

MINUTES

Tuesday, July 5, 2016

Informational Meeting 4 PM at Carnegie Town Hall

Sioux Falls City Council 235 West Tenth Street

Members Present: Michelle Erpenbach, Rick Kiley, Greg Neitzert, Marshall Selberg, Pat Starr, Theresa Stehly

Members Absent: Christine M. Erickson, Rex Roling, Mike T. Huether

Staff Present: Tom Greco, City Clerk; Jim David, Legislative/Operations Manager; Dave Bixler, Budget Analyst

1. Call To Order

City Council Vice Chair Rick Kiley called the meeting to order at 4 p.m.

2. City Council Open Discussion

Council Member Michelle Erpenbach discussed the organization of the Council and development of the Operations Committee. Discussion followed.

3. Presentations

A. Paramedics Plus One Year Update by Jill Franken, Director of Public Health; Mike Bureau, Paramedics Plus CCO; and, Mark Postma, Paramedics Plus VP

Jill Franken, Director of Public Health, led a three-part presentation which included: an overview of the Emergency Medical Services Response System in Sioux Falls; a report of Paramedics Plus year one operations; and a discussion of the rate increase for Paramedics Plus.

The EMS system review included an overview of the various segments of the system presented by: Jesse Mundahl, Deputy Director of Metro Communications; Police Chief Matt Burns, Sioux Falls Police Department; Fire Chief Jim Sideras, Sioux Falls Fire Rescue; Mark Postma, Paramedics Plus Vice President; Dr. Jeff Luther, REMSA Medical Director; and Gary Myers, REMSA Chairperson.

Mundahl explained what steps Metro Communications take when an emergency call comes in. She explained the patient triage process and how it maximizes use of limited resources, allows the selection and assignment of the closest responders, and provides patient care while on the phone prior to responders arriving. Mundahl explained that the protocols implemented in the community are developed, maintained, and updated by the National Academy of Emergency Medical Dispatch. She discussed the accreditation program and quality assurance process.

Chief Burns explained that upon receipt of a 911 emergency dispatch from Metro Communications, Sioux Falls Police Officers assume their role as a First Responder. He stated that officers get sent to a variety of calls, but not all of the medical calls.

Chief Sideras explained the types of calls Fire Rescue is typically dispatched to and response times. He also explained that part of the Fire Rescue role is to provide patient assessment while care is provided so that patients are ready for the next tier, which is the ambulance service. Discussion followed.

Postma explained the role of Paramedics Plus in the tiered response system. He discussed accreditation, emergency response, and non-emergency transportation. Discussion followed.

Dr. Luther explained the quality assurance process.

Myers explained the role of the REMSA board which includes five citizen members as well as the REMSA Medical Board, which is comprised of physician representatives and a layperson member, all from several medical facilities. He stated that the REMSA board is charged with monitoring response times, issuing and approving policy recommendations, ensuring patient quality of care, and providing oversight of several activities. He also discussed REMSA's responsibility to provide an annual Ambulance Contract Performance Report.

Franken acknowledged partners who were present and asked each to offer additional information. They included: Monica Huber of Sanford Health; John Soderholm of Avera Heart Hospital; and Margaret Sumption, Layperson Member of the REMSA Medical Board.

Franken presented information regarding Response Time compliance and Cardiac Arrest Outcomes 2015.

Postma presented an annual report which covered the following topics: Clinical Outcomes; Clinical Equipment; Wages & Salaries; Benefits; Wellmark Provider Agreement; Sioux Falls Patient Satisfaction Survey; September 2015 - May 2016 Compliance; Sioux Falls Transport Growth; Accreditation; and System Overload.

Franken provided additional information comparing response times between the previous and current ambulance service providers, Paramedics Plus Compliance for May 2016, "Level 0," and an overview of the 1st Reading of Rate Increase Ordinance.

Council Member Michelle Erpenbach asked Franken to discuss the Response Time Compliance Comparison between the previous vendor and Paramedics Plus and what process was used to develop expectations for the current vendor. Discussion followed.

Council Member Marshall Selberg asked if turnover or having enough experienced staff has ever been a concern to Paramedics Plus. Postma explained that turnover is something they monitor here in Sioux Falls and explained the job market for Paramedics and EMTs; he also stated that his company takes steps to ensure they retain quality employees.

Selberg asked Franken whether Paramedics Plus has met the expectations of the current contract; she stated yes.

Council Member Greg Neitzert asked for clarification about Level 0 and response time. Discussion followed.

Neitzert asked about conditions where an ambulance may not be available. Discussion followed.

Council Member Theresa Stehly asked about the compliance review process. Franken, Sandy Frentz, Public Health Manager, and Dr. Luther explained the quality assurance process, who is involved, and different types of reviews.

Council Member Pat Starr asked for information about mutual aid agreements. Postma and Mike Bureau, Paramedics Plus COO, provided an overview of the agreements that are executed and those they are awaiting execution on.

Starr asked for clarification on outlier calls. Franken provided information about late calls and outlier calls as well as the status of outliers this year.

Starr asked about the process for reviewing the Metro Communications agreement. Erpenbach explained that the agreement is continually reviewed.

Stehly asked for the percentage of transport outside the city. Franken stated that she would get that information and discussed expectations for performance of the provider.

Neitzert asked about exemptions. Franken explained there are contractual requirements for exemptions and provided examples.

Starr asked about the Council's role in the Rate Increase Ordinance and the size of the contract. Discussion followed.

Council Vice Chair Rick Kiley provided closing remarks and thanked the presenters for the presentation.

4. Adjournment

Council Vice Chair Rick Kiley announced the start time of the Fiscal Committee meeting and adjourned the Informational Meeting at 5:52 p.m.

Thomas M. Greco

City Clerk