



Operations & Clinical Committee Meeting

October 29, 2024
12:00pm
Boardroom

Committee Members:

Weet Baldwin, Chair, 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
- Operations Update
 - Cardiac Monitors & Chase Car Lease
 - Medication Kit Exchange Program
 - Staffing Update
 - Operations Pay Plan Implementation
 - NET process improvements
- Clinical Update
 - Education & Training
 - Safety & Risk Management
 - Quality Assurance / Quality Improvement
- Other Comments
- Adjournment

Minutes from the August 8, 2024 Meeting:

Members Present: Weet Baldwin, Julia Hammond, Marilyn West, Carlos Hopkins. Members Absent: None

Note: Kirk Robert joined the meeting. Due to a meeting conflict, Joseph Ornato was unable to attend.

- Marilyn West moved to approve the minutes from the 5/7/24 meeting. Julia Hammond seconded. The motion passed unanimously.
- Ryan Martinette provided an update on RAA's chase car program, commenting the program continues to show success with the tiered response plan and how RAA looks forward to expanding it. RAA is working with the manufacturer on developing equipment packages and Fastlane has the six new vehicles ready on their lot, awaiting RAA's formal order. Once all specs are complete, RAA will proceed through the City's process to get the lease agreement underway.
- Kirk Roberts inquired as to the financial impact of the chase car program (upgrade of BLS trucks). Ryan Martinette confirmed he would be working on getting that information.
- Ryan Martinette announced RAA had rolled out a new attendance policy which took effect on 7/1, commenting on the improvements he has seen in field operations with an overall reduction in daily callouts and tardiness.
- Ryan Martinette provided an update on RAA's preparation for the upcoming changes to the Regional Medication Kit Exchange Program. RAA's Clinical team met with Dr. Ornato to ensure the future drug boxes sufficiently meet RAA's clinical needs. Implementation cost is near zero, however, the annualized cost of the program is anticipated to be between \$86,000 - \$95,000, dependent on usage.
- Wayne Harbour provided an employee education and training update as follows: 12 employees are currently enrolled in Paramedic Class. Eight (8) are taking training through a partnership with Brightpoint Community College and the remaining four are attending training elsewhere. He also provided an update on RAA's Cadet Program and advised RAA had hired 15 EMT Cadets on 7/22 with 12 bound for field operations and three will work in Logistics. All 15 are expected to "graduate" in September. RAA is tentatively planning an in-house AEMT class in about six to eight months, depending on ALS staffing needs. A second EMT class is set to begin in September and will run concurrently with the EMT class that started in July.
- DECPR took over EMD call-taking on 7/8. RAA is facing challenges with the info DECPR is sending over and continues to monitor the situation to ensure provider safety. Weekly meetings with DECPR are ongoing to address and resolve these issues.
- Road rally has been added back into the EVOC training in an effort to further reduce vehicle contacts.
- RAA's quality team is working on developing new KPI's for accurate reporting. All field employees have undergone – or have been assigned – documentation training, resulting in a reduced # of returned call sheets for incorrect documentation. This will likely have a positive impact on reimbursement.
- The meeting was adjourned at 12:50pm.

Special Notes: None