

## **Minutes LMC Meeting – January 2020**

THESE MINUTES ARE BEING POSTED UNAPPROVED  
AT THE NEXT MEETING THESE MINUTES WILL BE APPROVED  
THE APPROVAL PROCESS MAY CHANGE SOME SENTENCE STRUCTURE OR  
WORDS, BUT SHOULD NOT SIGNIFICANTLY CHANGE THE CONTENT

### **Minutes of the Regular LMC Meeting of January 30, 2020**

Present: Kevin Miller, Mike Oliverius, Karen Kozar, Dylan Foster, Bradi Larson, Amanda Layne, Albert Reiff, Kevin Malecek, Scott Tomek, Cory Kissling, Dave Matteson, Marc LeVair, Anne Handahl and Angie Fox.

Minutes taken by Amanda Layne.

Meeting called to order at 1335.

Minutes from November meeting approved as submitted.

#### **AHEMS Updates**

##### Finances

The operating income for December 2019 was \$1,171,000 which was \$258,000 unfavorable to budget. Year to date net operating income was \$14,208,000 which was \$1,714,000 unfavorable to budget. Net revenue was \$44,000 behind plan, total salaries were \$7,000 ahead of plan and non-salary expenses were \$221,000 behind plan. We had 323 more transports than budgeted. Bad debt was once again extremely high. Ambulance bad debt is around 19 percent and hospital bad debt is 6 to 7 percent.

**\*\*Every year AHEMS creates a budget to guide operations and provide expectations for recapitalization of the organization. When you hear us use the term “behind plan” this refers to the fact we are performing at a rate that will leave us short of our established goal. This does not mean we are losing money; we’re just not making the amount we targeted before January 1st. Likewise, the term “ahead of plan” refers to the fact we are doing even better than was predicted which is a wonderful situation!\*\***

##### 2020 Goals

Goals for 2020 have been set and include clinical goal (EMS Best), process for patient feedback, patient focus groups, employee retention, deployment optimization, hold over optimization and financials.

##### Western Corridor Update

Mayo will be pulling their services out of the cities of Springfield and Lambertton at the end of February. Allina will be taking over the clinic in Lambertton and will be opening a robust clinic in Springfield. Allina will also be providing EMS management for the ambulance service. The ambulance staff and equipment are owned by the city. This will be a setup similar to when we were providing management for Mora.

### Western Corridor LMC Meeting

There was an LMC type meeting held in the Western Corridor on January 17, 2020. Kevin Miller, Brett Hopper, Wade Eastman, Gina Perschau-Becker and Scott Waibel were in attendance. The group was able to catch up on many items and had one action item from the meeting – restricted call pay with the notification of increase of minimum wage. This item was passed on to Anne Handahl to be looked into.

### **IAEP 167 Updates**

#### 2020 Elections

IAEP elections will be held at the end of February 2020 for President, District Vice-President Metro EMT, District Vice-President Wright County and District Vice-President Grand.

### **Committee Reports**

#### Staffing Committee

Committee met on December 2, 2019. The committee will be increasing the number of paramedics that are allowed off for PTO per day and the number of no weekend options for paramedics. Paramedics and EMT will be allowed to increase their FTE during the bid. They have added 12 hour shift to BLS which will be the Mercy/Unity transfer truck. We will be sending out a reminder about BLS EMTs floating their schedules if in school. Spring Summer Bid 2020 will start the week of February 3, 2020. We will be hiring paramedics at 1.0 instead of 0.9.

#### Safety Committee

Committee had a meeting scheduled but it was canceled. They are working on rescheduling it. They are currently reviewing the crash policy and legal is looking at it. They are also looking into self-defense training for clinicians and working with legal on that as well. Looking at creating a best practice instead of a policy.

#### Communications/Operations Committee

This committee has not met since last LMC. No update at this time.

### **Rumor Control**

None

### **Standing Reports**

#### Managers doing union work report

There were 17.25 total hours reported for the month of January 2020.

#### Outsourcing Report

There was \$46,957.99 reported of outsourced work for the month of November 2019 and \$65,228.36 reported for the month of December 2019.

### **Action Item Review**

#### Elite Logging Out

There is still an issue with calibration of the screens on the Toughbooks. We used to be able to adjust this but now we cannot. This will be looked into with IT.

#### OmniCell in Garage

We are looking into using the extra OmniCell in the garage for gas cards and such.

#### Call Time Data

We have the call time data but it is confusing. We will look at sending it out.

#### Coaching Document

There is a document in Guardian that the name will be changed to documentation instead of coaching.

#### Driving Scores

Miller can send out everyone's score via email as one document.

#### Mercy/Unity Transfers

Paperwork is still not what we need. Cory is working on it.

#### Operations/Communications Committee

No update.

#### Pagers

There are many pagers, back battery covers, and holders missing. Information with missing equipment was sent to Keith and Randy. No update at this time. Angie will follow up.

#### Code 3 to Standby/CAD Issues

If we are requested routine but a patient has priority symptoms, dispatcher will upgrade the crew to code 3. It is ok for crews to prompt dispatchers with note changes to their call.

#### Truck Fobs Missing/Not Working

The fobs for Blaine have been placed on the lanyard with the gas card. We are still losing them because people are taking them off. Key Fobs will be added to the new checklist. Jason is still looking into placement into Omnicell.

#### Area Orientation

They should have a vehicle that had CAD in it to learn how CAD works while doing area orientation. They can first respond.

#### Back Machine/Fitness Group

The group met with Lanenberg and has a lot energy. There will be meeting again and will be reporting to Czyson.

#### Trucks Not Locking/FOBs missing/Securing Trucks

We are still working on the placard/cheat sheet for the trucks. Miller, Lanenberg and Hopper will meet about these issues.

#### Cambridge Trucks needing Fobs

This is done. Will be taken off the list.

#### Self Defense Training

The SBAR has been sent to Tomek and safety committee. They are working with legal to create a best practice.

#### Chute Times

Hopper and Matteson have met. A full policy review has been requested. We are waiting on a trigger to be built into First Watch to obtain accurate data and working with Pulse to look at this data.

#### Uniform Policy Revision Workgroup

This is still moving along. The process to change uniform will include a large cost. A draft has been completed.

#### Regionalization

The committee has abolished the idea of regionalization. We continue to have challenges with medics and we are exploring other options. They will be hiring 0.0 paramedics in Buffalo and Cambridge.

#### **New Business**

##### EMSRB Certification Policy

This policy addresses the requirement of employees to have current certifications.

##### Sharepoint

There continues to be on and off issues with Sharepoint working. Kevin will follow up on this. We are looking into different software for better access for all. This will be added to the action items.

##### Rounding Rule

The new rounding rule will begin February 29<sup>th</sup>. This will be a change to rounding to the nearest five-minute mark. EMS will still be marking tardies by the current policy of three minutes.

##### Truck Conditions

There have been nylons placed over the horns on the trucks by someone other than EITs or Forbes. This issue will be brought to Gary to follow up. There are also many trucks that have graphics that are peeling off. This issue will also be brought to Gary for follow up. There has been a shortage of large box trucks for Critical Care due to breakdowns. They are moving one from EV to MV to help and working on a process for more trucks for Critical Care.

##### Staffing at Philips Eye

There have been low need days given out of seniority. Dave did take care of this issue. Philips Eye drivers that are low needed can be moved to STS to make their hours.

##### CISD to include Dispatch

There is a concern that dispatch is being missed when CISDs are arranged for a call. Dispatch is informed of CISD and leadership will pass on information if a dispatcher is part of the prearrival.

##### OSS – End of Shift

There was a suggestion to add a "OSS" (End of Shift) tag to CAD to mark trucks that are posted but at end of shift. There is only so much that is available in CAD and that would have to be built. Not an option at this time.

##### EIT doing Mechanic Work

An EIT has been trained in replacing blower motors which is more than just replacing head lights. Should the light mechanic be doing this work? This will be brought to Gary for follow up.

##### A3 Committee for Staffing and Scheduling

This committee is looking to how our staffing is now and how many staff we need. They are also looking into how many trucks we have and need. They will be developing a schedule to better optimize

our staff and coverage. They are also looking at off times and hold overs. They are hoping to have several mock bids with the created schedule prior to putting it into place for staff to bid.

**Next Meeting Date:**

February 27, 2020 at 1330 at the Mounds View Conference Room.

Adjourned at 1555 hours.