

LCEMS POLICY BOARD
MEETING MINUTES
November 1, 2017

Members Present:

Chief Barry Cousino
Chief Josh Hartbarger
Mayor Donald Atkinson
Chief Paul Mullen
Dr. Chris Goliver
David Lindstrom, M.D.
Megan Vahey-Casier

Absent:

Chief Luis Santiago
Mayor Michael Sefarian
Mayor Paula Hicks Hudson
Mayor Richard Carr
Trustee _____
Trustee John Jenewine
Chief Kevin Bernhard
Dennis Cole
Chief Mike Ramm
Chief Brandon Loboschefski

Attendees:

Commissioner Pete Gerken
Brent Parquette
Ralph Shearn
Vicki Malinoski
Jonathon Ziehr
Aislin Dennis
Chief Patrick Wambo
John Barnes
Julie Goins Whitmire
Dr. Thomas Boggs
Deputy Chief Orlando Gonzalez
Assistant Chief Don Murray
Chief Tony Parasiliti
Deputy Chief Jim Dusseau
Martin Fuller

Representing:

Springfield Twp. Fire Department
Whitehouse Fire
Village of Whitehouse
Oregon Fire Department
Hospital Council
LCEMS Medical Director
Interim County Administrator

Toledo Fire Dept.
City of Oregon, CEO Mayor
City of Toledo, CEO Mayor
City of Maumee
Springfield Twp. Trustee
Sylvania Twp. Trustee
Lucas County Fire Chief's Association
Lucas County Emergency Services Director
Sylvania Twp. Fire Department
Maumee Fire Department

Lucas County Commissioner
LCEMS QA/QI
LC Communications Manager
Administrative Specialist
CE Program Administrator
CE Program Administrator
Waterville Fire
Air guard Fire
Mercy MSU
St. Luke's Hospital
Toledo Fire EMS Bureau
Jerusalem Twp. Fire Dept.
Jerusalem Twp. Fire Dept.
Maumee Fire
Whitehouse Fire/Life Flight

Call to Order

The meeting was called to order by Chief Cousino at 8:30 a.m.

Minute Approval

The minutes from the September 6, 2017 meeting were distributed to review. A motion was made by Chief Cousino to approve the minutes which was seconded by Dr. Lindstrom. Minutes approved as written.

Committee Reports

Paramedic Committee

Chief Harbarger reported on the September 18th meeting in lieu of Chief Ramm.

Medical Committee

Chief Cousino reported on the October 2, 2017 meeting.

Introductions

Commissioner Gerken introduced Megan as the interim county administrator. Introductions went around the table.

With mention of the stroke unit in the committee reports Commissioner Gerken inquired as to how it was going. Julie Goins reported dispatch has tripled and transports have improved.

CE Update

Brent reported the paramedics have finished CE for the year. The 2018 schedule is put together, which is not out yet, he is waiting on confirmation dates for the Training Center.

Pagers

Brent cited he would like to follow-up on the pagers brought up in Paramedic Committee meeting. Brent reported LCEMS administration has had internal discussions regarding an alerting system for the paramedics. There have been a lot of breakage and it begs the questions of using pagers. The possibility of just having pagers at the station and rely on portable radios on runs. Chief Mullen reported he agrees with leaving pagers at the station and just carrying the portables. Chief Harbarger chimed in with the same. Chief Cousino voiced the issues with the pagers and Chief Gonzalez voiced he didn't think there was a need for pagers.

Ralph reported Initially the resistance to the new pagers from field personnel was due in part to them being big and bulky. Shortly after distribution [Aug 2016] we began experiencing a number of broken antennas, sometimes 3-4 a week. We reached back to our point of contact from the vendor describing the issue(s), we were asked and shared pictures in an effort for them to trouble shoot the issue.

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About the same time, we had experienced some broken plastic belt clips as well; Unication believed the antenna issue may be related to the belt clips breaking and the pager falling on the antenna.

We purchased additional pagers so we could place a 3rd pager at each life squad to utilize as a station alert and due to some battery issues, it would also provide them with one (1) fully charged battery [pager] to switch out as one pager battery became weak.

The antenna issue continued, Unication continued to provide replacement antennas at no cost to Lucas County, at one time we had utilized all of our spare pager antennas to keep antennas on the pagers out in the field. During this period Unication offered a “new” metal belt clip as a replacement option for the plastic clips which were breaking. We trialed one and found it to be very durable and ordered a small number to begin replacing the plastic clips in stock. These metal clips were also not well received by some field personnel.

About this same time, it was also determined that there was a manufacturing issue with the antennas, they changed companies and replaced all of our “original” antennas at no cost. It seems to have resolved the issue, we have had only a few antennas replaced since then.

In July we sent three (3) pagers back to the company for various issues and all three (3) were replaced under warranty. We received them in August.

We continued to experience battery issues and out of range issues with several of the pagers. This was shared with the representative.

In August having received the replacement pagers, we were unsuccessful in programming them. A call was placed to our representative; it was determined that we were not receiving the software updates as we should. We were then provided with the latest software version that would allow us to program the new pagers and we were also advised that this version would also fix our battery and out of range issues.

In August, we returned a pager to Unication for a broken clip mount; seemingly the new metal clip when caught on something over a period of time stresses/weaken/breaks the “U” channel on the back rendering the pager un-useable [there is no way to secure it to the person without a clip].

In September we touched all 40 pagers getting them programmed with the “latest” software. In October we had three (3) more pagers with the same broken “U” channel as a result of using the metal clip. The very same day we sent those back, we received a replacement pager covered under warranty for the pager we returned in August (with the broken “U” channel).

Upon our attempt at programming the new pager; we were unsuccessful. After 2 days of back and forth with Unication trying to resolve the issue, we were advised that we were given a different device [I Believe a T11] our other 40 pagers are R11’s. We were advised we would be required to keep two (2) different sets of software – 1 for the “old” pagers and 1 for the new pagers. In

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discussion with our IT, I deemed this to be too cumbersome and requested another option. Unication provided an alternate method of providing us with the device software that we could use to “dummy” the new pager down to the R11 pager and still be able to program it with our current software/key codes.

We have since programmed that pager successfully. However, we have been informed that the other three (3) pagers that were sent back in October were being considered by Unication as “abused” – not normal wear and tear - unless I would provide a written explanation. Which I gladly provided.

I outlined some of these very issues and pointed out that the metal clips we are using were suggested by their representative and purchased directly from them – not a 3rd party vendor. The pagers are being worn on the hips as designed.

We thought the previous software resolved our out of range and battery issues but there still seems to be a couple of issues; clearly not as bad as it was.

With all that being said, as part of our staff meetings, we have had some discussion about moving away from carrying these pagers on the person. We wanted to see how receptive this committee was to maintain a station pager(s) when the paramedics are in quarters and only communicate over radio when the paramedics are outside of quarters. This of course would require the fire department provided radio to be on scan to be able to monitor LCMED1 for EMS communications when they are separated from the paramedic with the EMS portable radio. The chiefs were supportive of using the fire portable in lieu of pagers on persons for dispatching.

ESO –ePCR

Brent reported it's up and running, still working out the bugs. Toledo is operating with ESO along with Springfield, which they started September 1st. Chief Gonzalez mentioned there was an update today regarding the pharmacy board and the wet signature. Also there is an update on the NIFR.

EMS Billing

Vicki reported October brought in \$337,651.09 and year to date is \$3,700,826.52. We are currently \$100,000. under last year and projecting down this year. Commissioner Gerken asked why for Vicki to explain the ProMedica interface delay and not being able to get demographics on about 1200 transports to the ProMedica system.

2018 Draft Budget

Vicki made available the 2018 EMS draft budget, citing it was just a draft. Commissioner Gerken commented he just got it and it is under consideration.

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Chief Gonzalez asked if EMS was happy with McKesson. Vicki replied so far and that we just did another one-year renewal. Chief Gonzalez also mentioned they use AccuMed and are happy with them. He asked about ESO's Health Data Exchange (HDE) link for patient outcome reporting and if the will assist with capturing the billing information.

Open Discussion

Dr. Lindstrom reported we are continuing drug shortage issues. Epi is on the watch list. We have stocked the prefilled as opposed to the vials. It would be the same dosage/constitution and therefore less safety issues. There are options, such as another vendor, higher prices. Cardiac meds LCEMS uses tend to be less cost. Another drug on the watch list is Atropine.

Commissioners asked if there was a shortage on Narcan. Dr. Lindstrom reported we have plenty and we will be getting a reimbursement from the State. The paramedics use Narcan on any unconscious, unresponsive patient. Dr. Lindstrom also mention our data gets provided to the State through EMSIRS.

Adjournment

With no further business, Chief Mullen made a motion to adjourn, which was seconded by Chief Harbarger. The meeting was adjourned at 8:45 a.m. The next scheduled meeting will be January 3, 2018 at 8:30 a.m.