



El Dorado County Emergency Services Authority

JPA Systems Status Management Committee Meeting

Wednesday, January 25, 2012 – 9:00 a.m.

DS/ED Fire Station #49, Conference Room, 501 Main Street, Diamond Springs, CA

AGENDA

1. Approval of Agenda Hardy
2. Review of Systems Management Committee Meeting Minutes from November 17, 2011 Hardy
3. Monthly Response Time and Statistics Hackett
4. Fleet Hackett
5. Supply/Purchasing Hackett
6. Training Update Earle
7. New Business
 - 7.1 Medic Unit Security System Code Update Hackett
 - 7.2 Discuss/Approve Management of System for FY 12/13 Cost Savings Hackett
 - 7.3 Review/Approve JPA Awards Policy Hackett
8. Old Business
 - 8.1 5150 Patients (standing item) Hardy
 - 8.2 ALS Engine Update (standing item) Hardy
 - 8.3 Upcoming Special Events (standing item) Hardy
 - 8.4 Emergency Medical Dispatch Patient Cards 1 & 12 (standing item until resolved) Hackett
 - 8.5 Review/Approve EPCR Policy Hackett
 - 8.6 Discussion with Verizon Representatives - Coverage Maps and Five Year Plan Hackett
9. Committee Reports
 - 9.1 EDC FCA Communications Committee Sanders/Schwab
 - 9.1.1 El Dorado Command Narrow Banding Project Sanders
 - 9.1.2 New Repeater Project Sanders
 - 9.2 Ambulances/Equipment Working Group Hackett
 - 9.3 EPCR Working Group Hackett
 - 9.4 MAC Committee Huffman
 - 9.5 Technology Working Group Hackett
10. Adjournment Hardy

Next Meeting: February 22, 2012 - 9:00 a.m., DS/ED Fire Station #49 Conference Room



El Dorado County Emergency Services Authority

JPA Systems Status Management Committee Meeting

Thursday, November 17, 2011 – 9:00 a.m.

Diamond Springs/El Dorado Fire Station #49, Conference Room
501 Main Street, Diamond Springs

MINUTES

Present: Chief Mike Hardy, El Dorado County Fire; Chief Robert Gill, Pioneer Fire; Deputy Chief Jim O’Camb, El Dorado Hills Fire; Battalion Chief Justin Sanders, CAL FIRE; Battalion Chief Sam Huffman, El Dorado County Fire; Battalion Chief Mike Webb, Cameron Park Fire and Captain Ken Earle, Diamond Springs Fire

Guest: Brent “Woody” Schaan, Data Accounts Manager, Verizon Wireless

Chairman Hardy called the meeting to order at 9:15 a.m.

1. Approval of the Agenda

Chairman Hardy requested to move Item 8.5 MDC Program – Connectivity Issues / Discussion with Verizon Representative to occur after the approval of the minutes.

Director Gill motioned to approve the agenda with the change noted above. Deputy Chief O’Camb seconded the motion which carried unanimously.

2. Review of Systems Status Management Committee Meeting Minutes of October 26, 2011

Director Gill motioned to approve the minutes from the October 26, 2011 meeting. Deputy Chief O’Camb seconded the motion which carried unanimously.

8. Old Business

8.5 MDC Program – Connectivity Issues / Discussion with Verizon Representative

Mr. Schaan updated the committee on the following upcoming Verizon projects:

- The cell tower in Coloma will be online in the next 90 days.
- Mid 2012 a cell tower will be online between Placerville and Coloma (Gold Hill area).
- Cell towers are planned for El Dorado Hills (Serrano area) and Garden Valley in 2012.

The areas of concern identified by the committee include:

- Coverage at Pleasant Valley station
 - Mr. Schaan stated that Verizon has a commercial grade network extender that could be beneficial as it covers 7,500 sq. ft.

- Cold Springs
- Lotus Road
- Salmon Falls
- Highway 16
- Highway 193
 - Mr. Schaan stated that although there is currently not a plan for the Highway 193 area, the cell tower that will be completed in Garden Valley in 2012 may help to alleviate the issues along Highway 193.
- Mt. Aukum
- Omo Ranch

The committee discussed the issues with the MDC program and the recent notification that not all Riverside site visit participants are happy with the MDC system. The committee agreed to have Executive Director Hackett invite the Technology Working Group to the January 25th Systems meeting to discuss the matter further.

Recommendations from the meeting include:

- Battalion Chief Sanders will provide Mr. Schaan with a list outlining the areas of concern.
- Executive Director Hackett to convene the Technology Working Group to address the following:
 - Develop an implementation and cost breakdown plan for future upgrades in the MDC program. Mr. Cottingham to provide a report at the January 25th Systems meeting.
 - Invite Mr. Schaan to attend the meeting to discuss the current cellular usage and issues at the district level. Evaluate areas where consolidation may be effective.
 - Mr. Schaan stated that he would investigate a router solution for districts that are currently paying individual rates for their MDC's, iPad's and phones.
- Executive Director Hackett to invite the Technology Working Group / Riverside County site visit team to attend the January 25th Systems meeting.
- Mr. Schaan to attend the January 25th Systems meeting to discuss coverage maps and the five (5) year plan.

3. Monthly Response Time and Statistics

Assistant Chief Hardy stated that all areas were in compliance for October 1011. The committee discussed the exception reports data by GSA and response area.

4. Fleet

- Medic 19 is out of service with bad starter.
- Folsom Lake Ford has identified a wiring issue in the engine harness on Medic 26.

5. Supply/Purchasing

5.1 Discuss/Approve District Specific vs. Standardized Printing on Backboards

Assistant Chief Hardy stated that issues have been raised regarding custom vs. standardized printing on the backboards. After discussion, the committee agreed that all backboards ordered will contain the following standardized printing: EDC / JPA

The committee requested that the JPA investigate what color options are available for the backboards.

The committee discussed different processes to track the backboards to avoid future loss. It was decided that Captain Earl would create a "Leaders Intent" memo and send to the JPA for distribution. The memo will outline that it is the responsibility of the Captains to ensure that their JPA staff members retrieve all El Dorado County backboards and supplies from facilities on a regular basis and that it is their responsibility to notify the appropriate district accordingly if/when an item from that district has been retrieved.

Chairman Hardy and Battalion Chief Huffman left the meeting to respond to a call. These departures resulted in a quorum not being met.

6. Training

6.1 Training Report

Captain Earle updated the committee on the following items:

- TO's are working on the Engineer academy which will take place in February 2012.
- Communication standardization training is in development.

7. New Business

No report.

8. Old Business

8.1 5150 Patients

No report.

8.2 ALS Engine Update

No report.

8.3 Upcoming Special Events

No report.

8.4 Emergency Medical Dispatch Patient Cards 1 & 12

Battalion Chief Sanders stated that he will be reviewing all Code 2 calls that are upgraded to Code 3.

Battalion Chief Huffman rejoined the meeting which resulted in a quorum.

8.6 Review / Approve EPCR Policy

Director Gill motioned to approve the EPCR policy as presented. Deputy Chief O'Camb seconded the motion.

Battalion Chief Huffman and Captain Earle requested that Executive Director Hackett update the policy with the following changes:

1. Add information on sentinel event procedures.
2. Item II B, second paragraph

If the El Dorado County EMS Transfer of Care Sheet is utilized during the call it A "Preliminary Record" shall be completed and handed to the receiving RN, MICN, and /or physician immediately upon delivery of the patient. A photograph of the preliminary record and other

required documents shall be taken with the camera located on the iPad2 and subsequently attached to the EPCR record.

3. Item II C

Timeline Requirements: EPCR reports shall **comply with EMSA Documentation Policy**. ~~be submitted to the server and the hospital without delay. The shift supervisor may allow for an exception to this requirement when circumstances dictate such action.~~

4. Item II E, second paragraph

Open EPCR records shall not be left unattended and available for viewing by unauthorized persons. The iPad's shall not be left unattended and vulnerable to theft. If an iPad is stolen, the shift supervisor and JPA executive director must be notified immediately. Users shall be mindful that the information contained in the iPad and their EPCR records are protected under HIPAA. ~~and shall only be shared with those authorized to receive such information. EPCR records shall be transmitted in an encrypted manner to the server.~~

The policy will be brought back to the January 25th Systems meeting for review and approval.

8.7 Medic Unit Security Systems

Deputy Chief O'Camb advised the committee that Medic 25 recently encountered an issue with the vehicle security code when attempting to access a reserve unit. The current security code went into effect June 2011 and is scheduled to be changed annually every January. The JPA will confirm the current vehicle security code with the districts.

9. Committee Reports

9.1 EDC FCA Communications Committee

- Diagnostic testing on Tones 10, 11 and 13 is being conducted.
- The next meeting is scheduled for December 20th.
- The tiered dispatch sub-committee is scheduled to meet in January.

9.1.1 El Dorado Command Narrow Banding Project

Improvements are being made with radio etiquette.

9.1.2 New Repeater Project

New repeater assignments will be distributed once they are confirmed.

9.2 Ambulance/Equipment Working Group

No report.

9.3 EPCR Working Group

- A meeting was held on November 16th with Assistant Director Sharon Elliott, El Dorado County Public Health Department, to discuss issues concerning EPCR billing, redundancy in the billing system and EMS Agency personnel.
- Version 2 of the EPCR program will contain forced fields which will eliminate many of the current issues related to missing information.
- Forte Holdings will work with Chris Cottingham on the data push for the EPCR project.

9.4 MAC Committee

Battalion Chief Huffman provided the following updates:

- Dr. Brazzel provided a report on the trauma plan.
- There are still issues with the Magnesium Sulfate supply.
- Marshall Hospital is installing new floors in the ER.
- The EMS Agency has submitted the CMS revalidation report.
- Districts are encouraged to have personnel attend the Paramedic Advisory Committee.
- Tiered dispatch is being considered in the basin.
- Protocols were reviewed.

Non-Agendized Items:

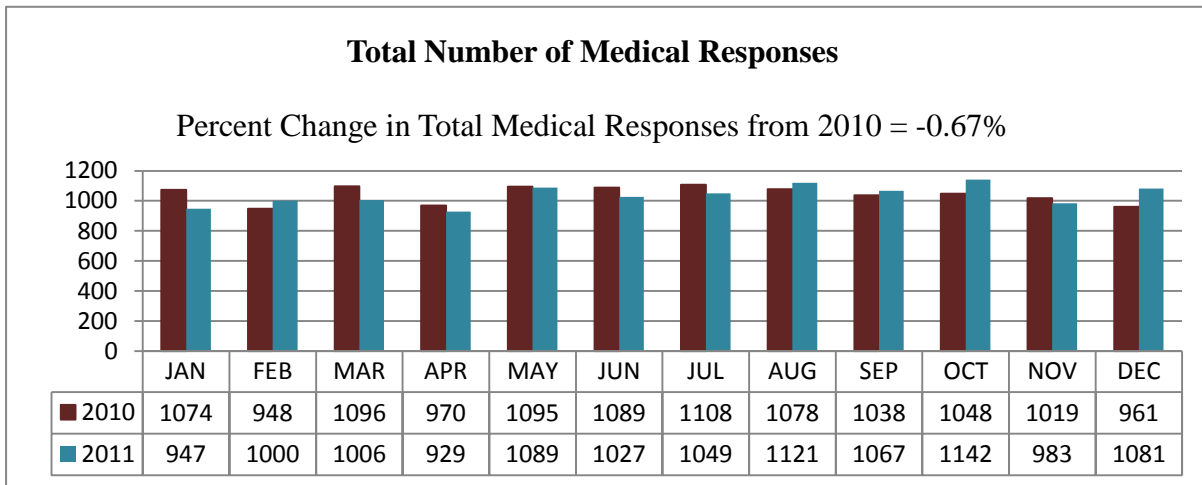
- The committee discussed a recent MCI where there were communication issues.
- Deputy Chief O’Camb will attend a staff meeting at Mercy Folsom in December to address on-going issues with pediatric and trauma transports to the facility.
- The committee discussed the issues around ACLS and PALS online training.
- Mike Logan, retired El Dorado Hills Fire Engineer, recently suffered a medical setback.

Captain Earle motioned to adjourn the meeting at 11:37 a.m. Director Gill seconded the motion which carried unanimously.

Incident Summary Report for December 2011

Total Number of Responses to Date (2011) 17589

Total Number of Medical Responses to Date (2011) 12441

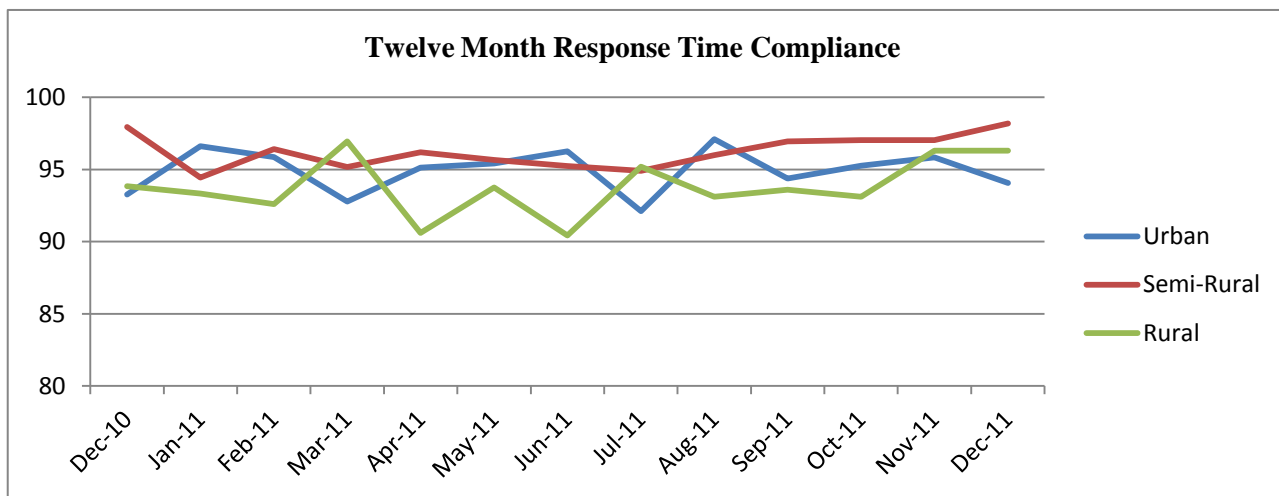


Response Times

	Before Exception Waivers	With Waivers
Urban	93.15%	94.06%
Semi-Rural	96.06%	98.18%
Rural	93.83%	96.30%
Wilderness	100.00%	100.00%

Exception Reports by Response Times

	Generated	Submitted to EMSA	Waiver
Urban	15	5	2
Semi-Rural	13	7	7
Rural	5	2	2
Wilderness	0	0	0



Incident Summary Report for December 2011

Exception Reports

Total Number of Exception Reports 33

Response Area

North	
61 Georgetown	2
72 Cool	2
74 Coloma	1
53 Greenwood	1
52 Kelsey	1
73 Pilot Hill	1

Core	
25 Placerville	5
75 Mosquito	2
48 Diamond	1

East	
17 Pollock	1

West	
81 Rescue	4
89 Cameron Park	3
88 Cameron Park	3
84 EDH	2
85 EDH	1
86 EDH	1

South	
19 Pleasant Valley	1
46 Pleasant Valley	1

Reason for Exception Report

Urban	
Distance	7
Time Stamp	4
GSA to GSA	2
Returning from Move Up	1
Incorrect Address	1

Semi-Rural	
Distance	3
Incorrect Time Stamp	3
GSA to GSA	3
Poor Road Conditions	1
Reduced to C-2	1
Staging	1
Gate	1

Rural	
Distance	3
GSA to GSA	1
Staging	1



El Dorado County Emergency Services Authority

Policy Subject Matter: **JPA Awards Policy**
 Review Date:
 Revision Date:
 Creation Date: **01.10.12**

I. Policy:

The JPA will recognize our past and current members for accomplishments in providing emergency medical services that are truly exceptional, placing them apart from others in the industry and the organization. The presentation of the awards will take place during the Emergency Medical Services (EMS) special appreciation week that occurs annually in May.

II. Purpose:

To encourage all personnel to comment on the positive actions of individuals and groups and establish a process for receiving, investigating, and awarding these actions. To establish clear criteria that will best define the actions taken and that the appropriate recognition is given.

III. Definitions:

a. Medal of Valor:

1. The Medal of Valor is awarded to personnel who go above and beyond the call of duty while engaged in an action to save human life. Personnel are defined as any career or volunteer staff member (current or retired).
2. The action performed must be one of personal bravery or self-sacrifice and uncommon valor so as to clearly distinguish the member above his/her comrades. The action performed must also involve risk to life.
3. Incontestable proof of the performance of service must be demonstrated, resulting from an investigation of the incident.
4. Each recommendation for the award of this medal will be considered on the standard of extraordinary valor.

b. Award for Merit:

1. The Award for Merit is awarded to personnel who have performed their jobs with unique, exceptional skill, expertise, innovation and results. Other areas to consider when nominating include: devotion to duty, community service, decision making, teamwork, human relations or other services that deserve recognition.
2. The recipient should represent commitment to organizational values and the mission of the JPA.

c. Distinguished Achievement Award:

1. The Distinguished Achievement Award is awarded to personnel whose service and performance has exceeded the realm of the job and is not covered in any other award.
2. In particular, this achievement award for the JPA is focused in the areas of extraordinary development or leadership in emergency medical service training and education, extraordinary development of programs or leadership in community relations and public outreach programs involving public health and disease prevention.

IV. Nomination Process:

- a. Nominations:
 1. Nominations may be made at any time during the year. Nominations must be submitted by a Fire Chief to the JPA executive director no later than March 1st for consideration for the EMS appreciation week that occurs annually in May.
 2. Nominations must be completed in the following specific terms:
 - Person or persons involved
 - Award type
 - Qualifying events detailed in a narrative fashion
- b. Processing of the Nomination:
 1. A copy of the nomination must be promptly submitted to the JPA executive director.
 2. If required, an investigation of the event will be ordered.
 3. Nominations and investigation findings will be forwarded to the Systems Status Management Committee for their recommendation to the JPA Board.
 4. The JPA Board will review the committee's recommendation and decide on the appropriate award to be given.

V. Awards Presentation:

The awards presentation will be agendized on a regularly scheduled County Board of Supervisor's meeting date occurring during or in close proximity to EMS appreciation week.

Marty Hackett
Executive Director



El Dorado County Emergency Services Authority

Policy Subject Matter: **Electronic Patient Care Reporting**
 Review Date:
 Revision Date:
 Creation Date: **09.22.11**

I. Policy:

JPA member agencies and their employees will utilize the electronic patient care reporting system (EPCR) as the primary means of documenting patient assessment, treatment and care. A hard copy paper system will be retained in the event of system failure.

II. Purpose:

To provide direction on program administration, operation, documentation, equipment maintenance and care, authorized use, and HIPAA requirements.

III. Procedure:

A. Administration: The JPA executive director will have the responsibility for managing the EPCR program, assigning user accounts and determining each user's level of access. Each agency using the program shall identify a point of contact by which information can be shared and disseminated. It is important that the JPA receive feedback on system operations along with recommendations for future system development.

Operation: At the start of each shift, the medics will enter into the EPCR program information such as their names, **signature** and their medic unit number. The iPad shall be inspected for signs of damage and to confirm that there is a sufficient amount of battery power to operate the system. The iPad should also be checked to see that there is a cellular signal connection. Occasionally, a pop-up message will appear that indicates a new upgrade for the EPCR program is available for install. Install the upgrade as soon as possible.

B. Documentation: The EPCR system will be utilized to document all patient contacts, including "patient contact with a non-transport." The EPCR shall be completed with accurate and detailed information on patient assessment, treatment and care as required by the El Dorado County EMS Agency "Documentation Policy – Medic Unit Prehospital Care Documentation." Once an EPCR report is transmitted to the server it becomes a legal document that cannot be modified. An addendum must be completed to add and/or correct information.

If the El Dorado County EMS Transfer of Care Sheet is utilized during the call it ~~A "Preliminary Record"~~ shall be completed and handed to the receiving RN, MICN, and /or physician ~~immediately~~ upon delivery of the patient. A photograph of the preliminary

record and other required documents shall be taken with the camera located on the iPad2 and subsequently attached to the EPCR record.

- C. Timeline Requirements: EPCR reports shall **comply with EMSA documentation policy: 6B—Medic Unit Prehospital eCare Documentation Policy 6B**.~~be submitted to the server and the hospital without delay. The shift supervisor may allow for an exception to this requirement when circumstances dictate such action.~~
- D. Equipment Maintenance and Care: It is the responsibility of each JPA member agency and their employees to properly maintain and care for all EPCR equipment they are issued. The iPad's shall be kept in their protective cases and shall only be removed for the purposes of cleaning. The iPad's and printers shall be handled in a manner that reduces the potential for damage. Damaged – inoperable equipment shall be immediately reported to the shift supervisor.
- E. EPCR System Security: **A passcode lock shall be utilized on all iPads.** It is the responsibility of each EPCR user to maintain their User Account and Password in a confidential manner. If there is reason to believe a User Account and/or Password has been compromised, it will be the responsibility of that user to immediately notify their shift supervisor and the JPA executive director. The executive director will deactivate the account and password and re-issue a new one.

~~Open EPCR records shall not be left unattended and available for viewing by unauthorized persons. The iPad's shall not be left unattended and vulnerable to theft.~~ **Assigned personnel/staff shall secure the EPCR and iPad from unauthorized viewing and/or theft. Users shall be mindful that the information contained in the iPad and their EPCR records are protected under HIPAA and shall only be shared with those authorized to receive such information. EPCR records shall be transmitted in an encrypted manner to the server. In the event if an iPad is lost or stolen the User must immediately contact the JPA Executive Director or his/her designee. The user must complete a sentinel event report and submit it to the shift supervisor and the JPA executive director—must be notified immediately. Additionally, the User must report the incident to local law enforcement.**

No software programs shall be added to the iPad's unless first authorized by the JPA's executive director in consultation with Forte Holdings Inc. and the JPA's IT technician. **The iPCR Forte Holdings, Inc. software program shall only be installed on JPA provided and authorized devices.**

- F. EPCR System Failure: The EPCR system consists of several component parts that include the iPCR software application which is installed on to the iPad and uses a Verizon Wireless cellular service for connectivity to the internet and the server. The iPad's are connected via Wi-Fi to the printers so hard copy reports can be printed. A problem with any one of these component parts will impact system operations. The JPA has established a protocol to follow when problems occur and is included as Attachment A.

Marty Hackett
Executive Director

<http://www.edcjpa.org/policies.html>

Electronic Patient Care Reporting Policy

Attachment A

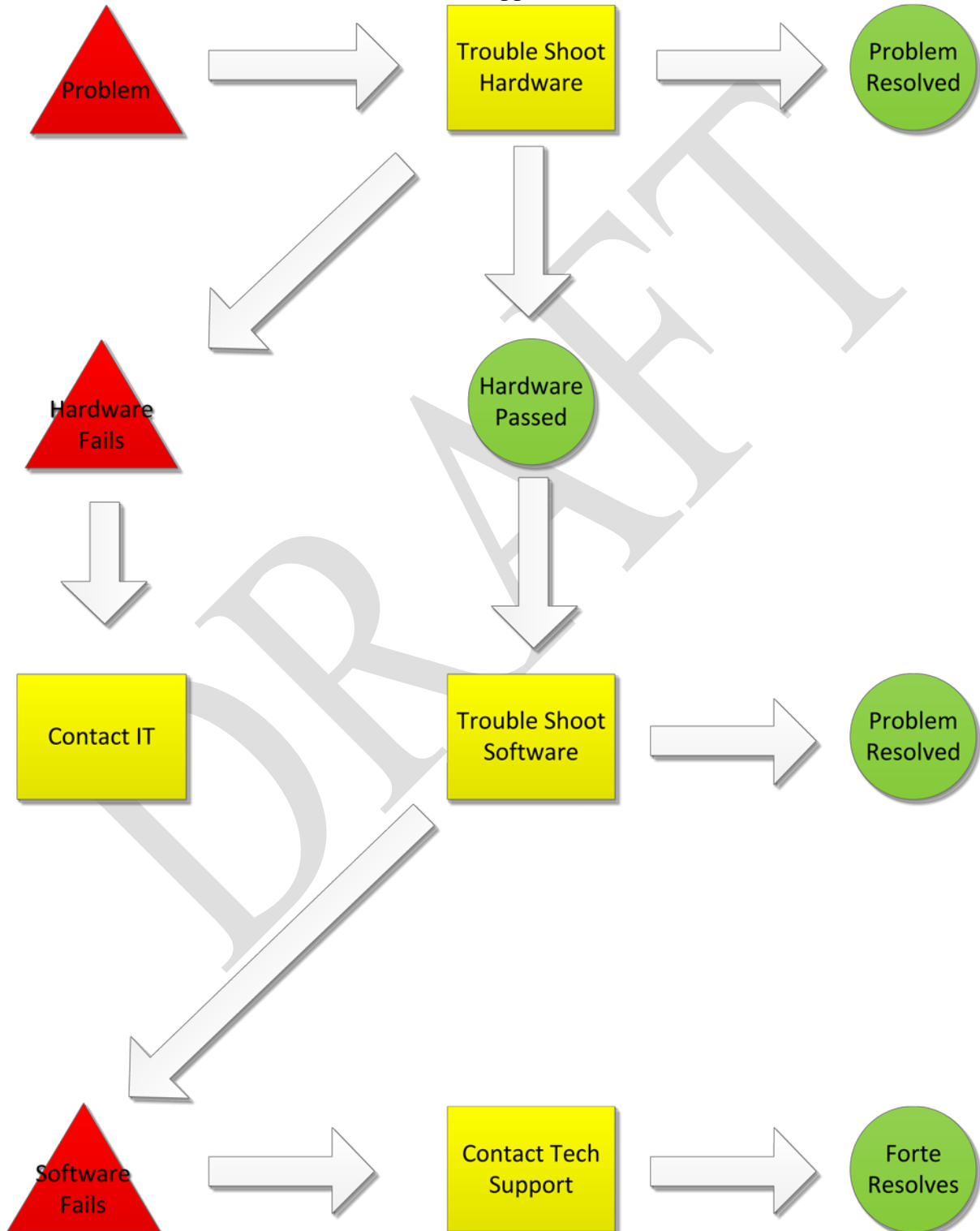
The following protocol has been established to assist EPCR users with troubleshooting problems that may occur and provide direction on who to call when problems are not resolved at the user level.

1. When experiencing a problem with the EPCR system, the user shall attempt to resolve the problem using the troubleshooting suggestions listed below. If the system does not return to proper working order after these steps have been taken, the user shall immediately notify their supervisor.
2. Depending on the nature and degree of the system failure, the supervisor may direct staff to do the following to complete patient care reports.
 - a. Utilize the second iPad if an EPCR can be completed on that device. A back-up iPad will be provided within two (2) business days if the broken iPad will be out of service for an extended period of time.
 - b. For problems associated with a printer:
 - 1) Redirect print work to another Apple AIRprint enabled printer, if available.
 - 2) Try printing to a fax machine.
 - 3) Go to the online EPCR program, select your PCR and print.
 - b.c. If both iPad's are out of service, and/or poor cellular service is interrupting system operations, document patient care on a hard copy PCR for future data entry into the EPCR system when it is fully restored. ~~The hard copy PCR is to be destroyed once the EPCR report is completed.~~ The hard copy PCR shall be considered part of the patient record and shall be forwarded to the EMS Agency. ~~If the system failure is expected to extend beyond 24 hours submit a hard copy PCR to the EMS Agency.~~
 - 1) A Vehicle/Equipment Failure Report must be completed and submitted if a hard copy PCR is completed due to system/equipment failure.
3. Information Technology Notifications: If an EPCR system problem has occurred as outlined in Item 2 a, b and c, the supervisor shall notify both the JPA office and Forte Holdings Inc. (See below phone numbers). For after hours and/or weekend notifications, please leave a detailed description of the problem that is occurring, where it is occurring, and who to contact.
 - 1) Hardware and printer problems will be handled during normal business hours.
 - 2) Software and server problems will be handled by Forte Holdings Inc. Software problems confined to a particular iPad will be handled during normal business hours. A complete system failure will be handled immediately.

Electronic Patient Care Reporting Policy

EPCR Troubleshooting Process

Below is the process that should be followed before requesting further help with the IPCR Software application:



Electronic Patient Care Reporting Policy

EPCR Troubleshooting Process

In the event of hardware failure please contact the JPA Office at 530-642-0622. In the event of software failure please contact Forte Holdings at 800-464-1740. Use Account # 0200012

EPCR Troubleshooting checklist

Problem	Solution
Nothing appears on the iPad Screen	Check the iPad is powered on, by pressing and holding the button in the upper right corner for 5 seconds.
Nothing appears on the iPad Screen	Check for sufficient power on the iPad by connecting its power cable to the device and the wall outlet.
No network connectivity	Check 3g connectivity by viewing the 5 'bars' in the upper left corner of the screen. Less than 3 bars would indicate low signal strength and cause slow data transfer for submissions and faxes. Submissions may also be accomplished via use of the fire stations WIFI system.

If the above issues are not resolved by the solutions provided please contact the JPA Office at 530-621642-0622.

Problem	Solution
Cannot print a PCR	Check to see if other applications can print, by printing from another application, i.e. the iPad's Photo's gallery. Click the icon in the upper right that looks like a box with an arrow coming out the top. If still not printing, restart the device and try again. For EPCR report to go from iPad to server to fax machine it could take five to ten minutes to occur. A busy fax machine such as that at a hospital may have print jobs in waiting and that can extend the time for the EPCR to be printed.
Program is slow or closes randomly	Check available memory by closing other open programs. (This can be accomplished by double pressing the iPad's 'home' button, to view a list of open programs (at the bottom of the screen). Press and hold your finger to any of the icons shown until the icons 'wobble'. Press the icon's "x" in the upper left corner of each icon to close that program). If the problem persists it may become necessary to close the open iPCR program as directed above, and restarting the device and then reopening the iPCR program.
General Problems	Restart the device by pressing and holding down the button in the top right corner of the iPad for 5 seconds. Slide the 'slide to shutdown' slider to the right to start the reboot process.
General Problems	Force restart by pressing and holding down the button in the top right corner of the iPad and the Home button for 10 seconds, or until iPad screen goes blank.

If the above issues are not resolved by the solutions provided please contact Forte Holdings at 800-464-1740. Use account # 0200012 when prompted.