



NLCERA

EMS Advisory Committee Meeting

Minutes of the meeting which was held on **August 21, 2019, 08:30 – 10:00**, at PFA Station 12, 321 Country Club Rd, Downstairs Training Room

Agenda and Discussion Items:

- 1) Welcome existing and new members ([see roster](#))
 - a. Daniel Alarcan - RFLFPD
 - b. George Solomon – UCH EMS Education Coordinator
- 2) Approval of June 19, 2019 [meeting minutes](#)
 - a. Minutes approved - no discussion.
- 3) Review [Purpose and Mission](#)
- 4) PFA NLCERA Updates
 - a. NLCERA EMS System Improvements Plan (See Ribbon Graphic)
 - i. Kevin presented an overview of how the current EMS Contract is measuring response capability from dispatch to on scene, then basically nothing after arrival. He shared a graphic (see [Appendix – A](#)) which shows a ribbon interwoven into a star with each of the five pillars. EMS Compliance will be measured from now and into the future through these five pillars (See [Appendix – B](#) for NLCERA Administration Organizational Chart). See below the descriptions of how we are using each pillar:
 - b. Introduction of the Five Pillars of EMS Compliance
 - i. Protocols
 - a. Informs how the Medical Director requires pre-hospital EMS to be performed.
 - b. Current protocols are color coded and linked for ease of use.
 - c. Will be updated in January and July of each year.
 - d. Issue presented regarding color blind personnel and possible solutions.
 1. Kevin to follow-up and research adjusting headings for consistency for those with limited color differentiation.
 - ii. Response
 - a. Response times are the measurement basis of most EMS contracts.
 - b. Important, yet doesn't account for what happens after arrival on scene.
 - c. Remediation Equivalency ensures continual improvement focus
 - iii. Quality Assurance
 - a. Reviewing of patient care information for quality assurance is an important part of holistic EMS compliance measures.
 - b. QA is now a major emphasis moving forward for the NLCERA.

- c. Example: Cardiac arrest responses are fully evaluated through the QA process and feedback per the protocols provided to responding crews.
 - iv. Equipment
 - a. The coordination of equipment for compatibility, training and cost is a significant focus serving the Fire/EMS agencies of the NLCERA.
 - v. Training
 - a. Training coordination between PFA and UCH in support of all NLCERA EMS providers ensures high quality and focused training in support of EMS certifications.
 - b. Examples:
 1. EMT (all levels) new hire field training programs will extend to all NLCERA agencies.
 2. MedicCE captures certification and training information for all NLCERA EMS providers.
 - c. Adding Pillars of EMS compliance reporting to agenda format
- 5) Bill requested of the committee to add the Pillars of EMS compliance to the agenda format. No issues noted.
- 6) NLCERA Contract Administration (See Org Chart)
 - a. Kevin introduced the NLCERA Administration organizational chart. This chart breaks down the roles and responsibilities for collaborative work between PFA and UCH to serve the EMS needs of the NLCERA.
- 7) Following up: System Changes Status from June Minutes
 - a. MARVLIS Implementation
 - a. Being implemented today, August 21, 2019.
 - b. Will help predict UCH ambulance placement for more reliable EMS response.
 - c. UCH using static and dynamic posting models within MARVLIS.
- 8) FC911 Transfers – Addition of BLS Ambulance
 - a. The current EMS contract does not allow only a BLS response for calls originating from FC911. PFA and UCH are establishing a new criterion toward right size resources for 33A Interfacility Transfers (IFT).
 - b. As of September 3, 2019, when FC911 receives requests for interfacility transfers (IFT) which EMD code as 33A, a three tiered response will be initiated in the following order: BLS ambulance > UCH270/249 > or ALS ambulance.
 - c. By allowing BLS IFT's for 33A responses, the UCH ALS units can remain available for more serious responses in the NLCERA.
 - d. Discussion ensued from Dr. Tremblay about other EMS response determinants which might qualify for a right size adjustment of resources.
 - i. The BLS IFT changes are the first opportunity to right size resources.
 - ii. As QA effectiveness and data become available, other EMS response determinates within the emergency medical dispatching sequence will be considered.
- 9) New Map Validation
 - a. The new NLCERA map was adopted by Amendment #5 to the EMS Contract on June 1, 2019.

- b. The response data is showing the new map zones, which are GIS validated routes, is working as expected. This map reflects what response coverage should be possible for the entire NLCERA.

10) NLCERA.org website

- a. Poudre-Fire.org for NLCERA will be linking directly to NLCERA.org in the near future.

11) UCHealth updates

- a) UCHealth EMS Organizational updates
 - i. Mike Ramsey hired to be over QA for UCH EMS.
 - 1. Mike is building a QA program which will bring all response and patient care data together in one place.
 - ii. Judson Smith hired to be over the UCH Community Medicine.
 - 1. Judson will be focusing on patients through the hospital system.

12) NLCERA Second Quarter Data

- a. April - June, 2019 Compliance – Zones 1-5 overview showing the data is stable with known response exception issues in zone 1 non-emergent and zone 2 emergent.
 - i. These response deficits are a significant focus of current and ongoing R-E plans.
- b. New map response data update
 - i. The new NLCERA map appears to be much more reliable regarding assessing response times.

13) NLCERA July Remediation-Equivalency (R-E) Status

- a. Brief Overview of July R-E
- b. The July R-E was held up as an example of how the response data is being evaluated through the DMAIC (Define-Measure-Analyse-Improve-Controls) process.
 - ii. Many data controls are currently being assessed, with continual improvement as the goals.
 - iii. Bill invited any committee member wanting more detailed information to contact him for a meeting.

14) Focused discussions on Challenges and Opportunities regarding:

- a. Communications
 - i. New CAD Process updates
 - 1. Discussion and update that new CAD is on target for March 2020 implementation.
 - ii. LC Hiplink & Paging systems updates
 - 1. Discussion about pagers still having issues in the rural NLCERA.
 - 2. Bill to follow-up regarding Hiplink access and advise the rural chiefs.
 - iii. Follow-up:
 - 1. Communication interface with FRCC?
 - 2. Bill advised this remains on our agenda due to concerns interfacing with FRCC communications on large events.
 - iv. OEM

1. Chris
 - a. Update about the AAR of the full scale exercise.
 - i. Fort Collins Channel 14 produced a [video](https://youtu.be/EhKVohYpqJo) of the exercise: <https://youtu.be/EhKVohYpqJo>
 - b. Chris advised of an exercise beginning today (Earth X) where a nationwide power outage is simulated.
 - c. Chris advised of a fourth quarter exercise being planned – more information as it develops.
- v. Air Resources updates?
 1. Verify new birds have all radio channels?
 - a. Discussion and apparent validation that the new helicopters being put into service at Lifeline and Medivac have all the former radio channels installed.
2. Duane
 - a. New Lifeline aircraft in service.
 - i. Training with EMS providers will be happening soon.
 - ii. Bill will verify with Justin about any known LZ updates.
 - iii. Carol D. described LZ changes needed for Rist Canyon on the NLCERA map.
 1. Carol to have Jeff Rulli contact Bill with the LZ information.
- b. Training
 - i. NLCERA EMS: PFA, WFPD and Rural
 1. George Solomon and Floyd Salazar
 - a. Described coordination between PFA and UCH within Education Pillar
 - i. Instructor development (train the trainer) and defined lesson plans has improved consistent delivery of EMS training in the NLCERA.
 1. Brett C. (WFPD) requested to participate as an instructor for the NLCERA.
 - a. Brett advised to contact Floyd.
 - ii. NLCERA EMS training has changed didactic emphasis to include shorter class and longer practical sessions.
 1. Vanessa (GVFPD) praised the improvements in EMS training as very effective.
 - iii. EMS training content fits state and national registry training requirements for certification maintenance.
 - iv. George enters all NLCERA monthly training rosters into MedicCE for consistent recordkeeping.
 - ii. NCRETAC update

1. Rob C. (UCH) provided an update, and agreed to be our NCRETAC Rep.
 - a. Apparently there are funds available for grants specifically for EMT tuition reimbursement. ([Direct Link](#))
- iii. OEM – Training Opportunities?
 1. ICS 300 class will be offered at PFA on October 28 & 29
 - a. Class information is on [CoTrain](#)
- c. Transport
 - i. UCH Transport Updates
 1. FC911 originated IFTs
 - a. [See #8 above](#)
 - ii. Rural EMS Transport updates
 - iii. Air Resources Transport updates
 1. Lifeline and MediVac – new helicopter status
 - a. Discussion about dispatch sequence
 - b. New enhanced safety systems
 - c. Air stand-by requested as soon as possible is preferred
 2. Status of Auto-Launch air standby (Delta & Echo Zones 3-5)
 - a. Auto launch has been established as part of EMS response improvements in the rural NLCERA.
 3. Discussion about importance of air transport subscriptions for those living in the rural NLCERA.
 - iv. Lessons learned or improvements needed?
- d. Planning
 - i. Grant opportunities?
 1. Northeast Colorado RETAC
 - ii. What is strategically on the horizon?
 1. All encouraged to bring forward to this committee strategic EMS opportunities or challenges.

15) Stakeholder Agency updates affecting NLCERA

- a. LVFPD - Rural NLCERA EMS Symposium hosted by LVFPD – September 7, 2019
- b. RCVFD – Annual Festival September 7, 2019
- c. WFPD – New hires coming onboard at WFPD
- d. MediVac –
 - iv. New bird in service at Boulder
 1. Next will be Greeley then Akron
 - v. More capabilities and enhanced safety systems as well as no need to hot-load.
 - vi. MediVac will be scheduling training with EMS providers in the near future.
- e. Lifeline -
 - vii. Duane advised of bird strikes affecting helicopters
 - viii. A video will be produced to train how to setup a LZ
- f. RFLFPD –

- ix. Dan was thanked for the RFLFPD coordination regarding transport on a recent response.
- g. FC OEM –
 - x. Chris – The annual family fair is scheduled for October 5, 2019 at the Ranch.
- h. GVFPD –
 - xi. Vanessa – is working with a research committee to assess cost differential between EMT and EMT A for rural NLCERA departments. Results will be available to all departments.

16) Other Opportunities:

Please contact Kevin Waters or Bill Salmon with any questions:

kwaters@poudre-fire.org (303-906-6498); bsalmon@poudre-fire.org (970-218-9406).

Roster

21-Aug-19	NCLERA EMS Committee Meeting Roster		Please update Emails	Please update phone #'s
Please Initial for Attendance	First and Last Name	Organization		Phone #
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	Mitch Wagy	BHPS	Mitch.Wagy@BannerHealth.com	970-381-2392
	Carol Workman	FCPD/911	cworkman@fcgov.com	970-221-6333
13	Chris Wolf	PFA OEM	cwolf@poudre-fire.org	970-416-2859
	New Members sign			

	below:			
14	Daniel Alarcan	RFLVFD	D-Alarcon@live.com	970-8813882
15	George Solomon	UCH	george.solomon@UCHealth.org	484-747-2333

Appendix – A

Rethinking Compliance

In rethinking compliance we believe that time, energy, work efforts and resources will be equally applied to each of the EMS elements thereby improving overall system performance. This approach imbues compliance into every pillar of the system through defined key performance indicators (KPIs) that can be objectively measured and reported. This will allow system leadership a more holistic perspective in considering system performance while measuring their impacts on those we serve. A visualization of this system is below.



Appendix – B

NLCERA CONTRACT ADMINISTRATION

