Operations & Clinical Committee Meeting

October 29, 2026
12:00pm
Boardroom

Committee Members:	Julia Hammond-Chair, Marilyn West, Carlos Hopkins, Nicole Riley
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 Update
    - System Compliance
    - Emergency Medical Dispatch (EMD) Call-Taking
    - Special Events
  - Clinical Update
    - Education & Training Initiatives
      - iSimulate's REALITi Plus® Simulation System and SimOccludar® Accessory
      - UESCOPE® Video Laryngoscope Update
- Other Comments
- Adjournment

Minutes from the August 6, 2026 Meeting:

Members Present: Julia Hammond, Carlos Hopkins, Nicole Riley Members Absent: Marilyn West
Carlos Hopkins moved to approve the minutes from the 5/7 meeting and Nicole Riley seconded the motion. The motion passed unanimously.

***OPERATIONS UPDATE**: Ryan Martinette reported the following:*
System Compliance: System compliance was 89.7% for April, 90.3% for May and 92.2% for June. RAA has continued to see consistent compliance results with the current complement of units and staffing. The Operations team works closely with the Clinical Education and Training team to help bolster staffing on the non-emergent side to capture all requests. RAA will still have a handful of mutual aid requests that are occasionally required during peak discharge times (about 15 per month) and intends to include out-of-town requests with destinations beyond the MSA (about 60 per month). These out-of-towns are not required by ordinance, but are a great opportunity to expand RAA's service and can provide considerable revenue.
EMD Call-Taking: RAA resumed responsibility for emergency medical dispatch (EMD) call-taking on July 27th. The Operations team has been providing real-time call-taking support by having EMD-Q qualified personnel monitor calls while they happen. This allows for live feedback to ensure the call is taken in accordance with IAED standards. The transition had no significant challenges and the team continues to meet daily with DECPR management to coordinate efforts. RAA is processing an average of approximately 120 calls per day. Chip Decker explained DECPR's scores did not meet the IAED standards for compliance. He explained the change in the way DECPR now answers the 911 line. If the caller needs medical assistance, they are immediately transferred to RAA instead of obtaining the same information RAA would ask to verify the telephone number and location.
Special Events: Due to inclement weather, most community events scheduled for National Night Out were cancelled, however, RAA participated in those events that still took place. RAA will be supporting the Virginia War Memorial's Patriot Day event on 9/11 and participating in the 9th Annual Ultimate Backpack Giveaway (today). RAA will be a part of this year's Honor Guard in support of the Virginia Public Safety Foundation's annual memorial ceremony being held on September 12th.
Healthcare Systems Partnerships: RAA met with both Bon Secours and HCA senior leadership to discuss new efforts for collaboration between services. The parties have agreed to work towards a joint KPI dashboard to be shared between all agencies to report on drop times, wall times, and discharge operations. The focus is to work together to increase efficiencies for everyone. A draft of the KPI document is being circulated amongst the workgroup with more to follow in the coming months. RAA also opened the hospital dashboard module within FirstWatch® to EMS liaisons to give them access to real-time data moving forward.

RAA held a promotion ceremony on July 9th to celebrate the advancement of seven Operational personnel - five to Lieutenant, one to Captain, and one to the position of EMS Operations Director.

***CLINICAL UPDATE**: Wayne Harbour reported the following:*
Education & Training Initiatives: Five students completed the Advanced EMT class. The EMT-B class graduates the week of 8/14. Four providers are set to graduate from Paramedic class in December and three in January 2027. Danielle Geronimo, QA/QI Manager, served as a panelist for AIMHI's "Why EMS Must Measure the Human Side of Care" webinar. Throughout the webinar, the presenters all returned to a consistent theme: patient experience is not a public relations exercise. It is a quality improvement tool. Understanding what patients value allows RAA to improve communication, identify disparities, strengthen organizational culture and ensure that every patient, not just most patients, receives the standard of care the profession strives to deliver. Clinical excellence combined with compassion, communication and professionalism is what patients remember.

<u>Handtevy® – Application Enhancements</u>: With changes to the Handtevy platform, the ability to use it for more than protocols has greatly expanded over the last six months. Enhancements implemented by RAA include inclusion of hospital capabilities and the use of the notifications section to publish Provider Alerts. The goal is to move solely to Handtevy® for Provider Alerts and away from email alerts. Benefits include reduction of emails received by providers, an easier way to locate pertinent information quickly as well as the ability to track providers who have read the notification(s). Additionally, the Handtevy® will alert providers when a new notification is published. Handtevy® continues to roll out new enhancements which will be reviewed by RAA for applicability.

<u>Other Comments</u>:
Chip Decker explained the upcoming electrical upgrade for RAA's Communications Center equipment to be installed. To ensure the new radio equipment is compatible with the new regional radio system equipment requires a complete power outage at RAA. This is scheduled to take place overnight on 8/11.

Dr. Ornato provided handouts on a new VCU-led study being conducted in James City County utilizing drone delivery of AED's. He stated drone delivery of AED's can reduce the response time of the AED to the scene to as little as two minutes, adding this research will hopefully lay the groundwork for a future (larger) study into the drone delivery of AED's and potentially Narcan®.

The meeting adjourned at 11:35am.