



Operations & Clinical Committee Meeting

May 7, 2026
12:00pm
Boardroom

Committee Members:

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
 - Ukrop's Monument Avenue 10K
 - Ambulance Update
 - System Compliance
 - Clinical Update
 - CISM / Peer Support
 - Education & Training Initiatives
 - GI Bill – Onsite Classes
- Other Comments
- Adjournment

Minutes from the February 12, 2026 Meeting:

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

Marilyn West moved to approve the minutes from the 10/30/25 meeting and Julia Hammond seconded the motion. The motion passed unanimously.

OPERATIONS UPDATE: Ryan Martinette reported the following:

Chase Car Program Update: The six chase cars are all onsite in various stages of readying (radio install, upfit, stocking, and permitting). RAA received most of the Manufacturer's Certificates of Origin (MCO's) from the dealer on 2/10 and registered them with DMV on 2/11. All vehicles are scheduled to be in service by the end of next week if all goes smoothly with outfitting and permitting.

Ambulance Update: All seven, new ambulances are onsite in various stages of readying (radio install, upfit, stocking, and permitting). RAA is waiting on MCO's to be delivered for titling. There will be a slight delay due to Ferno® programming issues with the new cot systems, however, RAA has worked out a backup plan with Ferno® and hope to have these units in service by the end of February.

System Compliance: System compliance was 91.5% for October, 91.3% for November, and 89.8% for December. RAA is eager to get the new units in service to further assist with improving compliance for all responses in both the emergent and non-emergent categories.

Medication Kit Program: On February 5th, the DEA released their final rule on the changes to federal law made under the Protecting Patient Access to Emergency Medications Act of 2017 (PPAEMA). RAA is already in compliance and no changes are necessary to the current program processes. RAA received a 50/50-match of grant funding from OEMS and has submitted the reimbursement request for the one-year medications' cost (total cost was \$82,880.38; \$41,440.18 to be reimbursed), the medication safes for each unit (total cost was \$115,888.31; \$57,944.16 to be reimbursed), and the medication kits (total cost \$2,678.34 (\$1,339.17 to be reimbursed). Reimbursement is still pending.

CLINICAL UPDATE: Wayne Harbour reported the following:

Education and Training: AI Generated Narrative Training concluded and has been implemented in the field. Mission Lifeline training is currently underway. Mission Lifeline is an American Heart Association (AHA) program aimed at improving systems of care for time-sensitive, high-risk, time-critical diseases, specifically ST-elevation myocardial infarction (STEMI) heart attacks, stroke, and out-of-hospital cardiac arrest. Training for the FirstWatch® program has been completed. The FirstWatch team has advised they should have a rough draft of the Shift Report/FLOT reporting completed by mid-August. At that time, testing will be required to confirm accuracy. RAA's Data Integrity Committee has obtained information for the CAD, phones, radios and clinical partners. The Committee is working with RAA's Reimbursement and Finance Departments to develop a data dictionary. The Clinical team is currently working with ESO Solutions® (ESO) to correct errors with mobile records currently not uploading. The team is also working with ESO to develop insight reports for Public Relations' reporting initiatives. The "Struggle Well" class was successful, with positive feedback received from the RPD officers who attended alongside RAA field providers. The plan is to offer this course again to RAA's Critical Incident Stress Management (CISM) and Peer Support teams. RAA's QA/QI team will be implementing something similar in Kahoot® for providers at Midpoint and Clearance stages. 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: Training equipment has been ordered (through a VRSA grant) to compliment the current training program. The vehicle operator remediation training program is successful in decreasing vehicle contacts.

Other Comments: Dr. Ornato complimented the work and effort of RAA's Clinical team on the protocol update for 2026. Chip Decker gave an update on EMD call-taking returning to RAA. He advised RAA has submitted its application to maintain Accredited Center of Excellence certification. The radio equipment is now onsite and Motorola has begun installation. The VA General Assembly is currently in session. Chip Decker provided an overview of the current Senate and House bills under consideration and explained some of the pitfalls which may occur if passed in their current form.

The meeting was adjourned at 12:37.

