

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

Open Meeting and Roll Call:

Regular meeting, June 20, 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 were representatives from Superior Ambulance: Joe Salas and Jeff Collins.

Review/Approval of Minutes from Last Meeting: Minutes of the previous meeting, May 30, 2018, accepted with correction of Jeff Collins' last name (not Wilken).

Old Business:

Ron Bartnicki led discussion regarding May Response Time Report continues to lack: 1) Reasons for all delays and, 2) Summary of those delays. Joe Salas stated he would correct/include missing reasons for delays and will omit transport information in Summary Data to provide summary of types of delays.

New Business:

Response times for Superior Ambulance for May 2018 reported by Joe Salas: total calls: 182; total # transports: 87; patient side times over 5 minutes: 18 (15%); average at patient side time: 3:52.

Ron Bartnicki led discussion about accuracy of statistics stating he counted 39 transports that took over 5 minutes to patient side, average of 4:88 minutes. Dorothy Soverly counted 64 instances of patient side over 5 minutes when all calls reviewed. Jeff Collins stated that summary report is "corrupt", only patients **transported** are counted for time of at patient side; computer program is not capturing all/correct data. Dorothy Soverly gave example of run # 242,578, with to patient side of 18:43. Jeff Collins stated this would not be included in statistics because patient was not transported. Ron Bartnicki stated this should be included, as well as all other calls to County 911 Dispatch Center; would impact average to patient side times. Ron Bartnicki stated Contract item 4d, states, "The Contractor ... to respond to the patient's bedside of all emergency calls ... in no more than five (5) minutes ... from receipt of the call from the Lake County 911 Dispatch Center..."

Jeff Collins stated that computer program will be looked into. Until computer program can be corrected he will look at 'at scene time' as a measure to identify delays, understanding this is not the Contract criteria.

Surveys

Ron Bartnicki reported:

SURVEYS: Returned since last month: Total ----- 13

Year 2018 to date: Total ----- 87 A.L.S. ----- 19 B.L.S. ----- 11

57 Surveys did not have level of service identified.

How was the 911 Operator who handled your call? Very good.

What did Superior do well? Got me to hospital quickly. / Kept telling me what they were doing. / Would recommend you highly.

Survey #255804 questioned due to Mother's comments regarding Intravenous needle placement and care of her son (has special needs and unable to communicate appropriately). Jeff Collins stated discussing this with crew. Saline lock was placed appropriately and no fluids were administered; everything was performed 'by the book'.

Miscellaneous: Steve Stelk, GFD Inspector, stated Superior to lease North Fire Department house; should be in that location within 2 weeks.

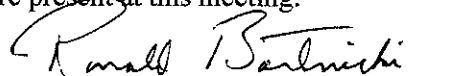
Jeff Collins stated no update regarding sample survey Superior would like to use with all communities they serve. He will bring forward when appropriate.

Questions from the Floor: Steve Stelk voiced concern about this Board's time spent and emphasis on statistics which disagree with Superior's reported data. Ron Bartnicki stated need to hold Superior accountable to Town Council expectations of service. If members of this Board did not review Superior's data, the current problems would not be identified, data entry or patient access problems. All Board members agreed that Superior's response times are good however, not within Contract requirements.

The next regular meeting is scheduled for July 18, 2018 at 6:00 p.m. with Study session at 5:45 p.m. This meeting was adjourned at 7:08 p.m.

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

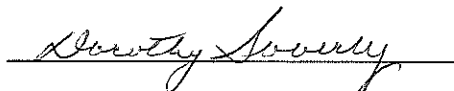
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary