

Washington County EMS Alliance



Washington County EMS Alliance Governing Board Meeting Minutes March 25, 2021

Attendance:

Member/Delegate			Back-Up Delegate	
Present	Name	Jurisdiction	Present	Name
X	Chief Downey	City of Hillsboro		TBD
	TBD	City of Forest Grove		TBD
X	Sia Lindstrom (Chair)	Washington County		TBD
X	Rodney Linz	Banks Fire District		TBD
X	Deric Weiss	Tualatin Valley Fire & Rescue		Kenny Frentress

Other Interested Parties/Staff:

Adrienne Donner (WCEO), Jack Nuttall (WCEO), Tim Case (WCEO), Ritu Sahni (WCEO), Gaby Rodriguez (WCEO), Jesse Bohrer-Clancy (WCEO), JD Fuiten (MWA), Tom BeLusko (MWA), Shane Ryan (MWA), Kristin Chaffee (TVFR), Steve Boughey (TVFR), Ben Sorenson (TVFR), Patrick Wineman (FGFR), Jennifer Reese (WCCCA), Mark Buchholz (WCCCA), Kelly Dutra (WCCCA), Gail Madsen.

Summary of Actions and Decisions

1. Adoption of the Agenda
2. Review and approve February's meeting minutes
3. Workgroup Updates
4. Strategic Direction
5. System Question
6. EMS Staff Update
7. Covid-19 Response and Vaccine Planning

Opening Comments

Sia Lindstrom opened the meeting at 1:03 p.m. and welcomed everyone.

Adoption of the Agenda

Sia Lindstrom welcomed a motion for approval of the agenda. Chief Weiss asked to make an addition to the agenda, Sia welcomed the addition. System Questions was added after Strategic Direction. Adrienne Donner asked if this is a standing item that needs to be added? Chief Weiss said it was something that came up and he wants to have a discussion about it, it is more of a one-time thing. Sia moved on to the next topic.

Review and Approve Minutes

Sia Lindstrom asked for changes or approval of February's meeting minutes, she welcome motion for approval. Chief Linz made a motion to approved and Chief Downey second the motion. All were in favor. February's meeting minutes were approved.

Public Comment

Sia Lindstrom made a comment that this group is small enough that allows Stake holders comments, but as chair she reserves the right to change this, if it gets too big, she can close it down to public comment only. Sia welcomed any public comment. Adrienne Donner said Jennifer Reese and Mark Buchholz were added as points of contact for WCCCA

Sia Lindstrom took this opportunity to welcome Mark Buchholz and asked him to introduce himself. Mark said he was happy to be at WCCCA, he added that he had spent the last 20+ years at Willamette Valley in Salem. He is learning a lot and he is looking forward to learning more about this group and responsibilities and what is expected from WCCCA. Sia welcomed him, said the EMS Alliance is a newer group and WCCCA is the newest affiliate member. Sia welcomed Jennifer Reese to talk, she said she is happy to have Mark at WCCCA, Sia welcomed them both to chime in throughout the meeting.

Sia Lindstrom welcomed anyone else to speak if they had comments.

EMS Alliance Workgroup Updates

Sia asked for the workgroup updates to include a mini orientation on each workgroup, so that the new people that are on can better understand the work.

Centralized Dispatch- Chief Weiss said the Centralized Dispatch was the number one priority that came out of the EMS Advisory Council, they identified that there is separate dispatch centers doing the same thing, the goal of the Centralized Dispatch workgroup is to bring all dispatch centers into one, that being WCCCA. They looked for the best way to integrate Metro West in to WCCCA and be dispatched by WCCCA. They worked with ZOLL, Metro West's vendor to help them make the changes they need to connect Metro West to WCCCA and to be dispatched out of CAD. Chief Weiss asked Shane Ryan to provide the group's update, Shane said they are in the process of finishing a functional definition document, it a document saying what they are doing and what they are asking them to do, this should be finished in a couple of days. Once it is finalized it will be distributed amongst the group, they are hoping to have it signed by next week. Chief Weiss asked if they would be needing a meeting in April? Shane said

there would be no meeting required. He believes they will be able to move this along quickly. Chief Weiss added that this project is a grant thing, and it has a timeline of end of fiscal year, he is hoping to get it pushed thru before then.

Sia Lindstrom asked what they are thinking for launch/implementing timeline? Shane Ryan said that if the document is finished and signed as expected this should only take a few weeks. With all work considered he doesn't believe the June timeline is an issue.

Kristin Chaffee offered to help Mark Buchholz and others on his team, get up to speed on dispatch work and on what they have been doing. Mark will reach out to her.

Data- Chief Downey introduced himself, he explained that the Data work is a key performers indicator, to dispatch, to discharge and to which of the key performance indicators they want to measure, and what is the best platform to draw if from. They have many systems that can feed them the data. Ultimately getting data from the hospital to get a holistic view at the data from beginning to end. This is how they can find system improvement opportunities for patient care. This will then lead them to Quality Improvement, which will be looked at after they get more of the data work done. His update is they are making slow steady progress with Tuality Medial Health Center. Sia Lindstrom added that it would be interesting to see the metrics they are talking about. She asked that they make this an agenda item for one of the following meetings. Sia thanked him for the update.

Regulatory Documents Review- Tim Case introduced himself, he said the Governing Documents review committee is looking at all the documents that pertain to the EMS System. They have been cleaning some of the language and removing things that are antiquated. They are shaping the way they want the system to look like. His update is that they are finishing some work on the Admin Rules, they are on section 400 right now. They have kept meeting every 2-3 weeks.

QI- Sia Lindstrom said this group is on hold.

Strategic Direction

Sia Lindstrom talked about taking this conversation to the next level. She mentioned there were very clear priorities set in the beginning and believes this really help drive the workgroups work. She Feels like it's time to figure out the strategic direction for the next 3-5 years. Sia added that they tried to get something down on paper to move the conversation, but nothing is set in stone. This is just to give everyone something to react to.



Consultant Scope
of Work_DRAFT_031

They proposed a three-step process to conduct the assessment.

1) Conduct an initial assessment and produce a summary of findings based on. Sia added that the feedback she received was great as she was told a lot of this work was done when the EMS Alliance was framed. She said that some things do need to be augmented as it has been a couple of years now.

- 2) Facilitate two half-day strategic planning sessions with the EMS Alliance. Maybe a daylong session on a typical work instead of 2 half days was proposed.
- 3) Create final Five-Year Strategic Plan document.

Chief Weiss thanked everyone for creating this draft and saying no one is married to this. He likes to see something written before he can comment. He agrees some of this work has already been done. He added that the EMS Advisory Council represented by the agencies put together what the priorities are for the Alliance, he is wondering what do the County Commissioners want and what makes sense. Chief Weiss said number 1) a) review of best practices and a review of the directives that came out of the EMS Advisory Council was approved by the Board of Commissioners. He believes the documents listed on this document are good for everyone, he added that if they can narrow this down, seeking an outside consultant may not be needed. Under 1) b) he says this has been done and c) has been done. He would revamp number 1) a) and reference all the documents mentioned. He suggested getting rid of b and c. Chief Weiss thinks number 2 and 3 are fine as written.

Chief Downey agrees, he read 1) b) and said he remembers going thru that. He does not know how much more they would learn from it; he realizes there is new affiliate members but isn't sure how many of them were interviewed. He agrees with Chief Weiss and says they have a lot of historical work to look at and maybe this work just needs to be focused in or reprioritize. He thinks getting together and having play sessions is a good idea. Doesn't know if consultant is needed.

Sia Lindstrom recognized that some have gone thru some of these steps and some haven't like her and Mark Buchholz. This could just be a reflection of her needs. Chief Downey suggested adding another session or two to go over the history to bring everyone to the present from each of their perspectives.

Chief Wineman said document from City Manager is coming soon. He is new to the group as well, he voiced that he does not have the history pieces as Chief Kinkade did. He has some documentation but some education and historical pieces with information would be good. Also notes on what the consultants finds were, documents published or notes, would be very helpful for him.

Adrienne Donner voice concern from shifting away from the contractor. She added that there is very little time from EMS staff to organize or facilitate a retreat. If they move away from the interview piece. She still believes they need help from outside.

Sia asked Chief Linz if he was a part of the original work? he said yes, Sia said that's great, so he can be a bridge for them.

Sia Lindstrom clarified the proposal she heard from Chief Downey is to do three sessions, one to deep dive into history so they are all up to date on it. She said it would be three and a half retreats instead. Chief Downey said yes it that was his suggestion. He thinks going thru what the Council decided will surprise them on how much is already in place and they may just need to reprioritize. Sia asked if anyone objects to the idea of the first steps being revise the history? Chief Weiss agrees with this idea. He added he had suggested training sessions but going thru those documents to find the

shared vision and strategize from there sounds good. He added that it's critical they are all on the same page.

JD Fuiten added that he believes the most important part is to not start this until they can meet in person. He believes the Zoom part will diminish what they are trying to accomplish. He would hope that everyone on this call has been vaccinated. Adrienne Donner added that being vaccinated keeps them safe but risks their family, others agreed. Adrienne said there is resources they can use to make it more in person like. She added that these resources can be used, for example a whiteboard tool she has seen used in virtual meetings, she added these tools will give them more of a strategic planning type feel. Sia Lindstrom agreed, she has also seen these tools use and thinks it will be helpful for these types of meetings. Sia agrees it is not the same, but a close approximation and it is what we have right now. Chief Weiss added he appreciates what JD mentioned but doesn't know how long it is going to take until they can all meet in person again and he asked that they add the 190 to the training to understand what it does, to understand what is the EMS Alliance, what is their authority. Sia said it was very helpful request to have all of them understand the power of the 190.

Sia Lindstrom recapped that they are looking at a three-step process. First is reorientate everyone, which could take more than one meeting. She wants to get thru this strategic process so that they can get to work, she can see this taking them 4-6 months.

Sia Lindstrom asked if there was any other comments or thoughts about this draft? Chief Weiss asked for whatever else they were missing that the Council went over to share it. Chief Wineman asked if there was a share depository library, share drop box account where these documents are kept? Adrienne Donner said they started one but had issues with access for those who had to access Teams exteriorly. She will look at that again; the goal is to have a place where documents can be shared. Chief Downey asked if it was Hillsboro who was struggling? Adrienne said yes and if so, they now have that capability so if this is the best route, they can proceed with the plan to use Teams to share all documents. Adrienne said she would work on adding all members and affiliate member and if they can confirm they can all access it this will be the route to share all documents. Kristin Chaffee said she set up a drop box when the Alliance was formed, it exists, they can use it or expand it. She will stand by if it's needed. Sia said her, Adrienne and Tim will figure out what the best option is for this group. She asked if anyone in the room had a strong preference, no one did.

Kristin Chaffee asked if this fits in with what the document committee does or if this is different than the document workgroup? Sia Lindstrom clarified that the document workgroup is for governance documents only.

Tim Case asked Kristin Chaffee to please let him know what she finds out about the availability of the drop box. Kristin says it's there and they will figure it out offline.

Sia Lindstrom welcome anyone who had further questions to call her. They will try to finalize this before next meeting.

System Question

Chief Weiss said this topic fit in nicely after strategic planning because things come up that he doesn't know what they mean, and this is one of them. His phone goes off and says Mlow. He knows what ambulance zero is but isn't sure what Mlow is. He knows they have created a report to see how many of this notification have been sent to his pager or phone. He isn't sure what they mean or how they are triggered, or if they should be monitoring them and he believes this is something they should all know.

Chief Boughey said they began to look into this before COVID and he did reach out to Chief Downey with question on how they do this but they were not able to fully connect. With the Data Analyst on their side they were able to create a report with CAD notes, but he cannot vouch for accuracy, it's a rough way to look at it. They do not understand the process well enough.

Sia Lindstrom asked Chief Downey if this is something, they should put off to the Data Workgroup to work on. Chief Downey said yes, he believes C1 might get that notification. They know they are notified when they are level zero, but they are not notified when they are approaching. They do track how often that occurs; they are completely reactive in Hillsboro to level zero. They take their unit out for transport if needed. He believes it would be good to study the patterns so they can anticipate when these do occur and what the causes are. He believes they are an important data set.

Tim Case asked Chief Boughey if this is the same way they are using these notifications that come out. Chief Boughey said their BC get active 911 level notification when they come out and it is to give them awareness, so they know how to staff their units or how to staff medics when they are off. They are looking at when they are activating at different levels to obtain some type of predictability. Also looking to see how well they are responding when they are activated. Chief Weiss asked if there is a different page for ambulance zero and for ambulance low? Chief Boughey said he thinks there is but doesn't know how consistent it is. He knows there is a level zero and a low, but he doesn't know how WCCCA decides which to send. They asked Jennifer Reese if she knew anymore, she said she did know but will reach out to Monique on this.

Sia Lindstrom clarified she hears two separate things, one is how are the levels generated and the other is what do they do about it, how to react within the system. Step one is to figure out the data and then the system impacts come of that. Sia asked Chief Downey if the Data workgroup can figure out the data aspect of this? Chief Downey said yes. They will start to figure out how it generates and what the tigers are. Sia said once it is brought back to this group they will figure out how to have the larger conversation. She asked if this works for Chief Weiss? as he is the one who brought it up. Chief Wineman had some questions, he asked if this is a in CAD or a group page sending to a variety of users? Chief Boughey said he isn't the expert, but when he was managing the ambulances, he made sure they had it on their phones as a notification when it occurs. He believes it's an option, a category of choice. Chief Wineman asked if it's a TVFR specific thing? He has never seen it or heard of it. He wants to know if it's system wide agency specific notification. Chief Boughey said he doesn't think it is specific to TVF&R, he thinks it's something they can choose to see. It should be available to anyone who wants to be on standby. Chief Wineman asked if this information can be pulled out of their own data set or if they need to be making a request for the reports? Chief Boughey said WCCCA told him they can do it but it won't

be what he was asking for it to be, so he went back to his organization and they were able to queried the best way.

Chief Downey said he gets a report that has all level zero for all agencies in Washington County. He isn't sure how it is generated but it goes back a whole year.

Chief Linz said he has never seen it either and would like for Chief Downey to share it as well.

Sia Lindstrom asked if next month was too soon to of an ask from Chie Downey to answer some of these questions, he said no. He will report back next meeting.

Jenifer Reese checked with her supervisor and was told the call comes from Metro West telling them they are level at level zero, for low the dispatcher sees and decides.

Sia Lindstrom said this will be a good conversation and she asked if JD Fuiten if he wanted to chime in. JD said thinks it's a lot more complicated question then that, what a level zero sounds bad, but it can only last for a few minutes most of the time. Sia thinks this is great topic to take on. Sia asked Chief Weiss if he got what he needed for today? Chief Weiss said yes, he is comfortable with where they are at. He likes the directions this has gone, and they will be able to figure it out to react more proactively then reactively. Sia said they would put this on the next month agenda.

EMS Staff Update

Adrienne Donner said the newest thing they were looking out for is Ebola, they know they are watching traveler coming in from the two countries with Ebola outbreaks. They are back to PUI and PUM monitoring as they were last time with Ebola and COVID.

COVID-19 Response and Vaccine Planning

Adrienne Donner reported they are anticipating vaccine availability to increase moderately in the next week. They are working different angels to work with health systems to increase capacity and move to Monday thru Friday schedule to get 3500 vaccinations a week. She added that they have the big drive thru clinic with TVF&R, they do 1100 a day. They will continue to do a lot outreach to those who do become eligible. Chief Downey asked about the April 19th group, is that the frontline workers? Adrienne said yes and under underlying health conditions. He asked how to define a frontline worker, he is wondering if it's worth doing another clinic for frontline workers? They are having those conversation with the city of Hillsboro. Adrienne said whether it will be a choice in their part, frontline workers are those who work regularly within 6ft of people not in household and for routinely more than 15 minutes. Those who can't do the work from home

Cardiac Monitor: Sia Lindstrom mentioned this topic was forgotten. Tim Case said they are still where they were last meeting.

Hillsboro- Chief Downey said there was not much new to report. The state sent PPE to TVF&R and they picked it up, was thankful for that. He added that they are more stable now. Things are going well he is looking forward to diving into the data subject brought up today.

Tualatin Valley Fire and Rescue- Chief Weiss said Chief Wineman did a great job on the ethanol facility fire and added a few things to his career. Chief Weiss said he didn't know about the Ebola outbreak. He shared that while they could do more vaccine, the work on the front and end and cost is putting a lot of stress on the organization. He feels like for right now 1100 feels ok, he mentioned they take all the direction from the county.

Banks- Chief Linz said they are doing well, and they are looking to get back to regular business.

WCCCA- Mark Buchholz said he was thankful to have Kelly Dutra guide him on this transition. He is excited to move forward on the data component. Mark says he will commit to determine where ambulance low and other notification levels are coming from. Jennifer Reese added that thanks to Metro West Ambulance vaccination done are done at WCCCA. She added that 80% of staff got vaccinated. They haven't had exposure since their last shot.

Forest Grove, Gaston and Cornelius – Chief Wineman said things are good. He was very thankful with the repose and support they received from partnering agencies at the ethanol fire they had in March. He said they had TVF&R, Hillsboro, Banks, and emergency mangers. He added that Metro West Ambulance had 4 ambulance on site, and it could not have gone any better. Chief Wineman added that they had some back and forth emails with Stryker about the cardiac monitors, Stryker sent an email that stated that ASL 360 program was no longer on the table. They ended up getting their boss on the phone and talked to them about this. On Monday Stryker came back and said they would honor the initial conversation; they will keep the ASL 360 as it was presented in the beginning. Chief Wineman encouraged others to reach out to make sure those are being honored.

Metro West Ambulance- JD Fuiten said things were going well. He found it interesting at their first management meeting for family companies last week they each reported vaccination rate. He believes it is an example of leadership of organizations. Adrienne Donner said they heard numbers went up with J&J they were able to get more people vaccinated.

Public Comment

Adrienne Donner said they need to talk about flags for folks who could have Ebola. They need to figure out how to get a consistent message? Adrienne said they know PPE is the same as last time. She added that two countries have outbreaks. Jennifer Reese said that they don't have additional screening questions yet and she doesn't think they are there yet. Adriene added that the CDC is asking for travel questions and they have some travel notices for those flying in from those counties. Tim Case said Dr. Daya would be best to answer those questions. The CDC did put out some new recommendations. Chief Linz said it is best for everyone to be on the same frame going in the right direction. Sia Lindstrom asked if the message comes from the County? Tim said yes.

Sia Lindstrom wished Kelly Dutra the best on her next adventures. She asked Kelly if she has anything to add? Kelly said she had some of the best experiences of her best life and learning at WCCCA, she loves the team she worked with. She is excited by this groups, and she believes they will all enjoy working with Mark, as he has a lot to offer.

Next meeting: April 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 2:43 p.m. With the next meeting scheduled for April 22, 2021 at 1:00 p.m., via Zoom.

Minutes compiled by Gaby Rodriguez