulty in getting paramedics in the door.

David the industry is still locked tight. They have a robust internal recruiting service and recently contracted external recruiting service but still not getting much.

Chief Wineman asked JD or David is there any obvious places where if you had certain type of support from TVF&R or Forest grove or Hillsboro that they could be alleviating issues somewhere or do you feel like you have maximized your options.

David feels like they have maximized all their options. JD had nothing to add to this.

Chief Wineman has nothing else on the point doesn't feel like we are any closer to the answer. Information is helping to paint a picture and feels like we need to start coming up with some depth to there, he doesn't know if we need to start looking at conversation with neighboring counties, or us looking at more predictable ARMUP plans but we need to do something.

Adrienne asked if there is anything that we have started or done that would help sharing of information aside from the bigger things that chief Wineman mentioned, wondering if there are ways where the Washington County EMS can do to help.

Shane said they have set thresholds in the past, where they can launch some type of notification when they see the hurricane coming down the road. They have processes that they have used in the past to address those types of situations.

Chief Boughey addressed Marni's question in the chat he has experience looking at Clackamas County operations, David is correct that there are staffing shortages everywhere, other ambulances are also having hire on bonuses. One big difference over there the two fire agencies have subcontract with the private provider which is predictable use of the units in the system. When they start getting busy, they use the fire units a lot more during that time period. Multnomah is different as well; Portland fire is not staffing medic units to do transport. Yamhill County will go into McMinnville they mutual aid to them due to the staffing shortage, so it is more predictable.

Marni what Chief Boughey was helpful, said that we are looking at getting into doing something more predictable into the interim as we move forward to that system.

Chief Downey thanked everyone for the great discussion on solving the predictability problem.

EMS Alliance Workgroup Updates

Chief Downey in March and April mentioned the need to incorporate the strategic plan into the work group charters. He asked if Adrienne was okay to start with the Data Workgroup.

Jack shared his screen of the document for centralized data working group charter after discussing proposed changes with Chief Downey.

There was no drastic change, they did change however the mission statement changed to basically enhance the scope, the sharing and the product given back to the agencies. Changed goals and objectives:

Nothing changed to item number 1. A - H

Item I. Dr. Sahni brought this up he wanted participation in clinical research to be a core element of this document this item was modified to reflect that. Dr. Sahni is not on the call. We can add some wording to this.

Removed references for simplicity and document size reduction. The document is 2 years old, so this is an update to it.

The first order of business when we start meeting in the coming weeks will be to look at data sharing agreements to see what we can get from the groups.

Jack asked for discussion and to have someone to put up a motion to adopt it, asked Chief Downey if he had anything to add.

Chief Downey agreed that this was a good summary of what they discussed. Jack sent out a draft to the workgroup and just about everyone provided some input. Jack has done a great job of collaborating with everyone and incorporating the elements of the strategic plan accordingly. Not sure if they were going to make motions to adopt these today but does think it is a great idea and believes everyone in the work group would be in favor of that. He agrees with Jack that if a motion is needed to adopt the charter, then it would be appropriate.

Chief Wineman noticed on the second page there is a minute committee, subcommittee makeup explanation and one of the points on there was that one rep from each EMS agency must be present on the committee he is seeing this trend. When you are looking at this, we just created 5 more meetings a month which is not bad, but it is a factor for those agencies that only have 1 person.

Jack will make a note and mentioned that you can attend and will be kept in the loop, but it is not mandatory thing to get the group going.

Chief Wineman said that it can get sticky quick when you start getting to a place where you require a vote or looking for a quorum or things related to numbers like that when people are not showing up to the meetings. Doesn't have a solution but can see this becoming an issue.

Marni asked if can we just say offer participation to all representatives of the group? To where everyone can have a representative, but we don't have to have a representative to move forward with the group. Has no problem approving this today and suggested

setting a timeline to go back and review the charters in a year or 6 months because there's going to be things we will start figuring out as we have these meetings. It does not even have to be included in the document just maybe setting something up in the calendar.

Jack will make note of Marni's comments as well.

Marni made motion to approve. Chief Weiss seconded as long as there is a discussion.

Chief Downey asked if there was any discussion.

Chief Weiss commented that Jack did a nice job. Then asked, at some point will you have data points identified and that you will bring back to the Alliance for discussion? This was not mentioned in the document.

Jack said that yes, it's a two-way process.

Chief Downey mentioned that data use agreements and how the data we want to capture is defined, we have to approach the subject that we still all have separate PCR systems, are we going to work towards one or are we going to go to something like First Watch.

Chief Boughey seconded that and the most exciting part in this is that the public health data that is available is not siloed in public health, because we need that demographic for more proactive strategies in all areas that we cover so having the public health data, and have it proactively infused to prehospital that will be great for our system.

Adrienne shared from the chat that Kirsten maybe each EMS agency provides a contact name for requests the committee participants when they need to reach out for data from those agencies which may be easier than thou shalt attend another meeting.

Chief Downey stated that if no more discussion, then Jack will help the workgroup make those small adjustments based as recommended by this group and we will have our updated charter for data workgroup thanked Jack for taking this on and helping move us forward.

Jack said it is nice to move on beyond covid start looking at these bigger public health issues.

Adrienne said that another one that was sent out was the Regulatory Documents Review Workgroup asked Tim to share and give an overview of the light changes.

Chief Weiss asked if they voted or if he missed the vote.

Chief Downey just knew that the work was excellent and did not think a vote was necessary. Thanked Chief Weiss for catching the lack of votes. Asked everyone who was in favor of adopting the new data group charter with changes to raise their hands.

Everyone was in favor.

Chief Downey moved on to governing documents.

Tim Case sent this charter out and got a response back with no major concerns from anyone who responded. Did not have many changes to it because most of the work is going to be largely the same. Some of the changes that were made, address the overlap between modernization workgroup and this workgroup, as rule and ASA plan need to be revised the recommendations in the forward progress of that group will materially impact this group. The mission statement update section, the items that are stoke thru are summarized in the bottom section underneath. Removed some bullet points because they were repetitive in the goals section. Items 3 and 4 were pretty much the same so he streamlined those. The review process for admin rules is different now it does not have the 30-day notice. That is all the changes to this charter.

Tim has opened the session for questions and/or a motion to adopt the Regulatory Documents Review Workgroup charter.

Chief Weiss suggested that in the section of team leadership we change that to the alliance chair instead of having to change someone's name in there.

Tim agreed to make that minor change right away.

Chief Weiss on supporting agency he mentioned it is listed different from what Jack presented and since Jack went first, we must use his. Which one are we using?

Tim asked if he was referring to the WCEMS vs the WCEO this is his continued quest to rebrand and believes Jack's has to change Tim feels that WCEO sounds more like a radio station.

Adrienne said they did not catch it on Jack's so his will have to change.

Chief Downey accepted motion to adopt the new charter for the Regulatory Documents Review Workgroup.

Chief Wineman and Chief Weiss Seconded, no further discussion, all in favor; charter was adopted.

Chief Downey moved on to updates and discussion on system redesign.

EMS Staff update

Chief Wineman stated he does not have a lot that has not already been communicated to the group. They had a fantastic meeting with a tremendous attendance.

Deliverables assigned out to community members. They are focusing on next steps, next BOC meetings, RFP points, what are the suggestions, the system ads, and all the pieces are starting to funnel in and trying to get all that into one element has been a trick. He sent out an invite after the last meeting to try and get everyone to get there and no surprise it was like hurting cats, after 28 proposed times none of the players could get on the same date, will continue to work on that.

Chief Downey agreed it was a good kick off start meeting for the group and asked if there were no further questions for Chief Wineman then they should move to the individual work group updates, asked Chief Weiss if there were any updates from consolidated dispatch.

Chief Weiss said yes, he stated that this is not exactly the perfect system, but they are ready to kick off with what they can do under the current system. If there are no changes by May 1st then they will be ready to kick off on May 16th the first objective where WCCCA will be dispatching Metro units based on AVL. That should then go to Metro West and process quickly, Metro can click on it and that unit should be dispatched. There is significant communication that needs to go out the first 2 weeks of May - WCCCA has some to do, but especially Metro so their staff understand what the changes are. There was a question about the transfer or swapping of ambulances rather than come up with policies and procedures about this they all agreed Metro is going to do what Metro does, if they choose not to accept the one that was selected by WCCCA then we can go with that too. They can't turn on the transfer of calls from Metro to WCCCA just yet as there are still some things to work out, it was a secondary objective but getting close to this towards the end of May to start seeing it. Asked Metro West to hopefully send to Tim with the county are the 2 data points that they are looking at capturing, those are how many times the unit dispatched by WCCCA is not selected by metro and how many times that the unit that is dispatched is swapped. On the 16th it goes live and if it is working great, they can keep it moving and hoping that it can be shut down on a moment's notice if things go array and asked Shane for input. Very excited to get this part of Centralized Dispatch going.

Shane stated that this is something that is currently running it is nothing that they control it is something that WCCCA turns on and off and it is very easily done.

Chief Weiss asked Shane if those two data points that they are looking at getting, can he get those to Tim and asked Tim if he was okay receiving them so he can monitor.

Shane agreed.

Chief Weiss for the other fire agencies they are just going to do a brief special notice, he anticipated that Samantha their friendly dispatch voice will be talking every time a unit is swapped out and might lead to some people complaining and concluded his report unless someone had any questions for him.

Shane stated that they may not hear Samantha again they will just hear the Metro West unit being called out.

Chief Weiss thought that Monica or Jennifer mentioned that if you accept the unit and then the unit is swapped then they hear Samantha again and announce that change.

Shane will ask that question to be sure that Samantha will not be back on dispatch.

Chief Downey also believes the same as Chief Weiss regarding Samantha. Curious if it is going to do this with Metro units. This is good progress. Asked to confirm the launch date of May 16th.

Chief Weiss confirmed that they picked May 16th because it is a Monday.

Shane Agreed that they picked a Monday because everyone will be there.

Chief Downey asked Shane to please verify with Michael if they will or will not hear Samantha on the dispatch because the crews will want to know an answer to this.

Shane stated he was going to email Michael right away.

Chief Downey said that they were no other workgroup updates.

Adrienne gave brief but exciting program updates announced that a new admin had been hired to support the EMS program with 50% of her time and Yera will join the meeting next month, eventually will be sending out the documents and help keep things moving and when she is available, we will be able to tackle the hybrid meetings in the boardroom meeting hoping to get it rolling next month all things permitting as there is some small technology things that we need an extra person to be able to manage them. Additional piece that she will help with right away will be putting out some information about looking at our stakeholder list to see if it needs cleaning up or expanded and put some more system of engagement on our website. No other updates.

Dr. Bohrer-Clancy had no updates

Metro West as they are trying to re-engage, they used to attend the fire defense board meetings as a participant giving a report or giving feedback, they are looking to contacting chief is Kenny Frances in Chief Weiss department to see if there is any interest in restarting those again and them being part of it. He mentioned to Chief Weiss his subject with the vehicle numbering subject got laid on the ground, so they are working on securing those things, he believes they are going to use a metal fabricator make one as those gadgets are not available for purchase.

WCCCA no updates.

No other updates

Chief Downey asked Adrienne for items for the next agenda.

Adrienne will take any suggestions from the group. They usually grab the items from the minutes as those are reviewed. But if anyone has anything let her know.

Chief Downey said that the panning for the agenda meeting will happen May 16th so if no one has anything today they can send it to him or Adrienne for the planning meeting.

Public Comment

No Public Comment

Good of the Order

May 3rd and May 17th, the BOCC will have action items involving the EMS system. If anyone did not have them on their calendars, they may want to be in attendance for those. Adrienne or Marni will have more information. Adrienne stated the board meeting of the 17th is where the action item is happening. Marni stated that there will be no public comment on the 3rd, but the board will open the session on the 17th for public comment.

Meeting was adjourned at 2:45 p.m.

Next meeting: May 28 at 1:00 p.m.-3:00 p.m., via Zoom

Minutes compiled by Yera Castaneda