

**TOWN OF TRUMBULL
CONNECTICUT**

Trumbull Emergency Medical
Service Commission

Joseph Rodriguez, Chairman



TEMS
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Trumbull, CT 0661
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Joseph Laucella, Chief

Special Meeting
Trumbull Emergency Medical Service Commission
May 28, 2013
5:00 pm
Trumbull EMS Headquarters

Present: Commissioners Joseph Rodriguez, Chairman; John Butkus, Philip Lukianuk. Also present: Joseph Laucella, Chief; Mary Ann Meier, Human Resources Director.

Absent: William Schietinger

The meeting was called to order at 5:10pm by Chairman Rodriguez followed by the Pledge of Allegiance and the reading of the core values and mission statement.

Interviews were conducted with two staffing companies who submitted proposals to provide paid EMT/driver staff. Standard questions were asked of both parties as documented below.

Emergency Resource Management (ERM): Presenters were Robert Ziegler and Nancy Magee, Director of Marketing and Client Relations.

Provide a brief overview of your company's history as it relates to providing EMTs for locations. all levels of service can be provided - BLS, intermediate and PM; all locations are in CT; also provide training and consultation.

What is current staffing strength; do you need to hire additional personnel to handle this assignment; are you willing to consider current TEMS paid staff; would current TEMS paid staff be given the opportunity and/or preference to work at TEMS; do you have a pool of staff or will you provide staff on the basis of who is available; how much experience do you require; do you contact previous employers? May need to hire some additional staffing however, they do have PT/PD employees looking for hours; they would interview from within TEMS and hire from that group then they would supplement from their own staffing; there is a pool of staffing dedicated to Trumbull but he would fill in from other sources; one year of experience is required but is subject to individual skill levels and experience.

How many back-up staff with proper med control/protocol exams will be available for covering open shifts? All staff will be qualified. Management staff has medical control in the region. Validations are done every year on various equipment, protocols, etc.

Pay rate; any other benefits? Rate of pay is commensurate with skill level and tenure within the system; sliding scale; depends on what is written within the contract with the client; \$15 is a good starting point; they offer full time employees health care, PTO and sick days; PT accrues sick days. Continuing education is offered for free or ½ tuition depending on program.

What is retention rate for employees? Large group of staff is medic bound and leave for other positions; multiple jobs or leave when they find another job; summer students leave and work during school but leave during breaks; 12 FT employees, rest PT.

How to you evaluate your employees, how often do you evaluate them? Annual evaluations are conducted by supervisors and PTOs in May/June before merit time; formal program employees go through and they know what to expect in the evaluation; 30/60/90 evaluation is done by the supervisor; orientation is two 12-hour shifts, more if necessary, on the specific client location as well as orientation to ERM. Remediation as required; supervisor visits; supervisors working at the locations.

What is the procedure for addressing discipline problems; what recourse is there if someone doesn't fit TEMS standards or does not work well in this service? Formalized, progressive discipline – verbal, written, suspension and remediation as required.

Joseph Peddle entered the meeting at 5:30pm.

ERM will be very responsive to TEMS and any needs they may have.

Diane Mayo entered the meeting at 5:33pm.

Describe the training program; what type of on-going training is provided to employees assigned to TEMS? Self-taught learning courses are on-line. Tutorials, policies with quizzes that everyone must take and pass with a grade of 80%; all encompassing 80 question test; protocols are covered for the client region, SMART training and emsCharts; validate competencies yearly.

Describe QA/QI program. Depends on client requirements. They can have administrative rights on emsCharts or run forms can be emailed with information redacted for review. If there is a problem, they will follow up on it. They have hired a training and QA/QI coordinator who will be doing reviews. Higher management – 2 supervisors; 2 PTO, 2 directors and 1 QA/QI/Training coordinator.

Financial Information? Financials were discussed. It was noted the training and staffing divisions of the business have been separated which is shown in the financials provided.

References? Provided in RFP.

Why should we choose you? They provide staffing; very dedicated to the business of EMS with 20 years of regulatory experience; open discussions with client. Ms. Magee noted the staff have

the heart of a volunteer with the discipline and management of the business side. They are advocates from every angle of EMS.

Ms. Meier questioned crew scheduling. All scheduling is done on a computer program and times validated to ensure proper invoicing.

Vintech: Presenters Vincent Wheeler and John Wheeler

Provide a brief overview of your company's history as it relates to providing EMTs for locations. Business started in 1998; took about 18 months to get going. Currently has 15 clients; largest staffing company in CT.

What is current staffing strength; do you need to hire additional personnel to handle this assignment; are you willing to consider current TEMS paid staff; would current TEMS paid staff be given the opportunity and/or preference to work at TEMS; do you have a pool of staff or will you provide staff on the basis of who is available; how much experience do you require; do you contact previous employers? Currently approximately 276 employees, most PT; additional staffing would be required; TEMS personnel will be considered; there is a work assessment for physical abilities (lifting and moving); 25 question test and interview. TEMS has the right of refusal. There will be pool of TEMS people but there may be overlap from other areas; TEMS staff can be assigned to TEMS if they want; one year of experience is required; full background checks – driver and criminal – are conducted;

How many back-up staff with proper med control/protocol exams will be available for covering open shifts? Staffing requirements of at least 30-35 people for coverage.

Pay rate; any other benefits? Match current pay of TEMS employees. Full time pays medical benefits, sick time and vacation, short term disability insurance. Anyone over 32 hours has medical insurance. \$15 start pay.

What is retention rate for employees? Staff leaves for better job offers; longevity is good.

Gwen Summ entered the meeting at 6:20pm.

There is on-site management for each division; levels of certifications PM, AEMT and EMT; they do not have EMR level staff.

How to you evaluate your employees, how often do you evaluate them? Managers conduct yearly evaluation of staff. Peer review is being started at one location.

What is the procedure for addressing discipline problems; what recourse is there if someone doesn't fit TEMS standards or does not work well in this service? Progressive discipline – verbal, written, suspension, termination, if detrimental, immediate termination. Remediation is conducted if required. Each division has its own manager. Manager training is available if they want to attend.

Describe the training program; what type of on-going training is provided to employees assigned to TEMS? On-line training includes QA. They look at sponsor hospital requirements for required training. CEVO training. Offered to provide training to volunteers of the service so all training is the same. Five member safety committee – asked for one member from TEMS if they would like to participate should they be chosen.

Describe QA/QI program. Approved through TEMS; QA person will meet with TEMS to review the program and decide how it will be conducted.

Financial Information? Financials were provided.

Motion to adjourn the meeting at 6:50pm by Mr. Butkus; seconded by Mr. Peddle. Unanimous.

Respectfully submitted,

Barbara Crandall
Administrative Assistant

These minutes are considered a draft until they are approved at the next Trumbull EMS Commission Meeting.