

West Custer County Hospital District  
Meeting of the Board of Directors  
June 28, 2022  
Minutes of the Meeting

Directors Present: Mr. Tobin, Mr. Shepard, Mr. Keene, Mr. Neches, Ms. Green, Ms. Golden

Staff Present: Ms. Roberts, Ms. Ahlers, Ms. Builder, Mr. Rafferty

In Attendance: Ms. Jackson, Ms. Kaiser, Ms. Kidwell, Ms. Camper

A quorum being present, Mr. Tobin called the meeting to order at 3:05 p.m. All meeting attendees recited the Pledge of Allegiance.

**Public Comments: N/A**

**Board Opening Comments:** Appointment of Ms. Golden to Board. Motion made by Mr. Keene to approve and seconded by Mr. Tobin.

**Approval of Minutes:** Regular Board Meeting Minutes for May 26, 2022 approved. Motion made by Mr. Tobin to approve Minutes and seconded by Mr. Neches.

**Clinic Update:** Ms. Roberts report consisted of the Advisory Board Report. Ms. Ahlers reported that the clinic is receiving positive community feedback. The use of the pharmacy delivery services has increased. The annual nursing skills assessment is in process. The total clinic staff now numbers 15. The clinic will be part of the Bluegrass Festival.

**HRRMC Contract committee:** Mr. Tobin and Mr. Keene, reported that it seems that more money is tied up in reserve, asking for a small reduction, negotiating for more discretionary money.

**Financial Report:** Mr. Keene referred to samples of QB trial statements. Sange Solutions is now connected with QB. Mr. Keene reported the audit status for 2021 closing. Office of the state auditor approved extension request.

**Admin Update:** Mr. Keene introduce Ms. Builder, new Office Manager. As far as systems update, new domain name separating WWCHD from Clinic is complete. This has caused delay in change of ownership with some software, ex. ADP, QB, and DOLA filings. New website for WWCHD is under development.

**Administrative Strategy:** Ms. Kidwell and Ms. Kaiser are on board as independent contractors. Ms. Kidwell is a general contractor for building maintenance projects. Ms. Kaiser is admin contractor for special projects.

**EMS Report:** Mr. Harkins was not in attendance. Mr. Rafferty presented the EMS report. See attached. Mr. Keene requested copies of all current "mutual aid agreements" to be stored with WCCHD records.

**ARPA Grant:** \$48,000 in County check run 6/30/22. Mr. Rafferty brought the ARPA Grant for \$48,000 check to the meeting.

Motion required on Stryker Quote 10538124 and Dietrich 1210. Total Stryker order \$123,800 less \$48,000 ARPA grant. Motion for District to spend \$73,800 on 3 Stryker ambulance auto loader systems. Motion made by Mr. Keene to approve and seconded by Mr. Neches.

**Special Projects:** DOLA Grant process, options are being reviewed.

**Pharmacy RFP:** proposal to put pharmacy in the SW corner of the building. Motion was made to accept the RFP and to publicize it by Mr. Tobin, seconded by Mr. Neches. The RFP is planned for release on July 8, 2022.

**Clinic remodel engineering:** Motion made to accept the Colarelli Construction synopsis by Mr. Keene, seconded by Mr. Tobin

**WCCHD-HRRMC Advisory Council Report:** The collaboration between Wetmore and Florence is planned for to begin sometime in July.

Mr. Keene recommended that a collaborative workshop for clinic and EMS personnel be scheduled in the near future to strengthen coordination and support communication between the units.

**New Business/Reminders:** Next Board meeting —Thursday July 28, 2022

The meeting was adjourned at 5:30 pm Motion made by Mr. Tobin and seconded Ms. Golden

Respectfully submitted,

Melody Builder



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### EMS Manager Report, July Board meeting.

First off, I wish to apologize for being unable to attend this month's board meeting. A family emergency occurred shortly after my arrival in town this week, and I was forced to return home on short notice. My wife, Nina, had to go to the emergency room, and my family ultimately comes first. If there are any questions regarding this report, please do not hesitate to email me or call me directly. I will address them as swiftly as I am able to do so. Again, I apologize, but my family will always take precedence.

First and foremost, as you may have heard, one of our ambulances (Med 4) was involved in an accident on the 19<sup>th</sup>. I have been in touch with both our insurance agency as well as the opposing party, and am actively working on the best solution for this situation. No one was injured in the accident, but there is a chance that the ambulance might be totaled. It was towed on Tuesday of this week (June 28), and I am now awaiting a complete copy of the police report to submit to both insurance agencies. I received an incomplete one following the accident, which only references the time the incident occurred as well as the responding officer. I was hoping to have the complete report today, but I am still waiting for it, despite having put the request in several days ago. As of now, the rig is in Colorado Springs (this was the closest garage I could find that could potentially do both the body work as well as mechanical repairs) and an insurance adjuster for the opposing agency will be investigating it in the coming days (I was not given an exact date, merely that it would be this week).

Per the report of my crew who was in the ambulance during the crash, the opposing party crossed into oncoming traffic and struck them, so the claim should default to their insurance, rather than ours. I will keep you updated as I have further information, but unfortunately, this is all I have until I can submit the full police report and receive word from either insurance agency.



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The ARPA grant was officially disbursed this week, and I collected the check prior to departing for the day. I have sent Jonathan Rafferty with the check so that it can be swiftly deposited and we can begin moving forward on outfitting our rigs in line with the grant. Obviously there is a decision to be made regarding how exactly we wish to proceed, now that one of our three ambulances might be down for some time, but if it isn't totaled, we could potentially add the install of the power load system to the repairs being done and have the garage bill separately for the two services. Once I know for certain if the ambulance can be repaired (or if the insurance agencies wish to do so), I will speak with the garage on if this is something they can/will do and will report back with Mr. Shepard or Mr Keene the moment I have more information on this front.

Call volume was up considerably in May compared to recent months, and we returned to outpacing previous years. Last year we had 48 total calls, with 22 transports, while this year we had 58 with 28 transports. There were 4 second calls, which we were able to cover, meaning 0 mutual aid calls. We did, however, respond to several mutual aid calls in Deer Mountain (4 in May and 3 in June), and were able to handle the extra volume from them utilizing either our main rig or a second ambulance. We only flew one patient in May, bringing the yearly total to 10. Refusals are still down, with 3 in May and only 23 for the year so far, putting out percentage at 5% for May and 9% for the year—keeping us under the target of 12-15%. Transport rate is still hovering around 50% (49% for May, 48% for the year), and I have some ideas on this that I will touch on near the end of this report. We had 4 calls in Wetmore during May, bringing us up to 11 so far this year, and we're continuing the trend of around 3-4 each month for June as well.

Overall, we're still outpacing previous years in both overall call volume and transports (185 calls and 88 transports in 2020, 228/107 in 2021, and 249/123 so far this year), which is what we had expected going into the year. With summer in full swing, we'll likely continue to see an uptick in call volume, but we saw the highest call numbers last fall, so we'll see if that trend continues.



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Our PTO/sick time policy is finalized and needs to be reviewed for approval, and I will submit this to Mr Keene either tonight or over the weekend, depending on how my family situation progresses. I had an idea regarding back hours from previous years that I mentioned to Mr Keene through an email, but I unfortunately forgot to send him the rest of the data for that, so I will have a thorough write out of that idea presented at next month's board meeting.

Additionally, I have been working on data and a plan to remedy second calls as well as to raise our overall transport numbers. It's taking a bit longer than anticipated to compile the data I need as well as all the moving parts (I'm having to speak with Captivate, Dr DeWall, as well as Frecom to fully compile everything I need), but I am close to having a full presentation for all of you. I had hoped to have it prepared for today, but I did not want to rush my findings and wished to be fully prepared for any questions you all might have. I am quite excited to present what I'm working on though, and I believe it'll be a boon for the community and our department as a whole. I'll present everything I'm working on in this regard at July's board meeting.

I apologize again for missing this month's board meeting, but if there are any questions relating to this report or anything else I have been working on, please do not hesitate to contact me. My phone number and email are within my signature at the bottom of this report in case you don't have them.

Tyler Harkins

A handwritten signature in black ink, appearing to read "Tyler Harkins". The signature is written in a cursive, somewhat stylized font with some overlapping lines.

EMS Manager, Custer County EMS

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