



## **NLCERA EMS Contract**

### **Quarterly Rural Fire Chiefs Meeting - Minutes**

### **November 16, 2019**

PFA Administering the NLCERA EMS Contract – 2019 Fourth-Quarter Meeting

Greetings NLCERA EMS Rural Fire Chiefs and Designees,

Please see the meeting minutes from the fourth-quarter November 16, 2019 meeting. The meeting was held at Glacier View Fire Station 1, 08:30 – 10:30.

#### Discussion Items/Agenda:

1. Introductions and welcome (See [Roster](#))
2. Approve August 17, 2019 third-quarter meeting [minutes](#)
  - a. [Approved, no discussion](#)
3. Administrative
  - a. NLCERA Rural Fire Departments/Districts
    - i. EMS Contract related issues?
    - ii. Changes in leadership, roles or governance relating to EMS?
      1. [Ryan Hammack is the Interim Chief for Glacier View Fire. Ryan was appointed to the position after Vanessa's departure.](#)
        - a. [Ryan is on a temporary basis as chief, as operations are his strength. He hopes to fill an Assistant Chief role when the new chief is selected.](#)
        - b. [Ryan will have no access to regular GVFPD chief emails.](#)
        - c. [GVFPD Board is trying to fill the chief position with a permanent person for stability.](#)
      2. [Brandon \(Bobby\) Hill will be the Chief of Red Feather Lakes Fire as of January 1, 2020.](#)
    - iii. ReadyOp - Test to be sent on November 15, at 12:00
      1. [NLCERA Spreadsheet update of ReadyOP contacts filled out at this meeting](#)
      2. [Submit ReadyOp contacts changes to bsalmon@poudre-fire.org](#)
    - iv. Communications issues? (800, VHF or StacD)
      1. [GVFPD is having 800 Meg signal receiving issues inside GV Station 1](#)

2. Red Feather is not getting a text with dispatching information
  - a. Crystal and Red Feather have requested from Larimer County (LC) to provide text messages with dispatch information.
    - i. Diane to setup text message capability next week.
3. Radio Dave from LC will be tuning rural NLCERA department's radios this month.
  - a. Dave is setting up a 800 Meg simplex repeated channel for intermountain communications.
  - b. Should help Crystal, Red Feather and Glacier View
- v. Peer Support Needs/Discussion – Checking-in and updates
  1. PFA checked with Rural Chiefs due to recent severe responses, and no apparent peer support needs or discussion ensued.
- b. Five Pillars of EMS Compliance (Protocols, Response, QA, Equipment, and Training):
  - i. Protocols
    1. Next PPP protocol App update in January 2020
    2. Kevin described the update and change process. He requested help from the rural chiefs to review changes in early January, which will be shared in a separate document prior to the PPP App update.
    3. If issues or questions arise, please contact Kevin for assistance.
  - ii. Response
    1. Update regarding changes in EMS System in zone 1 to enhance response
      - a. Discussion about the new BLS interfacility transfer (IFT) resource allowing ALS units available for NLCERA responses.
        - i. The decision to allow FC911 dispatching of the UCH BLS ambulances to 33A EMD coded requests for IFTs should allow more ALS ambulances to remain available in the NLCERA.
        - ii. This was a data driven decision through the Remediation-Equivalency (RE) program.
        - iii. Additionally, the facilities requesting 33A transfers historically through FC911 are being educated to call the UCH Controller phone number instead of FC911.
          1. Approximately 15 facilities to be educated regarding IFT calls.
          2. If there is a doubt about EMS severity or coding they are to call FC911 for the proper EMS resource dispatching.
        - iv. The focus is on the right resource to the right need at the right time in the NLCERA.
        - v. Prior to September implementation of BSL IFT, the data shows that 10% of monthly calls through FC911 are IFT, with the majority being 33A.

2. Judson Smith hired by UCH to establish the community paramedic program.
3. NLCERA Feedback Form use
  - a. All agencies encouraged to use the NLCERA Feedback form available on the NLCERA.org website.
  - b. The form comes directly to Kevin and Bill
4. MARVLIS – data update
  - a. Aaron provided an update regarding MARVLIS data recommendations for posting based on where the data shows the next calls are most likely to happen in the NLCERA.
  - b. The UCH Controllers see the MARVLIS recommendations and provide move-ups instructions to units in the field.
  - c. UCH EMS had no data driven dynamic posting analysis program in use. MARVLIS uses three years of historical data for the same time frames being analyzed.

iii. QA

1. First Pass update regarding patient care feedback
  - a. Mike Ramsey (UCH) is developing the First Pass (FP) Quality Assurance (QA) program with First Watch (FW).
  - b. FP will connect patient care records with FP QA.
  - c. Aaron – FP works with UCH's records management program – ESO – and compares the patient care report (PCR) within FP to protocols.
  - d. Ryan Hammack advised he uses FP at South Metro Fire and has had good experience with the QA program.
2. Rural NLCERA Documentation – Discussion
  - a. Discussion - PCR requirement procedures by departments?
    - i. Discussion about what PCR procedures are in place for each of the NLCERA EMS rural fire agencies.
    - ii. When PFA began reviewing PCRs to provide feedback many apparent differences were noted.
    - iii. Helping the NLCERA EMS agencies to have consistent PCR models appeared to be an area of potential assistance and improvement from PFA to the NLCERA.
      1. Bill noted that PFA passed out models of PCR formats at the August 17, 2019 Quarterly meeting (see [Appendix C](#)) of the August minutes).
      2. Aaron – UCH uses SA-CHART
      3. AHJ's were encouraged to decide on a format to simplify training and feedback support.

4. Challenge now is how to connect FP to NLCERA EMS rural agencies for consistent PCR feedback.
    - iv. Discussion about what EPCR programs each NLCERA EMS agency uses.
      1. RFL and Crystal on Emergency Reporting but are switching to ESO
      2. PFA uses Image Trend
      3. Poudre Canyon uses CO state Image Trend
      4. Glacier View using Emergency Reporting
      5. Livermore uses Emergency Reporting (?)
      6. Wellington uses Emergency Reporting
      7. Rist Canyon (?)
    - b. Medical Director PCR QA update
      - i. Kevin – the medical director requires PCRs for every patient treated. Questions to Kevin.
    - c. Downloading AED and AutoPulse data for QA
      - i. Discussion about how PFA can support the follow-up evaluation and QA for AED and AutoPulse use by the NLCERA EMS rural agencies.
        1. What policies do NLCERA EMS agencies have in place to recover EMS data from AED or AutoPulse use?
        2. How to quickly obtain download of PCR data for documentation and QA?
        3. Identified need: AED and AutoPulse data download training and assistance with policy and procedures.
        4. Kevin shared how some of the challenges are from proprietary data files which can only be downloaded by proprietary programs.
        5. PFA to follow-up and determine options for AED and AutoPulse data to be obtained for QA and feedback.
- iv. Equipment
  1. Discussion about King Tubes being used in NLCERA EMS Rural?
    - a. Discussion for January protocol update to include only I-Gel or Supraglottic Airways which would allow King Tubes?
      - i. Only I-Gel's are being used at this point by all represented NLCERA EMS rural agencies.
- v. Training
  1. PFA described the issues that led to the November training cancellation and reinstatement.

- a. George Solomon has departed UCH, and November training to be provided was not deemed appropriate by PFA to deliver to the NLCERA rural departments.
  - b. PFA sent notice that the November 2019 monthly training was to be cancelled.
  - c. PFA received emails from NLCERA EMS Chiefs of expectations which necessitated the reinstatement of the November NLCERA rural training.
    - i. Kevin and Floyd developed the November training and provided the train the trainer instruction for UCH educators.
  - d. PFA is committed to keep the monthly training at a high quality until UCH can have a new educator in place that can develop the same high quality EMS educational opportunities.
  - e. UCH in the process of hiring a new education person.
- 2. Monthly Training
  - a. The December training is developed
  - b. Train the trainer sessions being scheduled with UCH
  - c. PFA feels a deep sense of responsibility to provide high quality EMS education to the NLCERA EMS agencies.
- 3. Livermore EMS Symposium
  - a. Positive Feedback from attendees and Dr. Tremblay
  - b. Dr. Tremblay participated and provided face-time as Medical Director.
  - c. UCH assisted with the Symposium
  - d. EMS Coverage for the mountain communities during the symposium was provided by NLCERA EMS rural agencies using their own resources.
  - e. Medic CE – Mary entered attendees hours
- 4. MedicCE – Use status Report
  - a. PFA to continue following-up to ensure Medic CE is accurate.
  - b. NLCERA EMS Agencies please keep EMS personnel rosters current
    - i. Send updated information to Kevin
- 5. EMR Discussion
  - a. Bobby Hill (RFLFPD) – discussion about unique EMR CE
  - b. Apparent issues with Colorado State regarding EMR CE and certs
  - c. Kevin to contact Colorado State Dept. of Health and Environment for EMR CE updates.
- 6. EMT Classes
  - a. Discussion and questions about how to find EMT classes which are convenient for NLCERA EMS rural department personnel

- i. WFPD may be able to assist with EMT classes – Gary to follow-up.
    - ii. Discussion about the need for afterhours classes with a combination of virtual and weekend skills.
  - b. Ryan advised that the Laramie County Community College in Cheyenne has options which are available and include virtual options.
  - c. PFA to research other options as well.
- c. NLCERA.org website
  - i. NLCERA.org is where all NLCERA EMS information is located.
  - ii. PFA is soliciting comments or ideas to improve the NLCERA.org website
  - iii. The Poudre-Fire.org website and NLCERA tab will now redirect to NLCERA.org website
- e. UCHealth updates
  - i. UCH EMS Organizational Chart changes and updates
    - 1. George Solomon is no longer with UCH
      - a. Interviews ongoing to find new educators
      - b. UCH is creating an IFT non-911 transfer business to take pressure of using 911 resources for IFTs.
  - ii. Update regarding personnel and equipment retrieval and restocking.
    - 1. Call UCH Deployment Coordinator (formerly supervisor) at 970-689-2462 for needed equipment that was not exchanged while on scene or for personnel to be returned to your stations.
    - 2. Use NLCERA Feedback form to report issues.
  - iii. NLCERA and WFPD Annual [Report](#) overview
    - 1. Brief discussion about the 2019 Annual Report available on the NLCERA.org website.
  - iv. Other?
    - 1. UCH EMT Reserve Program
      - a. Discussion and requests from NLCERA EMS rural departments to participate in the EMT reserve program to be able to obtain needed experience.
      - b. Monique updated that with changes at UCH, and updates from the medical director, the program was paused but will be starting again in the near future.
        - i. Monique to send out a notice to NLCERA EMS rural departments when the reserve program is again an option.
      - c. For NLCERA EMS rural agencies wanting their EMT/EMR folks to have ride-along experience this is an option anytime.
        - i. Contact Monique to schedule these rides:  
[Monique.Rose@uchealth.org](mailto:Monique.Rose@uchealth.org)
- f. NLCERA Third Quarter Data
  - i. July -September, 2019 Compliance – Zones 3-5
    - 1. Aaron provided an overview of the third-quarter data for the NLCERA EMS rural zones 3-5.

- ii. Quarterly reports for rural NLCERA departments
    - 1. Discussion about what level of data each department wants to see at the quarterly meetings.
    - 2. Chiefs requested to have the quarterly data file sent with the minutes for rural chiefs to review.
  - iii. Overview of response data – per department
    - 1. The NLCERA EMS rural departments were praised for their ICS coordination with UCH and their response with BLS ambulances to staging locations for patient transfer to UCH units.
    - 2. The rural EMS departments are making a difference for their patients.
    - 3. UCH is EMS contract compliant with response times many times due to the staging location assigned by the IC.
- g. NLCERA R-E Status
  - i. Aaron and Bill provided a brief overview of the current R-Es.
  - ii. Mark – question about the data showing for summer months and how to improve EMS response in the RFP?
  - iii. Discussion about how placing an EMS Contract ambulance anywhere in the NLCERA creates a zone 1 response.
    - 1. Data will be evaluated and recommendations made based on data modeling for contract compliance.
    - 2. Requests for data comparisons of multi-year responses to model needs for EMS response in the rural NLCERA.
- 4. RFP Update to NLCERA EMS Chiefs (PFA and Rural Chiefs only; **adjourned UCHHealth participation**)
  - a. PFA will be releasing a Request for Proposal (RFP) regarding the next EMS Contract.
    - i. Chief Demint’s email to all NLCERA regarding RFP
    - ii. Release date TBA
    - iii. Award date TBA
    - iv. Effective date: June 1, 2020
    - v. Discussion of current and future Intergovernmental Agreements each NLCERA Fire/EMS AHJ has with PFA to administer the EMS Contract.
  - b. PFA requested a representative from the NLCERA EMS rural chiefs to participate in the RFP process with PFA.

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.

## Roster

4th Q 2019	NLCERA EMS Rural Fire Chiefs Meeting - November 16, 2019		Roster	
In Attendance	First and Last Name	Organization	Email	Phone #
1	Hugh Collins	PCFPD	<a href="mailto:h.collins@poudre-canyon-fire-district.org">h.collins@poudre-canyon-fire-district.org</a>	970-881-2472
	Carol Dollard	RCVFD	<a href="mailto:chief@rcvfd.org">chief@rcvfd.org</a>	
	Tom Forbes	RFLVFD	<a href="mailto:tfbike@hotmail.com">tfbike@hotmail.com</a>	281-838-5587
		GVVFD	<a href="mailto:gvdchief02@gmail.com">gvdchief02@gmail.com</a>	
		GVVFD	<a href="mailto:gvdchief1@gmail.com">gvdchief1@gmail.com</a>	
	Joel Funk	LFPD	<a href="mailto:joelfunk@hotmail.com">joelfunk@hotmail.com</a>	
2	Gary Green	WFPD	<a href="mailto:ggreen@wfpd.org">ggreen@wfpd.org</a>	970-418-0398
	Ron Hall-Estand	RCVFD	<a href="mailto:ronestand2006@yahoo.com">ronestand2006@yahoo.com</a>	
	Jim Herrington	LFPD	<a href="mailto:elbowcreek@gmail.com">elbowcreek@gmail.com</a>	
3	Brendin (Bobby) Hill	RFLFPD	<a href="mailto:Bhillredfeatherfire@gmail.com">Bhillredfeatherfire@gmail.com</a>	
4	Aaron Leonard	UCHealth	<a href="mailto:aaron.leonard@uchealth.org">aaron.leonard@uchealth.org</a>	
	Donn Maynard	LFPD	<a href="mailto:Livermorechief@gmail.com">Livermorechief@gmail.com</a>	
	Mike Noonan	LFPD	<a href="mailto:michael.noonan@hdrinc.com">michael.noonan@hdrinc.com</a>	970-6317063
5	Mark Rode	CLVFD	<a href="mailto:markrode58@gmail.com">markrode58@gmail.com</a>	
	Bill Salmon	PFA	<a href="mailto:bsalmon@poudre-fire.org">bsalmon@poudre-fire.org</a>	970-218-9406
	Eddie Taylor	LFPD	<a href="mailto:EGTaylorDVM@AOL.com">EGTaylorDVM@AOL.com</a>	970-381-7630
6	Gerry Wagner	RFLVFD	<a href="mailto:gjwagner@centurytel.net">gjwagner@centurytel.net</a>	
7	Kevin Waters	PFA	<a href="mailto:kwaters@poudre-fire.org">kwaters@poudre-fire.org</a>	
	Mark Weeks	CLVFD		
	Justin Whitesell	LCSO	<a href="mailto:whitesjl@co.larimer.co.us">whitesjl@co.larimer.co.us</a>	
	New Members fill out below			
8	Ryan Hammack	GVFPD	<a href="mailto:ryan.hammack@southmetro.org">ryan.hammack@southmetro.org</a>	97-484-3567
9	Monique Rose	UCHealth	<a href="mailto:monique.rose@uchealth.org">monique.rose@uchealth.org</a>	775-304-1752