

Washington County EMS Alliance



Washington County EMS Alliance Governing Board Meeting Minutes June 24, 2021

Attendance:

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

Other Interested Parties/Staff:

Adrienne Donner (WCEO), Jack Nuttall (WCEO), Tim Case (WCEO), Gaby Rodriguez (WCEO), Tricia Mortell (WCPH), Marni Kuyl (WCHHS), Jesse Bohrer-Clancy (WCEO), Tom BeLusko (MWA), Shane Ryan (MWA), Kristin Chaffee (TVFR), Ben Sorenson (TVFR), Karen Eubanks (TVFR), Mohamud Daya (TVFR/WCCCA, FGFR), Mark Buchholz (WCCCA), Jennifer Reese (WCCCA), Gail Madsen.

Summary of Actions and Decisions

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

Opening Comments

Sia Lindstrom opened the meeting at 1:03 p.m. and welcomed everyone. We were notified that Chief Wineman and Chief Linz were assisting in an emergency and they did not know if they would be able to join on this meeting.

Adoption of the Agenda

Sia Lindstrom welcomed a motion for approval of the agenda. Motion for approval of the agenda was made by Chief Downey and second by Chief Weiss. The agenda was approved as is.

Review and Approve Minutes

Sia Lindstrom asked for changes or approval of May's meeting minutes. Chief Downey made a motion for the approval of the May's meeting minutes and it was second by Chief Weiss. Minutes were approved as is.

Public Comment

Sia Lindstrom reminded the group that this is the first of two opportunities they will have to make public comments. She welcomed any public comments at this time, she asked for those who had comments to raise a virtual hand or a physical hand. No public comment.

Strategic Direction

Sia Lindstrom informed everyone she is leaving the county in five months; she will be parting in early November 2021. She reassures all that she will be here to see it through the strategic planning portion of this process, and she added Marni Kuyl is here to stand in to serve as leadership and to help bridge this process as they do not have a candidate who will take Sia's place yet. Marni Kuyl said hello, introduced herself; she is Washington County's Health and Human Services Director. Marni ensured everyone she will do the her best to be the bridge and advocate for this group.

Sia went over the strategic timeline with the Scope for EMS Alliance Strategic Planning



Scope for EMS
Alliance Strategic Plan

Process. She began with the section reminding all they will begin this process with training and review of all of the background information. She mentioned she has had good conversations about this, she has been resistant to an all-day training but has come around; she said it will be worked in. Either a half day or all-day training will be scheduled in July. They will start by looking at data, being presented by the data group. Previous studies were discussed in the last meeting and presented by Tim Case and Karen Eubanks. She acknowledged the request to look at the ORS 190 Inter Governmental Agreement and that it will be a part of the next meeting, which will be a good start to this conversation. Kristin from TVF&R volunteered to help with logistics to get a half-day training scheduled; she will figure out a date, time, and place. Sia is hoping this training can be achieved by July. In September/October they will host two half day retreats. By November they should have a 5-year strategic plan in place.

Chief Weiss said he was looking through the process of doing the training; he is happy with the plan. Chief Boughey asked if all education trainings will come in monthly meetings? And the two-half day is for strategy? He thinks the education training during

these meeting is problematic; he is asking if there is a way to do quarter day session instead of monthly meetings. Sia said yes, they will do a day or half day in July. Today they will discuss the content of that. Chief Boughey thanked Sia for clarifying.

Sia Lindstrom asked Adrienne Donner to present the Chart of Recommendation



DRAFT - Chart of Recommendations_1

. Kristin Chaffee said that this information was synthesized from the presentation they saw last month, and it is color coordinated on this chart. She referred to Karen Eubanks to explain the color coordination; Karen said she dissected all the efforts that took place starting in 2005 with the Polaris group and noted the system elements. Black is Governance, orange is Resource Management, blue is Dispatch, purple QI, green Medical Director, red Financial Stability, gray System Enhancements. She wanted to show in 2005 with major effort they had the same elements that needed attention. They wanted system improvement - not just operational but system wide that they were looking at improving. She found it interesting that in further dissection each had three or four tasks that talked about integration. In orange every single effort spoke to integration as well, in blue Dispatch all talked about was integration and every single effort spoke to integration as well. In 2017 all the items in the columns spoke to integration. This really underscored that integration was the goal.

JD Fuiten said he is not familiar with the TVF&R training and asked if that is something that is out there? Sia Lindstrom said no, but there are pieces of it out there and the biggest portion of it will be brought to the day long training. Karen added it was an education as to how the EMS system was structured. It was a 2/3-day overview. Sia Lindstrom went on to discuss the chart and how it captured pages and pages of reports. The golden shaded column is useful to help summarize all of the findings in one place. Sia said as Karen pointed out system integration, they must figure out what this really means to them. The report talks about the components. She is grateful for the things they can check off and to account for the things they are working on, and some need to be picked up again. She mentioned they can check Centralized Dispatch off their to-dos, First Responder Integration needs to be picked up again, Data is in process, and Centralized Medical Direction needs to be picked up and something needs to be done with it.

Sia Lindstrom reflected as they look at all eight components, most immediate seems to be First Responders Integration and Centralized Medical Direction, out of the list she believes these the two need to be focused on. Dr. Daya clarified that even though we are checking it off it does not mean that it completed. Sia said yes this means they have set these changes in motion. Chief Weiss said he doesn't think that there is anything more important than another, and he knows dispatch affects some of these. Dr. Daya added Centralized Medical Direction is about better relationships in medical direction. The key is communication and working together - they work collaboratively together, but he does not think it's a high priority. Sia said this is helpful.

Sia Lindstrom asked for alternate views? Kristin Chaffee added that the overarching piece of this and a top priority is transparency and intent to get those to a place where it is transparent. Sia thank her for this comment. These are the components of the

system and the foundation is already adopted and this cannot be forgotten. Transparency is an accountability and is on that list. Important for them to review and ground themselves.

Sia Lindstrom referred to the July training and asked what the content should include. A



DRAFT - Menu of
Training Items.pdf

Menu of Training items was shared . Sia asked if this is based on that training JD Fuiten referred to, Karen said yes, a little bit and also what people have said what they would like to see. She tried to take what they need to know to get to the same place. The blue points to different Abaris recommendations, breaking down 911, and what happens when the system gets stressed. To help fulfill and prepare all those Abaris recommendation. She worked with Tim Case on the three Abaris recommendations. Chief Boughey said what stands out to him is the education and he appreciates it as this will enhance his knowledge of the County more; he thinks it's well needed. He thinks they are going to need to be really purposeful on how to strategically get the views on integration. Sia said yes, she was thinking the same things.

#1 Washington County History- any parts of what they want to know and priorities. Karen added this is the color-coded chart, she said this can be something they look at again. Chief Downey said this is good place to start.

#2 Designing an Integrated System- is the commitment of the alliance. Karen said they all signed an agreement on what they committed to doing. The IGA signed and the scope of work outlined in all of these public documents - that they will look at this and own it. Sia reclarified this is intended to re-ground them on the things that have been done.

#3 Understanding Legal Authority- the 190. Brad will be coming to the next meeting and can be added instead to the all-day training if they would like. Chief Boughey believes this is a must to better understand their purpose and goals. Tim Case said he agrees, having knowledge of the commitment made and the scope of the authority and 190. Chief Weiss agrees. Sia Lindstrom said 2 and 3 are important.

#4 Understating and Respecting the Public/Private EMS Model- This will be helpful to ground them in the real work. Chief Weiss suggests putting that below number 5 and 6 because he has a better understanding of this. If they are ranking, he has it lower than 5 and 6. Chief Boughey thinks this will be good, as it is what they are seeing right now, and what is being done in the hospital. Shortages have a major impact in providing EMS care and it will be great to bring it to the session. That hospital piece is affecting them. Strategy on how to build the system is a great thing to work on. Karen understands where they are not integrating in the system and believes it is important to walk through it. Dr. Daya added not to lose the public component and also focus on preventive, as it is all a full circle. They should work together, so they can avoid unnecessary health issues. Sia said she loves it, and prevention could be more a part of the system.

#5 Financial- seems like a priority Sia Lindstrom said.

#6 Measuring System Performance- Dr. Daya added that he thinks it is important to put the outcomes he wants to come out of this. They need to focus on driving patients and outcome; how do they respond and get the best outcome.

#7 Framework for Strategic Planning Phase- Kristin Chaffee suggested that they can add discussion of the framework to a regular meeting when time allows it.

Sia Lindstrom thanked them all for the conversation, she added that this looks more like a full training.

EMS Alliance Workgroup Updates

Sia Lindstrom asked for workgroup updates.

Centralized Dispatch- Chief Weiss asked if Shane was on the call and asked for what was said on email. Shane jumped on and said he heard back from ZOLL and they may not have to wait those 6 weeks. He is hoping to hear something encouraging next week. Chief Weiss said they did not meet but the good news is they will begin testing and implementation once the ZOLL work is done.

Regulatory Documents Review- Tim Case said they are still plugging along, and they are towards the ends. They will create a one pager to show how things have changed. He added there is not much new to report.



Data- Chief Downey asked for the June Data Report to be presented, the measure so far for operational key performance. He added this is what is available now - Key performance indicators. They still need to work on clinic key indicators. This is a long snapshot of what they have worked on. Maybe next month they can come back with feedback.

Page one is a week by week break down of EMS calls. They can see between all agencies what is in the WCCCA CAD but not the Metro West CAD. He broke down the top 10 year to date most common calls, also broken down by agency. If people want to see and agency break down, they can easily do that.

Page two is how they are reacting to this. Same number of calls. This is median turn out time and shows a 36 second average. He asked if they want to measure average or the percentile. There is no outlier here, just raw numbers. This is can all be changed depending on how they want to measure themselves. He added that at the bottom it is broken down more and you start to see a pattern. He asked what do we want that goal to be?

Page three is what we are doing now and where we want to find ourselves improving. A heat map is shown; red are busier areas, green less busy. Where do we need to be based on predictability?

Page four is code 3 response. Response is 9.41 seconds longer than average, as they are traveling with the speed of traffic. Is this a reasonable expectation of us and the community? he asked.

Page five is just Hillsboro's area. They used their records system instead of CAD. What times are relevant? Peak time in ASL and BLS calls are included, showing ASL in red and BLS in green.

The last part is a snapshot of the Metro West Performance Summary.

Chief Downey asked if there were any questions? Sia Lindstrom thanked him for the presentation.

Dr. Daya said Code 1 is sometimes ambulance, and all pieces work together. He hopes this Alliance would think about a model that is feasible and maintainable. Which there are examples of out there. The way the system has developed, he thinks they can focus on patient centered care. He would like to look at the state and see where they are headed. Chief Downey hopes the Alliance will go with their own standards. They train firefighters to respond in 45 seconds and not the standard 60 seconds.

Sia Lindstrom said they talked about system integration, but this is just fire; She was not seeing integration in data. Chief Downey agree and said this will be interesting when they see the dispatch integrate. He talked to Shane on how they will compare and merge. Will both have expectation times? The ambulance is different than fire in the way the system is set up. Sia asked where do they take this next? Chief Downey said they are individually already doing so. They want representation of collective data. He asked what do you want to see collectively is what he would like to know? Is there something everyone in EMS is familiar with? Is there other thing they want to see?

Dr. Daya said it is helpful to talk about when they integrate the dispatch system. They can start to see what resources arrive and reposition if necessary, they can hold this whole idea and hold it to EMS standards and question it. He thinks they need to start looking at those things and how they affect the system. Integrated dispatch will allow us to see where the gaps are. All those things in the system can be pulled and law enforcement who are key responders too, they can pull that data for law enforcement so they can start to see those components and how they fit.

Sia thanked them all and said there's still a lot that needs to be decided on data and how and what they would like to see in the future. She asked Adriene to send out the slides.

EMS Staff Update

Adrienne Donner gave an update on EMS staff and said they do not have significant updates. Briana Owen gave notice and moved to Florida. She is looking at that position doing both EMS and PHEP and looking at what the next steps are.

Round Robin Updates

Hillsboro- Chief Downey thinks things are going well. They have covered a few vaccine clinics, but he believes this week will be the last request to provide stand by. On PPE they are waiting to see what the state will do with the requirement.

Adriene added that the 29th is the last community clinic activity and they are now moving to pop up type clinics.

Tualatin Valley Fire and Rescue- Chief Weiss said they are out of the COVID vaccination business and asked Chief Boughey to elaborate. They had the last clinic and are conducting the last homebound visits. They have begun the demobilizing process and getting all personnel and equipment back to normal. They have put PPE changes in place. The gown is now only mandatory in high risk situations. Minimum PPE is N95, eye protection and gloves. Their cardiac monitors are arriving in July and they will be training crews in late July or August. Chief Boughey added that zone management does affect everyone, and Tom hit it right on. He gave an example the Newberg hospital as they are a smaller hospital that already struggles to handle their own patients. TVFR has found themselves transporting further when hospitals go on divert. Sia Lindstrom said she will look into bringing hospitals to the table so they can all better understand one another.

Banks- Chief Linz reported that with Sia's help they had received the funding support for the cardiac monitor. They are moving forward to integrate the system.

WCCCA- Mark Buchholz said they are remaining focused on finalizing the new facility and the work that needs to be done. The radio project will complete this summer. They are also dealing with the CAD vendor; they have 6-7 projects right now.

Forest Grove, Gaston and Cornelius – Chief Wineman thanked them all for the resources. They are expecting to be busy with the heat wave; they are expecting activity on Hagg Lake and they are setting up for that.

Metro West Ambulance- Tom BeLusko said they did an employee clinic and they have some leftover vaccine. He thanked Chief Downey for meeting to discuss the western zone management. They continue to hear and see distressing stories out of hospitals, they do feel this is affecting them. He believes it would be good having hospitals at the table at one point is critical.

County Update- Sia Lindstrom reported that with the heat wave cooling centers were being put up by Emergency Management. They are working to keep people safe. Tricia Mortell added that the FEMA event was cancelled.

Public Comment

Sia Lindstrom offered the final opportunity for public comment. Dr Daya said it is hard to work in hospitals right now, and they should look at it from the other angle. All EMS agencies have to take a look at lack of staff in the system and understand alliance of the system to help figure out the transport treatment or triage needed. The system is overwhelmed, and they need to start thinking about that as he does not believe it is

going away. The lack of staff and human manpower is not getting better. He encourages them to think bigger than this system.

Sia Lindstrom is putting the hospital representation at the Alliance as a conversation to discuss further.

Next meeting: July 22, 2021 at 1:00 p.m.-3:00 p.m., via Zoom

Good of the Order

There was no good of the order.

Meeting was adjourned at 2:58 p.m. With the next meeting scheduled for July 22, 2021 at 1:00 p.m., via Zoom.

Minutes compiled by Gaby Rodriguez