



**RICHMOND AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
JANUARY 16, 2018**

Present: Elizabeth Matish, Chairperson
Jeffrey Odell, Vice Chairman
Joseph Boatwright, III, M.D., Director
Selena Cuffee-Glenn, Director
Terone Green, Director
Councilwoman Kristen Larson, Director (*via telephone*)
J. Stephen Lord, Director
John Wack, Director

Absent: Matt Conrad, Treasurer
Richard Bennett, M.D., Secretary
Susangeline Strickland, Director

Guests: Dr. Michelle Pope, Co-Founder & CEO, Research Unlimited

Counsel: Jonathan Joseph, Esq., Christian & Barton

Staff: Chip Decker, Chief Executive Officer
Joseph Ornato, MD, Operational Medical Director
Lee Ann Pond, Chief Administrative Officer
Rob Lawrence, Chief Operating Officer
Wayne Harbour, Chief Clinical Officer
Kaila Bradley, Chief Legal & Compliance Officer
Laura Bickham, Senior Executive Assistant

I. CALL MEETING TO ORDER

The meeting was called to order at 8:00 a.m.

Motion: To allow Kristen Larson to participate remotely in the January 16, 2018 meeting of the Board of Directors.

Made By: Jeff Odell

Seconded: Stephen Lord

Discussion: Chip Decker announced Kristen Larson had called into today’s meeting. Jeff Odell then requested Kristen Larson, in accordance with Board policy, announce her name, current location, and the specific reason for the request to join the meeting remotely. Kristen Larson stated her name and advised she was currently at her home office and due to unforeseen issues which arose this morning, she was unable to attend today’s meeting in person.

Motion Passed: The votes were recorded as follows:

Ayes:

- Jeff Odell
- Stephen Lord
- Selena Cuffee-Glenn
- Beth Matish
- Joseph Boatwright
- Terone Green

Nays:

None

II. APPROVAL OF MINUTES – November 14, 2017

Motion: To approve the November 14, 2017 meeting minutes.

Made By: Selena Cuffee-Glenn

Seconded: Jeff Odell

Discussion: None

Motion Passed: The votes were recorded as follows:

Ayes:

- Selena Cuffee-Glenn
- Jeff Odell
- Beth Matish
- Joseph Boatwright
- Terone Green
- Kristen Larson
- Stephen Lord

Nays:

None

III. NEW BUSINESS

A. Ambulance Automotive Parts and Supplies Procurement

Motion: To authorize the Chief Executive Officer to issue the Invitation for Bid for ambulance automotive parts and supplies.

Made By: Jeff Odell

Seconded: Selena Cuffee-Glenn

Discussion: Kaila Bradley referred the Board to pages B1 and B2 of today's meeting packet, adding that both contracts were the result of an Invitation for Bid (IFB) issued back in 2015; both of which are set to expire this March. To ensure quality, RAA has built specifications into the solicitation documents. The award of an IFB is solely based on price. Beth Matish asked if RAA expected to receive multiple bids, to which Chip Decker responded IFB's typically attract many prospective bidders, making it a competitive process.

Motion Passed: The votes were recorded as follows:

Ayes:

Jeff Odell
Selena Cuffee-Glenn
Beth Matish
Joseph Boatwright
Terone Green
Kristen Larson
Stephen Lord

Nays:

None

Note: Jon Joseph arrived to the meeting during the discussion.

B. EMS Medical Supplies Procurement

Motion: To authorize the Chief Executive Officer to issue the Invitation for Bid for EMS medical supplies.

Made By: Joseph Boatwright

Seconded: Stephen Lord

Discussion: The discussion took place as recorded above under Item A.

Motion Passed: The votes were recorded as follows:

Ayes:

Joseph Boatwright
Stephen Lord
Beth Matish
Jeff Odell
Selena Cuffee-Glenn
Terone Green
Kristen Larson

Nays:

None

Note: John Wack arrived to the meeting following the vote.

IV. SENIOR MANAGEMENT / STANDING COMMITTEE REPORTS

A. Chief Executive Officer: Chip Decker reported the following:

- 1) RAA recently received a three-year reaccreditation from CAAS (the Commission on Accreditation of Ambulance Services) – the maximum time period allowed by CAAS. CAAS standards are recognized as the “gold standard,” for the medical transportation industry with accredited agencies considered to be of a higher caliber than is typically required for state or local licensing. The accreditation process included an onsite comprehensive review with one-on-one interviews with management team members as well as with Dr. Ornato. Chip Decker extended his appreciation to staff for all of their hard work.
- 2) The inauguration of Governor Ralph Northam was held on Saturday, January 13th. RAA provided medical standby service at the event, which took place at the State Capitol. The day’s events were a success with no issues to report.
- 3) Following today’s meeting, Chip Decker will join Selena Cuffee-Glenn, along with City department heads, at City Hall for an 11:00 a.m. meeting to discuss the City’s weather preparedness.
- 4) This time of year typically brings some operational challenges due to the influx of patients with the flu virus resulting in area hospitals becoming inundated with patients. Subsequently, RAA’s turnaround times are affected with the hospitals filled to capacity.
- 5) Excellence, RAA’s ambulance manufacturer, has passed the GSA (U.S. General Services Administration) crash testing requirements, which means RAA can now begin remounting the fleet under the new federal regulations. When an ambulance undergoes a re-chassis, it must meet the latest federal guidelines. RAA had originally anticipated remounting five trucks however, at this late stage of the current fiscal year, it may mean rolling the work into the next budget year.

B. Chief Administrative Officer: Lee Ann Pond reported the following:

- 1) The Finance Committee met on December 7th and again on January 4th. The October and November financials were reviewed. Service revenues (year to date) were unfavorable to budget by 10% due to some lagging contracted payers. RAA is currently working with the administrative staff at the Hunter Holmes McGuire VA Medical Center. Expenses were favorable to budget by 13%. The next Finance Committee meeting is scheduled for February 1st at Noon. Immediately following, the Investment Committee is scheduled to meet.
- 2) Chip Decker advised RAA had submitted its subsidy request to the City which was due in mid-December.

C. Chief Operating Officer: Rob Lawrence reported the following:

- 1) He referenced the response time compliance reports contained in today’s meeting packet beginning on page C1. Compliance requirements were met in all priorities and zones for the month of October. In the month of November, Zone 4 was out of compliance. After careful review of the month’s exception margin, it was found to be the result of seven calls; the total of which equaled 32 seconds. This can be the result of the exact moment a provider hits the icon on the computer screen to indicate they have arrived on scene of a call. The Operations team continues to keep a close eye on compliance.

- 2) RAA's state agency license is due for renewal this coming March. As was the case with CAAS reaccreditation, the submission of all required documents will be done electronically. An onsite inspection will also take place by the Virginia Department of Health, Office of EMS.
- 3) Members of the Operations Committee participated in a conference call on December 20th, at which time, the items noted above were discussed.
- 4) RAA has recently transitioned to the City's Computer-Aided Dispatch (CAD) system, Intergraph®. This now provides RAA the ability to see the location of fire trucks on the map and vice versa. Testing of the new system is ongoing as well as addressing the necessary punch list items.

Motion: To suspend providing medical standby services to RPS high schools free of charge, subject to RAA contacting Richmond Public Schools.

Made By: Terone Green

Seconded: Stephen Lord

Discussion: Terone Green recalled the Board's past discussion regarding the provision of medical standby services at Richmond Public Schools (RPS) high school athletic events. He then recommended reinstating RAA's past practice to charge for such services. Chip Decker stated that back in 2013, it was the will of the Board to no longer charge for these services. It was anticipated to only be football games however, there have been occasions when RAA was covering multiple sporting events for one school – all of which took place simultaneously at different fields. He recalled the original intent was to provide the schools with the opportunity to put the money saved back into their athletic programs. However, it was brought to RAA's attention that other public safety providers continue to charge for their services.

Terone Green advised he had initiated the request for RAA to begin charging for these services again, particularly with RAA looking at ways to enhance its revenue streams. He commented he had recently spoken with someone and understands RAA is the only agency offering its services free of charge. Beth Matish asked Chip Decker for the amount RPS has saved and Chip Decker answered that from 2013 to the present, the total is \$42,075. Beth Matish commented it did not seem to be about the money, rather more about evening the playing field for RAA. Prior to implementing the changes proposed at today's meeting, Selena Cuffee-Glenn urged Chip Decker to contact Tommy Kranz, Interim Superintendent, commenting RAA had already submitted its budget request which includes covering its costs to provide these standby services.

Motion Passed: The votes were recorded as follows:

Ayes:

Terone Green
 Stephen Lord
 Beth Matish
 Jeff Odell
 Selena Cuffee-Glenn
 Joseph Boatwright
 Kristen Larson
 John Wack

Nays:

None

Note: Joseph Boatwright and Stephen Lord left the meeting following the vote.

D. Operational Medical Director

i. Trans-Nasal Cooling Device Study

Joseph Ornato reported that cardiac arrest occurs so frequently in the U.S., claiming an estimated 316,000 lives each year with only one in 19 people saved. Terone Green asked what the difference is between cardiac arrest and a heart attack. Joseph Ornato responded a heart attack is the result of suddenly developing a blood clot, resulting in tightness in the chest. Over the years, the death rate has significantly decreased. Previously, the odds of dying before leaving the hospital was 40% and today it is 1%. When cardiac arrest occurs, most times, it is due to an arrhythmic disturbance in the heart and within seconds, there is no blood flow to the brain resulting in the person collapsing. Cardiac arrest has no warning signs.

Joseph Ornato reminded the Board about the study using the trans-nasal cooling device developed by Johns Hopkins University (JHU) called the CoolSTAT Study. He advised the community consultation portion of the Institutional Review Board (IRB) process has been quite positive so far. He explained the study is testing the feasibility, safety and ability to use the device to cool the patient after cardiac arrest by streaming very dry, room air through a small mask into the patient's nose. He then provided a PowerPoint presentation; a copy of which is attached to today's meeting minutes.

Jon Joseph asked who the manufacturer of the device is and Joseph Ornato responded CoolSTAT®, which is a trademark of CoolTech, LLC. They are based in Baltimore, working on this project with JHU. Jon Joseph asked if this stage of the project was considered Phase I, to which Joseph Ornato responded it was not. He explained they are in the second phase, which is the pilot phase of the study. Jon Joseph asked who will train RAA's field providers on the use of the device. Joseph Ornato explained the device will be with the Field Operations Supervisors; not on the ambulances. He added that CoolSTAT will be making modifications to the device to accommodate use in the field in the pre-hospital setting. VCU was awarded \$10,000 to participate in the project. Chip Decker commented participation in studies such as this is nothing new for RAA's field providers, adding RAA will be properly prepared once the study is set to begin.

Note: Jeff Odell left the meeting following the presentation.

V. NEXT MEETING DATES

The upcoming meeting dates are as follows:

March 20, 2018

May 15, 2018 ****Annual Meeting****

VI. ADJOURNMENT

Beth Matish adjourned the January 16, 2018 Board of Directors meeting at 9:00 a.m.

ADOPTED

Laura Bickham, Assistant Secretary