



Operations & Clinical Committee Meeting

February 12, 2026
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
- Approval of Minutes
 - Operations
 - Chase Car Program
 - Ambulance Update
 - Medication Kit Program
 - Clinical Update
 - Education and Training
 - Safety & Risk Update
- Other Comments
- Adjournment

Minutes from the October 30, 2025 Meeting:

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

Julia Hammond moved to approve the minutes from the 8/14 meeting. Marilyn West seconded the motion and the motion passed unanimously.

OPERATIONS UPDATE: Ryan Martinette reported the following:

Chase Car Update: All safety recall work is nearing completion. Once received, RAA anticipates about two weeks for each of the vehicles to be placed in service due to licensing, radio install at the City's Radio Shop, and supply outfitting. Estimated completion is mid-December.

System Compliance: Compliance for the July is 90.3%, 90.5% for August and 88.6% for September. For the first month since February the data shows the system has fallen slightly short of expectations, however, September is the first month RAA used FirstWatch® information for completion of the compliance report. It was noted by the team several hundred additional calls for service that are now captured by FirstWatch® were not interfacing with the previous database. The team also found in September that several days had higher peak demand than normal or anticipated which could explain the decrease, but RAA believes there will be some variations in the data for the next few months now that the new data system is in place. The Operations and QA teams are checking the FirstWatch® data closely each day to ensure all demand information is being captured appropriately. Most importantly, now that FirstWatch® is actually capturing demand that was previously uncaptured, demand analysis and scheduling software can anticipate that demand and the team can adjust schedules accordingly.

CLINICAL UPDATE: Wayne Harbour reported the following:

Education and Training: Mass Casualty Incident (MCI) training is almost complete. This training prepares individuals how to respond to a large scale, multiple casualty incident. EMT Cadet Class is underway. The Cadets are doing well with a higher average score compared to the previous class. A different teaching/testing platform is being used to give them better feedback on the tests. Mission Lifeline Training is currently in progress. In addition, the ability to transmit 12-lead ECG's to the receiving hospitals is now live.

First Watch® Data Collection: Training for the FirstWatch® program has been completed and the program is now live. Some details for fine-tuning of the program are underway as follows: Setting specific triggers such as time corrections and exception reporting, fixing missing PCR reporting items (estimated completion by 11/3), and adjusting alert emails to mirror current exception and high incident alerts (estimated completion by 11/14)

QA/QI will be implementing something similar to Kahoot® for providers at the time of midpoint and clearance evaluations. Kahoot® is an online, game-based learning platform which is used during the preception process for all new providers and EMT-B Cadets during classes.

Safety & Risk Update: RAA's Safety Committee met on September 29th. Some areas discussed included: 1) A refresher on Operations and Communications Center information for new employees at their midpoint evaluation, and 2) A wellness fair to promote healthy habits such as meal prep for work, RVA CrossFit and a self-defense class.

Other Comments: Dr. Ornato provided an overview of the process for "clearing" new paramedics. Williamsburg, VA will soon be purchasing their first drone and will begin delivering AED's to bystanders witnessing a cardiac arrest. A cardiovascular education conference is scheduled in Wilmington, NC with the third day scheduled to focus on EMS operational development. He commented about possibly having Ryan Martinette serve as a speaker. Chip Decker advised RAA had recently hosted EMS leaders from the California Ambulance Association, adding Maria Beermann-Foat, Director of the VA Office of EMS, was in attendance. RAA received great feedback on its fleet and logistics operations. Preparation efforts are underway for Election Day and the Gubernatorial Inauguration scheduled to take place in January 2026.

The meeting was adjourned at 1:30pm.

