



Operations & Clinical Committee Meeting

August 14, 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
 - System Compliance
 - In-House Medication Kit Program
- Clinical Update
 - First Watch® Data Collection
 - Wellness Training
 - Provider Documentation Education
 - Safety & Risk Update
- Emergency Medical Dispatch Call-Taking Update
- FY2026 City Ambulance Purchase / Lease to RAA
- Other Comments
- Adjournment

Minutes from the May 14, 2025 Meeting:

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

Marilyn West moved to approve the minutes from the 2/6 meeting. Julia Hammond seconded the motion and the motion passed unanimously.

OPERATIONS UPDATE: Ryan Martinette reported the following:

Chase Car Update: A purchase order was issued on 4/11 by the City and sent to RAA's vendor. The cars are in production and delivery is expected mid to late summer. Another update will be provided once RAA takes delivery.

System Compliance: System compliance was 91.59% for February and 93.42% for March. Preliminary compliance data for April is 93.5% (prior to the processing of upgraded calls). This represents a 20% improvement in system compliance over the last 18 months. Staffing levels are strong.

In-House Medication Exchange Kit Program: RAA went live with our internal medication exchange kit program on 4/7. Due to the hard work and diligence of RAA's Clinical and Logistics teams, the program launched seamlessly. While it is still early in the program, there have not been any significant trends in usage of the boxes versus the regional program. RAA plans to analyze the time on task for the full month before the switchover versus the full month after to assess potential productivity savings related to medication box exchanges no longer occurring at hospitals each time a box is used. RAA's Logistics Dept. is processing on average of 20 boxes per day between all three medication kits (narcotics, main orange box, and the blue BLS box).

EMD Call-Taking Update: Chip Decker noted the request for a 6-month, side-by-side comparison of both RAA and DECPR's data made by Councilmember Stephanie Lynch at Council's February Public Safety Committee meeting. DECPR averaged a 29% IAED non-compliance score. RAA's score for the year prior (same date range) was 6%. The IAED standard requires non-compliance not exceed 7%. Chip Decker advised he will be meeting with Mayor Avula on 5/20.

CLINICAL UPDATE: Wayne Harbour reported the following:

Education and Training: Critical Incident Stress Management (CISM) Class was held 4/25-4/26. RAA now currently has a team of eight field providers trained. RAA will host Struggle Well (at no cost), a prevention-focused program based on posttraumatic growth, on 7/21 and 7/22 with the Richmond Police Dept. Field Training Officer (FTO) interviews were recently conducted. Each candidate gave a presentation on what training/program they would like to see implemented. EMT Class preparations are underway for the next EMT-B class. The number of people who have applied for the Cadet Program is 50+.

QA/QI First Pass: Currently working on customizing RAA's needs for the First Pass® platform which will be completed by June. First Pass® is a clinical quality measurement and protocol monitoring tool designed to alert users to deviations in expected treatments to medical protocols.

Safety & Risk Management Update: RAA's annual premium (for workers' compensation) for FY2026 will be \$557,855, which represents a \$25,379 decrease due to a reduction in employee injuries. RAA's Safety Committee topics of discussion included Accident Review Committee (ARC), Ambulance Child Restraint (ACR), vehicle safety, and windshield visibility due to streaking (Logistics Dept. to address). Initial ideas were shared for a Wellness Fair tentatively planned for September.

Organization Chart Changes: Chip Decker explained a realignment of positions at RAA would take effect on 7/1. This includes moving a data management position into IT, a Compliance Analyst position into Reimbursement, and making a Procurement Specialist a part-time position. He also explained the responsibilities of the Operations Business Director, who will assist in growing non-emergent transport business.

Other Comments: Joseph Ornato provided an update on the drone delivery project. He recently joined Ryan Martinette to represent RAA and co-presented on a National Association of EMT's (NAEMT)-sponsored webinar titled, Data Driven Deployment Decisions: Using YOUR Data for Effective EMS System Redesign. RAA was one of only three EMS organizations in the country presenting. RAA presented its restructuring initiatives implemented over the last few years to include its chase car program as well as a tiered-response system.

The meeting was adjourned at 1:20pm.