Discussion Items/ Agenda: NLCERA EMS Update

- EMS Contract update
    - Amendments
        - PFA is actively pursuing adding the amendments from the draft RFP from 2019, as the scope of work in a new Exhibit A to the service agreement.
        - PFA is working with City of Fort Collins Purchasing and Legal to draft an amended EMS Contract for UCH Legal to review.
        - PFA anticipates a September 1, 2020 timeframe.
        - PFA will provide updates monthly to the NLCERA Rural Chiefs.
    - Pillars update
        - Within the amended scope of work are the five pillars which EMS contract compliance will be measured moving forward:
            - Protocols
            - Training
            - Equipment
            - Response
            - QA/QI
        - Each pillar will have a PFA person and an UCH person assigned. These representatives will administer their respective pillars as the current contract has within the singular focus of "response."
        - Reporting will continue to be monthly; with compliance measured quarterly. PFA will provide a more detailed update when the amended EMS contract is finalized.
        - PFA is committed to providing dashboards where all NLCERA residents and agencies can access the compliance information online.
    - EMS training plans update
        - EMS training will emanate from the Training Pillar in the future and will be clearly communicated to all NLCERA agencies.
- Status of RFP
    - PFA Plans on releasing an RFP in the near future to be in accordance with normal City of Fort Collins Purchasing practices.
    - PFA will provide monthly updates moving forward.
- QA and Patient feedback
    - Changes to NLCERA Operational Form
        - The NLCERA Operational Form can be found at the NLCERA.org website > Contact Us tab > Operational Form tab
    - Requests to be submitted via the form
        - For all requests for patient care feedback, PFA is requesting the NLCERA agencies utilize the above form.
        - The form has been updated at the very bottom to include three choices for patient follow-up. 1) QA full workup; 2) General Patient care follow-up; 3) When you have an EMS contract issue and need to be contacted as soon as possible.

- Kevin advised that Captain Salazar will be providing all case updates.
    - Each AHJ may request as involved feedback as needed.
        - General feedback will be provided to each EMS person for their respective AHJ.
        - Full QA feedback can be conducted via zoom by Captain Salazar to those involved.
- MD directed QA reviews (These always happen without being requested):
    - All Cardiac are reviewed
    - All ventilated patients calls
    - Any waivered procedures will be reviewed
    - Full Trauma team activations (will be coming).
- Response data:
    - Data as it relates to what is known about COVID-19
        - Discussion about where to find the Larimer County COVID-19 data dashboard:
            - Direct Link
            - The hospital incidents of patients with suspected COVID-19 is rising, so be diligent and practice appropriate EMS response protocols pertaining to COVID-19.
        - PFA measures weekly for NLCERA system response volume and has seen no prehospital rise in response volume due to COVID-19.
        - Discussion about testing for COVID-19
            - Chief Waters detailed how Larimer County is providing testing at no charge for anyone wishing to be tested. Direct Link for testing information.
            - UCHealth will also provide testing at a cost and may provide results within 3-5 days. Chief Waters advised to log into the UCH portal and follow the instructions. Antibody testing Direct Link
    - First and second quarter response data – zones 3-5
        - For each quarter UCH has been compliant in each NLCERA zone.
        - NLCERA EMS rural agencies can know they are receiving EMS Contract compliant response to their AHJs
- Protocols
    - July updates and planning
    - Chief Waters has a meeting on next Tuesday which should finalize the July protocol updates.
    - A "track changes" version will be sent out which details the items changed.
    - The final PPP App update will be available soon after the track changes version.
- BLS Transports
    - BLS transport reimbursements
    - The BLS transport reimbursement form is on the NLCERA.org website for reimbursement request submissions.

- Bill advised the process has been validated from form submission to return received email from UCH accounting.
- For those NLCERA agencies who provide BLS transport to meet staged UCH ambulances, and have provided the requested UCH Accounting documentation, there should be no more issues seeing reimbursement.
- Hugh advised PCFPD has received three checks recently from UCH.
- Replace the Quarterly NLCERA EMS Rural Chiefs meetings with a monthly update at the last Wednesday of each month - NW Chiefs weekly meeting?
  - Discussion
    - Meeting update content
      - Bill and Kevin observe that the monthly meeting is an update within the already scheduled NW Chiefs weekly zoom conference call meeting. Thus, the NLCERA agenda is only a part of the overall meeting, and as such will seek to be brief and concise.
      - PFA to continue to refine the monthly update content.
      - Please provide any feedback, ideas, or requests to: bill.salmon@poudre-fire.org
    - UCH attendance
      - PFA receives reporting and data from UCH.
      - PFA will provide the overviews at the monthly meetings and can go as deep into the data as requested.
      - UCH can attend when requested but will not be a regular attendee at the monthly updates.
    - NLCERA attendance (WFPD, RCVFD, LCSO?)
      - Bill observed that the remaining NLCERA agencies regularly attend the bi-monthly EMS Advisory Committee meetings.
      - Their attendance is not up to PFA for these monthly updates.
    - Bill asked if the monthly format might replace the quarterly meeting?
      - Please send your thoughts and ideas to bill.salmon@poudre-fire.org
      - Discussion followed with the general idea being to keep on this format for a while, under the COVID-19 circumstances, and seek feedback for a later decision.
- Other:
  - (Not discussed at the meeting: Ideas for improving Zoom meetings)
    - Use the chat feature for questions posted to all for discussion.
    - PFA provide a written update and ask for questions at the monthly update.
    - We request feedback for how we may improve the monthly updates.