

## **JOINT CITY/COUNTY EMERGENCY MEDICAL SERVICES COMMISSION**

Wednesday, January 27, 2010

La Crosse County Administrative Center, Room 3220

4:00 p.m.

**MEMBERS PRESENT:** Mayor Mike Giese, Mayor Matt Harter, Tara Johnson, Ken Manke, Ron Paczkowski, Nancy Proctor, Bruce Ranis

**MEMBERS EXCUSED:** Jerry Arndt

**MEMBERS ABSENT:** Steve Doyle, Dr. David Lenselink

**OTHERS PRESENT:** Vicki Burke, John Zahn, Gregg Cleveland, Dr. Eric Voter, Dr. Tom Carpenter, Tom Tornstrom, Jim Klock, Al Blencoe, Jay Loeffler, Bill Shepherd, Steve O'Malley, Juliana Smith

### **CALL TO ORDER/ROLL CALL**

Mayor Giese, Committee Chair, called the meeting to order at 4:00 p.m.

### **APPROVAL OF MINUTES**

Motion by Proctor/Harter to approve the meeting minutes of November 25, 2009  
MOTION passed unanimously.

### **UPDATE OF EMERGENCY AMBULANCE TRANSPORT SERVICE AGREEMENT – WILLIAM SHEPHERD**

Bill Shepherd updated the Committee on the Sub-Committee meeting of January 21, 2010. Response times and response areas will be important points of discussion for the Committee. Tri-State proposed three zones, Urban, Suburban and Rural. A part of the ordinance was to measure performance and to do that there will have to be standards set of response time. Bill advised the Sub-Committee would meet again before the next EMSC meeting and bring back other policy issues for the Commission to decide on or bring back a contract to review and discuss.

Chief Cleveland pointed out, from the City's perspective, there are a number of policy issues the Commission needs to take into consideration and will address these issues at the next Sub-Committee meeting. The Commission discussed and agreed; the consensus is to work toward a final agreement rather than an interim agreement and the presentations today are an incremental step in getting to a final contract and should be useful in helping define the level of detail in the contract.

### **PRESENTATION ON RESPONSE TIMES AND AREA – TRI-STATE AMBULANCE**

Tom Tornstrom distributed handouts of Response Time and Response Zones and Response Times and Coverage in La Crosse County. Tom noted the most serious and time critical medical emergency ambulance and first responder services respond to is cardiac arrest. For every minute that goes by without treatment there is a 10% increase in the chance of non-revival. Tom pointed out the EMS system map and explained the coverage and current potential for First Responders and Tri-State response in less than 5 minutes. Directing the Commission to the power point hand out Tom explained the basis of response times and time intervals.

## Anatomy of Ambulance Response

- The Public – The time it takes for a patient or bystander to recognize a medical emergency and call 911.
- Call Processing – 20 sec. to 2 min. - The time between when the telephone rings at the 911 center to the time Tri-State and first responders are notified.
- Activation – 0 sec. to 2 min. - The time between when the crew is notified or paged of the response to the time the crew notifies the dispatch center they are en route.
- Drive Time – Seconds to 30 min. - The time between when the crew calls en route to the time the fire truck or ambulance arrives at the scene and the wheels stop turning.
- Patient Access – Seconds to Minutes - The time between when the crew arrives at the scene until the crew is at the side of the patient
- On Scene – 5 to 30 min. - The time between when the crew arrives at the patients side to when the ambulance begins transport to a hospital or clears the scene without a patient.
- Transport Time – 5 to 45 min. – The time between when the ambulance crew begins transport to the time they arrive at the destination hospital.

Tom pointed out how matching supply and demand influences response times as well as geography, (posting) and continued to explain response zones. Tri-State recommends three response zones, Urban, Suburban and Rural.

- Urban – The City of La Crosse – Response time of 8.59 or less.
- Suburban – City of Onalaska and Towns of Campbell and Shelby with city addresses. Response time to be determined.
- Rural – Villages of Holmen and West Salem and the remainder of the County. Response times to be determined.

The Commission further discussed the determination of response times and standards relative to location. Ron Paczkowski reminded the Commission we are contracting for ALS (Advance Life Support) response time and each individual community is subsidizing that ALS service with their First Responders and is able to provide a higher level of service because they choose to do that. Steve O'Malley suggested Tri-State report on definition of existing zone. The Commission agreed with the determination of zones with the recommendation of possible modification.

## **CLINICAL QUALITY OVERSIGHT – Dr. Tom Carpenter, EMS Educator - GLMC**

Dr. Carpenter gave an overview of the type of performance measures done on a regular basis. Although cardiac arrests make up only 1% of call volume they are the most time critical of all calls volume and are tracked every year. Performance measures are broken down into many subgroups which make it more conducive when comparing to other systems. They also do random samples of protocol utilization and make recommendations at a monthly meeting for training or changes to be made immediately. Chart reviews and field evaluations are also done on a regular basis and included in the data bank. All information entered can then be used for future recommendations. There is also feedback given by both GLMC and FSMC ERs and immediately communicated to the paramedics on the crew.

Dr. Voter pointed out that unfortunately across the nation there is not a good standard to measure as to what you are that makes you good. He suggested the contract have inclusive language that the quality would meet both institutions

standards. He did convey, as we learn more we do things differently so the standards change and it's a constantly changing field.

Mayor Giese pointed out there is no joint accreditation comparable agency in this area. The quality assurance and tracking that's taking place is very much pro-active and would like to make sure that stays in the agreement that gets recognized for a quality that's there and is sustained in any future service.

The Sub-Committee was directed to meet again before the next Commission meeting and bring forth their progress.

#### **ITEMS FOR FUTURE AGENDAS**

- Update of Emergency Ambulance Transport Service Agreement
- Report from dispatch/GL on call response and determination.
- Agenda items to be determined.

#### **NEXT MEETING DATE**

The next meeting will be Wednesday, February 24, 2010 at 4:00 p.m.

#### **ADJOURNMENT**

**MOTION** by Proctor/Harter to Adjourn. **Motion carried unanimously.** Meeting adjourned at 5:35 p.m.

**Disclaimer:** Approved February 24, 2010, Patti Jakowski, Recorder