

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

Open Meeting and Roll Call:

Regular meeting, July 17, 2019, 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, as well as representatives from Superior Ambulance: Joe Salas and Jeff Wilken.

Review/Approval of Minutes from Last Meeting:

Minutes of the previous meeting, June 19, 2019, accepted.

Old Business: Ron Bartnicki reported on follow up call to patient who provided surveys dated April 23, and April 27, 2019, regarding Superior ambulance driver complaints. Jeff Wilken to follow up as well.

New Business:

Response times for Superior Ambulance for June 2019 reported by Joe Salas:

Number of patient contacts: **164**; transports: 96; patient side times over 5 minutes: **74**; average at patient side time of all patient contacts: **5:24**.

Ron Bartnicki noted: 1) average to patient side time of 5:24 was a slight increase compared to last month, 4:46 (May); 2) Number of delays due to distance decreased to 26 from 32. Joe Salas noted increase in mutual aid calls, 14 compared to 11 (some other ambulance service coming to Griffith to assist).

2nd Quarter Response Report provided by Joe Salas: total patient contacts: 495; patient side times over 5 minutes: 210; average patient side time of all patient contacts not calculated.

Surveys: Ron Bartnicki reported: All surveys had routine to positive responses.

SURVEYS: Returned since last month: Total --- 20 A.L.S. ---15 B.L.S. ---- 5 Unknown--- 0

Year 2019 to date: Total --- 90 A.L.S. --54 B.L.S. ----31 Unknown --- 5

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

Were Superior Ambulance Associates knowledgeable? Helpful. / Informed us as to what they were doing. / Knowledgeable about my condition. / Put me at ease. / Crew gentle.

How was response to your emergency? Not very fast but not an emergency.

What did Superior do well? Got me to hospital. / Very polite and fast. / Very respectful with my 95-year-old mother.

Miscellaneous: Helen Toweson questioned Jeff Wilken regarding time out of chute delays. Jeff Wilken noted that one crew member was common factor in delays and was reeducated. Melissa Robbins thanked Superior for their support during Griffith Rock and Rail event.

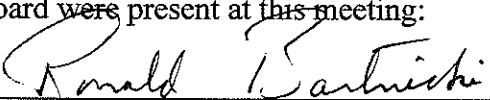
Questions from the Floor: None.

The next regular meeting is scheduled for August 21, 2019, at 6:00 p.m. with Study session at 5:45 p.m.


This meeting was adjourned at 6:20 p.m.

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

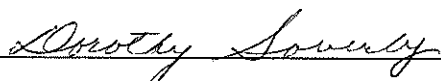
Ronald Bartnicki



Helen Toweson



Dorothy Soverly



Respectively submitted, Dorothy Soverly, Secretary