

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

Open Meeting and Roll Call:

Regular meeting, November 14, 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, representatives from Superior Ambulance: Joe Salas and Jeff Wilkins.

Review/Approval of Minutes from Last Meeting: Minutes of the previous meeting, October 17, 2018, accepted as published.

Old Business:

Ron Bartnicki reported making follow-up call to patient who had complained in survey about older crew gentleman being disrespectful. Comments were passed on to Jeff Collins who will report next meeting. (Jeff Collins had previously stated he had investigated this crew; both members are in their 20's.)

Results of Liaison's consult with Town lawyer and feedback from Town Council re Anonymous letter of contract violations tabled until next meeting due to Melissa Robbins absence at this meeting.

New Business:

Response times for Superior Ambulance for October 2018 reported by Joe Salas: total # of patient contacts: 197; transports: 102; patient side times over 5 minutes: **32**; average at patient side time of all patient contacts: **4:03**.

Ron Bartnicki questioned **4 additional delays** that were not reported (total delays **36**.) Jeff Wilkins stated these additional delays were overlooked and do not change overall reported average at patient side time.

Ron Bartnicki requested revisions to report to include time of call and run number, eliminating unit number. Revisions would assist in follow up to survey comments.

Surveys

Ron Bartnicki reported all new survey responses were routine:

SURVEYS: Returned since last month: Total ----- 17 A.L.S. ----- 14 B.L.S. ----- 3 Unknown---0

Year 2018 to date: Total ----- 159 A.L.S. ----- 70 B.L.S. ----- 31 Unknown---1

57 Surveys did not have level of service identified.

Were Superior Associates courteous? Yes, very courteous and professional. Their name (Superior) says it all. / I had no complaints. Very happy with them.

What did Superior do well? Everything asked of them. / Concerned and compassionate.

Overall were you satisfied? Absolutely. / I was satisfied.

Were Superior Associates knowledgeable? No, my husband was in and out of consciousness and they wanted him to walk. Jeff Wilkins followed up this complaint; crew had patient stand and pivot, not walk. Crew actions were 100% correct.

Quarterly Report: Joe Salas provided report: **627** total patient contacts; patient side times over 5 minutes: **85**; average at patient side time of all patient contacts: **4:10**. Ron Bartnicki questioned whether the quarterly report was a corrected version or a summation of previously submitted monthly reports of June, July and August? July and August numbers were incorrect in number of delays. Corrected number of delays should be **126** rather than reported 85. Joe Salas to check if corrections were made to each month of the quarter report compared to monthly reports previously submitted. Joe Salas stated the patient side times would not be affected by these additional 41 delays.

Ron Bartnicki requested the quarterly report be a summary of the data rather than a full report. Joe Salas agreed.

Miscellaneous: Joe Salas reported the new station, North Fire station, is working well.

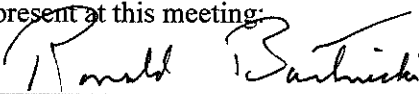
Questions from the Floor: None.

The next regular meeting is scheduled for December 19, 2018 at 6:00 p.m. with Study session at 5:45 p.m.

This meeting was adjourned at 6:39 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