



Exemption Review Committee

September 15, 2009
1:00 PM – 4:00 PM

Public Health Department
CCS Conference Room
720 Empey Way, San Jose

Minutes (Review Period: April – June 2009)

<p>Introduction & Announcements</p>	<p>Panel member present:</p> <ul style="list-style-type: none"> ▪ Pam Morrison / City Managers Association ▪ Harry Hall / Health Advisory Commission ▪ Renee Pinder / County Communications <p>EMS System stakeholders present:</p> <ul style="list-style-type: none"> ▪ Marcie Morrow / American Medical Response ▪ Jeff Dane / American Medical Response ▪ Katrina Parik / American Medical Response ▪ Stew McGehee / San Jose Fire Department ▪ Rose Marino / County Communications ▪ John Blain / Santa Clara County EMS Agency
<p>Public Comment Period</p>	<p>No comments from the public</p>
<p>Exception Disposition Report</p>	<p>Second Quarter – 2009 Unadjusted Response Data</p> <p><u>By provider analysis (data taken from AMR reports)</u></p> <p>Total Late Responses (exceptions) v. Total Responses</p> <ul style="list-style-type: none"> ▪ American Medical Response: 1,610 of 22,752 ▪ American Medical Response QRV: 103 of 1,246 ▪ Gilroy Fire Department: 13 of 530 ▪ Milpitas Fire Department: 0 of 431 ▪ Mountain View Fire Department: 27 of 783 ▪ San Jose Fire Department: 612 of 13,570 ▪ Santa Clara City Fire Department: 49 of 1,133 ▪ Santa Clara County Fire Department: 131 of 3,047 ▪ South Santa Clara County Fire District: 6 of 302 ▪ Sunnyvale Department of Public Safety: 24 of 1,203

<p>Pending Panel Consent</p>	<p>For the period of April 2009 through June 2009, a total of 25 exemption requests were evaluated and determined to meet the on time or good cause exemption criteria.</p> <p>Panel accepted and approved EMS Agency’s recommendation to amend the following responses as to document the reviewed responses as on time:</p> <ul style="list-style-type: none"> ▪ American Medical Response / ALS Transport: (15) ▪ American Medical Response / QRV: (1) <p>Panel accepted and approved EMS Agency’s recommendation to exempt following responses for good cause:</p> <ul style="list-style-type: none"> ▪ American Medical Response / ALS Transport: (9)
<p>Pending Panel Review</p>	<p>For the period of April 2009 through June 2009, a total of 35 exemption requests were forwarded to panel for review.</p> <p>Providers accepted EMS Agency recommendation on late responses determination and pulled the following number of exemption requests from the panel review agenda. The panel accepted and approved EMS Agency’s recommendation to not to grant exemption and document responses as late:</p> <ul style="list-style-type: none"> ▪ American Medical Response / ALS Transport: (4)
<p>Exemption Determination & Disposition Summary</p>	<p>For the period of April 2009 through June 2009, the following dispositions were documented:</p> <ul style="list-style-type: none"> ▪ Total exemption requests approved by consent and granted by panel: (25) ▪ Total exemption requests pulled by providers from the agenda and/or denied by the panel: (4) ▪ Total exemptions requests determined to by on time: (16) ▪ Total responses remove from performance calculation: (9)
<p>Items of Concern to be forwarded to the System Status Management Committee for Discussion</p>	<p>None</p>
<p>Announcement of Next Meeting</p>	<p>Next meeting scheduled for December 15, 2009 from 1:00 PM to 4:00 PM.</p> <p>Meeting will be held at the Public Health Department CCS Conference Room, located at 720 Empey Way, San Jose, California.</p>

Adjournment	Meeting adjourned.
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Minutes completed by: John Blain, Santa Clara County EMS Agency

- **Attachment: Exemption Review Committee Summary (Second Quarter – 2009)**

Pending Committee's Approval By Consent - American Medical Response (April-June 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
2364	M090910188	04/01/09	3	1	BLS took code 3 please advise under 12 min	Agree	BLS unit arrived on time	On Time	On Time	EMS recommendation accepted & approved
2388	M090920120	04/02/09	3	6	HTS: Metcalf and San Felipe under 18 min rural is 26 min no time stated for area please advise?	To Board	This is HTS/1st Responder area. Waypoint: Metcalf @ Shingle Valley. No time parameter has been established for Code 3 1st responder area. Unit reached waypoint at 1245:09, which is a response time of 16:07.	To Board	On Time	EMS recommendation accepted & approved
2488	M090960119	04/06/09	3	4	Palo Alto	Agree	This is Mutual Aid into Palo Alto	N/A	Exempt	EMS recommendation accepted & approved
2509	M090970071	04/07/09	3	3	Unit UTL at original location change of loc during call	Agree	Unit arrived in the area of the original location at 0948:38.	On Time	On Time	EMS recommendation accepted & approved
2747	M091050279	04/15/09	3	1	Please check verbal for cancellation it was asked at the same time exception report was being generated?	Agree	Cancellation was received via phone call at 1208:45.	On Time	On Time	EMS recommendation accepted & approved
2780	M091060178	04/16/09	2	1	On time	Agree	BLS unit arrived on time	On Time	On Time	EMS recommendation accepted & approved
2783	M091060183	04/16/09	3	3	On time	Agree	BLS unit arrived on time	On Time	On Time	EMS recommendation accepted & approved
2790	M091060231	04/16/09	3	3	On time	Agree	Unit arrived on time.	On Time	On Time	EMS recommendation accepted & approved
2810	M091070095	04/17/09	3	1	Palo Alto	Agree	This is Mutual Aid into Palo Alto	N/A	Exempt	EMS recommendation accepted & approved
2874	M091090039	04/19/09	3	4	Dispatcher sent 710 instead of 750 please advise?	Agree	750 was closer. ** However, 710's chute time was 5:10. **	Exempt	Exempt	EMS recommendation accepted & approved
2879	M091090078	04/19/09	3	1	On time	Agree	Unit arrived on time.	On Time	On Time	EMS recommendation accepted & approved

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3102	M091160113	04/26/09	3	30	HTS area any way points crossed?	To Board	This is HTS/1st responder area. Waypoint: Quimby @ Mt Hamilton. No time parameter has been established for Code 3 1st responder area. Unit reached waypoint at approximately 1142:30, which is a response time of 18:54.	To Board	On Time	EMS recommendation accepted & approved
3120	M091170053	04/27/09	3	4	825 says map grids are incorrect for call should have use 874 F3 which caused them to enter from incorrect side.	To Board	While I agree that the map grid provided was not accurate, the map clearly shows Chynoweth running on both sides of the map grid they were provided with.	To Board	Exempt	EMS recommendation accepted & approved
3125	M091170103	04/27/09	3	16	Palo Alto	Agree	This is Mutual Aid into Palo Alto	N/A	Exempt	EMS recommendation accepted & approved
3132	M091180035	04/28/09	2	1	unit had to wait for gate code sitting waiting at 07:18 on time for call please advise?	To Board	Agree that the unit was at the gate asking for the gate code at 0718:05. Does the agency consider them on scene if they come upon a locked gate? Do I deduct the time they waited for the gate code from their response time? Their wait time between asking for the code and receiving it was 1:30. If to be deducted, that would make the unit on time.	To Board	On Time	EMS recommendation accepted & approved
3139	M091180142	04/28/09	3	1	GPS doesn't support notes due to missing times dispatcher statesper fire unit on scene for 8 min prior to 97 time?	Agree	GPS does have gaps, but based on the coordinates given when GPS stopped polling, I'm considering the unit arrived at 1508:31, making them on time.	On Time	On Time	EMS recommendation accepted & approved
3161	M091190208	04/29/09	3	3	Palo Alto	Agree	This is Mutual Aid into Palo Alto	N/A	Exempt	EMS recommendation accepted & approved
3177	91200189	04/30/09	3	12	UTL patient. GPS at area of scene at 1630	Agree	Unit was in the area and unable to locate a patient at 1630:47.	On Time	On Time	EMS recommendation accepted & approved

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3349	M091270161	05/07/09	3	10	Per XR, unit at scene at 1367, making them on time	To Board	Exception report does state on scene time of 1637, but that time was provided by the unit themselves (per tape review). They pushed their "enroute hospital" button at 1646:35, but they still showed enroute to the scene of the event. The dispatcher asked them when they arrived, and they stated "approximately 10 mins ago." GPS gaps do not allow for providing an on-scene time, there was no verbal on scene received, nor was there an on-scene button push.	To Board	On Time	EMS recommendation accepted & approved
3377	M091280179	05/08/09	3	26	Call in San Mateo, and with Palo Alto Fire. Should be exempt. Also, they forgot to cancel us.	Agree	Mutual Aid into San Mateo County	Exempt	Exempt	EMS recommendation accepted & approved
3945	M091530249	06/02/09	2	10	Incorrect unit sent, confirmed by X	Agree	Wrong unit dispatched.	Exempt	Exempt	EMS recommendation accepted & approved
4015	M091570025	06/06/09	3	1	GPS fails at 0230:44. Several PTT between 0230 and 0233	Agree	Unit provided a verbal on scene at 0232:54	On Time	On Time	EMS recommendation accepted & approved
4435	M091750183	06/24/09	2	12	750 post driven dispatch, 632 was closer	Agree	750 was not the closest unit, 632 was.	Exempt	Exempt	EMS recommendation accepted & approved
4582	M091810046	06/30/09	3	5	GPS fails at 0842:22, which appears to be at terminal. PTT traffic at 0837:06	Agree	GPS dropped off at 0843:12, and I believe that is when the unit was on scene. The PTT traffic referred to was the unit asking to confirm which terminal they were responding to.	On Time	On Time	EMS recommendation accepted & approved

Pending Committee's Approval By Consent - American Medical Response QRV (April-June 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
1	90004405	05/08/09	3	1	Train Delay 16 Second. Late 12 seconds on the event. Response time 8mins 11seconds	Agree		Late 1	On Time	EMS recommendation accepted & approved

Pending Committee's Review & Disposition - American Medical Response (April-June 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
2502	M090960217	04/06/09	3	38	Any waypoints crossed ?	To Board	This is HTS/1st responder area. Waypoint: Quimby @ Mt Hamilton. No time parameter has been established for Code 3 1st responder area. Unit reached waypoint at 1908:03, which is a response time of 24:35.	To Board	Late 3	EMS recommendation accepted & approved
3073	M091150128	04/25/09	3	35	Any possible way points crossed?	To Board	This is HTS/1st responder area. Waypoint: Quimby @ Mt Hamilton. No time parameter has been established for Code 3 1st responder area. Unit reached waypoint at 1345:17, which is a response time of 26:28.	To Board	Late 5	EMS recommendation accepted & approved
4332	M091710073	06/20/09	3	15	Waypoint of Quimby and Mt Hamilton at 1055, should be 9' late	Agree	This is HTS/1st responder area. Waypoint is Quimby @ Mt Hamilton in 22 minutes. Unit reached the waypoint at 1055:26, which is a response time of 31 minutes.	Late 9	Late 9	EMS recommendation accepted & approved
4355	M091720163	06/21/09	3	20	Waypoint of Mt Hamilton & Quimby at 1653:25, shoul be late 3	Agree	This is HTS/1st responder area. Waypoint is Quimby @ Mt Hamilton in 22 minutes. Unit reached the waypoint at 1653:28, which is a response of 24:20.	Late 3	Late 3	EMS recommendation accepted & approved