

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

Open Meeting and Roll Call:

Regular meeting, March 20, 2019, opened at 6:01 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 Collins.

Review/Approval of Minutes from Last Meeting:

Minutes of the previous meeting, February 20, 2019, accepted as published.

Old Business: Jeff Collins reported the crew member involved in the negative survey of 11/18/2018, has been reeducated. Jeff Collins also reported the run number will no longer be placed on the bottom of survey to maintain patient privacy.

New Business:

Joe Salas stated the Response Time Report has been modified and will no longer include run number or nature of call due to new HIPPA laws.

Response times for Superior Ambulance for February reported by Joe Salas: total # of patient contacts: **147**; transports: 85; patient side times over 5 minutes: **64**; average at patient side time of all patient contacts: **4:58**. Ron Bartnicki noted the average at patient side time improvement of ½ minute compared to February 2019.

Jeff Collins reported run 2/8/2019 of 33:23 was a computer problem which has been addressed. Also reported Lift assists do not require siren, non-emergency, and are not counted in delays.

Surveys: Ron Bartnicki reported:

SURVEYS: Returned since last month: Total ---- 24 A.L.S. ---14 B.L.S. --- 8 Unknown--- 2

Year 2018 to date: Total --- 235 A.L.S. ---121 B.L.S. --- 56 Unknown--- 1

57 Surveys did not have level of service identified.

Year 2019 to date: Total ----27 A.L.S. ---14 B.L.S. ----8 Unknown -5

How was the 911 Operator who handled your call? Uncaring.

Were Superior Ambulance Associates courteous? Very nice.

What did Superior do well? Got me to the hospital. / Fast. / Knowledgeable./Good response time. Covered my mother with 2 blankets, she was very cold.

Overall were you satisfied? Kept toddler calm. / Great IV insertion. / Crew always courteous. / Satisfied with everything.

Miscellaneous: None.

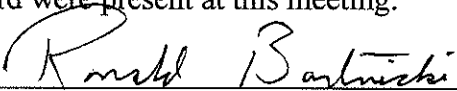
Questions from the Floor: None.

The next regular meeting is scheduled for April 17, 2019, at 6:00 p.m. with Study session at 5:45 p.m.

This meeting was adjourned at 6:37 p.m.

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

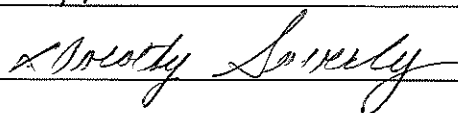
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary