

South County EMS BoO
Meeting Minutes
August 18, 2016

Attending: R. Ahearn, T. Fydenkevez, T. McDaniels, K. Komosa, C. Ness, J. Edwards
Others: Z. Smith, Director, S. Patch, Sunderland Town Administrator, B. Hunter

Meeting called to order at 6:06 PM.

Directors Report

Note: Directors Report incorporated in these minutes.

The board reviewed the Western Mass/Whately building layout sketch supplied by Don Wrobleski. The sketch is the same footprint as originally proposed except that the interior rooms have been moved and the garage extended.

Director Smith advised that the South Deerfield Prudential Committee asked him to attend a meeting to answer some questions that they have. Zak stated that he feels that questions regarding the service should be directed to the SCEMS BoO. The board was in agreement that questions regarding the service should be directed to the Board of Oversight.

Director Smith advised that the impact shift person. This position is designed to be on the primary ambulance, a way to engage per diem and part-time staff. This frees time for other full-time staff to do blood pressure clinics and other administrative duties as assigned. Because headquarters are at the South Deerfield Fire Station the full-time person remains there. The second ambulance is parked at the South Deerfield Fire Station that way it is available to respond immediately with second person.

Mr. Komosa will meet with the South Deerfield Fire Chief to discuss his concerns with regard to the lease agreement for housing at the South Deerfield Fire Station.

Discussed hiring a new paramedic or EMT. SCEMS BoO to make recommendation to Deerfield Board of Selectmen for appointment. There are currently enough Paramedics so that an EMT-basic could be hired.

Discussed sponsoring and subsidizing costs of EMT's who are pursuing Paramedic level training.

The Truck Replacement Committee is working on recommendations for presentation to BoO for replacement of an ambulance. Also, looking at auto load/electric stretchers, which are safer for patients and staff. Zak would like to retrofit the other two ambulances as well. Capital funds have been set aside for that purpose. Estimated cost approximately \$50,000 for both ambulances and the new one.

Mr. Edwards provided an update on the Whately building renovation costs. Costs are estimated at \$350,000 to \$400,000. Plans for the renovation will require an architect or engineer stamp. Mr. Edwards stated that for planning purposes a \$350,000-\$400,000 budget should be used. Costs will be shared by all three member towns. Rent for the space is estimated at \$20,000 plus utilities annually. At this time the cost of utilities is unknown. Whately will float a bond for renovations that mirrors the lease terms. Mr. Edwards advised that next steps would be to enter into true negotiations on the terms of the lease agreement with the Town of Whately.

Mr. Komosa would like to see the Town of Whately do their homework and to come to the BoO with a plan and cost information.

Mr. Edwards stated that exact costs were presented. SCEMS BoO will have to authorize funds for final design/bid documents for the renovation.

Mr. Komosa his only issue with Whately location is Pine Street. Mr. Komosa has been looking at putting up a building in Deerfield on town owned property and is looking into costs. Mr. Komosa stated that this can be done under \$400,000. Mr. Komosa will be present his proposal at the next meeting. The location is across from the South Deerfield Fire District on town owned property. The project would be funded by several businesses that will be donating, materials, labor and money.

Mr. Edwards requested that the Deerfield Board of Selectmen put pressure on DEDC to grant an easement through the road.

Ms. Ness stated that the road is private and DEDC will not grant access through the road.

Mr. Komosa will present his proposal at the next meeting.

Mr. Fydenkevez stated that there is a commitment if the Deerfield proposal does not work out at the next meeting the board will move forward with the Whately proposal.

Motion: Ms. Ness to adjourn. Second: Trevor McDaniels. Voted: Unanimously.

Meeting Adjourned at 7:38 PM.

Respectfully Submitted,

Sherry Patch

South County Emergency Medical Services
Monthly Update

August 18th, 2016

Board of Oversight Supplemental

Staffing:

The lure of firefighting has claimed another South County EMS paramedic. Eric Fitzgerald has officially tendered his resignation from full time employment with the department. Eric has been a vital part in making the department such a huge success, and he has asked to stay on board as a per diem Paramedic. South County EMS is excited to keep our relationship with Eric in this new capacity. To fill the staffing void, a new posting for the full time position will be made in the near future. In the meantime, our additional paramedics and impact shift coverage has meant we have been able to absorb his absence with minimal to no difficulty.

On the recruiting front, the department has a program for new and soon-to-be certified EMTs to do a "ride along" with our senior EMS staff. This process is vital in EMS training, and works both to prepare the new EMTs for careers in the field with experience, as well as recruit new staff to the agency. Through this program we have two new EMTs from the area who are excited and enthusiastic to start their career. Though their orientation will have to take a back seat to our upgrading Paramedics, we look forward to getting them on board in the near future and bringing them into the EMS family.

Operations

A series of high profile and significant calls continue to put South County EMS to the test, and we continue to prove ourselves as one of the region's premier emergency services providers. South County EMS staff are increasingly finding themselves one of the first arriving units on the scene of these incidents, and routinely arrive and treat victims long before the fire department arrives and occasionally before police. With the increased responsibilities and added dynamic of these types of situations, we are proud of the focus on scene management that South County EMS's training programs have (including CEVO courses) and we are constantly looking for additional training and safety programs to help better prepare our staff.

Administration / Budget:

Included with this report is the basic billing and revenue breakdown for FY16. Though it is important to remember that these numbers only paint a very broad picture, they do show that we are fortunate in our coverage area to realize such significant percentages in the amounts of our collected bill amounts. This success is due in part to the demographics of the population we serve, as well as the quality of our data collection and timeliness of our reporting to our billing company.

Facility

Talks continue to find the much-needed home for South County EMS. John Wroblewski has provided a rough draft floor plan within the WMRLS building, providing 1590 square feet of office/personnel space and has continued to refine the blueprints based on updates.

Previously, South Deerfield Fire Chief Bill Swasey told me that he had recommended to the Prudential Committee that they invite me to their next meeting on August 11th to answer questions they had regarding South County EMS. Though I never received an invite, I did say that they should direct specific questions to the Board of Oversight and that I would make an attempt to attend but would not be able to answer many, if any questions they had regarding the service. Unfortunately, I was unable to attend the SDFD Prudential Committee meeting and based on a follow-up email from Chief Swasey, the Prudential Committee was confused by my absence and had hoped I would attend to "provide an update on the service" and to "discuss any issues that [may] need to be addressed." At this point I am unsure what, if any, questions the Prudential Committee may have reading South

County EMS, but I continue to believe that any questions they may have would be best answered within the context of the Board of Oversight.

Chief Swasey also emailed me recently to say that a bag of ice that had been placed in the refrigerator at the South Deerfield Fire Department had been opened some time over the weekend and a small amount had been removed. He also mentioned that water that had been placed in the refrigerator previously "disappeared over time." He asked that SoCEMS staff be reminded not to touch the ice and the water and he would do the same for his staff. South County EMS routinely chips in and brings in items to share with one another, including things like water bottles. The EMS staff has been reminded that labeling which items are for sharing is probably best practice moving forward so we don't inadvertently take SDFD items.

Equipment

The replacement truck committee has been hard at work the past few weeks researching and reviewing options. Tasked with finding the best solution for our specific needs, they have just recently returned from a factory tour of one manufacturer and are assembling their final thoughts. The next meeting of this committee will be next Tuesday.

One early conclusion made by the committee is the necessity for a stretcher load system to be included in the new ambulance. This system, first introduced to the market 6 years ago, and has since proven its reliability and benefit over and over again, eliminates that need for a crew member to physically lift and load the stretcher into and out of an ambulance. Not only does this system prevent injury to the EMS crews, it makes one of the more dangerous aspects of patient transport significantly safer. The truck committee requested and received a visit by our current stretcher manufacturer to demonstrate the system and review the equipment we already have deployed. Based on all documentation and evidence available, not only will it be the recommendation of the truck committee to include this system in the new ambulance, but it will be my recommendation to upgrade our existing fleet with the same system. By upgrading our existing fleet, we will achieve uniformity in terms of safety and training, and continue to push for safety for our crew and patients.

Respectfully,

Zachary Smith
Director

Statistics:

For the first seven months of 2016 (January-July), South County EMS responded to 527 calls.

Total Runs (1/1/16 - 7/31/16): 527

| | |
|-------------|-----|
| Transports: | 398 |
| ALS: | 321 |
| BLS: | 77 |
| Refusals: | 93 |
| Others: | 36 |

| | |
|-------------|-----|
| Deerfield: | 270 |
| Sunderland: | 161 |
| Whately: | 68 |

| | |
|-------------|---|
| Greenfield: | 6 |
| Turners: | 3 |
| Conway: | 9 |
| Amherst: | 3 |
| Other: | 9 |

Total Runs (2015): 802

| | |
|-------------|-----|
| Transports: | 594 |
| ALS: | 429 |
| BLS: | 165 |
| Refusals: | 144 |
| Other: | 64 |

| | |
|-------------|-----|
| Deerfield: | 429 |
| Sunderland: | 219 |
| Whately: | 113 |

| | |
|-------------|----|
| Greenfield: | 20 |
| Turners: | 1 |
| Conway: | 10 |
| Amherst: | 0 |
| Hatfield: | 2 |
| Other: | 8 |

Average response time (from dispatch to arrival on scene): **7:07**

Respectfully,

Chief Zachary Smith, Paramedic
EMS Director
South County Emergency Medical Services
8 Conway Street
South Deerfield, MA 01373
Phone: 413.665.1400 ext 120
ZSmith@town.Deerfield.MA.us

ACTIVITY TRACKING REPORT
BY PAYOR GROUPS

Company IS TOWN OF DEERFIELD; AND Trip Date IS BETWEEN 07/01/2014 AND 07/31/2014

3/4/2015

TOWN OF DEERFIELD

| | Total Transports | Total Charges | Total Allowable | Total Collected | Percent Collected |
|--------------------|------------------|--------------------|--------------------|--------------------|-------------------|
| Blue Cross | 6 | \$12,631.88 | \$9,209.40 | \$8,463.63 | 91.90% |
| Medicaid | 11 | \$17,429.04 | \$3,080.89 | \$3,080.89 | 100.00% |
| Medicare | 18 | \$30,662.73 | \$7,833.68 | \$7,733.23 | 98.72% |
| Other Insurance | 10 | \$15,572.39 | \$13,784.94 | \$8,655.76 | 62.79% |
| Totals > | 45 | \$76,296.04 | \$33,908.91 | \$27,933.51 | 82.38% |

| | Total Transports | Total Charges | Total Allowable | Total Collected | Percent Collected |
|----------------------|------------------|-------------------|-------------------|-------------------|-------------------|
| Patient-No Insurance | 6 | \$9,526.24 | \$9,526.24 | \$2,048.28 | 21.50% |
| Totals > | | \$9,526.24 | \$9,526.24 | \$2,048.28 | 21.50% |

| | | | | | |
|--------------------------|-----------|--------------------|--------------------|--------------------|---------------|
| Grand Totals > | 51 | \$85,822.28 | \$43,435.15 | \$29,981.79 | 69.03% |
|--------------------------|-----------|--------------------|--------------------|--------------------|---------------|

ACTIVITY TRACKING REPORT
BY PAYOR GROUPS

Company IS TOWN OF DEERFIELD; AND Trip Date IS BETWEEN 07/01/2015 AND 06/30/2016

8/15/2016

TOWN OF DEERFIELD

| | Total Transpoorts | Total Charges | Total Allowable | Total Collected | Percent Collected |
|--------------------|-------------------|-----------------------|---------------------|---------------------|-------------------|
| Blue Cross | 68 | \$151,728.94 | \$120,882.85 | \$114,453.96 | 94.68% |
| Medicaid | 92 | \$201,192.56 | \$27,951.62 | \$26,505.52 | 94.83% |
| Medicare | 280 | \$624,693.92 | \$144,116.08 | \$140,227.13 | 97.30% |
| Other Insurance | 115 | \$252,430.75 | \$229,106.60 | \$197,779.00 | 86.33% |
| Totals > | 555 | \$1,230,046.17 | \$522,057.15 | \$478,965.61 | 91.75% |

| | Total Transpoorts | Total Charges | Total Allowable | Total Collected | Percent Collected |
|---------------------------|-------------------|---------------------|---------------------|-----------------|-------------------|
| 100% Self Pay - Insured | 20 | \$41,131.00 | \$41,131.00 | \$64.46 | 0.16% |
| 100% Self Pay - Uninsured | 33 | \$73,824.16 | \$73,824.16 | \$450.00 | 0.61% |
| Totals > | 53 | \$114,955.16 | \$114,955.16 | \$514.46 | 0.45% |

| | | | | | |
|--------------------------|------------|-----------------------|---------------------|---------------------|---------------|
| Grand Totals > | 608 | \$1,345,001.33 | \$637,012.31 | \$479,480.07 | 75.27% |
|--------------------------|------------|-----------------------|---------------------|---------------------|---------------|

**Whately Town Office Building
Located at 4 Sandy Lane**

**NOT TO SCALE
FOR CONCEPTUAL DESIGN ONLY**

Drawn: 6/1/2016
Updated: 7/23/16

Possible 12 ft x 62 ft
addition to garage

