



EOA AGREEMENT EXTENSION PROCESS MEETING MINUTES

April 15, 2008: 1-4 PM
Santa Clara County Department Emergency Operations Center
645 South Bascom Avenue, First Floor Conference Room
San Jose, CA 95128

Welcome and Introductions

- Josh Davies, Santa Clara County EMS Agency, facilitated the meeting.
- All participants were introduced.
- Josh Davies added “Dynamic System Status Management for Code Two Ambulance Diversion” to the Agenda.

Organization	Name	Attendance
American Medical Response	Wayne Davis	Present
American Medical Response	Jeff Dane	Present
American Medical Response	Marcie Morrow	Present
CALFIRE	Darren McMillin	Present
County Communications	Rose Marino	Present
County Communications	Curtis Darnell	Present
County EMS Agency	Josh Davies	Present
County EMS Agency	John Blain	Present
Gilroy Fire Dept.	Phil King	Present
Milpitas Fire Dept.	Scott Brown	Present
Mountain View Fire Dept.	John Owen	Present
San Jose Fire Depart.	Geoff Cady	Present
San Jose Fire Dept.	Karen Allyn	Present
San Jose Fire Dept.	Dana Reed	Present
Santa Clara County Fire Dept.	Ron Vega	Present
Santa Clara Fire Dept.	Augie Weidemann	Present
Sunnyvale DPS	Steve Drowniany	Present
Westmed Ambulance Service	Chris Abend	Present

Code Two Ambulance Diversion

- Based on AMRs continued references to problems with code two ambulance diversion, the County has requested that AMR provide a “dynamic system status management plan” that can be used for on-line management of units when code two diversion may be a problem.
- County is not open to County Communications making elective decisions that may impact the contractor’s performance – this must come from AMR.

- County states that current agreement establishes code two response times and that the contractor agreed to those terms.
- Wayne Davis will schedule a meeting with County EMS and County Communications to discuss possible solutions.
- AMR to propose dynamic management options (not procedure based protocols used by dispatchers, but on-line coordination by AMR personnel as needed).
- Other than continuing to explore dynamic options, the County is not interested in continued discussion of this matter outside of the “future search/RFP” process.

Master Agreement Review Components

Discussion of “Community Education” Requirement

- County reviewed the components of the contractor’s performance requirements in the Master Agreement (Page 20, P, 1-5).
- County would like to :
 - Establish a coordinated city/county and AMR public education program related to AMRs obligation to provide “community education”.
 - Establish a two-year schedule of programs – cities may participate as desired.
 - Establish curricula for each program to insure standardization.
 - Establish a patient/customer service survey for first responders and the contractor.
- Group supported concepts, Dana Reed to contact the County Fire Chiefs public education group for coordination and facilitate development by AMR/County EMS.
- County presented a list of potential topics for consideration (below). Stakeholders will work with their departments and committees to review and/or provide additional items for consideration.

Potential Community Education Topics	
ICE (In Case of Emergency)	Pandemic Influenza
Fight the Bite (West Nile)	Vial-of-Life Program
Nutrition, Obesity, Fitness	TB Prevention/Control
AED	Mass CPR/First Aid Programs
72 Hour Go-Kits	STD Prevention
DNR/Advanced Directives	Refined 911 Access
IFT vs. 911 Use by Med Facilities	Pull to the Right/Sirens & Lights
Medical Shelter in Place	Drowning Prevention

- AMR advises that they have access to a national center that can assist with production of documents and programs.
- Cities acknowledged budget concerns with increased projects. County advised that the focus is on the contractors existing requirement to provide community education, not additional mandates to cities.

Customer/Patient Satisfaction Survey

- Customer/patient satisfaction surveys to be discussed and developed through the EMS Section of the County Fire Chiefs, AMR, and County EMS. The development is not tied to the extension process timelines.
- Discussion focused on asking the right questions, to the right populations, in the right way, for a specific reason.
- Budget concerns for additional non-funded activities were discussed and acknowledged.

Stakeholder Feedback: AMRs April 1st Performance Presentation

- No additional comments provided.

Follow-Up from April 1st Meeting

Review of Standard Performance Reports

- John Blain reviewed final report types and formats with the group.
- Reporting to be finalized between the County and AMR.
- Stakeholders appear satisfied with drafts/concepts proposed.

Urbanization Codes

- County has discussed with County Communications, appears to not be a significant programming/technology issue. The estimated cost to revise County Communications CAD programming is well under \$10,000.00.
- The easiest method to update is the use of Census Data, however, that data is already old (2000). At a minimum, this data set to be updated by July 2009.
- Data beyond the census may have to come from each municipality and then validated prior to use.
- Stakeholders are not clear as to what standard was used to determine the original (and currently used) urbanization codes.
- County states that subcontractors and contractor must update at the same time so that performance measurement is in accordance with the same standard.
- PSCMA may have knowledge of how census tracts/urbanization codes are used.
- County is concerned that urbanization code updates to fire-CADs may change some fire operational practices not related to medical (response criteria determination).
- County acknowledges that this matter is not clear in the agreement but must be updated to assure adequate response of medical units.

- County states that movement will occur together, on a timeline that works for the stakeholders, but some movement to a more recent urbanization code needs to occur by July 2009.
- County acknowledges that it is necessary to provide further details in the next contract (2011) as to when and how urbanization codes will be updated.

911 Paramedic Ambulance GPS/AVL

- County Communications has been able to procure additional equipment (for purchase by AMR) to keep the current radio-based system operational until a strategic upgrade may occur.
- County states that this is an essential component of the next RFP.
- Consumer-based GPS/AVL applications may be an option that the County is considering.
- AMR states that they feel adequate equipment is not available for their units through 2011.

Exemption Review Process

- Final draft will be completed by the County and AMR within two weeks.
- Draft will be provided to all stakeholders for review.
- The process will then be added to the Master Agreement and subcontracts as an attachment that may be amended as needed.

Summary of Extension Meeting Activities

- A final meeting will be scheduled with all stakeholders prior to making a recommendation for extension.
- County will meet with AMR to address outstanding issues. Results will be reported to the stakeholder group.
- AMR to request extension by June 30, 2009.
- A summary document with all changes (including non-agreement language changes) will be provided to all stakeholders.
- Work that does not require contract language changes will continue through existing stakeholder groups (community education, urbanization codes, care/transport of obese patients, etc.).
- The EMS Director will provide a status update to the County Fire Chiefs in May.
- County requested that stakeholders provide feedback on the process via written evaluation (results attached).

Adjourn

3. The Contractor shall submit a field training plan to the County for approval as part of its QI program.

4. An annual report describing implementation and evaluation of all the activities completed in accordance with the plan during the preceding calendar year shall be submitted to the County by June 30th of each year during the term of this Agreement.

5. The Contractor shall review employee performance to identify skill degradation, develop a remediation plan approved by the County, and keep records of all remedial training and the outcome of such training.

6. The Contractor agrees to implement a procedure approved by the County, for documentation, logging, and resolution of complaints regarding services provided by the Contractor/Subcontractor(s). Such records, excepting only privileged documents, will be available for audit by the County at any time.

7. The Contractor shall establish an ongoing QI committee which shall include field paramedics/EMTs.

8. The Contractor shall participate in the system-wide quality improvement program as directed by the County.

9. Contractor shall ensure that a QI process, as described herein, is implemented by Subcontractors. Contractor shall forward to the County a copy of the above referenced annual report prepared by each Subcontractor with the Contractor's report.

P. Public Education. In order to improve appropriate access to the 9-1-1 system, the Contractor shall, no less than five (5) times per month, present or participate in community education programs emphasizing health and prevention programs, as well as access to the EMS system. These programs are to be made available to schools and community groups located or operating within the EOA.

1. The programs should be planned in cooperation with the EMS Agency and other groups with EMS-related interests.

2. All programs, announcements and events shall be pre-approved by the County, and the EMS Agency's name shall be publicized in these program's announcements and events.

3. The Contractor agrees to cooperate with the EMS Agency in the development and implementation of public safety information programs and presentations regarding the County EMS System and the trauma care system.

4. The Contractor agrees to prepare and distribute written materials on a quarterly basis

that are of benefit to the community in understanding the Contractor's services.

5. The Contractor shall submit a monthly report describing the public education activities and detailing the number of programs offered.

Q. Stand-by Coverage. When requested by a public safety agency through County Communications, the Contractor shall furnish stand-by coverage at emergency incidents within the EOA if County Communications assesses the situation to pose significant potential danger to the personnel of the requesting agency or to the general public.

1. Basic Life Support (hereinafter referred to as BLS) crews may respond to a stand-by request, if it is appropriate to the event as determined by the Contractor's administrative supervisor.

R. Equipment and Supply Exchange. The Contractor shall develop mechanisms to exchange reusable orthopedic appliances and restock disposable medical supplies used by Subcontractors when treatment has been provided by First Responder personnel..

1. Equipment and supplies stocked on the Contractor's ambulances shall be exchanged on a one-for-one basis when the patient is transported. This exchange should be accomplished at the scene. If patient care or circumstances at the scene prevent an on-scene exchange, the Contractor shall arrange to accomplish the exchange as soon as reasonably possible.

2. Contractor shall have no obligation to restock supplies lost as a result of waste, or used in training exercises not approved by SCCEMS. Both Contractor and Subcontractor shall endeavor to minimize the cost impact of supplies, both through utilization and in consideration of change of supplies or equipment. ~~Contractor's obligation to restock supplies and equipment used by all First Responder Agencies in instances in which no patient transport is provided is limited to \$28,080 dollars per fiscal year, subject to an annual adjustment in the same percentage as compensation to First Responders is adjusted.~~

S. Disaster Assistance. The Contractor shall actively participate with the County and the municipalities within the County in planning for and responding to any disaster situation within the County.

1. Multi-casualty incident plans, local emergency, and emergency disaster plans following the incident command system guidelines have been developed and provided to the Contractor. If a disaster declaration is made, the County may suspend normal operations and the Contractor shall respond in accordance with the disaster plan.

2. The Contractor shall develop an internal response plan, compatible with the County's plans, for provision of service during locally declared disasters or any other such emergency situation that would impact the delivery of contracted services.



EOA AGREEMENT EXTENSION PROCESS PROCESS EVALUATION SUMMARY

April 15, 2008

Total Responses: 12
Scale: (less satisfied) 1 2 3 4 5 (more satisfied)

What is your overall impression of how the extension process has been managed? 4

- Very organized and systematic.
- Very methodical, progressive, and comprehensive.
- Josh used a balanced approach with the issues and listened to input/feedback.
- Info has been timely and organized County EMS reps have played the neutral role very effectively and moderated well to keep relevant and moving along.
- As a subcontractor we brought forward very few issues. Josh and John addressed all issues as well as possible.

Did you review the EOA Section of the EMS Agency website during this process?

Yes 6
No 6

Do you feel that your concerns were considered appropriately and adequately addressed? 4

- We are more of a secondary player with EMS being primary for the County, "Our Needs" don't come into play very much.
- For the extension yes, more detailed consideration for concerns will occur during the contract process.
- Except code 2.
- I believe that all stakeholders present were given equal access and consideration.
- However, I recognize that the majority of our request would have required more research and discussion than was available prior to the need to extend the contract.

Do you feel that the process was fair, open, and provided for adequate stakeholder participation? 4.33

- Josh really knows how to civilly shut down Wayne...although it doesn't stop him from trying.
- I never felt there was the basic question addressed of "should the contract be extended". Maybe I missed something but that was just going to happen.
- Initial open session did not foster a collaborative process.

Please provide any comments or suggestions that you may have about the process?

- Better parking, sorry Josh.
- More time for discussion on some topics. However most areas in this will be targeted at the next RFP.
- Well done.
- Public Health DEOC room is a difficult venue for meetings.
- Exemption process needs stakeholder feedback.
- Overall very good and starting as early as we did is a positive factor by not creating urgency also allowing for government process. Even with early start, LEMSA maintains a tight schedule to keep moving.
- While County respond to each "proposal for modification", a more detailed response regarding the legitimacy of the request would give the proposal some idea of the potential for successfully moving it forward in the next contract process.