



# Mendocino County Emergency Medical Care Committee



## Minutes of the General Meeting

Kirk Thomsen, Chairperson  
Amy Buckingham, Vice Chairperson

Meeting of Thursday, March 1, 2018, 12:00 – 2:00 p.m.

Location: Adventist Health, Ukiah Valley, 275 Hospital Drive, Ukiah, CA 95482

**I. Vice Chairperson Amy Buckingham opened the meeting with a welcome and introductions.**

Rebecca Denoeu, AH, Ukiah Valley  
Chris LeBaudour, Falck  
K. Bradford, Falck  
John Allison, Westport Fire  
Sally Swan, Mendocino Fire  
Peter Goyhenetche, AMR  
David Caley, CLSD  
Ryan Nelson, UVFA  
Doug Butler, CVEMSA  
Amy Henry, CALSTAR/REACH  
Rick Davis, LVFD  
Sarah McCarter, AVFD  
Theresa Gowan, MedStar  
Jennifer Bazzani, UVFD  
Valerie Lawe Cannon, Public Health  
Bruce Carpenter, CHP, Ukiah

Davey Beak, MCDH/CVFD  
Dean Anderson, AMR  
Joanna Chapman, CVEMSA  
Amy Buckingham, HMH, ER  
Aaron Stauffer, MCDH, ER  
Mark Luoto, M.D., CVEMSA  
John Bettencourt, CALSTAR  
Jeff Cress, REACH  
Lea Winter, MedStar  
Carmel Angelo, Mendocino County CEO  
Anthony Massucco, CalFire  
Paul Duncan, CalFire  
Alex Leonard, CalFire  
Will Emersen, Bell Springs Fire  
John McCowen, BOS

Attendance only reflects individuals that signed in on the EMCC sign in sheet, reported at the meeting and identified or I was later informed of their attendance. If you attend both CQI and EMCC you must use the EMCC sign in sheet for recorded attendance. Thank you, Cindy

**II. Vice Chairperson Buckingham asked for approval of the 12/7/2017 minutes: Upon motion by Theresa Gowan and second, all in favor of approving the minutes as presented.**

**III. Public Comment Period: Vice Chairperson Buckingham asked if there were any public comments to which there were none.**

Jen Banks noted that the meetings are recorded and asked that those reporting identify themselves so their name can be captured in the minutes.

**IV. Coastal Valleys Emergency Medical Services Agency (CVEMSA)**

- **EMS RFP Update:** Jen provided a brief history stating that the RFP went to the Health & Human Services Agency (HHSA) last August at which time some revisions were made. It was sent to the State EMS Authority and came back with 5 recommendations with revisions made based upon those recommendations. They are currently working with the county to come up with a good time to release it. Carmel Angelo replied that the Board of Supervisors (BOS) wants the document released as soon as possible. She had a discussion with Bryan Cleaver about next steps. She suggested they meet tomorrow so they can get the RFP released. Vice Chairperson Buckingham asked for an estimated date of release to which Ms. Angelo replied as soon as they can get the information needed and get it before the Board adding she would depend upon Coastal Valleys to discuss a timeframe. Jen agreed that they need to meet. She stated that they had met several times with HHSA and were very close to approval from the HHSA director at the time but then had a change in directors. She stated that she wasn't sure if they will be working through HHSA or CEO to which Ms. Angelo replied, the Executive Office. Dr. Luoto added that there was a delay in the release of the RFP due to dispatch issues. Ms. Angelo agreed that the BOS removed the dispatch piece from the RFP that was presented. Dr. Luoto explained that there is a dispatch component related to the designation of an Exclusive Operating Area (EOA).



## Mendocino County Emergency Medical Care Committee



He added that they needed clarification on what the cost of dispatch will be before they can release an RFP specific to the EOA. He added that they were following a certain trend that would include dispatch and that was changed. Ms. Angelo answered that dispatch would not change from what it is today. She noted that at one time county staff was pushing to include dispatch in the RFP not because of the service provided by CalFire but to create a slightly better model. The BOS later directed that dispatch be removed and clearance from the state was received which would allow us to move forward. She added that if this is a problem she needs to know so adjustments can be made. Jen stated that they have asked from county the anticipated cost of dispatch and have not heard back. Ms. Angelo said that number is unchanged and she can provide it. Jen suggested these specifics be discussed at their meeting. Supervisor McCowen provided a history of the 3+ year process of meeting with stakeholders, et cetera regarding the EOA RFP finding that it's been a complicated process. Administration had moved to combine both the EOA and dispatch RFPs with the BOS deciding to present the RFPs separate but along parallel tracks. He added that both would operate collaboratively with same working systems and upgrades. He added that the BOS will create an Ad Hoc to work with CalFire and the City of Ukiah around coordinated dispatch. He concluded stating the county's interest is to resolve any issues and get the EOA RFP out as soon as possible. Dr. Luoto stated that there were legitimate concerns around changes made noting possible miscommunications. He added that Coastal Valleys has been an advocate around the EOA since the beginning and they do not have issue with CalFire as the dispatch provider. However, they need to be able to clearly communicate to potential bidders what those costs will be. Jen got Bryan on the phone and he is available to respond if needed. Vice Chairperson Buckingham asked what they can expect by the next EMCC meeting as far as progress on this item. Jen answered that they will be meeting with the Executive Office to finalize dispatch costs and what exactly those will be stating that the expectation of providing services without knowing what the operating costs will be is unrealistic. She added that there have been some unfortunate shifts in county positions and information didn't trickle up but they will work directly with the Executive Office. Carmel welcomed Bryan stating that she believed that all agree that they want to release the RFP. She clarified that there is no finger pointing happening on either sides. From her perspective there is some concern about the elephant in the room which is Coastal Valleys role in this county. She sees that as a question and doesn't think that they will stop doing the work even if it's decided to change the current EMS model. Bryan responded that Coastal Valleys and many stakeholders have put a lot of time in this and will continue to do so noting that the important piece needed to is figure out dispatch costs. Once that's done the document will be ready to be released.

Vice Chairperson Buckingham requested moving on to the Mendocino County EMS Contract item under New Business while Ms. Angelo and Supervisor McCowen are in the room.

### Data System Updates

- **CAD Integration:** Doug Butler reported that they are still in line with the state in obtaining data. The state is working on a project with all equipment throughout the state. They are on que with ImageTrend and have a 3<sup>rd</sup> party consultant to deal with issues.
- **License Management System (LMS):** Doug Butler reported that they are still live with no additional information to share. He added that this is their busiest time of the year and have received lots of applications. He reminded the group that there is a 30 day processing timeline so get your applications in early.

### Regulations

- **EMT:** Nothing new to report.
- **Stroke:** Joanne Chapman reported that Stroke and STEMI regulations are back in the EMSA process expecting to see those by the end of the year. Data will need to be sent to the state so all hospitals will need to share their data.
- **STEMI:** See Stroke above.



## Mendocino County Emergency Medical Care Committee



### Grant Updates:

- **Tablet Grant:** Doug Butler reported that last year they were awarded a grant for the purchase of tablets. That's been done and all tablets have been distributed to providers. He stated that this item can now be removed from the agenda.
- **Homeland Security Grant:** Doug Butler reported that last year they requested funding for CAD integration and the purchase i-Pads but doesn't know where they are in the process for Mendocino County or future funding availability. Jen shared that funding requests are very specific and that information can be found online at [www.mendocinocounty.org/government/executive-office/office-of-emergency-services/oes-administration/grants-management](http://www.mendocinocounty.org/government/executive-office/office-of-emergency-services/oes-administration/grants-management). If anyone has any requests they can send to her and she'll share with that group.

**Emergency/Public Health Preparedness:** Valerie Lawe Cannon reported that they have a functional HAM radio exercise on May 10<sup>th</sup>. The exercise will include hospitals, skilled nursing facilities and clinics to name a few with the Department Operation Center (DOC). She invited any fire related agencies to participate if interested. She had hoped that Redwood Med Net would be up and running but she doesn't think that will happen. She added that they are finishing out this grant year. She reported that Public Health has a new director with a new Public Health Officer (PHO), Dr. Gary Pace, coming on board soon. Current PHO, Dr. Constance Caldwell will be leaving around the end of March but will continue to be our medical director for California Children's Services (CCS). Grant planning will begin this April – May. They will be assisting with Access and Functional Needs activities in May explaining that this is a disaster role at Social Services that deals with coordination of disaster response for individuals with functional needs.

- V. **Medical Advisory Committee (MAC) – (report on activities from MAC meeting and subcommittees):**  
These can be found on their site at <https://www.coastalvalleysems.org/policies-plans/draft-policies.html>  
Dr. Luoto reported that they are in the process of setting up final policies. They will be replacing Reserve Rescue Airway Kings with i-gel; however, you can continue to use your supply of Rescue Airway Kings until depleted. The i-gel is a simpler, faster and safer airway device, available in 7 sizes. Training will be available at various sites with various provider training officers. The state has asked that use of i-gels be logged in ETCR to see how we're doing with the devices. He also shared that they are removing dopamine over the next few months.
- VI. **Old Business**
- **Inland Providers Committee:** Jen Banks reported that the committee met last month and will continue to meet as long as agenda items are provided. She will continue to coordinate these meetings which on average have been occurring every other month.
- VII. **New Business**
- **Mendocino County EMS Contract:** Ms. Angelo stated that if there are any questions to please call her. She stated that since the fires the county is looking at a lot of things and would be remiss if they didn't. She thought that all would agree with the possibility of similar events happening in the future and that Mendocino County staff do the very best they can in response to any event. The fires were an eye opener and caused the county to look at many different aspects related to response, e.g. EOC, communication, the relationship to boots on the ground, etc. She noted that CalFire went above and beyond in response and she can't thank them enough. They are also looking at the contract with Coastal Valleys noting that they weren't available in the EOC acknowledging that Sonoma County had their own disaster to deal with including the evacuation of a hospital but still had a responsibility here. She added that this isn't about the quality of service provided by Coastal Valleys or the dedication of the staff. It's about the existing model set by EMSAC and she wants to be very clear about that. There have been many rumors bantered about and she would like to dispel them. She appreciates Bryan and all Coastal Valleys staff. They're approach is very thoughtful and methodical. She is not certain that any model put together by the state will work going forward. She listed a variety of options that they are looking



## Mendocino County Emergency Medical Care Committee



at including an ongoing working relationship with Coastal Valleys. The question was asked “what is it about the model” to which she replied, once again, it’s not about the quality of service provided but look at the October fires – Coastal Valleys was not able to be here. They are not looking at July 1<sup>st</sup> as a change date noting this is a big job and will not be fast tracked.

Supervisor McCowen added that it was time to take a fresh look at the relationship with CVEMSA for two reasons: 1) no presence during the fires; 2) some dissatisfaction with the time frame related to the release of the EOA RFP. When looking at a RFP for dispatch services they will expect an enhanced level of dispatch service to match that of an EOA. He added that in looking at options CVEMSA might still be the best way to go taking into consideration that there are been no serious concerns of the day-to-day operations provided.

Dr. Luoto added that much of the medical support was provided during this event at the emergency department in Ukiah noting that Howard Hospital certainly had issues to deal with. He expressed his feeling that there have been a lot of one-sided comments directed at CVEMSA. He added that there was communication from Jen Banks and there were other factors in play also at the county level including but not limited to a subcontract for the provision of MHOAC (Medical Health Operational Area Coordinator) services.

Supervisor McCowen added that whatever they do he doesn’t want it to delay getting the EOA RFP released noting Mendocino County’s commitment to working closely with CVEMSA to see that this happen. He added that they’ve received half a dozen letters to balance the scales and recommended letting the process work itself out.

Bryan added that Ms. Angelo’s points are well taken and the perception is their reality. He shared that CVEMSA is entitled to a portion of Hospital Preparedness funds available to Mendocino County that they waive each year allowing Mendocino County to use those funds towards disaster preparedness. He shared that with those funds Mendocino County contracted out certain services and CVEMSA had been told that it was being managed. Getting back to Ms. Angelo’s point, if Mendocino County wants to continue with CVEMSA, as they do they might want to start by looking at local disaster preparedness activities and funds. Ms. Angelo confirmed that looking at Disaster Preparedness dollars and the MHOAC would be a good place to start when looking at models.

Dr. Luoto asked where we see the RFP moving forward over the next couple of weeks. Jen stated that Bryan was not available during that part of the discussion with both Jen and Ms. Angelo recapping. Bryan first expressed his appreciation of the high level of participation in the room. He shared that the RFP was developed last year and was in its completed phase when changes came down from the Board of Supervisors. To answer Dr. Luoto’s question he stated that there is one small question to answer and that is the expectation of bidders to contribute towards how communications are handled in terms of the will of the leadership in this county. Bryan asked if they would be working with the Executive Office to which Ms. Angelo replied yes. She has had discussions with the HHSA acting director, Anne Molgaard and she welcomes the involvement of the Executive Office in this process. Bryan reminded the group that the county still has a contract with The Abaris Group and they are willing to fulfill their commitment to this project subject to approval of the county. Additional services will include but are not limited to involvement in the evaluation process, securing evaluators and drafting of the contract.

Chief Avila added that the Fire Chiefs, as other users of dispatch services, will want to be involved in this process. Ms. Angelo said she enlisted both Theresa Gowan and Amy Buckingham to help with the process and asked that EMCC provide two names noting that Dr. Luoto as the medical director should also be involved.

Ms. Angelo excused herself at which time Chief Avila asked to report out on the next agenda item before doing so.

- **Fire Chief’s Communication Committee Update:** Chief Avila reported that they with the support of EMCC they will be looking for county support around the County’s radio and IT systems to insure that communication systems remain up and running at all times. With fire as a threat he added that the Mountain top repeaters are vulnerable with the high growth of surrounding brush. Supervisor McCowen said they would get to that right away with Chief Avila being the point person for Ms. Angelo. Brief discussion about potential solutions to communication issues.



## Mendocino County Emergency Medical Care Committee



- **BLS Update:** Jen Banks reported that the class is going very well. They've trained 24 community members and EMTs in the Anderson Valley area. The class is about 4 hours hosted by Coastal Valleys with Continuing Education Units available. The intention is to get EMTs the required training necessary for certification through the LEMSA. Jen wanted to dispel the rumors that are circulating about Coastal Valleys canceling these classes. It is their goal to continue to provide education to field staff to keep them certified. She added that the schedule is still online asking that providers share this information with their EMTs as she's received many calls about the possibility of discontinuing the classes. She shared that unlike Paramedics EMTs can certify with any LEMSA in the state and work in any county in the state. Regardless of what might happen with the contract EMTs can continue to maintain certification through Sonoma County. Related to the future of BLS trainings, Jen reported that there are about 4,000 EMTs that will need this training and with the one year calendar of classes they'll be just shy of 1,000 trained. The plan is to open up the classes to provider FTOs (Field Training Officers) or instructors in October to learn the curriculum so they can go back and train staff. CVEMSA will also provide written materials for these individuals. Providers will have 6 months from January, 2019 to get their staff trained under the new regulations and meet the deadline of 7/1/19. CVEMSA will be relying on providers to get staff trained. She noted that CalFire is an approved training center and have been working with Coastal Valleys to insure that course content and written materials are the same. CalFire reported that the state has set their deadline for initial training of permanent personnel as April 1<sup>st</sup> and they've been busy doing that. Jen emphasized that even though some EMTs will be trained, public comment for these regulations recently closed and until policies are approved and Scopes of Work are released EMTs are NOT to be administering meds. If anyone has any recommendations for training and content please let her know. Both she and Chris Gossner are interested in feedback and adding to the curriculum if it's needed. An estimated date of finalizing protocols was requested to which Dr. Luoto answered no later than June 1<sup>st</sup> for paramedics and then deferred to Jen. Jen said that the date for EMTs will be determined by the release date of the policies. It was noted that Anderson Valley is 100% trained. Concern about the timeline for trainers and the ability to get all staff trained was expressed asking if they could attend earlier than October. Providers with staff in the field cannot get all employees in the room at the same time so they will have to provide multiple trainings for staff. Jen replied that they are ahead of the game because implementation isn't until July 1, 2019 adding that they want to be consistent and deliver the same message before bringing in the FTOs/instructors. It has been a massive execution to put this together and Coastal Valleys is the only one in the state that is ahead of the game with training. Joanne Chapman added that they are learning themselves during these initial classes and making slight changes to the curriculum. Dr. Luoto stated that the providers make an excellent point and they can look at other options. Jen asked for patience and understanding during this process expressing appreciation for CalFire's input and assistance. She informed providers that an important component of the training is that CVEMSA must track every class and put them into the LMS system. Provider staff trained in house must register with Coastal Valleys to make sure they are tracked as students. The question, What about EMTs registered outside of the county was asked. Jen answered that training is individual to the LEMSA. In this particular instance if you have staff certified outside of Coastal Valleys they must contact that county's LEMSA to see what their requirements are. Jen acknowledged the concerns but this was set up by the State of CA EMSA. It was asked that once an EMT completes training and protocols are issued they can they practice under the new scope. Dr. Luoto added that the entire agency must be trained. It's not about one or two being trained but all EMTs in the agency must be trained. Jen added that providers don't have to act under the new scope if they choose not to. They can operate as a Public Safety First Aid provider under the current scope.
- **EMS Aircraft Policy, Auto-Launch EMS Dispatch Criteria:** Jeff Cress reported that REACH/CALSTAR is going through a massive leadership and management restructure. What this means to stakeholders is that those at the table today may not be at the table in the next couple of weeks. There are many job changes happening with staff have slightly different roles and overlap. They want to maximize their members and relationships. They are expecting an



## Mendocino County Emergency Medical Care Committee



easy transition and faces will stay the same. Branding will remain the same for both REACH and CALSTAR. They will be selecting a Chief Medical Officer that all will report under. They are also interested in streamlining the patient transfer process with discussion about patient transfer protocols following. It was suggested that a meeting be coordinated between interested parties including Dr. Luoto.

A brief history of REACH dispatch was provided followed by a presentation with flowchart.

### VIII. Standing Items:

- **ALS Enhancement Funding:** Jen reported that this year they didn't enter an agreement with Covelo so she reached out to providers asking if they had any ideas to provide support to that area. Jeff Cress, REACH/CALSTAR suggested that although it's not ALS enhancement the installation of a weather camera at the airport would be a valuable addition. That funding was approved and they are moving forward. There were also issues around the helipad and permitting and have asked for funding support to which she hopes to be able to use the remaining \$10,000 to support this project. A motion was made to support this request with Jen adding that this is not a decision the EMCC can make but it that of the county but she will communicate EMCC support of this project.
- **Save Lives Mendocino:** Theresa Gowan reported that they have Willits scheduled in March and Boonville in April. Theresa is waiting to hear back from Mendocino for dates. Several Charter Schools have also received AEDs. Members shared that they have had schools reach out to them about receiving training and equipment and have been referring them to Theresa.
- **Mendocino Survivors Reunion:** The committee meets directly following this meeting. With Jen announcing that the event is scheduled for May 23<sup>rd</sup> at Saracina Vineyards. She added that they have cases and are in the process of reaching out to patients to see if they are interested in participating. She added that it is an honor to serve on this committee and one of the valuable aspects of her job. She invited any and all interested individuals to volunteer to serve on this committee.

### IX. Announcements and Items from the Membership: It was asked if anyone is involved in the Stop the Bleed Program explaining that this is much like CPR in the communities with training to increase bystander engagement and willingness to act during an emergency. Brief discussion followed but no one currently involved.

Jen noted that the location on the earlier version of the agenda was incorrect. The next meeting is at MCDH in Fort Bragg.

### X. With no further business, Vice Chairperson Buckingham adjourned the meeting. The next meeting will be June 7, 2018 in the Redwood Room of Mendocino Coast District Hospital, 700 River Drive, Fort Bragg, CA 95437.

\*[https://library.municode.com/ca/mendocino\\_county/codes/code\\_of\\_ordinances](https://library.municode.com/ca/mendocino_county/codes/code_of_ordinances)  
Click on Title 9, Chapter 9.05