



NLCERA EMS Contract

Quarterly Rural Fire Chiefs Meeting

May 18, 2019

PFA Administering the NLCERA EMS Contract through IGAs

Greetings NLCERA EMS Rural Fire Chiefs and designees,

Please see the minutes from the second-quarter May 18, 2019 meeting. The meeting was held at Glacier View Fire Station 1, 08:30 – 10:30.

Discussion Items/Agenda:

- 1) Introductions and welcome (Sign [Roster](#))
 - a. **We welcomed two new members:**
 - i. **Eddie Taylor (LFPD)**
 - ii. **Mike Noonan (LFPD)**
- 2) Approve February 16, 2019 first-quarter meeting [minutes](#)
- 3) Administrative
 - a. NLCERA Rural Fire Departments/Districts
 - i. EMS Contract related issues?
 1. **No contract issues expressed.**
 - ii. Changes in leadership, roles or governance relating to EMS?
 1. **Dan Knox – no longer with Glacier View Fire**
 2. **Michael Everett – no longer with Poudre Canyon Fire**
 3. **Gary Green requested clarification of Livermore chiefs:**
 - a. **Donn Maynard is Livermore 1**
 - b. **Joel Funk is Livermore 2**
 - c. **Jim Herrington is Livermore 3**
 - d. **Eddie Taylor is Livermore 4**
 - i. **Livermore currently has 19 EMTs**
 4. **Gary, Vanessa and Mark will be meeting to discuss updating mutual aid agreements.**
 - a. **Any chiefs interested please contact Gary, Vanessa or Mark (see roster).**
 - iii. ReadyOp

1. Ready Op test was sent on May 17 as a reminder – all received notification
 2. Please remember to send updated top three officials and infectious disease person changes to Bill for program update.
- iv. www.NLCERA.org website created for NLCERA specific information
1. The NLCERA.org Website will help establish the bigger picture that the NLCERA represents as nine agencies covering 2200 square miles with EMS response.
 2. Continues to be in development and will be updated often
 3. Feedback is greatly appreciated
- b. PFA Updates
- i. NLCERA 2019-2020 EMS Contract Renewal
1. PFA has renewed the EMS Contract with UCHealth beginning June 1, 2019 – May 31, 2020.
 - a. Amendment #5 – Establishing new NLCERA Response Map
 - b. New [NLCERA Map](#) live June 1, 2019 – See NLCERA.org website
- ii. Rural ALS Follow-up from April 13, 2019 Ad-Hoc Meeting
1. Revised proposal for May-Sept, 2019 response plan
 2. Bill and Kevin shared the details of follow-up development from the April 13th meeting.
 - a. Through development of the R-E, drive time maps, cost estimates, and verifying what is required of UCHealth by contract. The following were shared with the Rural Chiefs:
 - i. GIS Drive-time maps were developed from GVFPD Station 1. This established a Zone 1 response which was predicted to have an effect on approximately 22 calls in 2019.
 1. Coverage timeframes in detail
 - a. May 31-Sept. 8; 08:00 – 21:30
 - b. Drive time maps verified only GV, RF & CL would benefit directly.
 - c. Cost established at \$1441 per response
 - d. PFA removed any expectation of UCH to provide this service based on existing contract compliance level.
 - ii. For Delta and Echo responses there will be auto-launch of air resources to support these responses.
 1. Discussion and emphasis on calling to verify air is enroute early in the call.
 2. Discussion regarding value vs. cost
 3. Data to be evaluated past and future to determine value and response outcomes.

- iii. Kevin described how he hopes to see the EMS system grow toward sending the right resource to the right calls in Fort Collins. This may be a combination of ALS or BLS ambulances, thus keeping resources available for higher priority responses.
 - b. Bill and Kevin apologized for bringing the summer plan forward before being completely vetted.
 - c. Discussion and questions
 - i. Much discussion of needs and alternate models of how enhanced EMS response resources can be achieved by the AHJ's collectively.
 - ii. Bill and Kevin vowed support of the AHJ's as they develop plans for additional ALS/BLS coverage.
 - d. Final disposition of plan – No additional UCHealth resources required by PFA, beyond what is currently required within the EMS Contract.
 - iii. Northern Colorado EMS Protocols – update
 - 1. Kevin – The next update of the protocols will guide what treatments can be given by each certification level, as well as medication deliveries.
 - 2. Protocols will be released by June 1, 2019
 - 3. June EMS Trainings will focus on the new protocols
 - 4. Go-Live date is July 1, 2019 for new protocols.
 - a. Much discussion about the current protocols not working on computer, but does on mobile differently.
 - i. Kevin – The new protocols will be fully hyperlinked in PDF or on the app, and should be the same on each.
 - iv. Emergency Reporting Report Reviews
 - 1. Bill advised that PFA currently has access to Emergency Reporting for some NLCERA departments to assist with response compliance verifications.
 - a. QA is intended to be a part of this access, but there appears to be a need for report writing format and writing support.
 - i. PFA is developing a report writing guide – video which will be posted on the NLCERA.org and Poudre-Fire.org websites.
 - b. If you currently use Emergency Reporting and wish to grant PFA access for compliance verifications and report QA, please contact Bill.
 - 2. QA feedback
 - a. Moving forward all feedback will reflect the EMS Protocols, as will every EMS training delivery.
- c. NLCERA First Quarter Data
 - i. January – March, 2019 Compliance – Zones 3-5

1. The first quarter 2019 EMS Compliance and Penalty Report was distributed to each department.
 2. Discussion of the breakdown of where most of the zone 3 calls currently fall in the fringe around Fort Collins, which will change with the new map. For first quarter 2019, only zone 3 was non-compliant.
- ii. Expectations for June – September (new response map) compliance
1. Measuring best effort at interface of zone 4 to zone 5
 - a. Measuring the interface is an area of significant benefit, since each request for ambulance will be measured via AVL as it leaves zone 4 and enters zone 5. This simply means the ambulance was capable of rendering aid within the contract compliant times, while recognizing zone 5 is hard to measure due to distance of response or access issues. PFA will still flag calls for review in zone 5 where arrival is beyond two hours.
 2. Auto-launch for Delta and Echo responses
 - a. Much discussion about cost vs. value, but consensus is air resources are a valued option for specific type of responses.
 - b. This change simply means the air resource is available for the IC, but can be stood down as determined by the IC.
 3. MARVLIS data and mapping modeling
 - a. Will assist with predictions of where calls will happen based on past data (heat maps).
- iii. Feedback requested – quarterly reports for rural NLCERA departments
1. Aaron presented a dashboard created using Excel pivot tables which showed each department their response data for the first quarter.
 2. PFA received feedback relating to what EMS response data the rural chiefs thought was helpful.
- d. UCHealth updates
- i. Organizational Updates
 1. UCH EMS Organizational updates
 - a. No new organizational changes.
 2. QA job description being tweaked – more as develops
 - ii. ESO update
 1. Update regarding patient care forms
 - a. Mark Rode follow-up with rural NLCERA Chiefs
 - b. Mark handed out a draft of what the committee had agreed to as the best patient care form for the rural NLCERA
 - i. Mark requested UCHealth recommend if the ambulance needed one or two copies when transporting.
 - ii. PFA to work with UCHealth and provide this feedback so forms could be ordered.
 - iii. Bill suggested they add “NLCERA” to the Patient Care Form title.

- iv. When number or form copies are known, rural chiefs to order as a group patient care forms for use in the NLCERA.
- 2. Requests for Patient care follow-up –feedback
 - a. Mark – can feedback be automatic?
 - i. Kevin - Not at this time
 - ii. Use NLCERA form to request patient care feedback
 - b. ESO feedback is not currently working
 - c. PFA is working on getting patient care feedback available
- e. NLCERA R-E Status
 - i. Current Remediation-Equivalencies (R-E's) involving NLCERA
 - 1. Brief discussion about the current R-E's in progress.
 - 2. March and April, 2019 R-E's were passed around for review.
 - a. R-E's are beginning to be the tool PFA saw they could be by tying the response deficits to measurements and improvements.
 - ii. Considerations for data review within new NLCERA response map and R-E:
 - 1. Zone 1 grows considerably and is tied to leading edge growth
 - 2. Zone 2 – shrinks considerably
 - 3. Zone 3 grows considerably
 - a. Area now mostly around Fort Collins
 - 4. Zone 4 shrinks considerably
 - a. Area is limited to roads and areas where the people are and access is possible
 - 5. Zone 5 grows considerably
 - a. Area where there is limited access or beyond the zone 4 time frames while on roads.
 - b. Measured now at interface of zone 4 and zone 5
- 4) Operations
 - a. Communications – Needs?
 - i. Paging issues?
 - 1. Rural NLCERA departments continue to have paging issues.
 - a. Red Feather and Crystal Lakes are seeing sporadic coverage.
 - i. Discussion – Departments to keep logs and contact LC Dispatch when can document no coverage.
 - ii. If logs showing issues are created and issues continue, PFA will assist to help if needed.
 - b. Livermore working well
 - ii. Hiplink -
 - 1. Issues have been solved
 - a. No departments have received information from LC
 - b. Contact Steve Bebell or Justin Whitesell if interested
 - i. Create a list by department of individuals
 - 1. Include name, pager, phone, department
 - iii. 800 Meg radio issues?

1. Almost all rural NLCERA departments are using 800 Meg on EMS calls.
 2. Problem when EMS calls are changed to VHF, since many don't carry two pack sets on calls.
 3. VHF is kept in service for wildland incidents mostly now.
 - iv. VHF Radio issues?
 1. None
 - b. OEM
 - i. City of Fort Collins
 1. Jim Byrne is Interim Director of Emergency Management
 2. New Director candidate to be onboard in early June, 2019
 - ii. Updates from Lori Hodges, LC-OEM
 1. Large scale exercise June 5, 2019
 2. Special Needs database for evacuations in place – signup at LETA911.org
 3. See April 17, 2019 [NLCERA EMS Advisory Committee minutes](#) for full report.
- 5) Training:
- a. PFA EMS Division & UCHealth
 - i. Training Calendar dates and topics on NLCERA websites
 1. NLCERA.org website now created
 - a. Training calendar at NLCERA.org
 - b. All support on Poudre-Fire.org, EMS and NLCERA pages are the same
 - c. Send feedback relating your department links
 - ii. MedicCE
 1. Updates, questions or issues?
 2. PFA will be administering the MedicCE for the Rural NLCERA.
 - a. Amy Maddox will be the contact person very soon.
 - b. All NLCERA certs will be within the MedicCE
 - c. Outside classes can be entered into MedicCE
 - b. UCH training deliveries to rural NLCERA
 - i. Feedback?
 1. Mark – 100% improvement
 2. Consensus is working
 - ii. Needs
 1. MedicCE use support
- 6) NLCERA Fire/EMS Agency updates
- a. No other updates; meeting was long but very productive.
- 7) Other issues?

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

Roster

2nd Q-2019	NLCERA EMS Rural Fire Chiefs Meeting - May 18, 2019	1st Quarter		
In Attendance	First and Last Name	Organization	Email	Phone #
1	Hugh Collins	PCFPD	h.collins@poudre-canyon-fire-district.org	970-881-2472
	Carol Dollard	RCVFD	chief@rcvfd.org	
2	Tom Forbes	RFLVFD	tfbike@hotmail.com	281-838-5587
	Heath Fournier	GVVFD	gvfdchief02@gmail.com	
3	Vanessa Fournier	GVVFD	gvfdchief1@gmail.com	970-493-3353
	Joel Funk	LFPD	joelfunk@hotmail.com	
4	Gary Green	WFPD	ggreen@wfpd.org	970-418-0398
	Ron Hall-Estand	RCVFD	ronestand2006@yahoo.com	
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5	Aaron Leonard	UCHealth	aaron.leonard@uchealth.org	
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6	Mike Noonan	LFPD	michael.noonan@hdrinc.com	970-6317063
7	Mark Rode	CLVFD	markrode58@gmail.com	
8	Bill Salmon	PFA	bsalmon@poudre-fire.org	970-218-9406
9	Eddie Taylor	LFPD	EGTaylorDVM@AOL.com	970-381-7630
10	Gerry Wagner	RFLVFD	g wagner@centurytel.net	
11	Kevin Waters	PFA	kwaters@poudre-fire.org	
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