**Minutes LMC Meeting February 2025**

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 February 27, 2025**

Present: Albert Reiff, Brett Hopper, Amanda Layne, Scott Tomek, Dave Matteson, Jodi McKusick, Bethany Worm, Niki Fortune, Angie Fox, Anne Handahl. Scott Nisbit, Mikaela Bleick, Brad Dixion, Matt Miron, Kurt Weidner, Jeff Czyson, Roman Hagen, Brian Nord and Ron Gray.

Minutes taken by Amanda Layne.

Meeting called to order at 1341.

Minutes from January 2025 meeting approved as submitted.

**AHEMS Updates**

Finances

AHEMS net revenue for January was $99,000 behind plan and operating costs were $27,000 ahead of plan. Gross revenue was $1.626 million behind plan for the month. Discounts were $1.45 million ahead of plan and bad debt was $56,000 more than planned for the month. Overall performance for January was $176,000 ahead of plan and year to date we are $176,000 ahead of plan.

\*\*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!\*\*

**IAEP 167 Updates**

Annual Board of Director election will be completed tonight at the general membership meeting. The offices up for election are Vice President, Secretary, Treasurer, District Vice President Metro Paramedic, District Vice President Cambridge, District Vice President New Ulm/St. Peter and District Vice President Glencoe/Hutchinson.

**Committee Reports**

Staffing Committee

Report given by Jodi. The metro bid has been completed and currently in round 2 PTO. Thanks to Amanda and Cindy for completing that. Hutchinson, Glencoe and New Ulm bids were completed this week. River Falls was also completed. Dispatch completed their bid as well. There were a large number of people that missed their bid times. The unscheduled PTO are less than normal at this time.

Safety Committee

Report given by Scott. There has been a heavy uptick in backing incidents from January into February compared to last year. There is a challenge to find and keep committee members and that seems to be an issue with all committees.

Communications/Operations Committee

On pause at this time.

Wellness Well Being Advisory Committee

Report given by Jeff. David Hottinger will be spotlighting with us. He is the Director of Spiritual Care for Allina. There are in the works of interviewing and hiring new members to the Peer Support Team.

**Rumor Control**

Kronos to UKG

We are moving from Kronos to UKG for timecards. At this time there is a push to keep Aladtec for scheduling but there will have to be more talk about his in April for a final answer. March 3 is the soft start and April 9 is the dead stop.

**Standing Reports**

Managers doing Union Work Report

There were 326.75 hours of managers doing union work for reported for the month of January 2025.

Outsourcing Report

There was a total of $27,621 of reported of outsourced work for the month of January: $18,042 for the body shop and $9,579 for other bodywork, glass, mirrors and towing.

**Action Item Review**

EMMA Computer Connections

This is still in progress.

Union and Management Retention Committee

This is paused.

Chase Car

This is paused.

Children’s Base Internet Connections

Miron has been made aware of the issue and it has been fixed. This will be removed.

**New Business**

Casual Requirements for Critical Care

This will be tabled.

Interfacility protocols in the App

This has been addressed and will be corrected.

Driving Incidents Since Change to Online Education

Preventable crashes are down from 2023 to 2024 per 100,000 miles but we seem to have more paperwork for preventable crashes. We are driving more miles than we did in 2023. We don’t separate out levels of experience for those involved to see if there is a change when moved to online training. Academy is moving to three weeks with a week of driving and going through scenarios, which may help in this realm.

CC & EPOC Equipment

We haven’t started. It has been suspended at this time.

EIT Staff and Bedbugs

We are looking at the feasibility of heating trucks for treating bedbugs and prevention of bedbugs. This is exploratory at this time. They did purchase one heat set up and set it up to see how long it would take.

Western Corridor and 48-hour Cancelation of Shift

There was an email sent to Saint Peter staff that if only one person signs up for demand truck, 48 prior to the start of the shift it will be cancelled. Staffing was not aware of this and Roman will forward the email to Jodi and Jeff.

Western Corridor Town Hall Questions

1. Western Corridor employees are being told they can not pick up metro shifts without attending the Allina academy and going through metro FTO. Will this change? Why can they just not do an area orientation shift like they used to be able to?
   1. That is being discussed and TBD at this time.
2. More communication and clarification needs to be sent out about our regional FTO process to staff. There are rumors going around that regional staff will now have to go to the metro for most of their onboarding training instead of it being offered at our regional sites.
   1. Enough at a site to send educators to the site but one person would be sent to the metro.
3. Address issues with the current regional FTO process. New hires are coming into work and sleeping for the majority of their shifts and this is being allowed. FTOs are not setting examples and expectations with the rules and daily routines (not washing the ambulances, not doing truck checks, not doing base chores, wearing sloppy uniforms or clothing that is not in our uniform policy).
   1. Not sure which base this is happening at. Base leaders should be policing that.
4. Is the Regional Mentor training program gone? Employees used to sometimes be put with a mentor instead of an FTO for training and received mentor pay for this?
   1. This is not gone. There was some confusion as the regions did use mentors in a FTO role. This has changed. FTOs are used for training and mentors are used for students and they have different pay scales. This is new and Bethany is having meeting with base leaders about this difference.
5. Can we add a perception position and pay for employees precepting Paramedic or EMT students on ride alongs as part of their educational programs? North Memorial EMS pays their employees $2 per hour while precepting.
   1. This would be the role of a mentor and the pay is $3 per hour.
6. Why is the metro no longer hiring casual employees? Is Allina trying to eliminate casual employees in the region as well? Casual staff are concerned that the company is trying to eliminate casual positions since New Ulm and Saint Peter are trying to get rid of call shifts and all the duty shifts will be filled by FTE.
   1. Metro has never hired straight 0.0 because we can’t train them in a timely manner. There is no way to do it on a casual capacity. This is not the case in the regions and we are currently onboarding casual employees.
7. What is the status with our regional Clinical Coordinators? Between New Ulm/Saint Peter neither of the FTOs are doing any of the Clinical Coordinator Duties and they do not have Clinical Coordinator office hours. Who is handling these responsibilities if they are not? (Reviewing charts, handling clinical concerns, training staff, BLS/ACLS/PALS expiration dates) Glencoe/Hutchinson posted a job for an FTO/Clinical Coordinator several months ago.
   1. Scott, Kevin and Carol are working on moving these over to an education position. More to come on that.
8. Why can regional sites not host their own ACLS/PALS/BLS classes anymore? Our regional FTOs were recently notified Carol Frazee made this change.
   1. Internal education is going out to do those classes at the sites.
9. Communication between regional managers and their staff needs to improve. Many staff are unaware of what is going on around our bases or when new employees are starting and this could be easily addressed by management sending out email updates. (This is specifically an issue in New Ulm)
   1. Kurt and Brain will be talking to leaders about this and what we can do to improve communication. This is also part of the rounding plan for New Ulm.
10. Can we bring the Western Corridor quarterly newsletters back? These were still being sent out in 2020 and contained updates from each of the west corridor bases as well as education and protocol review from our regional FTOs.
    1. The communication from staff was that they didn’t want these anymore because the information wasn’t important.
11. EKG transmit feature on our Life Packs needs to be turned on to allow EKGs to be transmitted to the receiving hospital. This would be extremely helpful and beneficial to our patients especially for our cath lab hospitals. North Memorial and Mayo both have this feature.
    1. This could be sent to OMD for evaluation as a possibility. The expectation is that staff is handing off their EKGs to staff at the ED.
12. Could we move our Narc Checks/administration form to some type of electronic form or app instead of the paper forms? North Memorial does their narc checks and administration sheets on Aladtec so they are completely paperless.
    1. This is driven by pharmacy and system and we won’t be moving to electronic at this time.
13. Can Dispatch add in cad notes for transfers for where the trip is going to? Currently the call notes will only say the time/miles to destination.
    1. This many change with update to mobile UX. At this time there is not a destination field and dispatch is not able to add it.
14. On 2/15/2025 the St. Peter night duty truck was sent to New Ulm to take a code 3 transfer to South Dakota. The New Ulm night duty truck was already on another transfer. This left St. Peter uncovered without an ambulance from 1am-6am and a New Ulm Truck was not sent to cover St. Peter when they got back into the PSA. We should not be dropping to level zero to take a transfer from another hospital.
    1. Mark is looking into this.
15. Post area deployment plans in power DMS or somewhere else where employees can easily access them. Our Saint Peter and New Ulm deployment plans are not posted in any type of database that is accessible to our employees.
    1. Mark is going to post the New Ulm one somewhere and Kurt will talk to Carrie.
16. Staffing has tried to make call crews drive to either New Ulm or St. Peter when they are working an unrestricted call shift to pair up with another crew. Crews should not have to leave town when they are on call by themselves.
    1. This isn’t something that staffing is doing. This happens in Hutchinson and Glencoe. This would be a decision by a base leader. Kurt and Brian will look into this.
17. Can we allow staff picking up the “demand trucks” (918 in New Ulm and 1808 in St. Peter) to work these as a call shift instead of a duty shift if they would prefer?
    1. Call is being eliminated on April 5. Current state is at times we change demand trucks to calls shifts. Jodi will touch base with Mark on this.
18. How can the 918 and 1808 shifts be cut 48 hours before the start of the shift if an employee was awarded the shift but they did not get a partner? An email was sent out recently stating the trucks will be cut 48 hours prior to the start of the shift if they are not filled by two employees. What happens to an employee that was awarded the shift then the truck is cut? Do they still get paid? Will they get written up for not meeting their quarterly hours?
    1. This was discussed as a new business item at LMC.
19. Can the 96hr quarterly requirement be reduced for casuals to 48 hrs per quarter? With the goal to eliminate call shifts and now adding duty trucks at night filled by regular FTE employees there are significantly less shifts available to pick up. The only open shifts will now be when full time employees take vacation time or call in sick. When we had call shifts there were numerous open shifts for casual employees to pick up.
    1. Demand shifts will be added as needed. There are a lot of hours that are offered and many are very selective about the hours that they want to work. The hours are there already but they many not be preferable to the casual staff. They are switching to a 4 week out for overtime and shift assignments. This may be eliminated with changes that are happening in April. We will revisit it in second quarter.
20. Does the quarterly hours requirement have to be met at your home base or can it be in your region? For example if a New Ulm employee works a shift in Saint Peter does it count towards their 96 hours?
    1. This is not current state but with changes that are happening, this is being looked at.
21. Can we look at adjusting the staffing algorithm to add a section for “Qualified staff outside the job class at straight time”? We have had issues with casual paramedics that have not met their quarterly hour requirements getting shifts denied and the shift will go to an EMT at overtime. As long as this is not making trucks BLS it should not be an issue. (Current policy is attached below)
    1. Jodi will review the shift algorithms for each region.
22. Can we get a Trip Risk Identification Tool to use for long distance transfers to mitigate crew and patient safety risks?
    1. We proactively shut down transports due to weather conditions and checking cameras. We currently do this but this would be a clear definition. Miron will looking into this.
23. We need to look into better transport options for mental health patients at our regional sites. Many of these patients are either voluntary or there is no medical need to send them by ambulance. Other area hospitals use transport vehicle services or contract with the county sheriff’s office to do these transports.
    1. We have tried to get transport vehicle to do the transport to the metro but they won’t. According to the system, if it is an Allina Hospital we will be doing them by Allina Ambulance.
24. How can we address keeping patients local whenever possible instead of sending them to the Metro? This has been an issue specifically in New Ulm. There have been cases where this could potentially cause harm to the patient (sending a Stemi patient to Abbott which is 2 hours away instead of sending them to MCHS Mankato which is only 30 minutes away). Many providers in New Ulm will not even check local hospitals for bed availability and always send patients to Abbott even if they only need services that are offered at local hospitals.
    1. System is driving a change in this to keep patients local and limit transport distance. MHI is also expanding their telehealth.
25. Code 3 transfers going to the Metro should be sent by air care whenever possible. It is approximately 2 hours by ground to the metro from New Ulm. There have been issues with some providers in New Ulm that will not call for air care because they do not like to send patients in helicopters. Dispatch should check for aircare automatically when a regional hospital calls in a long distance code 3 transfer.
    1. Ground transport is the only all weather transport. We are not able to put a blanket statement out for all code 3 transports.
26. If aircare declines a flight to one of our regional sites, critical care should be automatically started in most circumstances or flight by ground should be started.
    1. Dispatch is not able to make these decisions. If the transport is turned down it is sent through MPPS and best choice is made. Not all flights do not require critical care and we are not able to start fixed wing.
27. Send out pages to off-duty employees for major incidents, when no crews are available to cover town, or there is a 911 call holding that would get sent to mutual aid (Example: crew gets sent on a code 3 transfer and there is no backup crew to cover town) Mayo and North Memorial EMS do this and it seems to work well. We have employees that live in Saint Peter and New Ulm that would be willing to come in if we did this.
    1. Area leaders are able to do this if it is needed. It is not something that is used for all incidents.
28. Radios need to be reprogrammed with priority scan so the channel you are on should be the channel you hear over all others while scanning.
    1. This will be sent to Fox and Vadnais for follow up.
29. Law Enforcement/First Responder Agencies need to be given permission to have the AL NU/SP Main and AL Glencoe/Hutchinson Main Radio Channels in their respective areas programmed into their radios for monitoring calls and communication. We have seen issues with radio communications because this is currently not allowed. It is unclear why Allina has an issue with this as it is common practice for rural EMS services to give permission for their main talkgroup to be programmed into Law Enforcement and First Responder radios. Mayo EMS currently allows this and all Law Enforcement, Fire, and First Responder Agencies in Nicollet, Le Sueur, and Blue Earth Counties have the Mayo EMS Mankato Radio Channel. The Blue Earth County Dispatch center will give updates to the responding Mayo EMS crews at times as Officers or First Responders are on scene first and have pertinent patient updates. We are going to continue to see increased communication issues if this is not addressed as many of our local law enforcement agencies have either encrypted or are planning to encrypt their main radio channels. Allina could give the law enforcement/fire agencies permission for “receive only” in their radios if they are concerned about other entities communicating on their channel.
    1. Buffalo utilizes an all agency talk group. We should look at an all agency talk group for other areas. Fox and Vadnais will look into this.
30. We need to be hosting a West Corridor LMC or Town Hall meeting at least annually and it should be rotating bases of where they are hosted. The past several years they have only been hosted in Glencoe or Hutchinson.
    1. These meeting used to be held but it was felt that issues would be best addressed at LMC. The specific areas will continue to have department meetings and relay issues to LMC when needed.

**Next Meeting Date**:

March 27, 2025 at Mounds View at 1330.

Adjourned at 1555 hours.