

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

Open Meeting and Roll Call:

Regular meeting, April 18, 2018, opened at 6:06 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: Kenneth Sink and Jeff Wilken.

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

Old Business:

Kenneth Sink stated patient/family continue to call 911 for transfers up/down stairs following dialysis treatment. These calls are not billable, only transports are billable. 2 calls were made in March where the calls impacted a second call. Dorothy Soverly suggested scheduling extra staff when these calls are anticipated. Kenneth Sink stated this is currently being done.

Ron Bartnicki questioned the Summary Data average patient side time category. Jeff Wilken explained that all calls where patient contact is made are averaged to determine patient side time, either under or over 5 minutes. If a call is cancelled no patient contact occurs and this is not included in the category.

New Business:

Response times for Superior Ambulance for March 2018 reported by Jeff Wilken: total calls: 209; transports: 113; patient side times over 5 minutes: **47 (41%)**; average at patient side time: **4:53**.

Ron Bartnicki led discussion regarding a significant number of 'at patient side', 5 minutes or more, not identified as a delay and many identified delays without a reason were noted.

Jeff Wilken reported crew education continues regarding need to manually enter time crew arrives at patient side. Reported that the Spillman system has been installed and times have improved.

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

First Quarter Report will be provided at May 30, 2018 meeting.

Surveys

Ron Bartnicki reported surveys were positive.

SURVEYS: Returned since last month: Total ----- 14

Year 2018 to date: Total --- 54

What did Superior do well? Got me to hospital. / Got to hospital quickly and safely. / Patient. / Talked me through pain.

Overall were you satisfied? I was in extreme pain and my child had to help me downstairs. Crew seemed uninterested in my pain. Jeff Wilken discussed with crew who reported that layout of house required patient to walk with crew a few steps to cot. (January survey). / I wanted to go to Franciscan hospital but crew took me to Community hospital. / Yes, crew did not give me extra pain medication. / Excellent. / Very attentive. / Very satisfied.

Miscellaneous: Ron Bartinicki questioned possibility of placing run number on top of survey and some other place on survey to identify ALS/BLS transport. Jeff Wilken stated this would be a violation of patient privacy (HIPPA). Melissa Robbins stated this is not advisable. Superior will total ALS/BLS transport and provide with monthly report.

Questions from the Floor: None.

The next regular meeting is scheduled for May 30, 2018 at 6:00 p.m.

This meeting was adjourned at 6:50 p.m.

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

Ronald Bartnicki

Ronald Bartnicki

Helen Toweson

Helen Toweson

Dorothy Soverly

Dorothy Soverly

Respectively submitted, Dorothy Soverly, Secretary