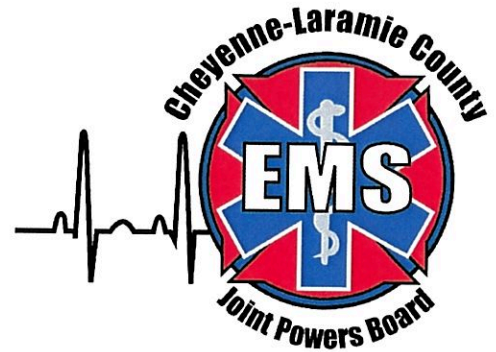


Cheyenne / Laramie County Emergency Medical Services Joint Powers Board

**3962 Archer Parkway
Cheyenne, WY 82009**



Agenda

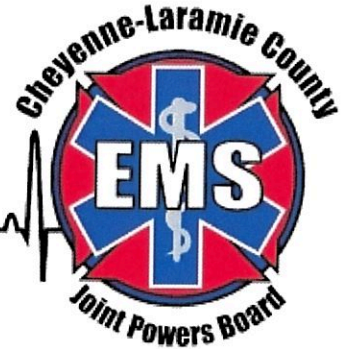
January 12, 2021

Regular Meeting

1. Previous Meeting Minutes
2. Finances
3. Monthly Reports
 - a. Narva & Associates
 - b. AMR
4. Medical Directors
5. Cheyenne Regional Medical Center
6. Dispatch
7. Eastern LC EMS (Albin, Burns, Pine Bluffs)
8. FE Warren AFB
9. VA Medical Center
10. Cheyenne Fire & Rescue
11. County Fire Districts
12. Information Technology
 - a. SOCRATA
13. Funding Requests
14. Old Business
 - a. Mutual Aid
 - b. EMS Response Layer
15. New Business
 - a. RFP Proposals
 - b. Elections
 - c. Variance Report
 - d. LCFD#1 / AMR Mutual Aid – MS343
 - e. AMR Rate Change

Cheyenne / Laramie County Emergency Medical Services Joint Powers Board

3962 Archer Parkway
Cheyenne, WY 82009



Minutes for Tuesday January 12, 2021

Board Members:

Chairman: Division Chief Byron Mathews, Cheyenne Fire Rescue
Vice-Chair: Jeanine West, CLC Emergency Management Agency
Secretary/Treasurer: Carrie Deselms, Albin EMS
Interim Chief John Kopper, Cheyenne Fire Rescue
Tracy Garcia, Cheyenne Regional Medical Center

Meeting Attendees:

Jon Narva, Narva & Associates
Scot Lenn, American Medical Response
Kassandra Moloney, American Medical Response
Cody Schilling, American Medical Response
Priscilla Allen, American Medical Response
Larry Jones, American Medical Response
Chris Williams, American Medical Response
Dr. Amy Tortorich, Medical Director
Amber Young, LCCCC
Manny Muzquiz, LCFD #2
Brian Leonard, AirLife
Eric Rhein, AirLife
Meghan Malecki, AirLife
Linda Heath, Laramie County Commissioners
Dominic Davis, County IT
Beth Wood, CLC Emergency Management
Matt Butler, CLC Emergency Management

The Cheyenne/Laramie County EMS Joint Powers Board meeting was held virtually via Zoom and began at 1:30pm. Byron Mathews began the meeting by welcoming everyone.

1. Previous Meeting Minutes

Minutes were sent out prior to the meeting for the Boards' review. Byron asked if there were any requests for changes or corrections to the minutes. Tracy Garcia made a motion to accept the minutes as written. Jeanine West seconded the motion. All board members voted in favor.

2. Finances

Carrie Deselms stated that Beth Harris was able to complete the transfer for the new account with Wyoming Bank & Trust with no problems. Carrie had no other questions concerning the account. Beth reported that everything was the same as far as monthly expenses were concerned. She stated that the initial deposit into the new account had been made, bills were paid, and checks have been ordered. The bank provided convenience checks for the bills that needed to be paid. There was a typo noted on the new checks and they have been reordered. She informed everyone that Dr. Schmitz would be picking up his check and let Jon Narva know that his check was available for pickup as well. Byron wanted to make sure that the Board was still looking at wanting to do the electronic transfers for the monthly payments. Beth responded that yes that was still the plan and that the tokens for online banking have been provided. She will need to get with the Medical Directors and Jon Narva to get their account information for the deposits. She has a trial payment setup with the County Treasurer for the end of the month. Beth did point out that there will be an additional deposit into the account at the end of the month because it is an interest bearing account. The deposit will only be a few cents but she wanted to make everyone aware of this additional transaction on the reports. Carrie had nothing else to report on the finances. Jeanine West made a motion to accept the report as written. Carrie Deselms seconded the motion. All board members voted in favor.

4. Monthly Reports

- a. Narva & Associates: Jon Narva reported that AMR was fully compliant in all areas for the month however it was also an abnormal month. There were 1088 calls for service over this past month. Responses to the different areas were very typical of previous months. There were 50 exemptions with only 1 exemption being denied. Despite the large number of exemptions, there was nothing unusual about the requests. There were 10 weather exemption requests within a single period which caused the increase. The breakdown showed nothing unusual about the calls in questions and were logical in their requests. The breakdown of the geographical areas were consistent with what we have been experiencing. They were in the area of 95% or above in all areas but he wanted to point out that Priority 7 calls AMR had 4 calls and they were slightly late on 1 call which normally would move Jon to look at the 100 call rule. He pointed out that this is where there is an issue with the contract in that the number of calls does not reach the 100 call and the calculation is invalid. He does not recommend any action from the Board on this priority. Under recommendations Jon mentioned the request for a rate increase from AMR and a Variance Report that was received. Jon stated that the rate increase would be discussed later in the meeting. As for the Variance Report, it was in response to a 24 minute response time from AMR which later it was determined that there was an IT glitch within the system. AMR was at system status 0 which did not alert the dispatcher and therefore there was a 14 minutes delay causing the late response by AMR. Jon commented that this was a concern which the Board could address with LCCCC. Observations made was that the extended delays were similar to past months with a total of 10 delays reported. The majority of them were Priority 5 transports from the hospital where the system was busy. There was 1 incident that was an extended delay where it was a call for a patient which was later reported to the hospital after the fire department had arrived of a level 2 trauma response. Due to the extended delay response from AMR, fire requested MS343 from LCFD #1. MS343

did respond but was canceled after AMR made their resources available. There were questions about how this procedure should work among the different agencies and Jon suggested that the Board review the process and provide guidance to these agencies. Jeanine asked how late AMR was on the call that involved MS343. Jon responded that their total response time was 30 minutes 58 seconds, with about 25 minutes after fire called for level 2 trauma to the hospital is when AMR arrived. Jeanine asked how long was it before fire requested MS343. Jon stated that he recalled that it was approximately 9 minutes from the time that they called for the level 2 trauma. Jeanine West made a motion to accept the report as written. Tracy Garcia seconded the motion. All board members voted in favor.

- b. AMR: Kassi reiterated that they were fully compliant and their calls for service had increased for the month. They had 1088 calls for service and total number of transports were 747. Weather exemptions were requested during the month from 12/28-12/29. As for the core schedule the deployment has changed slightly where they moved mid shift from 11-11 to 9-2100. They did surge throughout the month and used the on-call employees. There are 2 full time EMTs that have started and 3 Paramedic spots filled over the past month, 2 full time paramedics and 1 part time paramedic. This still leaves 2 full time medic spots open but they do have offers pending. Kassi stated that they deployed an EMT Amarillo, TX. Kassi stated that the preventative maintenance for the fleet had been completed this month. She added that they do have some of their units out of service for repairs, MS 160, MS 850, MS 154, and MS 155. She reported that they currently have no clinical investigations. For training AMR held several trainings and their skills training for the month covered needle decompression skills. Kassi informed everyone that they are currently working with LCCCC on a procedure when Crew Force is down. AMR provided 2 mutual aid responses to Weld County. They continue to conduct the screening for Holly Frontier employees seven days per week and are on-call nights and weekends. AMR also participated in a few events for December and are working on planning for upcoming events.

5. Medical Directors

Dr. Tortorich had nothing to report.

6. CRMC

Tracy Garcia reported that the number of COVID patients has decreased recently but they remain in high census over the last couple of days.

7. LCCCC

Amber Young reported that they are working on additional Crew Force policy and procedures due to a recent event where the CAD server was not working properly and the operator was unaware of how the event should be handled. LCCCC thought that the problem with CAD had been fixed however the issue resurfaced today and they are working on an official fix.

8. Pine Bluffs/Burns/Albin EMS

Carrie Deselms had nothing to report from Burns and Pine Bluffs. She stated that for Albin, as of January 1st, they only have 2 active EMTs and 2 active EMRs. She added that they are still working on fire rescue for Albin and will need help with responding to calls in the future.

10. FE Warren AFB

Nothing to report.

11. VA

Nothing to report.

12. Cheyenne Fire Rescue

Byron Mathews introduced the interim chief for Cheyenne Fire Rescue, John Kopper. Chief Kopper informed everyone that he will be reaching out to the partners and is looking forward to working with everyone.

13. County Fire Districts

Matt Butler reported that all of the Binder Lifts have been picked up except for LCFD #4 who will pick them up at the next Fire Chiefs' meeting tomorrow. He passed along that everyone was very thankful for the devices. Byron offered to pickup the lifts for LCFD #4 if needed. Manny Muzquiz had nothing to report.

14. AirLife

Brian Leonard introduced himself as the Director of Operations for the company and introduced Eric Rhein and Meghan Malecki as the local leads for the company. He added that they will try to be in regular attendance at the meetings. Eric wanted to let everyone know that if they needed anything to please let him know.

15. Information Technology

Dominic Davis reported that they did not have an update on SOCRATA at this time. He added that they are working on the recommendation issues experienced this month and that the new ems layer is being rolled out soon. Dominic stated that the iPads for fire agencies for Crew Force have been delayed but should be in this or next week and will notify them soon. He said that IT will coordinate with dispatch so that they have an idea of how it will work. Matt asked if they could have Kate or Andrew mention it at the Fire Chiefs' meeting. Dominic replied that they will have someone there to let everyone know.

15. Funding Requests

No funding requests had been received.

16. Old Business

- a. Mutual Aid: Nothing new to report.
- b. EMS Response Area Layer: Nothing new to report.

a. New Business

- a. RFP: Proposals have been received and the Board is working on reviewing the submittals.
- b. Elections: Carrie Deselms made a motion to retain the current officers as standing. Jeanine West seconded the motion. All board members voted in favor.
- c. Variance Report: Jeanine began the discussion that there was a report from AMR about Cheyenne Fire Rescue back in December. Jon Narva summarized the report that there was an issue with the batteries in the LifePacks where Cheyenne Fire Rescue ran a call where the battery warning was going off but they did not die. When AMR arrived on scene, the batteries were switched out but the issue is still a concern. Jon added that Cheyenne Fire Rescue is looking at training to avoid this situation in the future. It was brought up to the group that this is the 2nd time we've had issues with LifePack batteries and all agencies need to be aware and train personnel on the importance of paying attention to the issue. Jeanine commented that the Board needs a followup in writing about the investigation on the CAD Variance Report. The question was asked that even if there was a delay were they still on time. Jon replied that he had forwarded the final Variance Report along with his monthly reports for the Board's review and the agencies involved had also been informed. As for AMR, they were on time for the call.
- d. MS343 Mutual Aid: Byron reported that there needs to be some clarity on the issue of when MS343 can be utilized in order to avoid putting dispatch outside of their responsibilities. Byron added that Cheyenne Fire Rescue has discussed this internally to resolve it. It was pointed out that AMR has worked on policies but the recent response was not a request through the contractors. Kassi is currently working with developing the procedures for mutual aid between LCFD #1 and AMR. Jeanine stated that in the past the issue between AMR and LCFD #1 ambulance service brought about an agreement that has been worked on which is great that they did come up with an SOP. Byron asked if AMR is determining when that unit is to be used. Jon Narva replied that the current contract does stipulate the mutual aid when requesting another ambulance service. This contract does not discuss if this will be requested by other agencies and how LCCCC is to handle it. Kassi added that she had sent out the SOP to Chief Mittlestadt but has not heard back from him. It is her understanding that it would have to be staffed ALS. Byron agreed and they would have to provide that level of service. Kassi said that she needs Chief Mittlestadt's feedback on this and once we get feedback then we can go to LCCCC on what might work best for them. Kassi suggested that if they need mutual aid they could request it thru LCCCC so that they could use it. Jeanine commented that it was her understanding that MS343 isn't in the system like Burns, Pine Bluffs, and Albin EMS. She brought up for discussion a sentence in the proposed document that states "in every case the contractor will be held accountable for the performance including response times of any mutual aid ambulance used.", why is AMR responsible for their level of service. Byron replied that this requirement is the language that is in the current EMS contract and that in the end the message should be agencies do not request the additional ambulance except through AMR until an agreement is in place. Jeanine agreed that MS343 shouldn't be used by other agencies until SOPs are in place. Tracy Garcia and Chief Kopper agreed. Byron asked if Matt could share this with the chiefs at the meeting tomorrow that the requests from agency to agency need to be halted. Jon urged board to keep this issue as a priority

and resolve it quickly to keep the service to the patient as a priority. Byron stated that he will send an email about resolving this issue to Kassi and Chief Mittlestadt.

- e. AMR Rate Change: Kassi reported that AMR is requesting a 7% rate increase and that a rate increase has not been requested since 2014. Reasons for the rate increase is due to impacts on their operations. In 2020 they saw a decrease in volume due to COVID and a decrease in ½ transport costs. Kassi noted that this will only affect private pay and commercial insurance. In 2020 they also had an impact on their wages which included the paying of employees for sick time and child care stipends that were offered to all employees due to COVID. The price for PPE also increased in price and usage which impacted their operating costs. Jeanine asked what the status was with reaching an agreement with BCBS of Wyoming since these rate increase would directly impact the public since AMR is still considered out-of-network. Chris Williams replied that in December they had accepted their rates and they are waiting on BCBS to send them the documents to sign the contract. Chris Williams stated that he will followup with his staff that is working on it and provide an answer. Jon Narva pointed out that this area is covered in the contract as an extraordinary circumstances rate increase. It was recommended that the Board clearly determine which category this falls in either normal or extraordinary circumstances under 6.25.1 & 2 of the contract. The difference between the two is the timeline which is open ended for extraordinary circumstances. Commissioner Heath asked AMR if they had applied over the last year for any PPE funding through the CARES Act. Kassi stated that they had not in Cheyenne nor did they pull state resources instead they were self sustained. Jeanine West moved to table the discussion until an agreement with BCBS is made and address it next month. Chief Kopper seconded the motion. Byron asked Kassi to send a synopsis to Beth to send out to the board. Tracy also requested AMR provide additional information per the contract on their financial impacts within Cheyenne along with the synopsis. Kassi stated that she will work with Chris Williams on obtaining that information and will in the meantime forward the synopsis to Beth. All board members voted in favor.

The meeting was adjourned at 2:36pm.