



Operations & Clinical Committee Meeting

February 6, 2025
12:00pm
Boardroom

Committee Members:

Weet Baldwin, Chair, Julia Hammond, Marilyn West, Carlos Hopkins

Staff Members:

Ryan Martinette, Chief Operating Officer, Wayne Harbour, Chief Clinical Officer, Chip Decker, Chief Executive Officer, Joseph Ornato, M.D., Operational Medical Director

Agenda Topics:

- Call Meeting to Order
 - Operations Update
 - Chase Car Update
 - RSAF Grant
 - Staffing Update
 - System Compliance
 - Clinical Update
 - EMT Class
 - Safety & Risk Management Update
 - City of Richmond Grant
 - Quality Assurance / Quality Improvement Update
- Other Comments
- Adjournment

Minutes from the October 29, 2024 Meeting:

Members Present: Weet Baldwin, Julia Hammond, Marilyn West. Members Absent: Carlos Hopkins

- Weet Baldwin moved to approve the minutes from the 8/8/24 meeting. Julia Hammond seconded and the motion passed unanimously.

Operations Update: Ryan Martinette reported the following:

- The new Zoll cardiac monitors arrived and are currently with Logistics being prepared for the field. Once the NXT Autopulses arrive, the Zoll team will assist with the changeover of equipment. The anticipated completion of all tasks is mid-November.
- Following the agreement with the City, the RAA subsidy includes six chase vehicles the City would be leasing back to RAA. All appropriate paperwork related to the order is complete and will be sent to the City promptly.
- RAA's internal medication kit exchange kit program will be ready to go live at RAA on November 1st. The Standard Operating Guidelines (SOG) is being prepared. All Logistics Supervisors are now certified EMT's. All hospitals will cease medication kit exchanges on November 12th at 12:00pm. There has been some informal discussion between ODEMSA and the DEA regarding a potential delay in enforcement of DSCSA (previously set for November 27th) however, this would be inconsequential to the hospital ceasing exchanges. In September, RAA submitted an RSAF grant request with OEMS for \$91,000. This includes 50/50 matching funds for the budgeted first year of medication supplies, new medication field boxes, and new Bioconnect cabinet locks for each ambulance.
- The Operations Pay Plan has been released and will take effect on October 27th. It has been well received by the employees who feel it is fair and transparent and puts RAA in a strong, competitive position to negotiate with existing talent outside of RAA, particularly on the non-emergent side where wages are high and available talent is lean. Employees also greatly appreciate how the pay plan rewards longevity of service and how it provides a blueprint for future progression at RAA.
- The focus of operations is turning to the non-emergency transport (NET) side now that the 911 capacity is nearing expected demand. The Operations team is working closely with the Administration team to ensure RAA's NET processes are best serving the agency. Upcoming changes to NET operations include a build-out of dedicated NET truck availability in the system, hiring of NET providers, building out NET system oversight and management, development of new facility transport authorization documents, and Communications Center processes related to the receipt of all necessary billing documents prior to providing transport services. All of these processes will be put into effect after thorough education of RAA's requesting facilities and the proper placement of NET providers in the field.

Clinical Update: Wayne Harbour reported the following:

- The next EMT Class will start November 18th with 15 Cadets enrolled. QA/QI and Training personnel are working together to provide specific points for training.
- RAA's Safety and Risk Manager is holding Safety Committee meetings and working on healthier provider initiatives to include stretching exercises.
- Provider call documentation has improved (decrease in error/return for corrections). The QA/QI team regularly meets with providers and holds one-on-one training.
- Chip Decker noted a recent challenge with regard to pay and uniforms. He advised it was due to an increase in RAA's hiring efforts. This should be offset in the future with increases to NET and long-distance transports.
- The meeting was adjourned at 12:50pm.

