

July 23, 2016

Northern Colorado Emergency Response Area (NLCERA) – Rural EMS Fire Chiefs meeting

Location: Western Ridge Restaurant, Glacier View

Time: 08:30 – 10:00

Attended: Letitia Betchel, Hugh Collins, Tom Forbes, Vanessa Fournier, Gary Green, Jim Herrington, Mary Makris, Donn Maynard, Jim Perry, Bill Salmon, John Stitt, Justin Whitesell
(See attached roster)

Proposed Agenda:

- 1) Welcome and introductions
- 2) Review of the NLCERA – Now is second year of EMS Contract between PFA and PVH EMS
 - a. Bill presented a brief overview of the contract zones, and status of the EMS contract between PFA and PVH EMS. The contract was resigned for a second year as of June 1, 2016.
 - i. Justin was recognized for his efforts to review the first EMS contract and provide ideas for needed improvements, and all suggestions were integrated into amendments for the second annual EMS Contract.
 - ii. The contract will be updated through an amendment process as needed. These amendments are available for review at the City of Fort Collins website.
- 3) Brief data review
 - a. Bill handed out a data map and percent compliance in all NLCERA zones for January 1-June 30, 2016 (see attached map of NLCERA Zones 3, 4, and 5). The data shown indicates the 911 EMS calls which are tracked by PFA for contract compliance. The higher number of calls in the zone 1 (city of Fort Collins, and Town of Wellington) areas makes for better statistical views for EMS contract compliance. The data in zones 2, 3, 4 and 5 are much smaller numbers of calls, which presents challenges for determining EMS compliance. PFA's computer program tracks all data relating to every EMS 911 call. PFA will continue to assess the data and provide updates to the rural NLCERA departments.
- 4) Agency Letters discussion – Hand out Agency Letters
 - a. Bill explained the Agency Letters are follow-up from the original IGA documents which were signed in 2014 with PFA. These Agency Letters are to reaffirm that each fire district wishes to have PFA represent their EMS compliance with PVH EMS as part of the NLCERA contract. Bill requested to have the signed Agency Letters returned to PFA within 45 days if possible (September 16, 2016) for closure. Both Bill and Mike Gress are available to meet with any fire chief to discuss these letters.

- 5) Focus on improvement – Mantra and need of “at patient” times in CAD
 - a. Bill described the mantra used by PFA and PVH when verifying NLCERA EMS contract compliance: 1) What happened? 2) What did we learn? 3) What can be done to improve? Do it. Measure it for effectiveness next month.
 - b. PFA and PVH are needing to have the best data from the field possible, and one area the rural fire departments can help with is to announce “at patient” for each EMS call.
 - i. Ideas were presented by the group for how “at patient” prompting might help them remember, such as if LC Dispatch can ask if they are “at patient.” Justin Whitesell to consider this and ask Diane Webber if it might be possible.
 - ii. Good discussion about how good data many times equals better funding opportunities.
- 6) NLCERA EMS Advisory Committee – Discussion of representation of Rural Fire Chiefs
 - a. Bill described how in the beginnings of the NLCERA EMS Advisory Committee formation, the intent was to ask for a few representatives from the rural departments. Our hope was these representatives would consistently attend the every other month meeting and share the information with their and surrounding departments. The consistent representatives over the past year have been Carol Dollard (RCVFD), Tom Forbes (RFLVFD), Letitia Betchel (WFPD), and Justin Whitesell (LCSO). All are welcome to attend, and the minutes are posted immediately following each meeting at the Poudre-fire.org website; About Us tab; Click on NLCERA. All departments were encouraged to support these representatives’ efforts and be informed.
- 7) Websites – Poudre-Fire.org and EMSNOCO – Meeting minutes and feedback forms available
 - a. The NLCERA EMS feedback forms are available on the www.EMSNOCO.net website which is maintained by PVH EMS. Each form comes into a Google shared folder where PVH (Tom Cain) and PFA (Bill Salmon) have access to each form. Both PFA and PVH encourage any NLCERA responder to fill out this form with recognition, compliance questions or issues, general questions, or comments. Each form author will be contacted for follow-up.
 - i. Bill Described how PFA and PVH have the same form content posted internally on their respective Intranets to obtain feedback from each organization.
 - ii. Future Rural EMS Fire Chief’s Meetings will involve a synopsis of forms received, and outcomes.
- 8) Training – What is going well, not well, needs improving?
 - a. Excellent discussion about training ideas for how to improve EMS delivery to the rural departments. Many concerns were expressed about leaving their districts for a training event.

- i. Bill advised that RCVFD and CLVFD both had contacted PFA to advise they would not be attending this meeting because of district EMS coverage issues.
 - b. Ideas to aggregate the locations for training into an east and west training. Again, thoughts and concerns centered on area coverage during trainings. May be able to work out coverages if planned well.
 - c. The past use of high quality video conferencing training seems to be an accepted means of obtaining the class portions, and then plan for practical sessions to follow-up.
 - d. Mary suggested a possible model of “train the trainer” to bring better training offerings to the rural departments. Concerns expressed were about consistency and competency.
 - e. John thanked everyone for their ideas. John was praised by the group for his dedication and high quality of training, knowledge and ability.
 - f. Mary advised that on August 8, 2016 there will be a meeting about waivers for the use of EPI (IM) in the field by EMTs. Mary will provide the process used by PFA; if interested contact Mary.
 - g. EMT classes
 - i. End of August at Front Range Community College.
 - ii. PVH will be offering something later in 2016?
 - h. Mary – The NLCERA/PFA/PVH EMS Conference will be held on the second Friday in February (February 10, 2017).
 - i. Mary advised that PFA Station 9 has just purchased a full body air splint. This can be used instead of a backboard and may provide an alternative when having to hike in to find patients. Contact Mary if interested in more information.
 - j. John to ensure all the known EMS training is kept up to date at the EMSNOCO website as a resource.
 - k. Bill praised PVH for the high quality of training offerings, and for the amount of available training. Bill asked that the rural departments try to have as many in attendance for each offering in their districts to maintain the value in high quality training events.
 - l. Discussion about grants and how the rural chiefs, if organized as a group, can benefit from regional grant applications. Bill suggested this group consider formalizing as an entity, such as the NLCERA Rural Fire Chiefs Association or something like this to formalize their excellent work so the departments served continue to move forward in the face of constant change.
- 9) Response – What is going well, not well, needs improving?
- a. High praise for PV240 responding to the mountain departments. This brings consistency to the response.
 - b. Apparently better maps for PVH crews are needed to assist when responding. The idea to use GPS met resistance due to the inaccuracy of routing from GPS. The idea of having the crew on scene establish their GPS coordinates would help identify a location, but maps of how to get there would help.

- i. Bill to check with city GIS for what map layers might be available.
- c. Helicopter Response – High praise for this resource and generally going well. Bill and Mary encouraged the use of the NLCERA EMS feedback form if questions about any helicopter involved call.
- d. Donn expressed concern about the amounts of interior structural firefighters there are or are not on staff within the rural departments. Chief Green advised that WFPD Station 2, Waverly, has a full crew on duty and can be auto aided in the future. Sharing of resources seemed to be a well-accepted topic for this group. Chief Green asked to have the roster of this meeting to begin working on possible mutual and auto aid agreements in the rural NLCERA.

10) Other? No other topics.

11) Next meeting discussion?

- a. Discussion about the frequency, location, and times for future meetings. The group decided that quarterly meetings are best, and that the location of GVVFD (Western Ridge Restaurant) and time with breakfast is a good plan. The third Saturday of the month seemed to be a consensus for best day.
 - i. Bill to develop the quarterly schedule and send out calendar invites for the remainder of 2016. (Next meeting October 15, 2016).

Please contact Bill Salmon (970-218-9406) or Mike Gress (970-566-4306) with questions: