



NLCERA

EMS Advisory Committee Meeting

Minutes - of the June 19, 2019 meeting held at PFA Station 12, 321 Country Club Rd.

Discussion Items/Agenda:

- 1) Welcome existing and new members (see [roster](#))
 - a. Introduce
 - i. Laura Robinson – new PFA GIS person
 - ii. Jason Eisenbach LCDHE
- 2) Approval of April 17, 2019 [meeting minutes](#)
 - a. Minutes approved
- 3) Review [Purpose and Mission](#)
- 4) NLCERA Updates
 - a. New EMS Contract year June 1, 2019 - Amendment #5
 - b. Bill and Kevin gave an overview of the below Amendment #5 items
 - i. New NLCERA Response Map
 1. Zones: 1-bigger, 2-smaller, 3-bigger, 4-smaller, 5-significantly bigger (see attached map)
 2. New NLCERA Map is a GIS proven model linked to leading edge growth in the NLCERA.
 - ii. Overload removed
 1. Removing overload allows for focusing on anticipated needs, not just a 20 week history to determine staffing. An example is July 4th, a 20 week history won't predict staffing like a three year data view of the two weeks surrounding July 4th.
 - iii. Criteria to measure zone 5 – Best Effort
 1. Original NLCERA Map and zone 5 criteria had no way to specifically measure “best effort.” Amendment 5 and the new map allow for at the interface of zone 4 and 5 for compliance measurement.
 - c. Emphasis on improved response through Remediation-Equivalency (R-E)
 - i. An overview of R-E was presented as a refresher or new information for some in attendance. In 2018, Amendment #4 established R-E as the process for ensuring continual improvement in areas of response deficit.
 - ii. Process improvement – Define, Measure, Analyze, Improve, Controls (DMAIC)

1. The DMAIC is the process for all monthly R-E documents which are constructed and presented to PFA in this format.
- iii. March R-E explored services to rural NLCERA
 1. Bill and Kevin explained the March R-E was a learning opportunity for PFA, UCH and the Rural NLCERA. Ultimately, the data drove decisions surrounding additional resources needed in the rural NLCERA. No additional services were deemed appropriate, per the EMS contract or from R-E, at this time.
- iv. April R-E focusing on data modeling
 1. UCH Health is working to bring a data modeling program, MARVLIS, to be functional within the NLCERA. This program should give good information to predict response needs within the NLCERA.
- v. May R-E analyzing improvement controls within a multitude of NLCERA changes.
 1. UCH Health will be analyzing and presenting the data from changes in deployment, staffing, new NLCERA map, EMD and Send, as well as NLCERA business process changes beyond their control.
- d. Cardiac Arrest intact-saves in 2019
 - i. Data of 2017 – 2019
 1. Kevin presented an overview of the cardiac training and equipment changes within the past two years. The data shows effectiveness:
 - a. 2016 – One neurologically intact cardiac arrest save (returned to high quality of life)
 - b. 2017 – Three neurologically intact cardiac arrest saves (returned to high quality of life)
 - c. 2018 – Nine neurologically intact cardiac arrest saves (returned to high quality of life)
 - d. 2019 (first-half) – 13 neurologically intact cardiac arrest saves (returned to high quality of life)
 2. All cardiac arrest calls are evaluated as Quality Assurance (QA) thorough analysis of treatment per the EMS protocols.
- e. 2019 - changes made or in process within the NLCERA EMS system
 - i. Kevin – New EMS Protocols
 1. The new protocols, which all NLCERA responders are being trained to during June, and go live July 1, 2019.
 2. Format is color coded and linked within the document and PPP App.
 3. All levels of EMS providers from EMR – EMT-P are colorized for their respective treatment protocols. At all provider levels, any requirement to contact base prior to treatments is highlighted in bright red boarder.
 4. This version has changes to clinical medication administration
 - a. Adding Epi drip – post cardiac resuscitation. This is due to 12 of 15 cardiac arrests saw a return of spontaneous

circulation (ROSC), but eight rearrested. The Epi drip is to prevent this from occurring.

5. Kevin asks for all responders to read the new protocols and bring questions or needs forward for discussion.
6. Future EMS Protocol updates will be on a six month cycle.
- ii. Kevin – Auto Launch Delta/Echo responses zones 3 – 5
 1. Kevin explained CAD already has a recommendation to launch air resources to zones 3-5 on Delta & Echo calls, but there is a note on each call type indicating to not automatically send them. These notes will be removed allowing dispatching of air resources. Dispatch centers are aware of this and will send appropriate resources.
- iii. Tim/Aaron - UCH Deployment Model changes
 1. Tim and Aaron explained how they are working on a demand analysis over specific timeframes and expect MARVLIS to inform the data for better allocation of units. They are solving GPS issues which are delaying the program.
- iv. Dispatching - EMD and Send
 1. All EMS calls are EMD coded before being dispatched, which is a change to approximately 800 calls each month. This change was effective in March, 2019.
 2. Data is showing a significant improvement in right units being sent to the right types of calls.
- v. Amendment #5 – New Map
 1. Bill and Kevin presented an overview of the new map and zone differences.
- vi. MARVLIS - development for response data modeling
 1. Aaron presented an overview of the status of MARVLIS and its capabilities.
- vii. R-E advancements – Hiring of Aaron Leonard; DMAIC
 1. Aaron is doing excellent work with EMS response compliance, and is taking the R-E concept to the levels PFA hoped to see.
 2. Tim and Kevin advised the R-E is unique to the NLCERA contract, and it ensures continual improvement as the goal.
- viii. 911 Transfers issue – identified through R-E development
 1. UCH and PFA are exploring the data through R-E to address phone requests for transfers of patients from medical facilities to another facility which originate at Fort Collins Dispatch. Transfers are not part of the EMS contract compliance criteria, but can be a drain on 911 resources leading to response compliance issues.
- ix. CAD south NLCERA boundary issues
 1. CAD currently recommends UCHHealth to respond outside of the NLCERA, which affects their ability to be available within the NLCERA for responses.
 - a. The polygons which program CAD will be updated as a high priority.

- x. WFPD and PFA Collaboration effort
 - 1. As of June 6. WFPD Stations 1 & 2 are now Stations 16 & 17.
 - 2. WFPD & PFA dispatched on same channel
 - 3. WFPD Battalion Chief is now Battalion 3
 - xi. MedicP - CAD code created to track data where PD requires EMS.
 - f. NLCERA.org is now available as a resource for the NLCERA
 - i. Poudre-Fire.org link to NLCERA.org is in process.
 - g. Other UCH Updates
 - i. QA Person update
 - 1. Tim – UCHealth in process of hiring a QA person, and Life Safety person.
 - ii. Other?
- 5) Focused discussions on Challenges and Opportunities regarding:
- a. Communications
 - i. New CAD Process updates
 - 1. No new updates.
 - ii. LC Hiplink & Paging systems updates
 - 1. Carol D. advised she has been contacted reference her department needs regarding Hiplink.
 - iii. Follow-up on communication interface with FRCC?
 - 1. No information available for this meeting.
 - iv. As of June 6, 2019 - WFPD & PFA units hearing all calls and on same dispatch channel. WFPD Engine 1 becomes Engine 16, and Engine 2 becomes Engine 17. WFPD specific calls will be worked on WFPD tactical channel.
 - v. OEM
 - 1. Chris - Fort Collins Emergency Manager status
 - a. Jim Byrne was offered and accepted the Fort Collins Emergency Manager position.
 - b. Strategic planning for the future begins June 27, now that Jim is in place as permanent emergency manager.
 - 2. Lori –
 - a. June 5 large scale post-exercise review
 - i. The exercise went well as far as exercise design.
 - ii. Lori covered the high points and asked for suggestions for how to improve for next time.
 - iii. An AAR is scheduled for July 30.
 - b. EOC – A regional EOC is a possibility with multiple entities involved. More as this possibility develops.
 - c. Runoff – We are not seeing a peak runoff due to slow melting of snow.
 - vi. Air Resources updates?
 - 1. Medivac – Three new aircraft. Waiting on all safety updates before putting into service. Pilots being trained now on new helicopters.
 - vii. Rural NLCERA
 - 1. Pager issues plan

- a. Rural departments keeping pager functioning logs to establish system problems and needs.
 - b. Discussion about LC EMS being available for monitoring by scanning app.
 - i. If chiefs of rural departments are interested in this capability then send a collective letter to LC Dispatch with request, and copy NLCERA Administrator.
 - b. Training – Due to time constraints not discussed in detail.
 - i. NLCERA EMS Rural
 - ii. UCHHealth
 - iii. Banner EMS updates
 - iv. NCRETAC update - Theo
 - v. OEM – Training Opportunities?
 - 1. October 28 & 29 – ICS 300 is being offered. Register on CoTrain if interested.
 - vi. Other Stakeholder Training Opportunities or Needs?
 - c. Transport - Due to time constraints not discussed in detail.
 - i. UCH Transport Updates
 - ii. Rural EMS Transport updates
 - 1. Vanessa concerned about training for patient loading into new helicopters:
 - a. Pam – Both Lifeline and Medivac have the same loading procedures.
 - b. Significant change is the new birds can shut down for loading and then restart quickly for takeoff.
 - c. Brief discussion about which hospitals patients would be transported to.
 - i. Apparently there is concern about Wyoming services not in network transporting to a Wyoming hospital.
 - ii. PFA to follow up with Tim to track how air transport is being setup for the NLCERA.
 - iii. Air Resources Transport updates
 - 1. Lifeline and Medivac new aircraft
 - iv. Lessons learned or improvements needed?
 - 1. None discussed due to time constraints.
- 6) Stakeholder Agency updates affecting NLCERA
 - a. Rist Canyon – Carol concerned about a call and crew interactions on scene. Bill asked Carol to submit a NLCERA form and the call will be investigated.
- 7) Other Opportunities:

Please contact Kevin Waters or Bill Salmon with any questions:

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19-Jun-19	NCLERA EMS Committee Meeting Roster		Please update Emails	Please update phone #'s
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