

E.M.S. BOARD OF CONTROL
GRIFFITH, INDIANA

Open Meeting and Roll Call:

Regular meeting, March 21, 2018, opened at 6:05 p.m.

E.M.S. Board members present at this meeting: Ronald Bartnicki, Helen Toweson, and Dorothy Soverly. Also present, Melissa Robbins, our liaison from the Town Council. Representatives from Superior Ambulance were: Jeffrey Collins and Joseph Salas.

Review/Approval of Minutes for Last Meeting: Minutes of the previous meeting, February 21, 2018, accepted as presented.

Old Business:

Joseph Salas stated patient/family continue to call 911 for transfers up/down stairs following dialysis treatment. 12 calls were made in February, each lasting 10-20 minutes. Jeffrey Collins stated service cannot be denied, could be an actual emergency.

Ron Bartnicki questioned the lack of a summary of delays on Response Report for February stating only 46% of actual delays were reported.

Jeffrey Collins stated that a crew will begin assessing blood pressures at the Senior Center Thursday, 3/22/18. Also, any community group interested in learning CPR should contact him personally.

New Business:

Response times for Superior Ambulance for February 2018 reported by Joseph Salas: total calls: 180; transports: 93; transports over 5 minutes: 22 (24%); patient side times over 5 minutes: **45 (48%)**; average at patient side time: **4:19**.

Ron Bartnicki led discussion regarding a significant number of 'at patient side', 5 minutes or more not being identified as a delay and many identified delays without a reason were noted. Joe Salas reported that 'at patient side' time is not automatically entered by computer. Jeffrey Collins explained that Superior staff is accustomed to a 5 minute response time for 'at scene', rather than 'at patient side'. Jeffrey Collins stated he will continue to educate crews to enter "at patient" time.

The time from when the 911 call is placed to time of dispatch could be 60 – 90 seconds. Jeffrey Collins stated that in Superior office a tone is announced as soon as a 911 call is answered by County dispatcher. Crews will be getting out of chute when this tone is announced. This could place the crew at the scene before they are actually dispatched from County. This would have a positive impact on the 'at scene' and at 'patient times'.

Jeffrey Collins reported that surveys will begin to indicate whether crew ALS or BLS.

Surveys

Ron Bartnicki reported:

SURVEYS: Returned since last month: Total ----- 24
Year 2018 to date: Total --- 40

What did Superior do well? Covered me completely but I was still cold./Crew made sure I was comfortable and safe./ Excellent care./Kind and professional./ Calmed me as I had difficulty breathing./ Quick considering tracks and bad weather.

Were Superior Associates courteous? Very much. /Courteous, professional.

Were Superior Associated knowledgeable? Very knowledgeable. / Not knowledgeable. Ron Bartnicki reported he left a voice message to this patient for clarification.

Overall were you satisfied? Very satisfied./ No, one guy ruff ad rude to my daughter. Jeffrey Collins stated this patient was 25 years old, refused care and combative. Stated patient was managed appropriately.

Miscellaneous: None.

Questions from the Floor: None.

The next regular meeting is scheduled for April 18, 2018 at 6:00 p.m.

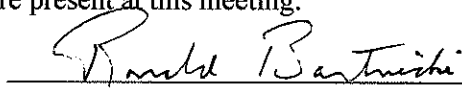
This meeting was adjourned at 7:02 p.m.

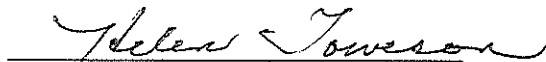
The following members of the E.M.S. Board were present at this meeting:

Ronald Bartnicki

Helen Toweson

Dorothy Soverly







Respectively submitted, Dorothy Soverly, Secretary