

Lincoln County Ambulance Service Review Committee (ASRC)

Agenda

Wednesday, November 8, 2017

1300 - 1500

Oregon Coast Community College – Community Room
400 SE College Way, Newport, Oregon 97365

- I. Introductions, Call to Order: Vice Chairperson Lorie Williams
 - A. Membership Positions: Vice Chairperson Lorie Williams
 - i. Vacant Chairperson Position
 - ii. Vacant Public Member #2 – no nominations received
 - iii. Appointment of Fire District Representation Position (ASA#3), **Pages 3**
- II. Review, Approval Minutes: August 9, 2017 – Group, **Pages 4-6**
- III. Additions to the Agenda: Group
- IV. Discussion Items:
 - A. Quarterly ASA Reports - Provider Concerns/Commendation of Service: Vice Chairperson Lorie Williams
 - i. Reporting Period: July – Sept., 2017, **Page 7**
 - ii. Letter of Complaint Received (10/26/17), **Page 8-9**
 - B. BOC Communications – Update:
 - i. 02/10/17 Recommendations to BOC (sent to BOC 02/22/17)
 - 1. ASA Plan, Request for Consideration of Revisions, Response from BOC – (pending response)
 - C. ASA Compliance Reports – Performance Review: Rob Dahlman/Bill Johnson
 - i. Quarterly Report Review Sub-Committee
 - 1. PWA Quarterly Report: Jeff Mathia, **Page 10**
 - D. February 2018 – Renewal/Reappointment of Membership by BOC
 - E. Other: Group
- V. Review of Action Items: Committee Recorder
- VI. Next Meeting: February 14, 2017, 1300 – 1500
- VII. Adjourn: Vice Chairperson Lorie Williams

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1300 - 1500

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400 SE College Way, Newport, Oregon 97365

Committee Information:

- Next Committee Member Term Expiration: Feb 2018
- Vice Chair: Lorie Williams
- Electronic Committee Meeting Packet available at: <http://www.co.lincoln.or.us/asrc>
- Committee Packets will be provided at the meeting

Future Meeting Dates/Times:

2nd Wednesday, 1300 – 1500hrs, every 3 months beginning May 2017, Lincoln County Jail – Admin Conference Room

- November 8, 2017, 1300 – 1500 – Alternate Location, Oregon Coast Community College
- February 14, 2018, 1300 – 1500
- May 9, 2018, 1300 – 1500
- August 8, 2018, 1300 – 1500
- November 14, 2018, 1300 - 1500

BEFORE THE BOARD OF COMMISSIONERS

FOR LINCOLN COUNTY, OREGON

In the Matter of Recording the)
) ORDER NO. 8-17-255
 CHANGES IN MEMBERSHIP)
 TO THE LINCOLN COUNTY AMBULANCE)
 SERVICE REVIEW COMMITTEE)

WHEREAS, an electronic mail message received from Virginia Demaris, recording secretary, of Lincoln County Ambulance Services Review Committee, recommending the Lincoln County Board of Commissioners accept the resignation of Vicki Meyer (public member) and the appointment of Gary Woodson (ASA #3), on the Ambulance Service Review Committee; and

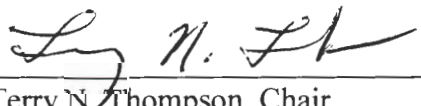
WHEREAS, the Lincoln County Board of Commissioners, being fully advised on the matter, desires to record these updates in membership;

NOW, THEREFORE, IT IS HEREBY ORDERED AS FOLLOWS:

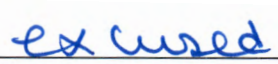
1. That resignation of Vicki Meyer (public member) become effective immediately.
2. The appointment of Gary Woodson (ASA #3) become effective, immediately, and scheduled to expire on August 30th, 2019, or upon Board Order or resignation.
3. That the original order be recorded in the Commissioner's Journal with the Lincoln County Clerk; that copies of this order be emailed to Virginia Demaris, Lincoln County Emergency Services Program Manager for forwarding to committee membership; and a copy emailed to Lincoln County Counsel.

DATED this 30th day of August, 2017.

LINCOLN COUNTY
 BOARD OF COMMISSIONERS


 Terry N. Thompson, Chair


 Doug Hunt, Commissioner


 Bill Hall, Commissioner

Lincoln County Board of Commissioners
 225 West Olive Street, Room 110
 Newport, Oregon 97365
 (541) 265-4100

Lincoln County
Ambulance Service Review Committee (ASRC)
Lincoln County, Oregon

Minutes – DRAFT

Wednesday, August 9, 2017, 1300 - 1500

- I. **Introductions, Call to Order, Attendance:** Meeting was called to order by Committee Recorder, Jenny Demaris in absence of Vice Chairperson Lorie Williams at 1310 at Lincoln County Jail, Conference Room. Voting members and general public attendees introduced themselves. Attendance provided as last page of these recorded minutes.
- A. **Membership Positions:** Recorder Jenny Demaris
- i. Vacant Chairperson Position – (Acting Chair) Jenny Demaris called for nominees. None provided. The position remains open.
 - ii. Open Fire District Representation Position – Fire Defense Board made recommendation to BOC (08/01/17) for the replacement of Chief RC Mock with Chief Gary Woodson.
 - iii. Public Member Position #2 – Recorder Jenny Demaris notified Committee that Public Member Vicki Meyer has resigned her position per resignation notification to BOC (08/01/17)
- II. **Approval of Minutes:** Bill Johnson made a motion to approve the 5/10/17 minutes, Dave Enyeart seconded the motion; motion carried unopposed.
- III. **Additions to the Agenda:** No additions from Group
- IV. **Discussion Items:**
- A. **Quarterly ASA Reports - Provider Concerns:** Vice Chairperson Lorie Williams
- i. Received Concerns/Compliments Form: April-June 2017, **Page 6** – Reviewed and noted none of the reports were patient care related.
- B. **BOC Communications – Update:**
- i. 02/10/17 Recommendations to BOC (sent to BOC 02/22/17): Kristin Yuille
 1. ASA Plan, Request for Consideration of Revisions, Response from BOC – none received. Kristin Yuille recommended Recorder discuss with BOC at monthly EM/BOC staff meeting.
 1. 07/27/17 Recommendation to change City of Lincoln City from suburban to urban: Kristin Yuille Kristin reported since this topic did not come up in discussions during ASA Plan renewal it should be brought forward again during the next review for public comment; discussion item resolved.
 - ii. 04/19/16 ASA Map Revisions Update: Kristin Yuille, Sheriff Landers, Mark Buchholz.
 1. ASA Map Revisions Hwy 18: **Page 7**, Sheriff Landers presented the boundary changes and would submit to the BOC at their next meeting; discussion item resolved.

C. **ASA Compliance Reports – Performance Review:** Robert Dahlman/Bill Johnson

i. Start/Stop Time Sub-Committee Recommendation

Discussion item merged with Quarterly Reports C.ii.

ii. Quarterly Report Review Sub-Committee

1. PWA Quarterly Report: Jeff Mathia, **Page 8.**

Jeff presented his agency reports and noted he and WVCC are still working to validate which data points should be incorporated into the quarterly reporting process. Sub-Committee, PWA and WVCC will continue to work to define agreed upon data values. Follow-up at next meeting.

D. **Other:** None from Group

V. **Review of Action Items:** Committee Recorder

- A. Discuss recommendations sent to the BOC on 02/22/17 at the next BOC Staff Meeting that Emergency Manager is in attendance at to request a follow-up from the BOC.

VI. **Next Meeting:** Wednesday, November 8, 2017, 1300 – 1500, Lincoln County Jail, Admin Conf Room

VII. **Adjournment:** Acting Chairperson Jenny Demaris adjourned meeting at 1325.

Respectfully submitted,

Jenny Demaris

Lincoln County Emergency Management

Lincoln County Ambulance Service Review Committee

August 9, 2017 Committee Minutes - **DRAFT**

Page 3 of 3

- Electronic Committee Meeting Packet available at: <http://www.co.lincoln.or.us/asrc/page/ambulance-service-review-committee-meeting>
- Abbreviations:
 - PWA – Pacific West Ambulance
 - COCFR – Central Oregon Coast Fire and Rescue
 - BOC – Lincoln County Board of Commissioners
 - ASA – Ambulance Service Agreement
 - ASRC – Ambulance Service Review Committee

August 9, 2017 ASRC Committee Member Attendance

Representation	9-Aug	Committee Member
ASA Provider	A	Jeff Mathia, Pacific West Ambulance
ASA Provider	A	Frankie Petrick, South Lincoln Ambulance Assoc., Inc.
Fire District/Department	A	Rob Dahlman, North Lincoln Fire and Rescue
Fire District/Department	P	Bill Johnson, Depoe Bay Fire and Rescue
Fire District/Department		Vacant ,
Fire District/Department	A	Tom Sakaris, Seal Rock Rural Fire Protection District
Hospital Representative	A	Lorie Williams, Samaritan Pacific Communities Hospital
Hospital Representative	A	Dr. Scott Grupas, Samaritan Pacific Communities Hospital
Public Member		Vacant , Community Member
Public Member	P	Linda Mollino, Oregon Coast Community College
9-1-1 PSAP	P	Mark Buchholz, Willamette Valley Communications Center
9-1-1 PSAP	P	Dave Enyeart, Toledo Police Department
9-1-1 PSAP	A	Jerry Palmer, Lincoln City Police Department
County Personnel	P	Curtis Landers, Lincoln County Sheriff's Office
County Personnel	P	Jenny Demaris, Lincoln County Sheriff's Office
County Personnel	P	Kristine Yuille, Lincoln County Legal Counsel
County Personnel	P	Adam Shanks, Lincoln County Sheriff's Office

General Public at Large - Guests

ASA Provider	P	Brett Gnau, Pacific West Ambulance
Hospital Representative	P	Julie Koyama, Samaritan Pacific Communities Hospital
Fire District/Department	P	Gary Woodson, Central Oregon Coast Fire and Rescue

Quarterly Report of ASA Provider Reported Concern or Commendation of Service

Provider (PWA/SLA)	Concern or Commendation	Date	Description (do not include confidential information)	Resolution of Concern
PWA	Paramedic Behavior	8/19/2017	Paramedic was rude and uncompassionate towards patient in care givers perception	Spoke with Paramedic and Care Giver. Complaint resolved.
PWA	Operations/Contract	9/20/2017	Email to Lincoln County, Operations-Breach of contract-poor response	Under review, will be discussed at next ASRC.

September 20, 2017

To: Lincoln County A.S.R.C. Board
Lincoln County Board of Commissioners
Lincoln County Fire Chiefs

From: Keith Marquand
PO Box 1871
Waldport, Oregon 97394

RE: Poor Ambulance service and breach of contract
For ASA #4 Waldport.

To whom it may concern,
I am a resident of Waldport and An EMT with South Lincoln Ambulance. I'm not happy with the Ambulance service being provided by Pacific West Ambulance Service.

Since they took over ASA#4, the Ambulance assigned to Waldport has been out of Waldport on move up's and call outside of Waldport, to the airport, Newport, and Beverly Beach more time then in town. (Majority of the time) This can be verified by dispatch records.

I have knowledge via the radio of PWA crews telling people on Yates road to load the patient up and drive them to the hospital because they were over an hour away.
Another time his crew told a granddaughter who told me of the incident that she wasted 911 resources by calling 911 for her grandmother who was having a mental problem.

On several occasions, South Lincoln Ambulance has been on a call and a second call comes in for South County and the closest PWA car is beyond Seal Rock. (Beverly Beach or beyond) This is unacceptable in my opinion.

Last week I was on South Lincoln Ambulance and responded to a call in YRFPD and PWA ASA, PWA was dispatched to the call from Beverly Beach, Yachats ended up taking the call. During transport we asked dispatch what the coverage was for South County and dispatch said there was no coverage. And asked what the plan was to get coverage the replay was we have no plan.

When we cleared the hospital we were asked to stage in South Beach as we were the only ambulance available in the County.

Mutual aid seems to only go one way, other agencies (Public agencies Yachats Ambulance, Tillamook Ambulance and North Lincoln Fire.) this is not mutual aid. It seems that PWA is unable to provide adequate service to the County and ASA#4 then perhaps the County should find a provider that can provide that service

The County needs to look at population for the number of ambulances need for an ASA. And how 911 calls and hospital transfers are handled in the County.

The people of ASA #4 have always had an ambulance in Waldport. And they had quick response times. We do not want an ambulance service that responds from the airport or beyond.

Respectfully,

Keith Marquand



Quarterly Emergency Response Time Compliance

July				
ASA	Total	Long Responses	Code 1	Response Time Compliance
1 Suburban	110	11	48	90.00%
1 Rural	24	0	4	100.00%
1 Frontier	8	0	0	100.00%
1 Wilderness	1	0	0	100.00%
2 Suburban	35	1	12	97.14%
3 Urban	67	6	31	91.04%
3 Suburban	56	5	19	91.07%
3 Rural	14	0	5	100.00%
3 Frontier	3	0	1	100.00%
3 Wilderness	1	0	2	100.00%
4 Suburban	29	2	18	93.10%
4 Rural	12	1	7	91.67%
4 Frontier	2	0	0	100.00%
4 Wilderness	0	0	0	#DIV/0!
5*	1	0	1	100.00%
Total	363	26	148	92.84%

September				
ASA	Total	Long Responses	Code 1	Response Time Compliance
1 Suburban	107	11	29	89.72%
1 Rural	26	1	4	96.15%
1 Frontier	5	0	0	100.00%
1 Wilderness	0	0	0	#DIV/0!
2 Suburban	28	2	7	92.86%
3 Urban	73	5	24	93.15%
3 Suburban	53	2	14	96.23%
3 Rural	14	2	1	85.71%
3 Frontier	5	0	0	100.00%
3 Wilderness	7	0	0	100.00%
4 Suburban	32	3	7	90.63%
4 Rural	23	2	0	91.30%
4 Frontier	4	0	0	100.00%
4 Wilderness	0	0	0	#DIV/0!
5*	2	0	0	100.00%
Total	379	28	86	92.61%

August				
ASA	Total	Long Responses	Code 1	Response Time Compliance
1 Suburban	111	10	35	90.99%
1 Rural	19	0	1	100.00%
1 Frontier	3	0	0	100.00%
1 Wilderness	0	0	0	#DIV/0!
2 Suburban	35	0	4	100.00%
3 Urban	69	4	29	94.20%
3 Suburban	38	2	11	94.74%
3 Rural	20	2	5	90.00%
3 Frontier	16	0	1	100.00%
3 Wilderness	0	0	0	#DIV/0!
4 Suburban	35	3	9	91.43%
4 Rural	13	1	2	92.31%
4 Frontier	5	0	0	100.00%
4 Wilderness	0	0	0	#DIV/0!
5*	0	0	0	#DIV/0!
Total	364	22	97	94.0%

2017 1st Quarter Totals				
ASA	Total	Long Responses	Code 1	Response Time Compliance
1 Suburban	328	32	112	90.24%
1 Rural	69	1	9	98.55%
1 Frontier	16	0	0	100.00%
1 Wilderness	1	0	0	100.00%
2 Suburban	98	3	23	96.94%
3 Urban	209	15	84	92.82%
3 Suburban	147	9	44	93.88%
3 Rural	48	4	11	91.67%
3 Frontier	24	0	2	100.00%
3 Wilderness	8	0	2	100.00%
4 Suburban	96	8	34	91.67%
4 Rural	48	4	9	91.67%
4 Frontier	11	0	0	100.00%
4 Wilderness	0	0	0	#DIV/0!
5*	3	0	1	100.00%
Total	1106	76	331	93.13%