



County of Santa Clara EOA AGREEMENT EXTENSION PROCESS MEETING MINUTES

April 1, 2008
1:00 PM – 4:00 PM

Santa Clara County EMS Agency - DEOC
645 South Bascom Avenue, San Jose 95128

Welcome and Introductions

Representative	Agency/Department	Attendance
Tom Wagner	AMR	Present
Marcie Morrow	AMR	Present
Wayne Davis	AMR	Present
Jeff Dane	AMR	Present
Derek Witmer	CALFIRE	Absent
Curtis Darnell	County Communications	Present
Bert Hildebrand	County Communications	Absent
Rose Marino	County Communications	Present
Josh Davies	County EMS Agency	Present
John Blain	County EMS Agency	Present
Phil King	Gilroy Fire Department	Present
Scott Brown	Milpitas Fire Department	Absent
John Owen	Mountain View Fire Department	Present
Dana Reed	San Jose Fire Department	Present
Geoff Cady	San Jose Fire Department	Absent
Ron Vega	Santa Clara County Fire Department	Present
Augie Weidemann	Santa Clara Fire Department	Present
Steve Drowniany	Sunnyvale Dept. of Pub. Safety	Absent
Chris Abend	Westmed Ambulance Service	Present

Master Agreement Review Components

Review Stakeholder Input Received from Survey Form

- Individual responses will be addressed by AMR/EMS as related to specific commentary provided by subcontractors.

AMR Presentation of Response to Review Components

- County confirms that AMR has no requests for agreement modification.
- County is aware of GPS issues that AMR is experiencing with radio-based applications. The County will work with County Communications to explore short/long term resolutions.

Follow-Up to Requested Modifications of March 11th Meeting

Review of Draft Standard Performance Reports

- AMR did not provide sample reports. The County will follow-up with AMR to have final drafts available at the next meeting.
- County requests countywide reports by jurisdiction.
- County is not requesting new data, but graphic presentations of existing data that is collection.
- A Santa Clara Fire Department data report was provided for review.
- John Blain will work with AMR to develop standard reports for presentation at the next meeting.

Review of AMR Fire Service Liaison Job Description

- AMR provided a draft of the position description.
- AMR states that the Liaison is the entry point for all concerns by the contractors with the exception of immediate requests, which should be routed through the AMR Field Supervisors.
- Comments to be provided directly to AMR and will be reviewed at the next meeting.

Response from AMR related to care/transport of obese patients

- In the past, AMR had contacted fire services to assist with moving patients. AMR will now use their own personnel to move these patients.
- In relationship to 911 calls, the fire service will assist with picking up patients at home but not at the hospitals. AMR advises that hospitals have movement teams to help with the unloading at the hospital.
- Bariatric unit available to the system – not a contract requirement.

- County needs to address general equipment issues related to obese patients. Equipment/inventory concerns will be routed through the Prehospital Providers Advisory Committee for system-wide planning. This may include specialized gurneys, stair-chairs, and other patient movement equipment.
- Appears that ambulance configuration may need to be adjusted in next RFP to provide for larger and obese patients (gurney mounting, modular ambulances, winches, etc.).
- STAR units can be used for the movement of obese patients. AMR agrees and is willing to permit STAR's to transport in these situations. This is intra-agency mutual aid – not related to the provisions of STAR use in the agreement.
- AMR to draft a procedure for review by the group at the next meeting.
- EMS Section of County Fire Chiefs will work with County Fire Chiefs Association to develop STAR mutual aid procedure.

Urbanization Code Update

- The Master Agreement establishes the criteria for urbanization coding – however, it is silent on what source should be used and how often it must be updated. County believes it is AMR's responsibility to provide updates to match current standards.
- The County states that the current urbanization codes are at least 18 years old and need to be updated. The primary use for this data is for AMR to be able to validate their performance.
- Updates will likely change response time criteria for AMR and several subcontractors.
- County believes that an update is needed by July 2009. However, updates may occur in phases to account for system operational revisions and to account for funding considerations.
- AMR voiced options about who should pay for updates. County feels it is AMR's responsibility, but acknowledges no clear language in the Master Agreement. AMR feels that if costs are under \$10,000.00 they may not have an issue with financing the revision.
- County will work with County Communications to determine a cost estimate for CAD programming updates. An updated will be provided at the next meeting.
- This component is not a simple project and will require further discussion with subcontractors, AMR, and County Communications. County states that it will not rush changes without due diligence, but changes must occur to represent the changing demographics of the County and to afford the citizens appropriate service.

Funding for Emergency Purchase of Epinephrine Auto-Injectors

- A copy of a letter from the EMS Director was reviewed with the group. The letter contains a recommendation for funding to assist with the emergency epinephrine auto-injector change in 2007.

- If approved by the Board of Supervisors, the EMS Agency will notify each ALS provider of their allocation, request an invoice, and issue payment after July 1, 2008. The earliest that payments may be received is estimated at late August 2008.

AMR Response to Agreement Extension Components Letter

- Wayne Davis provided a presentation to the group that highlighted key components of their response letter of March 28th.
- The County acknowledged AMRs quality performance and overall responsiveness.
- The County will consider AMRs response in the review of the extension components included in the Master Agreement.
- Various stakeholders voiced support of the EMS System growth over the past few years (County Communications, AMR, Santa Clara Fire Department, Gilroy Fire Department, Santa Clara County Fire Department, EMS Section of the County Fire Chiefs Association).
- County responded to AMRs presentation, stating that it would like to see more specific activities that AMR developed and then implemented (beyond those initiated by the EMS Agency or other stakeholders), that communication education offerings may need to be revised to match the needs of the community, etc.
- Community training by AMR to be discussed at the next meeting. County is interested in addressing areas other than 911 access and ambulance show-and-tell.
- County affirms that the review of the Master Agreement Extension criteria will be made available to all stakeholders for review.

Next Meeting

April 15, 2008 1-4 PM
Santa Clara County EMS Agency
Department Emergency Operations Center
San Jose, CA 95128