

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

Open Meeting and Roll Call:

Regular meeting, May 30, 2018, opened at 6:03 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: Joe Salas and Jeff Wilken. COLLINS

Review/Approval of Minutes for Last Meeting: Minutes of the previous meeting, April 18, 2018, accepted as presented.

Old Business:

Ron Bartnicki led discussion regarding April Response Time Report lacking: 1) Reasons for delays and, 2) Summary of those delays. Ron Bartnicki clarified that the Summary would be a total of delays related to trains, distance, crew, etc. Jeff Wilken COLLINS stated that reasons for delays are not consistently provided but would address this with crews. Joe Salas said he would total the reasons for delays and provide a Summary of these delays.

Jeff Wilken COLLINS reported that crews have been providing blood pressure assessments to Seniors on Thursdays. He also has provided CPR training to the Boy Scouts.

Jeff Wilken COLLINS explained that surveys are prepared and mailed in batches. He will check on when level of treatment (ALS or BLS) will be added to the surveys.

Ron Bartnicki questioned Superior's reported 22 delays of calls 'patient side over 5 minutes' and his count of 73. He stated that Superior's 22 calls are from a business perspective, his 73 from a medical aspect. The contract states that all calls 'patient side over 5 minutes' needs to be counted and a reason for delay provided, whether patient transferred or not.

New Business:

First Quarter Report by Joe Salas: total calls: 578; total transports: 308; patient side times over 5 minutes: **148 (48%)**; average at patient side time: **4:54**.

Response times for Superior Ambulance for April 2018 reported by Jeff Wilken: total calls: 187; transports: 91; patient side times over 5 minutes: **22 (24%)**; average at patient side time: **4:09**.

Ron Bartnicki again requested that reasons for delays to patient side greater than 5 minutes be identified and summarized. Summary will help in identifying problems and measures for correction.

Surveys

Ron Bartnicki reported survey comments were routine.

SURVEYS: Returned since last month: Total ----- 25

Year 2018 to date: Total ----- 79

How was the 9111 Operator who handled your call? Very helpful./Excellent./Very courteous. /Answered promptly.

What was the condition inside the ambulance? Little disorganized.

What did Superior do well? Helpful, knew their job. / Listened to my complaints. / Came right away. / Helped save my son's life.

Overall were you satisfied? Yes, very satisfied. / EMS and Police force work very well together. / No, very rude to me and my mother. (Jeff Wilken stated he discussed complaint with crew. Call dealt with drug abuse.)

Jeff Wilken stated he continues to share surveys and crews appreciate feedback.

Miscellaneous: Jeff Wilken COLLINS asked if Board would preview a sample survey Superior would like to use with all communities they serve. He will bring to next meeting.

Questions from the Floor: None.

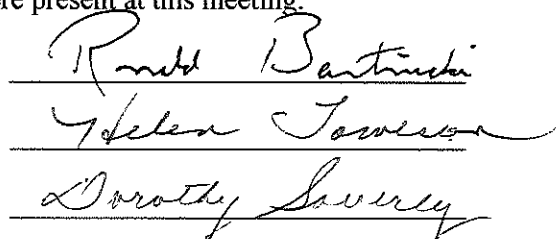
The next regular meeting is scheduled for June 20, 2018 at 6:00 p.m. Study session at 5:45 p.m. This meeting was adjourned at 6:43 p.m.

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