



**RICHMOND AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
FEBRUARY 18, 2020**

Present: Elizabeth Matish, Chairperson
Weet Baldwin, Vice Chairman
Matt Conrad, Treasurer
Sheldon Barr, Director
Julia Hammond, Director (*via telephone*)
Carlos Hopkins, Director
Councilwoman Kristen Larson, Director
John Wack, Director

Absent: Richard Bennett, Secretary
Lenora Reid, Director

Counsel: Jonathan Joseph, Esq., Christian & Barton

Staff: Chip Decker, Chief Executive Officer
Joseph Ornato, M.D., Operational Medical Director
Terone Green, Chief Administrative Officer
Michael Colman, Chief Operating Officer
Wayne Harbour, Chief Clinical Officer
Laura Bickham, Senior Executive Assistant and Assistant Secretary to the
Board of Directors

I. CALL MEETING TO ORDER

Beth Matish called the meeting to order at 8:05 a.m.

Note: The minutes follow the order of business and not the meeting agenda.

II. SENIOR MANAGEMENT / STANDING COMMITTEE REPORTS

A. Chief Operating Officer: Mike Colman reported the following:

- 1) He referenced the response time compliance reports contained in today's meeting packet, commenting December performance remained strong in all priorities and zones. Chip Decker explained February has been a bit challenging. He advised the hospitals are filled to capacity, with RAA regularly having to place VCU on "soft diversion," whereby patients are taken elsewhere to allow the hospital to decompress. While every effort is made not to divert, February compliance reflects the need to sometimes do so due to the lack of unit hours on the street and the extensive wait times at hospitals since they are unable to accept ambulance patients.

B. Chief Clinical Officer: Wayne Harbour reported the following:

- 1) He provided an overview of RAA's preparation efforts for a potential response to the Coronavirus Disease 2019 (COVID-19). Providers are reminded to follow RAA's existing infection control protocols. RAA uses an ATP (Adenosine Triphosphate) measuring device to determine levels of contamination on surfaces. RAA purchased an electrostatic sprayer and continues to follow CDC (Centers for Disease Control) guidelines; staying current on any and all new information the CDC provides. Matt Conrad asked what exactly is sprayed. Chip Decker explained it is a surface cleaning sprayer that uses an electrostatically charged, disinfectant-type mist. The particles in the spray are positively charged, allowing them to cling and coat any surface.

Note: Kristen Larson arrived to the meeting during the Chief Clinical Officer's report.

Motion: To allow Julia Hammond to participate remotely in the February 18, 2020 meeting of the Board of Directors.

Made By: Sheldon Barr

Seconded: Weet Baldwin

Discussion: Beth Matish announced Julia Hammond had called into today's meeting. Sheldon Barr then requested Julia Hammond, in accordance with Board policy, to announce her name, current location, and the specific reason for the request to join the meeting remotely. Julia Hammond stated her name and advised she was currently at the General Assembly Building attending legislative sessions as part of her job as Governmental Relations Principal with Cozen O'Connor.

Motion Passed: The votes were recorded as follows:

Ayes:

Sheldon Barr
Weet Baldwin
Beth Matish
Matt Conrad
Kristen Larson
John Wack

Nays:

None

III. APPROVAL OF MINUTES – NOVEMBER 19, 2019

Motion: To approve the November 19, 2019 meeting minutes.

Made By: Matt Conrad

Seconded: Weet Baldwin

Discussion: None

Motion Passed: The votes were recorded as follows:

Ayes:

Matt Conrad
Weet Baldwin
Beth Matish
Sheldon Barr
Julia Hammond
Kristen Larson
John Wack

Nays:

None

IV. NEW BUSINESS

A. Adjustment to the FY2020 Budget

Motion: To authorize the CEO to reallocate the necessary funding to the appropriate line item necessary to repair RAA vehicles.

Made By: Matt Conrad

Seconded: John Wack

Discussion: Chip Decker referred the Board to page B1 of today's meeting packet. He explained that while the budget includes funding for anticipated repairs to RAA ambulances, the number of collisions had exceeded the amount budgeted. While RAA has received insurance payments intended for the repair work, those payments are allocated to revenue. This is a customary practice in accordance with governmental accounting standards. He requested the Board approve the reallocation of the payments to the appropriate line item for recordkeeping purposes. John Wack suggested going forward, when adopting the budget, the Board give the CEO the authority to reallocate insurance payments as needed. Chip Decker recalled the Board's preference to be notified when it becomes necessary to move money within the budget.

Motion Passed: The votes were recorded as follows:

Ayes:

Matt Conrad
John Wack
Beth Matish
Weet Baldwin
Sheldon Barr
Kristen Larson
Julia Hammond

Nays:

None

B. Worker's Compensation Insurance RFP

Motion: To approve the scoring criteria for the issuance of the Worker's Compensation Insurance Request for Proposal (RFP).

Made By: Weet Baldwin

Seconded: Sheldon Barr

Discussion: Chip Decker reported it was time to issue an RFP for worker's compensation insurance. The current contract was the result of an RFP issued in 2017 and the policy will end on July 1st. RAA has prepared the RFP with the services of a licensed insurance consultant, who will also assist with the evaluation of proposals. He requested a member of the Board to serve on the Selection Committee and Kristen Larson volunteered.

Motion Passed: The votes were recorded as follows:

Ayes:

Weet Baldwin
Sheldon Barr
Beth Matish
Matt Conrad
Julia Hammond
Kristen Larson
John Wack

Nays:

None

C. Change to the Employee Handbook

Motion: To accept the change to the Richmond Ambulance Authority Employee Handbook regarding the deletion of Section Six, Letter P, titled "Credit Unions."

Made By: Sheldon Barr

Seconded: Weet Baldwin

Discussion: Chip Decker reported the section of the employee handbook which outlines additional benefits offered to RAA employees have a cost associated with them with the exception of one, which is to join area credit unions. He explained membership in a local credit union was a perk, rather than a specific benefit program or plan offered by RAA. RAA recently offered a variety of Aflac supplemental insurance policies to its employees, which are not funded by RAA and subsequently not included in the

Handbook. He provided examples of perks sometimes made available to first responders, which don't require Board consideration.

Motion Passed: The votes were recorded as follows:

Ayes:

Sheldon Barr
Weet Baldwin
Beth Matish
Matt Conrad
Julia Hammond
Kristen Larson
John Wack

Nays:

None

Motion: To authorize the CEO to increase the Capital Outlay line item by \$375,000 for the purchase of mechanical CPR devices and to increase the Fleet Professional Service's line item by \$16,000 for the purpose of funding collision prevention safety services and devices.

Made By: Matt Conrad

Seconded: Kristen Larson

Discussion: Chip Decker requested to reassign funding to capital to fund the purchase of new AutoPulse® devices (mechanical CPR devices), which have reached their end of life. RAA has agreed with the manufacturer, ZOLL Medical Corporation, that in exchange for purchasing the new devices now, RAA will switch them out for the newer generation devices set to be released shortly, free of charge. Additionally, RAA is requesting to purchase devices and service that has been piloted on RAA ambulances called HAAS Alert. It is a collision prevention service that alerts approaching motorists when emergency crews are operating nearby. RAA's HAAS-equipped ambulances will transmit these digital alerts and a notification is then delivered through the Waze® navigation app to motorists in RAA's proximity. When a RAA ambulance is responding emergent (lights and sirens activated), the device on the ambulance will also notify RAA's driver via the Waze® navigation app that there is an emergency vehicle approaching. The purchase is a combination of hardware and software, with an annual maintenance cost of \$15,000. Weet Baldwin commented on the good reputation of HAAS Alert. Kristen Larson asked if there was enough funding in the budget to support the annual cost, to which Chip Decker responded affirmatively.

Motion Passed: The votes were recorded as follows:

Ayes:

Matt Conrad
Kristen Larson
Beth Matish
Weet Baldwin
Sheldon Barr
Julia Hammond
John Wack

Nays:

None

V. SENIOR MANAGEMENT / STANDING COMMITTEE REPORTS (*continued*)

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

- 1) He introduced RAA's newest Board member, Carlos Hopkins, and stated Carlos Hopkins currently serves as Virginia's Secretary of Veterans and Defense Affairs. He was appointed to his position by former Governor McAuliffe. Prior to his current role, he served as Counsel to the Governor. Carlos Hopkins was appointed to the RAA Board on February 10th and replaces Joseph Boatwright.
- 2) Michael Kelly has resigned from the Board. His resignation letter states his employment with Bon Secours ended on December 31st and that he'll be doing something different, requiring him to be out of Virginia for months at a time.
- 3) RAA's 2019 Annual Report has been completed and copies were provided to the Board at the start of today's meeting. The Report will be presented to City Council's Public Safety Committee on February 25th.
- 4) A response to Western Star Hospital Authority's ("Western Star") appellate brief was filed by RAA and the City of Richmond back on December 4th. A final ruling has not yet been made.
- 5) On December 18, 2019, RAA's Communications Center was reaccredited by the International Academies of Emergency Dispatch (IAED). A small percentage of dispatch centers across the country are accredited and even fewer are dual-accredited like RAA. RAA is accredited by CAAS (Commission on Accreditation of Ambulance Services and ACE (Accredited Center of Excellence) by the IAED. Accreditation reviewers look at every aspect of the call-taking process from when the phone is answered to asking the right questions and providing the correct pre-arrival instructions to the caller.
- 6) A great deal of planning and preparation went into Lobby Day 2020. Fortunately, it turned out to be a peaceful protest. Mike Colman commended the regional EMS support RAA received. Chip Decker advised Dr. Jeffrey Stern, State Coordinator of Emergency Management, offered state resources free of charge under statewide mutual aid. Mike Colman added RAA spent \$10,000 to cover the event.
- 7) RAA is working on finalizing the first draft of the Fiscal Year 2021 budget, which will be presented to the Finance Committee in March. Following, the Board will receive a copy and will be asked to adopt the budget in May. Currently, the Board's budget contains the line item for Community Partner Grants. He asked if the Board wished to continue managing a grant funding program and explained the current process for vetting requests. Weet Baldwin noted RAA's community outreach initiatives highlighted throughout the Annual Report that do not require any funding and commented how he appreciates the *ad hoc* approach. The Board discussed past events RAA has supported and funded and it was decided to leave the money in the budget and continue with the process for vetting requests at this time.
- 8) Every two years, RAA must go through the process to renew its state agency license with the Office of EMS (OEMS). The process consists of vehicle inspections for permit renewals and the provision for required documentation. OEMS serves as RAA's regulatory agency. The onsite inspection is scheduled for March 25th.
- 9) Chip Decker reported he will be in Tampa the first week in March, attending the Academy of International Mobile Healthcare Integration (AIMHI) Board of Directors meeting and the 2020 EMS Today Conference & Expo.

B. Chief Administrative Officer: Terone Green reported the following:

Prior to inclusion in today's meeting packet, the Finance Committee received the December month-end and the FY2020 1st quarter financials. December net services revenues and expenses were both favorable to budget. The Committee is scheduled to meet on March 12th, at which time, the first draft of the FY2021 budget will be reviewed. The Board will receive copies thereafter.

C. Operational Medical Director: Joseph Ornato reported the following:

Prior to the start of 2020, VCU received a "fundable" score by the National Institute of Health (NIH) in response to the application for grant funding for drone delivery of intranasal Narcan®. VCU has now received NIH's letter of intent to fund 17% of the project cost. NIH has requested additional information and it is hoped additional funding will follow. RAA would receive a little over \$50,000 to cover the training costs for seven System Status Controllers and the cost for the necessary hardware/software to operate the drones. More funding will be available after the first year. Chip Decker advised that on the last day of RAA's two-week New Employee Orientation (NEO) class, he provides the group with a recap on call data highlighting statistics of what occurred during the time they were in class. The current NEO class, February 3rd through February 13th, RAA administered Narcan® 27 times. Matt Conrad asked if RAA was able to produce heat maps, and Chip Decker responded yes; adding RAA updates the maps on a monthly basis, which are then provided to the Richmond City Health District's Opioid Task Force. Matt Conrad requested to see the maps.

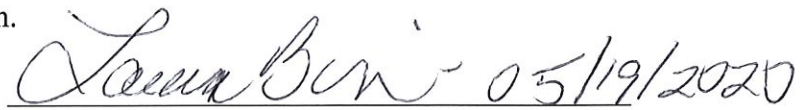
VI. NEXT MEETING DATES

The upcoming meeting dates are as follows:

- A. May 19, 2020 *Annual Meeting*
- B. August 18, 2020

VII. ADJOURNMENT

Beth Matish adjourned the meeting at 8:55 a.m.


Laura Bickham, Assistant Secretary