

NLCERA EMS Update to NW Chiefs – NLCERA Update Minutes Only
May 19, 2021
Location: Zoom Link

Discussion/Agenda items:

1. NLCERA EMS Fire Chief Meetings with Chief Vander Velde
 - a. Three common themes of importance emerged from meetings with NLCERA EMS the Rural Chiefs: (Overview provided, no discussion)
 - i. Ambulance response compliance to their respective agencies.
 - ii. High quality EMS Training provided monthly which leads to EMS recertifications.
 - iii. Documentation of EMS training within a plan for achieving EMS recertifications.
2. NLCERA EMS April data report attached for review: (Bill explained the Rural NLCERA members are receiving the entire monthly and quarterly compliance reporting).
 - a. Please review the April NLCERA EMS Response Compliance Report
 - i. Contact Rick Vander Velde or Bill Salmon if you have any questions.
3. New NLCERA EMS Contract will go live on June 1, 2021 (PFA wants to ensure all NLCERA members can locate the EMS Contract Documents if needed for their AHJ's).
 - a. See the attached Amendment #7, Exhibit A. Scope of Services for your review.
 - b. Note: The current Service Agreement and amendments, as well as Amendment #7 are available at the www.NLCERA.org > EMS Contract > Service Agreement tabs.
4. Scope of services items of note pertaining to all NLCERA EMS Agencies:
 - a. Please review the following sections and advise if any questions: (The below sections were reviewed by Bill for any questions regarding the EMS Contract items and how they affect the member AHJ's).
 - i. Section 2 relates to Medical Response of the Poudre Fire Authority and NLCERA Agencies and how this relates to ambulance response times.
 - ii. Section 4 pertains to Medical Direction provided for NLCERA Agencies.
 - iii. Section 7 relates to Response requirements and describes changes in response times and map boundaries.
 1. Question of 7.11 zone 4 max time was raised regarding the 120 minute max zone four and 75 minute max zone 5.
 - a. See [Appendix A](#) & [Appendix B](#) for explanations provided post meeting to the NLCERA EMS Agencies. (Alt-back arrow to return).
 2. Question of 11.0 establishes the need for an adequate number of 4X4 ambulances to respond in the NLCERA.
 - a. The PFA will be meeting with UCHHealth to establish what “adequate” is defined as to ensure appropriate rural response. PFA will keep the NLCERA members informed when this is defined more clearly.

- iv. Section 15 Command and Control relates to incident command requirements and responsibilities for both UCHealth and NLCERA Agencies.
 - 1. Bill advised the contract places the responding EMS vendor under the ICS of the Fire AHJ and requires the EMS vendor establish command if no Fire AHJ is on scene, then transfer command when the Fire AHJ arrives.
- v. Section 9 relates to training requirements to be developed by UCHealth and delivered to NLCERA Agencies.
 - 1. Bill advised that the training and training documentation required under the new EMS Contract is a performance requirement and will be significantly more consistent and of high quality.
- 5. ReadyOp test at 12:00 on May 19 for LFPD, GVFPD, PCFPD, RFLFPD, CLFPD.
 - a. Reminder to send any top three leadership changes in the ReadyOp contact information to bill.salmon@poudre-fire.org.
 - b. Apparently Rist Canyon and others did not receive the text portion of the ReadyOP update.
 - i. Bill to create list of all NW Chiefs three admin and infectious disease and send to each department for update
 - ii. Bill to research if RCVFD was included in the message sent today on ReadyOp?
- 6. Questions?

Please send NLCERA EMS Contract administration questions to bill.salmon@poudre-fire.org or rick.vandervelde@poudre-fire.org.

Appendix A

(Sent May 20, 2021 at 19:47)

Greetings NLCERA EMS Rural Chiefs,

Reference: The question posed at the May 19, 2021 North West Chiefs meeting was why is the emergent maximum time for Zone 4 is established at 120 minutes, and Zone 4/5 Interface is established to 75 minutes? As was asked, "is this a typo?"

After researching the question with other authors of the Exhibit A, and researching the table for accidental or other changes, we know this table to be a purposeful decision for the times represented.

Let me explain below:

The below response-time table is copied directly from Amendment #7, Exhibit A., 7.11:

ZONE	EMERGENT		NON EMERGENT	
	Standard	Maximum	Standard	Maximum
1	9:00 Minutes	15:00 Minutes	15:00 Minutes	25:00 Minutes
2	15:00 Minutes	30:00 Minutes	30:00 Minutes	40:00 Minutes
3	25:00 Minutes	40:00 Minutes	40:00 Minutes	60:00 Minutes
4	60:00 Minutes	120:00 Minutes	120:00 Minutes	120:00 Minutes
5	60:00 minutes to Zone 4 / Zone 5 Interface	75:00 minutes to Zone 4 / Zone 5 Interface	120 minutes to Zone 4 / Zone 5 Interface	135 minutes to Zone 4 / Zone 5 Interface

1. The Zone 4 emergent Standard time is 60 minutes, and the Maximum time is 120 minutes. This means that anywhere within Zone 4 UCHHealth must arrive under 60 minutes to be compliant, and over 120 minutes there must be a root cause analysis written for the response (Ex. A., 7.14 (20.)).
2. Zone 5 historically had no maximum time, and only within the past two years had the requirement of Zones 4/5 interface as the measurement for "best effort" under the current EMS Contract.
3. The new Exhibit A requirement is for UCHHealth to pass through the far boundary of Zone 4 at the interface of Zone 5 within 60 minutes to be compliant (Ex. A., 7.7 (e.-f.)). Establishing the maximum time at 75 minutes requires a root cause analysis of why there is no ambulance past the Zone 4 boundary into Zone 5, recognizing these responses may take much longer to arrive on scenes. Setting 75 minutes as the level for a root cause analysis ensures a best effort response is happening in Zone 5 (Ex. A., 7.14 (20.)).
4. If in any zone response percentage drops below 90% for any quarter, a Remediation Equivalency report must be written and applied per Ex. A., 25.0 (a.1- a.5).

We realize this may appear as Zone 5 responses are held to a higher standard than Zone 4, yet with the unknown response times in Zone 5 we believed there needed to be a tighter view to ensure responses into Zone 5 were happening with this level of accountability.

Please send further questions to bill.salmon@poudre-fire.org.

Regards, Bill

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PFA values: Courage, Leadership, Duty



Appendix B

(Sent May 21, 2021 at 14:38)

Thank you for your question about how Zone 4 times were established, and why the maximum Zone 4 time is not 75 minutes.

Please let me explain further our original intent for how these zones and times were formed below:

In Zone 4 (as well as Zones 1-3) there is a defined expectation of time and distance before moving into the next zone (Ex. A., 7.7 (a.-f.)). The Zone 4 compliance is set at 60 minutes for emergent and is based on GIS modeling of what response times should be possible where designated on the map as Zone 4. The expectation is that UCHHealth will have an ambulance arrive to these Zone 4 emergent responses within the 60-minute compliant time requirement.

The Zone 4 emergent maximum time is set at 120 minutes to signify the requirement for a root cause analysis for any responses exceeding the maximum response time requirement. The expectation is a 60-minute response for compliance, but if response is over 120 minutes there is a requirement for providing root cause analysis reporting (Ex. A., 7.14 a. (20.)).

In Zone 5 the emergent compliance is set at 60 minutes to the interface of Zone 4/5. There is a high expectation that these are remote and difficult areas to predict response times or maximum allowable times. Setting the Zone 5 emergent maximum time at the interface of Zone 4/5 to 75 minutes ensures a high level of accountability for Zone 5 emergent responses and a root cause analysis to be performed. Our focus is on the front-end of a Zone 5 response as the best measurement of compliance.

Please know what is currently established as NLCERA Zones are subject to continual data analysis and review. We welcome all feedback regarding your (and all NLCERA agencies) experiences when responding in the NLCERA. The NLCERA response map and zones will be evaluated annually and amended as determined by PFA per the EMS Contract (Ex. A., 7.7).

Please let Chief Vander Velde or me know if you have any further questions.

Regards, Bill