

EMS ADVISORY BOARD MEETING
February 4, 2019 @ 6:30 p.m.
River Falls City Hall
222 Lewis Street
River Falls, WI

OFFICIAL ACTION MAY BE TAKEN ON ANY AGENDA ITEM

Call Meeting to Order – 6:30 p.m.

Roll Call

Approval of Minutes – October 1, 2018 and December 3, 2018

AGENDA:

There are no planned agenda action items.

REPORTS:

Director's State of the Service Report and Informational Brief

ADJOURNMENT

Posted: 01-30-19 City Hall
Library
Police Department

EMS ADVISORY BOARD MINUTES

October 1, 2018 @ 6:30 p.m.

River Falls City Hall

222 Lewis Street

River Falls, WI

Call Meeting to Order 6:30 p.m.

Advisory Board Members Present:

Carole Mottaz, Gary Donath, Ken McNiff, Kent Kittleson, Judy Edgar, Hal Watson, Jeanne Wespetal

Also Present: Jason Stroud, EMS Director; Scot Simpson, City Administrator

Advisory Board Members Absent: None

Approval of Minutes: Regular Meeting Minutes from August 6, 2018.

MSC Donath/Watson to approve minutes. Unanimous.

1) Update from EMS Director Stroud

Jason Stroud introduced himself to the advisory board as this was his first meeting since being hired on as the EMS Director. Stroud provided an update to the Board on what he and the EMS Department have been doing since August:

- a. Stroud has been busy meeting individuals and groups to get himself acquainted with the local environment. This has ranged from colleagues at other public regional safety departments, local Allina representatives, Dr. Joey Duren, MD, and other City department heads.
- b. Stroud provided the Board with statistical data points tracking a variety of EMS performance measures such as demand for services, call demand by time of day, response times, where calls are coming from, etc.
- c. Stroud briefed the Board on ambulance response times and overall EMS call times and discussed the need to further examine these as he continually looks for opportunities for improvement.
- d. Stroud shared with the Board what some of his and the departments next priorities are in the coming months:
 - i. Continue to review in depth the performance measures taken so far and to make data informed decisions in the future.
 - ii. Meet with Pierce and St. Croix EMS heads and staff.
 - iii. Discussion with Ray Lemke, Wisconsin State Regional EMS Coordinator for the northwest Wisconsin, about the Operations Plan update the department is scheduled to complete. Lemke advised Stroud to hold off on updating the departments Operations Plan to send to the State as the State

is transitioning to a computer-based reporting program right now.

- iv. Update and revise policies for the organization to make sure they are relevant and needed. Patient care protocols are outdated and need revised with the help of Dr. Duren.
 - e. Scot Simpson reiterated to the Board that there will need to be more work on refining the drop-down menu options to provide a more accurate location of where calls are coming from.
 - f. Simpson discussed how EMS patients are billed and that where the patients are located don't always match the legal address of a jurisdiction.
- 2) Operations Plan Update
- a. Mottaz tabled this item for another date.
- 3) Other Business:
- a. Kittleson asked Stroud when he expects to have some of the new policies/protocols mentioned earlier in place. Stroud responded by saying that he hopes to have most of those policies in place by the end of the calendar year, in particular, operational related policies. Allina has some robust protocols that could work well for the department along with some additional recommendations by Dr. Duren.

Adjournment: MSC McNiff/Jeanne at 7:04 p.m.

Respectfully Submitted,



Brandt Johnson
Assistant to the City Administrator

EMS ADVISORY BOARD MINUTES

December 3, 2018 @ 6:30 p.m.

River Falls City Hall

222 Lewis Street

River Falls, WI

Call Meeting to Order 6:30 p.m.

Advisory Board Members Present:

Carole Mottaz, Gary Donath, Kent Kittleson, Hal
Watson, Jeanne Wespetal

Also Present: Scott Morrissette, City Council Member;
Jason Stroud, EMS Director

Advisory Board Members Absent:

Judy Edgar, Ken McNiff

Approval of Minutes: Regular Meeting Minutes from October 1, 2018.

Carole Mottaz requested clarification for a couple of bullet points from the October 1, 2018 minutes.

Mottaz directed questions to EMS Director Stroud to flesh out what the proposed summary meant in section #1, item c. Stroud responded to each of Mottaz's inquiries and it was concluded that this section of the October minutes would be reviewed and amended by Stroud and Mottaz. Jean Wespetal requested that the revised Minutes be sent to the entire Board the week following a meeting and this was agreed to by all. These Minutes will then be reconsidered for approval at the February 4, 2019 meeting.

MSC Kittleson/Wespetal to approve minutes apart from section #1. Item c. Unanimous.

1) Update – Year in Review from EMS Director Stroud

Stroud provided a year in review update to the Board. Stroud talked about the leadership transition, the departments organizational structure, and financial status of the department.

Mottaz recommended that a focus on employee morale should be included. Stroud indicated that employee morale and satisfaction is always a priority and agreed that this should be formally incorporated into presentations and related communiques moving forward.

2) EMS Billing Vendor

Stroud discussed with the Board about his proposed recommendation to City Council

that the City change its vendor for EMS billing.

- a. Stroud said that the City has been with its current billing vendor, Andres Medical Billing, for three (3) years and that the rate of return is underperforming.
- b. ImageTrend Inc. has made an unsolicited quote to be the City's revenue recovery vendor at a rate lower than the current contract with Andres Medical Billing. ImageTrend offers to complete EMS billing services for 4.68% of all payments collected compared to the contracted 5.42% rate from Andres Medical Billing.
- c. Stroud said that ImageTrend would include a web pay portal for the public and will also have patient satisfaction surveys.
- d. Stroud discussed how the EMS Departments current rate of return is about 64% and that ImageTrend personnel indicated that they believe that they can increase this rate of return to 70%-72%.

MSC Watson/Wespetal made a motion to recommend to the City Council that River Falls EMS transition its billing services to ImageTrend. Unanimous

3) EMS Schedule Modification

Stroud provided a review of schedule modifications that he put in place to better match staffing with demand. This entails staffing one less ambulance from midnight until 6:00am due to the lower demand for services during this time period.

4) First Responder Program

Stroud briefed the Board on the current status of the First Responder program and steps that he has undertaken in regard to this program thus far. Stroud informed the Board that he has made the decision to discontinue the program based on a number of factors, which include:

- a. Participation rates have been declining over the years.
- b. Ambulance on-duty staffing has increased.
- c. Regulations such as FLSA, workers comp., and liabilities raise issues regarding the continuance of the program.

Stroud said individuals are free to start their own First Responder program but recommended that this program would not continue as a component of River Falls EMS.

Mottaz asked Stroud to see if there are certain areas that are tough to get to and recommended a six (6) month review and revisit the topic. Wespetal asked if Stroud has contacted the surrounding townships regarding the cessation of the First Responder Program in which Stroud replied that he did not because the City's current contracts with the townships do not include the First Responder Program. Stroud indicated that he would be happy to inform the various townships if it is warranted and that he would solicit the direction of his supervisor on this matter.

Gary Donath asked if the program was being discontinued because of restrictions and regulations in which Stroud replied that it indirectly was.

5) Other Business:

Stroud provided a report on some of the current activities in the department; these include:

- a. Medic Thome and Medic Ali passed their critical care exams.
- b. RF EMS applied to participate in a Wisconsin program for stroke care best practices known as the Coverdell Wisconsin Stroke Program.
- c. The agreement with Allina Health EMS for support services has been solidified. This agreement provides for items such as, but not limited to: chaplaincy services, protocols, continuous quality improvement efforts, EMS supervisory availability, etc.
- d. Recruitment is underway for casual and part time EMTs. This recruitment has been opened up to pay for call members as well.
- e. Stroud said that he met with the regional Wisconsin EMS representative Mr. Ray Lemke and that it went very well.
- f. There are continual delays in the implementation of the Wisconsin EMS online operations plan program; Stroud continues to monitor this.

Adjournment: MSC Donath/Wespetal at 7:54 p.m.

Next meeting date February 4, 2019 at 6:30 p.m.

Respectfully Submitted,



Brandt Johnson
Assistant to the City Administrator