



# NLCERA EMS Contract

## First Quarter Rural Fire Chiefs Meeting - Minutes

### March 3, 2018

PFA Administering the NLCERA EMS Contract through IGAs  
with each Rural NLCERA EMS Fire Department/District:

Greetings NLCERA EMS Rural Fire Chiefs and designees,

Please see the minutes from the March 3, 2018 meeting

Agenda:

- 1) Introductions and welcome
  - a. See [roster](#) below
- 2) Approve October 28, 2017 fourth quarter meeting [minutes](#)
- 3) Administrative
  - a. NLCERA Rural Fire Departments/Districts
    - i. Changes in leadership?
      1. GVFD – Heath Fournier and Dan Knox (EMS) as Assistant Chiefs
      2. PCVFD – Michael Everett as EMS Chief
    - ii. ReadyOp contact information changes?
      1. Bill to update submitted contact changes in ReadyOp
      2. Departments encouraged to send ReadyOp contact changes to Bill
      3. Reminder: ReadyOp contact information should be top three people and infectious disease person for each NLCERA Agency.
  - b. UCHHealth updates
    - i. Division Chief Nick Nudell is the primary contact for UCHHealth regarding the NLCERA Contract
      1. Bill clarified, since PFA represents and administers the NLCERA EMS Contract for each NLCERA agency, any EMS Contract related communications to UCHHealth should go through PFA to UCHHealth; and contract communications from UCHHealth to NLCERA agencies should go through PFA to NLCERA departments.
      2. Training and other non-contract specific communications should happen directly between NLCERA agencies and UCHHealth.
    - ii. Rendezvous Reimbursements:
      1. Nick advised there is nothing in place at this time to address the reimbursement to NLCERA agencies for their partial transport of patients to an established staging location.

2. Nick advised he is currently developing what would be a fair and equitable response rate. Vanessa will coordinate with Nick to develop this process as soon as possible.
  3. Nick requested all NLCERA agencies continue to document their transport mileage as they have been until a process for reimbursement is established.
- iii. Deployment model plan changes
1. UCHHealth has changed posting plans from static to dynamic postings. UCHHealth EMS has 9-10 posting locations where ambulances may post depending upon system status.
  2. Additional posting locations, such as in Laporte, are making a difference in response times. NLCERA response agencies may not see PV240 responding as before, since a Laporte unit may be closer. This means there is less predictability about which crews will be responding.
    - a. Question – What about 4x4 ambulances from UCHHealth? Nick advised they have few, and most likely any UCHHealth ambulance responding to the mountain areas will not be 4x4 capable.
      - i. Consensus to plan for keeping UCHHealth ambulances on pavement.
      - ii. Command to coordinate staging UCHHealth, and bring patients to them in inclement weather.
- iv. Organizational update
1. UCHHealth EMS is currently in the process of reorganizing. Nick to update when he has the final UCHHealth EMS reorganization chart available. What Nick could share:
    - a. Nick Nudell is the primary contact for UCHHealth regarding the NLCERA Contract
    - b. Nick Nolen – will be managing QA and QI processes, which will provide information and feedback updates to NLCERA departments.
    - c. Rob Collette – will be managing new employee orientation and training.
    - d. Ted Beckman – will be managing outreach and NLCERA training.
      - i. John Stitt – has moved his NLCERA training offices and equipment to UCHHealth East side station (Myrtle and Riverside, FC).
      - ii. Julie Scott – focusing on community medicine programs. For now, contact Nick with any questions which previously were addressed to Julie.
        1. Mark – question about community medicine, and how can mountain agencies may assist? Nick requested input about possible NLCERA opportunities. Nick to

- coordinate with Ted to provide community medicine opportunity updates to the NLCERA.
  - 2. Kevin – Community medicine isn't clearly defined at the Colorado State levels pertaining to requirements and coverages.
  - 3. Question – How NLCERA agencies can get help for someone without violating HIPPA? Often difficult to have good information about frequent response patients.
    - a. Nick – Contact Ted or Julie for their guidance. UCHealth does not have Business Associate Agreements (BAA) with any NLCERA agency share patient information.
    - b. Kevin – Dr. Tremblay is currently working on a plan to coordinate referral of needed services.
- v. First Watch (FW) Online Compliance Utility (OCU) update
  - 1. First Watch program is now installed and receiving CAD data. FW is used by large EMS systems in the US.
  - 2. FW meeting this Friday, March 9, 2018 to build compliance triggers.
  - 3. Eventually will become what UCHealth and PFA use to assess NLCERA EMS response compliance.
- vi. ESO update (continuation of how to obtain follow-up patient info for training)
  - 1. UCHealth has been using ESO (for patient charting) for a few months, and entering all information manually. Should be live with auto inserted CAD data on March 7, 2018. UCHealth is no longer are using Zoll for patient charting.
    - a. ESO Advantages – has built-in quality metrics which will provide improved patient outcome information in the future. Nick working on how this information will be available to NLCERA agencies.
    - b. Interfaces with hospital EPIC patient information program.
    - c. Redesign of patient care forms (tablets?)
      - i. Nick – UCHealth has moved to the “SOAP” format (acronym for subjective, objective, assessment, and plan). PFA and other NLCERA are currently using SA-CHART.
        - 1. ESO supports the SOAP acronym
        - 2. Kevin – Changes for the NLCERA should be vetted through the R&I committee, and changes made uniformly at the Operations level.
          - a. Mark to send what the Rural NLCERA patient care forms are to

Bill. Kevin will take these to the next R&I meeting, which is the first Tuesday in April. Kevin will put on the agenda and will address creating a new patient care format for the entire NLCERA.

- vii. UCHHealth Grant request for reserve ambulance in WFPD – status
  - 1. Nick – Thanked all NLCERA agencies who responded with the requested letters of support for the grant.

c. PFA Updates

- i. CAD AVL is now operational for compliance verification
  - 1. Until recently, the only AVL provided was by UCHHealth's third party vendor. This required UCHHealth to enter any AVL verifications into CAD as a miscellaneous entry to count towards EMS compliance.
  - 2. Currently, FC911 has CAD AVL, which PFA uses to augment the UCHHealth AVL for validating responses.
- ii. PFA will be transitioning to the First Watch Online Compliance Utility (FW-OCU) in March and April, 2018. As stated above in the UCHHealth FW update.
- iii. EMS Contract Amendment #4: Remediation-Equivalency (R-E) status
  - 1. R-E specifically addresses liquidated damages assessed when any NLCERA zone falls below 90%.
  - 2. PFA and UCHHealth have been working on establishing the R-E program into EMS Contract Amendment form. This has been successfully accomplished, and will give options to ensure continuous improvement is the focus, not just financial penalties.
  - 3. The R-E Amendment is currently at UCHHealth legal for review. PFA's legal has previously reviewed and approved this document.
  - 4. The R-E Amendment should be added to the EMS contract within the next few months.

d. NLCERA 2017 fourth quarter data

- i. The NLCERA (zones 3-5) and WFPD fourth quarter data was reviewed:
  - 1. Zone 3 Emergent 92% (12:1) Zone 3 Non-Emergent 72% (18:5)
  - 2. Zone 4 Emergent 93% (15:1) Zone 4 Non-Emergent 100% (13:0)
  - 3. Zone 5 Emergent 100% (1:0) Zone 5 Non-Emergent 100% (3:0)
- ii. Discussion – seeing improvements in response compliance, possibly due to new deployment plan.
- iii. The fourth quarter response map of the NLCERA was available and given to each department.
- iv. Challenges: Low call volume can show non-compliance below 90% with only a few non-compliant responses.

e. NLCERA 2018 – January and February data

- i. With FW implementation happening this week, January and February final compliance assessment is pending a comparison with FW. This information will be presented at the second Quarter 2018 meeting.

f. Larimer County LZ Map updated

- i. Justin Whitesell's team has validated LZ spots on the October LZ map.
      - 1. Other areas of the county added (Estes, Allens Park, others)
      - 2. Jim Montague in process of updating the LZ map.
        - a. Bill to post to the NLCERA Training and Resources page when available.
        - b. New LZ wall maps available upon request.
    - ii. Avenza App discussion
      - 1. The Avenza App was demonstrated to the group.
      - 2. The Avenza App can be used to navigate any geocoded map without Internet or cell phone connection.
        - a. Download the Avenza App (Avenza.com - Free for three maps, which can be changed as needed).
          - i. Licensing for emergency response details will be sent out by Bill after this meeting.
          - ii. Bill encouraged all to download the App and LZ map and work with it for free.
          - iii. App establishes Latitude (Lat) and Longitude (Long) wherever the center circle is on the map. Can enter Lat and Long and map to the location.
        - b. Currently, only the geocoded LZ map on the NLCERA Training and Resources webpage is available.
        - c. PFA will continue to develop maps for the NLCERA
        - d. Maps are currently available on the Avenza map store within the APP.
  - g. ReadyOp format changes
    - i. Lori developed a NLCERA area for only ReadyOp users.
    - ii. ReadyOp instruction guide
      - 1. The only change is to select NLCERA at the main login page. It will come up with Larimer County - arrow down to NLCERA.
      - 2. See the ReadyOp user guide [Video](#) at the NLCERA Training and Resources page. Contact Bill if need assistance.
      - 3. All agencies encouraged to use ReadyOp for coordination as practice. Not a replacement for normal dispatching for response.
  - h. Larimer County Fire Chiefs Association
    - i. EMS Update from the January 18, 2018 meeting
      - 1. Kevin and Bill presented the NLCERA at the meeting and were well received. Kevin will continue to represent the NLCERA at future meetings.
      - 2. Next meeting is May 7<sup>th</sup>.
    - i. NLCERA fire representation within the CRISP group (follow-up)
      - i. Kevin is now the PFA representative to the CRISP Admin group.
- 4) Operations
- a. PVH EMS response updates – as above.
  - b. ALS capability within rural NLCERA fire districts
    - i. Current ALS capabilities (number of paramedics?) – No discussion (Time constraints)

- ii. Number of BLS ambulances?
      - 1. Stop the Bleed – tourniquets from RETAC (five per licensed ambulance).
        - a. All agencies with a licensed ambulance encouraged to login into the RETAC website (link at NLCERA Training and Resources page) and fill out the form to receive the tourniquets.
        - b. Mass tourniquet training at CSU Lory Student Center on March 31.
          - i. Nick to advise if this is open or closed to other NLCERA agencies.
          - ii. Attend and get one tourniquet per person
          - iii. Bill demonstrated the tourniquets given out at the February EMS Symposium.
  - c. NLCERA Fire/EMS Agency updates
    - i. Recognitions?
      - 1. Mark – seems like response times are improving.
    - ii. Needed Improvements?
    - iii. How to improve?
    - iv. Communications?
      - 1. Needs: 800 Meg or VHF in Rural NLCERA?
        - a. Possibly LCSO will have more radios available in the future
        - b. Mark requested to know who at PFA might have 800 Meg radios for sale.
          - i. Bill to send PFA Battalion Chief Nuckols contact information to Mark.
      - 2. MDTs for NLCERA rural departments?
        - a. PFA may have old MDTs available once the new CAD arrives in 2020.
          - i. Best option - consider to plan now and buy new CAD compliant if want them.
          - ii. The CAD response notification program (Mobile Com) can be installed onto the station computer to perform the same MDT functions.
            - 1. Kevin and Bill to research Mobile Com availability and post update to NLCERA Training and Resources webpage.
    - d. Other issues?
- 5) Training:
- a. PFA/UCHealth EMS Symposium
    - i. Presented on Saturday, February 17, 2018 at the Lincoln Center, Fort Collins
      - 1. Online recorded links posted at the NLCERA and Rural NLCERA pages
      - 2. Excellent job done by City of FC TV folks.
  - b. First Net update – Nick (follow-up)

- i. Currently UCHHealth has one ambulance with First Net
  - ii. AT&T is the provider and has the nationwide contract to support priority cell phone coverage for responders.
  - iii. Higher data speeds
  - iv. Available to responders within a response agency for private phones.
  - v. AT&T has seven years to build out state system.
- c. R&I Committee
  - i. Should have one representative per agency
    - 1. Currently Vanessa and Kevin sit on the committee
- d. New AED updates or needs? (follow-up)
  - i. Advanced Resuscitation Techniques (ART) CPR
    - 1. ART CPR training for the NLCERA is on the April R&I Committee agenda. Look for a comprehensive rollout in the future.
    - 2. Significant improvements in patient outcomes.
- e. IO Equipment for rural departments
  - i. Nick and Kevin clarified no protocol yet for EMT's to perform IO.
  - ii. Only IV certified EMTs would be able to perform IO
  - iii. Wait for R&I Committee direction and protocol with training.
- f. Epi
  - i. Tom F. – If departments are trained can they administer Epi?
  - ii. Kevin – if trained by Dr. Tremblay (designee), then okay
    - 1. Follow protocols
  - iii. Kevin demonstrated the way PFA carries Epi on the engines
    - 1. Contact Kevin for information
- g. Consolidated Training Events
  - i. Mark – NLCERA agencies willing to help coordinate for multiple departments to attend scheduled training to lessen the need for multiple trainings.
  - ii. UCHHealth to provide a more formalized approach to future trainings.
- 6) Other Feedback, comments or issues?
  - a. NLCERA agencies trying to notify for safety reasons when the ambulance can downgrade.
    - i. Nick – appreciated for safety reasons.
  - b. Mark - Protocols changes – Can the NLCERA agencies receive better notification when there are EMS protocol changes.
    - i. Nick – in the future there will be a plan for rollout and associated training to support protocol changes.
    - ii. Kevin – protocol changes are part of the mission of the R&I Committee.
  - c. Mike (PC) – Way to get the EMS Coordinators emails?
    - i. Chiefs/Reps send your department EMS coordinator email to Mike
  - d. Guarded responses
    - i. How to get a premise history added to CAD for dispatching?

1. Contact 900 and ask to have the premise history added to an address.
- e. Carol – requested contact information for anyone in Boulder regarding extrication gear.
  - i. Bill to send Holger Durre’s email to Carol
- 7) Next meeting (Second Quarter Meeting, June 16, 2018):

Please contact Bill Salmon ([bsalmon@poudre-fire.org](mailto:bsalmon@poudre-fire.org)) or Kevin Waters ([kwaters@poudre-fire.org](mailto:kwaters@poudre-fire.org)) with any questions.



### March 3, 2018 Attendance Roster:

2018	NLCERA EMS Rural Fire Chiefs Meeting - March 3, 2018			
In Attendance	First and Last Name	Organization	Email	Phone #
	Ted Beckman	PVH-EMS	<a href="mailto:ted.beckman@uchealth.org">ted.beckman@uchealth.org</a>	970-988-5475
	Lethia Betchel	WFPD	<a href="mailto:lbetchel@wfpd.org">lbetchel@wfpd.org</a>	
	Hugh Collins	PCFPD	<a href="mailto:h.collins@gmail.com">h.collins@gmail.com</a>	970-881-2472
1	Michael Everett	PCFPD	<a href="mailto:michael.everett@scouting.org">michael.everett@scouting.org</a>	
2	Tom Forbes	RFLVFD	<a href="mailto:tfbike@hotmail.com">tfbike@hotmail.com</a>	281-838-5587
3	Heath Fournier	GVVFD	<a href="mailto:gvfdchief02@gmail.com">gvfdchief02@gmail.com</a>	
4	Vanessa Fournier	GVVFD	<a href="mailto:gvfdchief2@gmail.com">gvfdchief2@gmail.com</a>	970-493-3353
5	Joel Funk	LFPD	<a href="mailto:joelfunk@hotmail.com">joelfunk@hotmail.com</a>	
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6	Dan Knox	GVVFD	<a href="mailto:danknox540@gmail.com">danknox540@gmail.com</a>	
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11	Kevin Waters	PFA	<a href="mailto:kwaters@poudre-fire.org">kwaters@poudre-fire.org</a>	
	Justin Whitesell	LCSO	<a href="mailto:whitesjl@co.larimer.co.us">whitesjl@co.larimer.co.us</a>	