

**TOWN OF TRUMBULL
CONNECTICUT**

Trumbull Emergency Medical
Service Commission

Diane Mayo, Chairman



TEMS
250 Middlebrooks Avenue
Trumbull, CT 0661
203-452-5146

Leigh Goodman, Chief

Trumbull Emergency Medical Service Commission
January 22, 2019
7:00 pm
Trumbull Town Hall

Present: Chairman Diane Mayo, Commissioners Jeffrey Pranger, Joel Hirshfield, Matthew Wheeler, Philip Lukianuk, Thomas Kiely, Jr. and Dr. Shea Gregg

Also Present: Chief Leigh Goodman, Barbara Crandall

The meeting was called to order at 7:06 pm by Chairman Mayo followed by the Pledge of Allegiance.

Swearing In Ceremony of New Chief

First Selectman Vicki Tesoro welcomed Chief Goodman to her new position at Trumbull Emergency Medical Service. Mrs. Tesoro is looking forward to working with Chief Goodman and seeing all the great things that will happen under her leadership.

A recess was taken at 7:10 pm; the meeting reconvened at 7:30 pm.

Public Comment

No public comment.

Past Minutes

Motion was made by Mr. Lukianuk to approve the EMS Commission minutes of December 11, 2018 as written. Seconded by Mr. Hirshfield and approved with one abstention from Mr. Kiely.

Chief's Report

Chief Goodman provided the following information:

1. Call analysis for 2018 was presented noting the service had 4829 911 calls for the calendar year.
2. Staffing was discussed noting the breakdown of volunteers, paramedics, EMTs and administrative staff. Chief Goodman noted she met with a representative from VEMS and the Town Attorney to discuss paramedic staff as a result of the RFP done in the fall. She will keep the Commission informed as to the status of these discussions.
3. Volunteer committees will be established in various areas such as training, Explorer Post, historian.
4. There are seven new volunteer trainees. The EMT class started on January 16 with great candidates.

5. Clinical performance was reviewed for 2018 for call breakdown and acute life threatening emergencies.
6. TEMS reduced community exposure to prehospital narcotics by 88% with its introduction of a variety of non-narcotic pain management options.
7. Future events and CME opportunities were reviewed. New events are being planned such as an open house during EMS Week.
8. Social media was discussed. The Facebook page has been updated to contain current events. The Town website is being redone with the help of the IT Department and the web master so that more information is available. Discussion was held regarding the information to be displayed on Facebook. The social media policy will be updated, if necessary. Mr. Hirshfield will send a sample policy to Chief Goodman.
9. The new ambulance arrived. Chief Goodman thanked Mike DelVecchio and Doug Bogen who traveled to do the final inspections and drove the rig to CT. Radios will be installed next week and inspections by the State and DMV will be done soon. It is expected to be on the road by mid to late February.
10. Chief's vehicle – cannot be used as a paramedic vehicle as it is not licensed with the State as such. This will need to be addressed at some time in the future.
11. Billing was discussed. Chief Goodman noted we collected 87% of allowables in fiscal year 2016/2017 for self-pay and 98% of allowables for private insurance, Medicare and Medicaid. For fiscal year 2017/2018, the numbers were 86% and 97% respectively. Comstar will be conducting two in-service classes for staff with regard to their role in the process of collecting insurance information, signatures and EPCR structure. Discussion was held regarding an RFP for billing. The current contract is up in June 2019 with a one year extension. Chief Goodman will discuss this with the First Selectman. It was noted that our billing company works solely with one collection agency whereas other services use multiple agencies. This will be reviewed. Dr. Shea noted that even though we are out of network for private insurances, the service is still doing well with collections.
12. Medicare reimbursement was discussed. Completing the long form would give us 3-4% more in reimbursements for those patients. Since our payer mix is primarily Medicare patients, completion of this form would be to our advantage.
13. The hardship guideline needs to be more clearly defined with regard to collections.
14. IPads are in the current budget. This technology will help with electronic signatures and data collection.

Old Business

1. 2019-2020 Budget Review – Chief Goodman presented a final draft of the 2019-2020 budget to the Commission. Several staffing options were discussed.
2. Update on New ambulance – previously discussed under Chief's Report.
3. Staffing – previously discussed.

New Business

1. Proposed Staffing Audit – Chief Goodman noted the town is considering another outside audit of Trumbull EMS. They are looking to update an audit that was done in the fall of 2012 by the Holdsworth Group. A meeting is scheduled with the First Selectman to discuss this audit.
2. Chief Goodman noted Jessica Anderson, Paramedic, has been appointed part-time Clinical Supervisor. She will be reviewing all EPCRs for the service. The Operations Supervisor position needs to be addressed in the near future depending on the staffing model used.
3. Request for Funding from Special Agency Account for Recognition Dinner – Motion was made by Mr. Kiely to approve \$500 from the Special Agency Account for the Recognition Dinner. Seconded by Mr. Hirshfield and approved unanimously.

Next Meeting

Next Commission meeting is scheduled for February 26, 2019.

Adjournment

There being no further business, motion was made by Mr. Hirshfield to adjourn the meeting at 9:10 pm. Seconded by Mr. Wheeler and approved unanimously.

Respectfully submitted,

Barbara Crandall
Clerk

TEMS Commission Report

ONE TOWN ONE TEAM

YEARLY CALL ANALYSIS

2018	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT.	OCT.	NOV.	DEC.	TOTAL
DAYS	31	28	31	30	31	30	31	31	30	31	30	31	
TOTAL CALLS	416	355	369	367	414	416	401	453	372	450	402	414	4829
TEMS COVERED	391	329	348	352	380	390	372	392	339	429	362	381	4465
PERCENT COVERED	94%	92%	94%	96%	91%	93%	92%	86%	91%	95%	90%	92%	92%
MUTUAL AID	30	34	20	22	34	29	31	36	36	40	41	38	391
TOTAL RESPONSE TIMES	7.9	7.8	7.3	7.1	7.6	7.5	8.1	7.8	7.7	7.6	7.9	7.3	7.633333
TRANSPORT RATE	72%	70%	73%	78%	77%	65%	77%	75%	78%	76%	85%	78%	75%
ALS INTERCEPT	6	9	10	9	1	7	15	24	2	15	7	7	112
2017	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT.	OCT.	NOV.	DEC.	TOTAL
DAYS	31	28	31	30	31	30	31	31	30	31	30	31	
TOTAL CALLS	420	372	390	413	429	378	414	388	376	358	404	388	4730
TEMS COVERED	403	348	370	383	408	365	389	370	361	345	375	371	4488
PERCENT COVERED	96%	94%	95%	93%	95%	97%	94%	95%	96%	96%	93%	96%	95%
MUTUAL AID	17	26	20	30	21	13	25	18	15	13	29	17	244
TOTAL RESPONSE TIMES	7.5	7.3	6.9	7.4	7.4	7.4	7.3	7.4	7.5	7.4	7.1	7.5	7.3
TRANSPORT RATE	79%	77%	77%	79%	76%	74%	77%	77%	74%	72%	73%	75%	76%
ALS INTERCEPT	5	9	4	1	7	3	7	9	11	4	5	4	69

CLINICAL PERFORMANCE

2018 Statistics:

Call Breakdown by dispatched medical category

• Trauma 1596	(32%)
• General Sick 1349	(27%)
• Respiratory Distress 487	(10%)
• Cardiac 374	(7%)
• Unresponsive 356	(7%)
• Psychiatric 306	(6%)
• Seizures 129	(3%)
• Neurological 108	(2%)
• Abdominal 106	(2%)
• Cardiac Arrest 65	(1%)
• Diabetic 59	(1%)
• Allergic Reaction 56	(1%)
• Overdose 51	(1%)
• Obstetric Emergency 13	(<1%)
• Burn 3	(<1%)

Acute Life threatening emergencies interrupted by TEMS Field Clinicians

• Cardiac Arrest Save to discharge	4
• Cardiac Arrest with ROSC to admit	7
• Major Trauma	25
• Stemi	5
• Cardiac dysrhythmia	14
• CVA	35
• Diabetic	27
• Seizure	14
• Severe Allergic Reaction	14
• Anaphylaxis	2
• Rapid Sequence Intubation	7
• Overdose	19
• Critical unspecified	2

TEMS helped three families safely welcome their babies in the field this year.

Two boys and one girl