

**AUSTIN – TRAVIS COUNTY EMS ADVISORY BOARD  
MEETING MINUTES**

**WEDNESDAY, August 7, 2013**



**The Austin – Travis County EMS Advisory Board convened on August 7, 2013,  
15 Waller Street, in Austin, Texas at 9:30 a.m.**

**Board Members in Attendance:** Mark Clayton, Hector Gonzales, Paula Barr, Chris Ziebell, Vard Curtis, Richard Jung

**Board Members Absent:** Bob Taylor, Susan Pascoe

**Other Attendees:** Ernesto Rodriguez, James Shamard, Jasper Brown, Vivian Holmes, Keith Simpson, Paul Hinchey, Jose Cabanas, Jeff Hayes, Danny Hobby, Casey Ping, Terry Browder, Harry Evans, Anthony Marquardt, Kerri Lang, Rick Branning, Bob Moore, Andy Hofmeister, Jamilatu Zakari

**1. CALL TO ORDER – August 7, 2013**

The meeting was called to order at 9:30 a.m.

**2. QUORUM DETERMINATION**

A quorum was met and the meeting proceeded.

**3. REVIEW AND APPROVE MINUTES OF PREVIOUS MEETING**

**Motion:** The minutes for the regular meeting of February May 1, 2013 were approved on Board Member Curtis' motion, Board Member Barr's second on a 6-0 vote.

**4. RECEIVE CITIZEN COMMUNICATIONS/COMMENTS – None**

**5. RECEIVE UPDATE ON NEW BOARD MEMBER ORIENTATION**

- Board Members Curtis and Jung received board member orientation and agreed that the training was helpful. Chief Jasper Brown provided the training and offered to do a higher level training. Dr. Curtis agreed that additional training would be valuable. Vice Chair Clayton recommended using meeting time to do the additional training for all board members. The first level of training will stay updated so that any new members coming in can receive similar training. Dr. Hinchey and Mr. Hobby will also provide a piece to the orientation and will share that educational component with Board Members Curtis and Jung.

**6. RECEIVE UPDATE ON EMS CAAS ACCREDITATION**

- ATCEMS was awarded with CAAS Accreditation on July 31, 2013. ATCEMS Quality & Compliance Manager Keith Simpson shared information about ATCEMS receiving the accreditation. On July 31<sup>st</sup> a presentation was made to Mayor Leffingwell by CAAS Executive Director Sarah McEntee. Mr. Simpson talked about what it means for an ambulance service to receive this accreditation. The application process will occur every three years in order to maintain the accreditation. Moving forward, the department will be working on Baldrige as well

as the Quest for Excellence. ATCEMS is also accredited in Communications through the National Academy of Emergency Dispatch and STAR Flight is accredited through CAMTS. Board Members thanked Mr. Simpson and staff for undergoing the CAAS process and moving towards this excellence.

## **7. RECEIVE UPDATE ON FY-2014 PROPOSED CITY OF AUSTIN EMS BUDGET AND UNMET NEEDS**

- EMS Assistant Director Kerri Lang provided an update on the proposed FY2014 EMS Budget presentation and noted that the proposed budget will be available to view online later today.
  - Major Accomplishments
  - Sources and Uses of Funds
  - Revenue Highlights
  - Budget Highlights
  - Occupational Nurse in the Safety Division and Wellness will be a focus
  - Expense refunds – for special events, the department receives a payment from other entities for services. Billing payments go directly to the General Fund.
  - September 9<sup>th</sup> - September 11<sup>th</sup> the Council will vote on the budget.
- Unmet Service Demands - Kerri Lang reviewed the list.
  - Continuing Education Training: We only have the number of staff to cover EMS Operations needs for citizens; therefore ATCEMS has to provide overtime in order to compensate employees for time spent in continuing education classes. Dr. Hinchey gave an overview of why the training is necessary and aside from having medics on the trucks; CE is the next top importance. Board Member Curtis suggested having a person provide training at the stations during their down time. Chief Shamard explained options that have been tried, but didn't work. Some education is done on-line while medics are at the station and in Communications, but certain training needs to be in the classroom. Board Member Ziebell said something this important should be covered in the base budget.
  - Request for Demand Unit: Chief Shamard reviewed. This is needed during the high-peak times.
  - Cardiac Arrest Survival Rates: Chief Shamard reviewed. Continuing to educate the public through by-stander CPR. Board Member Jung offered to provide help by outreach to other areas of the community. Dr. Hinchey talked about the importance of Take 10 and educating the public through train the trainer. The Office of the Medical Director has been participating in the Cities of Service. OMD has translated all of the CPR Program into Spanish in order to reach the Hispanic community. This new process can be provided to other cultures in the community. Take Heart Austin's goal is by the year 2022 to train half the population. CPR Anywhere – the Mayor's Program is for citizens to call any Austin City fire station and request CPR training.
- Community Health Paramedic Program: Board Member Barr fully supports this program and asked if there is data to support it. The additional funds are needed because there are more needs in the community to be met and additional staff is needed in order to provide this type of care. Current staffing is three FTE's; a Commander, one Captain and one Medic. The program assists frequent users of the system by providing resources to them. This would be an investment in the system to better serve the community. Dr. Hinchey, Commander Hofmeister and Board Member Ziebell all work closely with the Community Health Collaborative and discuss how to better serve the community. This program saves unnecessary transports to the hospital.
- Chief Shamard gave a briefing of the last three items on the list:
  - Patient Customer Service Program

- Clinical Information System Support
- Medical Supply Warehouse and Distribution Staffing

After discussing the list, Board Members agreed that the top priorities are CE Training, Cardiac Arrest Survival Rates and the Community Health Paramedic Program. However, the board motioned to have full funding of unmet needs.

**TABLED MOTION:** The Board moved for Vice Chair Clayton to serve as a proxy to communicate out to Council and Commissioners via letter form that will go out on behalf of the Advisory Board. Board Member Ziebell motioned, Board Member Gonzales second on a vote of 5-0.

**MOTION:** Board Member Jung suggested to issue a communication to City Council and Commissioners Court in conjunction with the three items of priorities: CE Training, Cardiac Arrest Survival Rates, Community Health Paramedic Program and include an in-person appeal to Council and Commissioners. Vice Chair Clayton will serve as proxy on the board's behalf to draft a letter; Board Member Barr motioned, Board Member Gonzales second on a 5-0 vote.

- Board Members discussed the contents of the letter they plan to send to Council and Commissioners. The letter will be drafted and circulated to board members for input through City email. Any feedback from Board Members will be sent to Chief Shamard. The letter will be sent to Commissioners and Council.
- ATCEMSEA Chair, Tony Marquardt said he will also be writing a letter to support the current budget and unmet needs.

## **8. REVIEW LAST QUARTER SYSTEM REPORTS**

Chief James Shamard shared the system reports.

## **9. SYSTEMATIC REVIEW OF CARDIAC ARREST PROCESS**

- Dr. Hinchey provided a review. Looking across the spectrum to see if there are areas where we can improve. He would like to establish a standard for the rest of the nation to use.
- A new Associate Medical Director will be joining the Office of the Medical Director.

## **10. RECEIVE UPDATES FROM SYSTEM AGENCIES REPRESENTATIVES**

- EMS: James Shamard, Chief of Staff
  - Best Practices – Moved to future agenda.
  - Safety – Moved to future agenda.
- Travis County: Danny Hobby, Executive Manager
  - Interlocal Agreement - Mr. Hobby reviewed. The goal this year was to get away from a formula and look at direct costs for City and County. They will also be looking at utilization costs.
  - Addition of EMS resources
- Austin Fire Department: Harry Evans, Chief of Staff
  - Chief Evan's asked board members to review the data in the handout. The Austin Fire Department has reduced response times.
- Emergency Services Districts: Ron Moellenberg, CAFCA President
  - N/A - CAFCA Representative not in attendance.

## **11. OTHER BUSINESS**

- Trends in transport fees: Rick Branning, Program Manager provided board members with an informational data handout.
- Update on Community Health Paramedic Program: Commander and Program Manager, Andy Hofmeister, provided a handout and update.
  - There are currently three FTE's in this program. Their clients are the frequent users in the system that are medically stable and safe. The program provides community based follow ups with clients. They make contact with local resources that are relevant to the needs of the patient and then they are a conduit that connects the patient with resources. They monitor for 30-days and if no results are seen they will contact the particular resource(s) to see what else can be done. In some cases, those resources do not work out for the patient, and the Community Health Paramedic Program staff will provide an individualized plan for that patient to see how they can best serve their needs.

*More time is needed on the Community Health Paramedic Program and a follow up agenda item will be added to a future meeting.*

## **12. ADJOURN**

Vice Chair Clayton moved to adjourn the meeting at 11:31am; Board Member Gonzales motioned on Board member Ziebell's second on a 6-0 vote.