

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

Open Meeting and Roll Call:

Regular meeting, December 19, 2018, opened at 6:02 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, and representatives from Superior Ambulance: Joe Salas and Jeff Wilkins.

Review/Approval of Minutes from Last Meeting: Minutes of the previous meeting, November 14, 2018, accepted as published.

Old Business:

Ron Bartnicki made 2nd request for revisions to Superior monthly report to include time of call and run number, eliminating unit number. Revisions would assist in follow up to survey comments. Joe Salas was agreeable to make revisions starting with January report.

Melissa Robbins did not have an update re: consultation with Town lawyer and feedback from Town Council re: Anonymous letter of contract violations. (Letter originally discussed October 17, 2018 meeting.)

New Business:

Response times for Superior Ambulance for November 2018 reported by Joe Salas: total # of patient contacts: 196; transports: 115; patient side times over 5 minutes: 72; average at patient side time of all patient contacts: 5:01.

Ron Bartnicki noted great improvement of report in detailing reasons for delays.

Dorothy Soverly questioned how to interrupt 'Cancelled' listed in 'Time to patient' column; should a time factor be recorded? Joe Salas stated these should be considered non applicable.

Helen Toweson questioned reported 27 delays due to distance with new location of dedicated ambulance stationed in North Fire House. Jeff Wilkins stated only 1 dedicated ambulance is stationed in town; volume of calls does not support a second dedicated ambulance. Ron Bartnicki noted this is in violation of the contract.

Surveys

Ron Bartnicki reported all new survey responses were routine:

SURVEYS: Returned since last month: Total ----- 31 A.L.S. ---- 22 B.L.S. ----- 9 Unknown---0

Year 2018 to date: Total ----- 190 A.L.S. ---- 92 B.L.S. ----- 40 Unknown---1

57 Surveys did not have level of service identified.

How was the 91 Operator who handled your call? Professional. /Very helpful. / Great, however do not like calls going to Crown Point (County dispatch Center).

What did Superior do well? Everything. / Extremely sensitive to my needs. / Very professional. / Made me feel safe and well cared for.

Overall were you satisfied? Took 8-10 minutes to arrive. Complained crew gave poor information to hospital personnel and as such Insurance won't pay all of Superior bill. Billing personnel rude. Joe Salas to follow up.

Miscellaneous: None.

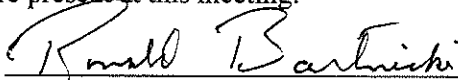
Questions from the Floor: None.

The next regular meeting is scheduled for January 16, 2019 at 6:00 p.m. with Study session at 5:45 p.m.

This meeting was adjourned at 6:36 p.m.

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

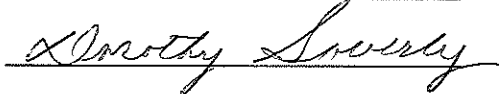
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary