

EMS Partnership of Kent County Work Session Meeting Minutes

May 28, 2015
9:00 a.m.

Riverview Building
678 Front NW, Suite 200
Conference Room

Members Present: City of East Grand Rapids: Brian Donovan, Mark Herald
City of Grand Rapids: Tom Almonte
City of Grandville: Ken Krombeen
City of Kentwood: Steve Kepley, Rich Houtteman
Plainfield Charter Township: Ruth Ann Karnes
City of Rockford:
City of Wyoming: Curtis Holt

Members Absent: City of East Grand Rapids:
City of Grand Rapids: Eric DeLong
City of Grandville: Andy Richter
City of Kentwood:
Plainfield Charter Township: Cameron Van Wyngarden
City of Rockford: Dave Jones, Michael Young
City of Wyoming: James Carmody

Also Present: Jen DeHaan (via phone), Mark Fankhauser (City of Grand Rapids), Bob Waddell (KCEMS), Roger Morgan (Rockford Ambulance), Matt McConnon (Rockford Ambulance), Dick Whipple (AMR), Ken Morris (Life EMS), Mark Meijer (Life EMS)

1. Call to Order by Ken Krombeen at 9:00 a.m.

Ken distributed handouts:

- Spreadsheet of a summary of the EMS Provider Significant Concerns which was compiled based upon the meeting of May 14.

- Proposed language to modify agreement to address EMS Contracts which are held with licensed healthcare facilities
- KCEMS protocol for 911 calls
- Sample Ordinance for municipalities to consider adopting in coordination with the Agreement

2. Review of EMS Provider Concerns

- a. Ken Krombeen reviewed the current EMS provider concerns:
- Web based link to CAD
 - 911 Service areas
 - Privately held EMS contracts with licensed healthcare facilities
 - Ability for arrival of Supervisor to stop clock
 - Costs of performance bonds
 - Customer Satisfaction Survey
 - Rate Regulation

3. Customer Satisfaction Survey

- a. Discussion ensued regarding duplication of surveys, additional costs, and inability to supply customer information to KCEMS due to patient confidentiality.
- b. KCEMS agreed to provide a summary of the information to the Consortium
- c. The group agreed by consensus to use the current wording in the agreement and modify it so that simply the results of the EMS providers' surveys are forwarded to KCEMS and/or the consortium.**

4. Web Based Link to CAD

- a. Discussion ensued regarding the ability to do actual CAD to CAD link; GPS capabilities; and significant training and coaching required so that users understood why particular dispatches were being made.
- b. The group agreed by consensus to use the last option on the spreadsheet of "Modify language to clarify that it is not the intent of the Consortium to apply a penalty to this section except for failing to supply the required link".**

5. Supervisory Vehicle Stopping Clock

- a. Discussion regarding importance and appropriateness of ALS vehicle in certain circumstances; need for accountability regarding transport time; current lack of data to benchmark; Plainfield Twp.'s position supporting not letting ALS vehicle stop the clock; and the possibility of a two tier system.
- b. The group agreed by consensus to modify the wording to allow the ALS Capable Supervisory vehicle to "stop-the-clock" and to add language that the EMS Transport vehicle must arrive within the time response guidelines for a call that was categorized as a subsequent level.**

6. Rate Regulation

- a. Current wording in Agreement requires Providers to disclose rates, give notice and explanation to Consortium of rate hikes over CPI, and ability of Consortium to approve or deny rate hikes.
- b. Discussion ensued regarding appropriateness of “regulating” rates; ability of Consortium members to publish rates if they so choose; and education needed to understand determination of rate hike.
- c. Providers will forward their current rates to Ken Krombeen and Ken will send them out to all members (not a part of the Agreement, but for current information).
- d. **Group agreed by consensus that Providers are required to provide initial rates, as well as give notice and explanation to the consortium regarding rate increases, with wording about regulation being taken out.**

7. Bonds

- a. Discussion ensued regarding cost; ability to secure a bond from the insurance agencies; and actual need for one as there are multiple providers in Kent County, which is atypical in most communities.
- b. **The group agreed by consensus to delete the requirement of a performance bond.**

8. Licensed Healthcare Facility Exclusion

- a. Discussion regarding territories and preexisting contracts with licensed healthcare facilities
- b. **Group agreed by consensus to add proposed wording to exclude privately help contracts with licensed healthcare facilities from territory exclusivity. However, a 911 call would continue to be prioritized according to KCEMS policies and protocols even if it came in from a licensed healthcare facility that has a contract with one of the private EMS Providers.**

9. Establish “No-Preference 911 Service Areas”

- a. Much discussion on history of service areas; appropriateness of formalizing the areas; 911 vs 7 digit calls; current KCEMS policy and how it is or is not being adhered to.
- b. **The group by consensus agreed that the purpose of the Agreement was to not change how services are provided and the Agreement should reflect how services are currently provided.**

10. Draft Ordinance

- a. Brian Donovan reviewed the draft ordinance created by East Grand Rapid’s Counsel, Law Weathers. Any changes or concerns should be forwarded to Brian or John Huff of Law Weathers.

11. Public Comment

None

12. Adjourn – 11:45 a.m.

