



Operations & Clinical Committee Meeting

November 9, 2023
12Noon
Boardroom

Committee Members: Weet Baldwin, Chair, Julia Hammond, Marilyn West, Carlos Hopkins
Staff Members: Wayne Harbour, Chief Operating Officer, Chip Decker, Chief Executive Officer, Joseph Ornato, M.D., Operational Medical Director

Agenda Topics:

- Call Meeting to Order
- Response Car
- Staffing Update
- Response Time Targets
- Drone Delivery Project
- Other Comments
- Adjournment

Minutes from the August 10, 2023 Meeting:

Committee Members Present: Weet Baldwin, Julia Hammond, Carlos Hopkins, Marilyn West-via telephone

- *Minutes from the 5/9 meeting were approved.*
- *The City is looking to hire the Robert Bobb Group to help facilitate the implementation of the recommendations included in the consultants' report. The first meeting is scheduled for 8/29. RAA has already implemented many of the recommendations to include service rate increases, implementation of an assessment fee as well as changes to the response time targets.*
 - *New response time targets were implemented on 6/1. Improvements have been noted having increased staffing and the introduction of an ALS response car ("chase car"). RAA hit the 90th percentile for the first time since COVID.*
 - *Assessment fee ("treat, no transport"): RAA is charging the same fee (\$200) as Chesterfield. Some insurance companies are paying the fee. RAA is not experiencing much pushback on our new rates or the assessment fee.*
- *On 6/28, CMS announced they were ending the ET3 program effective 12/31 of this year (ET3: Emergency, Triage, Treat and Transport Model). ET3 began during the pandemic. Agencies needed to apply to be accepted as a participant (RAA was a selected ET3 participant). It seems the federal government was not seeing the return they had anticipated so they decided to cancel the model.*
- *Dr. Ornato provided an update on the drone delivery project*
- *The Committee discussed current staffing levels, which are slowly improving. Currently, RAA is fully staffed for part-time EMT's and will soon be beginning a new EMT class. A ten-month Paramedics class is set to wrap up in November.*

Special Notes: None