

West Custer County Hospital District
Meeting of the Board of Directors
July 30, 2020
Minutes of the Meeting

Attendance: Directors Present: Bob Tobin, Chair, Tom Shepard
Bob Weisenbach, Vice-Chair

Staff Present: Theresa Kennedy, Heather Roberts, Mary
Bauer, Rob Fogel

Guests Present: Carol Vayhinger, Tracy Ballard, Peter Edis,
Robert Morasko, Barry Keene, Elliott
Jackson

A quorum being present, Mr. Tobin called the meeting to order at 3:10 p.m. All meeting attendees recited the Pledge of Allegiance.

Public Comments:

No public comment.

Opening Comments from the Board:

None

Approval of Minutes:

The minutes of the Regular Board Meeting on June 25, 2020 were reviewed. Need to correct the date of the next meeting on the minutes.

- *Mr. Weisenbach made a motion to approve the Regular Board meeting minutes dated June 25, 2020 with the amended date of the next meeting. Mr. Shepard seconded, and the motion passed unanimously.*

EMS Report:

Mr. Fogel presented EMS run report statistics, see attached report.

EMS Task Force Report:

Tom Shepard has request Carol Vayhinger to give an update on her meeting with Chief Ritter of Florence. Carol Spoke with Chief Ritter and he had stated he had hopes to reach an agreement with AMR for a paramedic but that has fallen thru. AMR is not going to offer to service them, they are not able to make the numbers work. Currently Canon City's AMR does help with back up for Florence. Recently Canon City has been to Florence about 1-2 times a day for back up, so Florence is desperate to find a solution. The Fire District board meeting is August 5th and they will be discussing formation of an ambulance district. Since their board is a 501c the meeting is not open to the public. Carol had state that there is not way for her to attend or participate in that meeting. Chief Ritter did say that he would give Carol and update after that meeting. They will be discussing the inclusion of Wetmore or the larger portion of the East Custer County to be included in the Ambulance District when it is formed. That solution will be much farther out then they had hoped. First, they need to have the Board meeting, then reach out to Retac to guide them through the process. As of yesterday, Chief Ritter does not know when they would think about putting that on the ballot nor does he know at this point and time what that mil levy would be. Carol stated that Chief Ritter suggested that Wetmore form a quick response unit so to cut down on the actual ambulance calls that have been requested. Carol is not sure all is required to do this but guessed they would need someone with the ability to take vital signs and decide if the ambulance needs to keep coming or not. Wetmore is sure

willing to investigate that. The Sheriff had a BBQ yesterday and a couple had come up to her and offered to help put this together. One is an ER doctor and the other is an ER nurse. They are volunteering to help us figure this out so we can cut down on the number of calls. We did have a meeting last night with 7 people and together the concession was Florence is still our best option. Ann Evans reminded the board that Wetmore is not the only area of concern but also the Bishop Castle area. Ann mentioned that she and Rob Fogel were talking yesterday about the WCCHD hiring a paramedic for Wetmore. Ann suggested that she and Rob could reach out to Chief Ritter to discuss this option. In the meantime, Ann has drafted a letter of intent to put the Inclusion of East Custer County on the ballot this year.

- *Mr. Weisenbach made a motion to send the letter of intent to Kelly Camper to have the Inclusion of East Custer County on the ballot, Mr. Tobin seconded, and the motion passed unanimously.*

Executive Director Report

Ms. Evans has indicated that she will continue as the interim Executive Director for now. Ms. Evans indicated that Rob Fogel is interested in getting more education for leadership. She is asking the board to consider a school fund so Mr. Fogel could go get an EMS Management Degree. She also would like to discuss a scholarship funding possible with Enterprise Zone. Ms. Evans will have a formal proposal next month. She is in full support of the advanced degree for Mr. Fogel.

CCMC Director Report:

Ms. Roberts reported, see attached report

CFO Report/Finance Committee Report:

Ms. Kennedy reported, see attached report.

Enterprise Zone Update:

Mr. Keen informed the group that he had received about \$540 in donations for the Survey for East Custer County. No additional updates for Enterprise Zone. Mr. Keen would like to get together with Ann regarding the Scholarship fund idea for Mr. Fogel.

New Business:

No new business currently

Schedule Next Board meeting:

The next board meeting will be held August 27, 2020

Adjournment:

Mr. Weisenbach made a motion to adjourn the meeting. Mr. Shepard seconded, the motion passed unanimously, and the meeting was adjourned at 4:22 pm.

After the meeting was adjourned there was additional discussion regarding updates from HRRMC. Mr. Morasko and Mr. Edis gave some updates.

Respectfully submitted,



Robert Tobin
Chairman

EMS Report

Staffing: Russell Johnson has resigned citing health reasons, effective 07/31. This leaves a full-time EMT-B position to be filled. I have discussed the position with internal candidates and will fill the vacancy in September. Otherwise, staffing is stable.

Grants: We are awaiting the contract from the State for Med 3. None of the other agencies in our region have received contracts at the time of this writing.

Calls for Service: Call volume for 06/20 was flat over the previous year, as were transports, at 1.96% and -3.57% respectively. Year-to-date, we are still battling the precipitous drop in March, but transports for the year are only down 6.5% or eight patients. If the trends continue, I believe we will see a slight increase in billable transports for the year.

Second calls and Mutual Aid: June saw a spike in second calls, with 7. These calls were covered by local crews. CCEMS has not utilized mutual since 02/20.

COVID-19: Total case count has increased in Custer County. Gloves and masks are difficult to obtain on the market. I suspect, as schools open, this trend will continue. Two orders have been placed through the EOC to obtain these items from the State. EMS has sufficient PPE and we continue to improve our stock.



Custer County EMS

West Custer County Hospital District
 704 Edwards, Westcliffe, CO 81252
 Business: 719-783-4447
 Fax: 719-783-2086

Ambulance Run Percentage Report

June 2020

		Month of June			
<u>Total calls to date</u>				<u>Total transports to date</u>	
Total calls to date	June 2018	64		Total transports to date	June 2018 28
Total calls to date	June 2019	51		Total transports to date	June 2019 28
Total calls to date	June 2020	52		Total transports to date	June 2020 27
% change (+ or -)	2018 & 2019	-20.31%		% change (+ or -)	2018 & 2019 0.00%
% change (+ or -)	2018 & 2020	-18.75%		% change (+ or -)	2018 & 2020 -3.67%
% change (+ or -)	2019 & 2020	1.96%		% change (+ or -)	2019 & 2020 -3.67%
Mutual Aid Calls	June 2020	0		2nd Calls	June 2020 7
Year to date	1 Months Ended----- June				
<u>Total calls to date</u>				<u>Total transports to date</u>	
Total calls to date	June 2018	294		Total transports to date	June 2019 23
Total calls to date	June 2019	277		Total transports to date	June 2019 123
Total calls to date	June 2020	237		Total transports to date	June 2020 115
% change (+ or -)	2018 & 2019	-5.78%		% change (+ or -)	2018 & 2019 0.00%
% change (+ or -)	2018 & 2020	-19.39%		% change (+ or -)	2018 & 2020 -6.50%
% change (+ or -)	2019 & 2020	-14.44%		% change (+ or -)	2019 & 2020 -6.50%
YTD Mutual Aid Calls	2020	2		YTD 2nd Calls	2020 25

Call Summary Report-Custer County

Response Mode to Scene

Response Mode To Scene (eResponse.23)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	237	100.00%
Total: 237		Total: 100.00%

Transport Mode from Scene

Disposition Transport Mode From Scene (eDisposition.17)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	127	53.59%
	107	45.15%
Not Applicable	2	0.84%
Emergent Downgraded to Non-Emergent	1	0.42%
Total: 237		Total: 100.00%

Runs by Response Request

Response Type Of Service Requested (eResponse.05)	Number of Runs	Percent of Total Runs
911 Response (Scene)	228	96.20%
Standby	4	1.69%
Public Assistance/Other Not Listed	3	1.27%
Mutual Aid	2	0.84%
Total: 237		Total: 100.00%

Runs by Responding Unit

Response EMS Unit Call Sign (eResponse.14)	Number of Runs	Percent of Total Runs
Med 4	104	43.88%
Med 2	84	35.44%
Med 3	49	20.68%
Total: 237		Total: 100.00%

Runs by City

Scene Incident City Name (eScene.17)	Number of Runs	Percent of Total Runs
Westcliffe	158	66.67%
Silver Cliff	41	17.30%
Town of Westcliffe	30	12.66%
Town of Silver Cliff	3	1.27%
wetmore	2	0.84%
canon city	1	0.42%
Cañon City	1	0.42%
westcliffe	1	0.42%
Total: 237		Total: 100.00%

Runs by Disposition-Custer County

Disposition Incident Patient Disposition (eDisposition.12)	Number of Runs
Assist, Agency	4
Assist, Public	2
Canceled (Prior to Arrival At Scene)	4
Canceled on Scene (No Patient Contact)	7
Canceled on Scene (No Patient Found)	2
Patient Dead at Scene-No Resuscitation Attempted (Without Transport)	7
Patient Dead at Scene-Resuscitation Attempted (Without Transport)	6
Patient Evaluated, No Treatment/Transport Required	38
Patient Refused Evaluation/Care (Without Transport)	7
Patient Treated, Released (AMA)	20
Patient Treated, Released (per protocol)	4
Patient Treated, Transferred Care to Another EMS Unit	16
Patient Treated, Transported by Private Vehicle	1

Call Summary Report-Custer County

Response Mode to Scene

Response Mode To Scene (eResponse.23)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	52	100.00%
Total:	52	Total: 100.00%

Transport Mode from Scene

Disposition Transport Mode From Scene (eDisposition.17)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	28	53.85%
	16	30.77%
Total:	52	Total: 100.00%

Runs by Response Request

Response Type Of Service Requested (eResponse.05)	Number of Runs	Percent of Total Runs
911 Response (Scene)	48	92.31%
Standby	3	5.77%
Public Assistance/Other Not Listed	1	1.92%
Total:	52	Total: 100.00%

Runs by Responding Unit

Response EMS Unit Call Sign (eResponse.14)	Number of Runs	Percent of Total Runs
Med 2	30	57.69%
Med 3	15	28.85%
Med 4	7	13.46%
Total:	52	Total: 100.00%

Runs by City

Scene Incident City Name (eScene.17)	Number of Runs	Percent of Total Runs
westcliffe	38	73.08%
Silver Cliff	8	15.38%
Town of Westcliffe	6	11.54%
Total:	52	Total: 100.00%

Runs by Disposition-Custer County

Disposition Incident Patient Disposition (eDisposition.12)	Number of Runs
Assist. Agency	1
Assist. Public	1
Canceled (Prior to Arrival At Scene)	1
Canceled on Scene (No Patient Contact)	2
Patient Dead at Scene-Resuscitation Attempted (Without Transport)	3
Patient Evaluated, No Treatment/Transport Required	4
Patient Refused Evaluation/Care (Without Transport)	1
Patient Treated, Released (AMA)	6
Patient Treated, Released (per protocol)	2
Patient Treated, Transferred Care to Another EMS Unit	2
Patient Treated, Transported by this EMS Unit	27
Standby-Public Safety, Fire, or EMS Operational Support Provided	2

Report Filters

Incident Date: is between '6/1/2020' and '6/30/2020'

Agency Name (Agency.03): is in 'Custer County Ambulance'

Response Type Of Service Requested (eResponse.05): is in '911 Response (Scene), Intercept, Interfacility Transport, Medical Transport, Public Assistance/Other Not Listed, Standby'

Disposition Incident Patient Disposition (eDisposition.12): is in 'Assist. Agency, Assist. Public, Assist. Unit, Canceled (Prior to Arrival At Scene), Canceled on Scene (No Patient Contact), Canceled on Scene (No Patient Found), Patient Dead at Scene-No Resuscitation Attempted (With Transport), Patient Dead at Scene-Resuscitation Attempted (Without Transport), Patient Dead at Scene-Resuscitation Attempted (With Transport), Patient Dead on Scene-Resuscitation Attempted (Without Transport), Patient Evaluated, No Treatment/Transport Required, Patient Refused Evaluation/Care (With Transport), Patient Refused Evaluation/Care (Without Transport), Patient

Clinic Director Report

WCCHD Board Meeting 7/30/2020

1) HRRMC Update

- a. Submitted request for Rural Health Clinic certification survey. Expect survey in next 4 -6 weeks. The survey will be virtual due to current COVID-19 precautions.
- b. Awaiting contract to be signed for DOLA grant. This grant contributes to new radiology (xray) equipment, physical therapy equipment, and IT equipment.
- c. Specialty Clinics Update: Orthopedics every Wednesday from 8:30-11:30. Walk in appointments available. Cardiology and GYN service continue to be available one day each month.

2) Clinic Operations

- a. Access to Services: Increase in establishing new patients in June and July compared to previous months. Attribute this increase to the streamlined new patient process. Began logging referrals to the ED. Established a follow up call process by an RN to close the loop with the patient and identify if follow up appointment is needed.
- b. Community Engagement: Heather Roberts will be joining Rotary.
- c. Patient Experience: Began patient satisfaction survey week of 6/27/20. Every patient will receive a survey. Questions based off similar questions that will be a baseline for the HRRMC transition takes place. Will establish a baseline prior to the HRRMC merger and provide some insight into areas of opportunity.
- d. Service Changes: Lab will no longer perform in house chemistry panel and lipid testing. All non-urgent tests will be sent to HRRMC for completion. HRRMC lab turnaround time is 24 hours. Lab will also be closed Tuesday's beginning August 25th and will now be open on Wednesdays instead.

3) COVID Updates

- a. Community drive thru COVID-19 testing at the clinic began 6/23/20. After 6 weeks of testing we have completed 154 tests. Public health continues to report results and track data.
- b. Updated clinic practices to include mask requirement for all staff and patients, as well as temperature screening for patients.
- c. Self-service patient screening project update. Kiosks purchased and awaiting delivery with an ETA of early next week. Awaiting timeframe for electrical work and automatic door installation. Once complete this project also improves our ADA and ADA compliance with automatic door functionality.

1. Clinic OPS report – Improvement from May, but encounters down compared to last year – June YTD Clinic down (30.10%) physical therapy down YTD (5.12%). Collection rates. Clinic 49.01%, PT at 43.09%. Face to Face Clinic down by (25.84%)
2. EMS OPS report –Improved from May, but revenue down (9%) compared to last year. Summer is typically are bigger months. Will be a watch and see how it goes. Collection rates - EMS at 32.81%
3. Statement of Revenue and Expenses – profit before capital donations of \$203,286.32 Clinic, \$4,056.95 EMS for Total Profit before capital donations of \$207,343.27. EMS received capital grant money for the radios of \$8,573.35 bringing the Total Profit to \$215,916.62 at June 30, 2020. Clinic had small capital purchase of \$219 for a mini fridge needed for lab.
4. A mid year, year-end type close has been completed in June to facilitate the EMS Cost Report that will be filed for the period 07-01-2019 thru 06-30-20. Accrued wages totaling \$28,271.71 have been booked as an expense in June to be reversed in July.
5. Covid funds increasing revenue remain the same as May 2020:
 - a. \$18,310.66 in Provider Relief Funds
 - b. \$129,534.06 RHC Stimulus
 - c. \$4,000 Medicaid Unrestricted Grant – RHC
 - d. \$49,461.42 RHC Stimulus restricted to COVID Costs -RHC
 - e. \$4,693.18 RHC Stimulus

Total received to date of stimulus funds \$205,999.32. Expenditure tracking sheets have been established and are attached. Expended to date in July \$99,411.01 – remaining to Spend \$102,588.31. No allocation of funds has been made yet to EMS in the GL, but it is being tracked on the expenditure sheet.