



ST. LAWRENCE COUNTY
EMERGENCY MEDICAL SERVICES
ADVISORY BOARD

Minutes of the St. Lawrence County EMS Advisory Board
November 24, 2015

Meeting was called to order at 1915 with new chairperson Carol Muench in chair. Roll call taken and duly recorded.

Members present: Ron Hance, Mark Deavers, Craig Ballard, Ann Smith, Carol Muench, Dick McDougall, Phyllis McDougall, Kevin Wells, Don Thompson, James Barr, Joyce Dalton, Mark Deavers, David Sherman

Members excused: Wayne Love, Storm Cilley, Julianne Sciorra, Julie Henry, Brenton Lagrow, Ron Ron Hance, Ken Gardner, Craig Ballard

Members absent: Dr. Greg Healey, Ron Koster, Christopher Adams, Gregory Paquin,

Guests: - James Chestnut and Tammy Sapp- St. Lawrence County Office of Emergency Services
Tammy Sykes- Canton Potsdam Hospital

Correspondence:

Mike Abrunzo letter of interest to be considered for open consumer position on advisory board

Motion to approve recommendation to legislature to endorse Mr. Abrunzo for the open consumer position made by Jim Barr, seconded by Kevin Wells. Motion carried

Robert Meyer letter of interest to be part of the REMSCO/REMAC

Motion to approve recommendation to legislature in support of Robert Meyer to represent County on REMSCO/REMAC by Jim Barr, Seconded by Richard McDougall. Motion carried

Letter from Clarkson University requesting support of their BLSFR to enable them to move forward with obtaining an agency code from the NYS Bureau of EMS

Motion to support Clarkson University's formation of a BLSFR by Mark Deavers, Second by Dave Sherman. Motion carried

Minutes from September-

Motion to approve September minutes by Don Thompson, Seconded by Dick McDougall, Motion carried

Office of Emergency Services –

James Chestnut did not have current reports but would send via email to include in the minutes

NCEMS Program Agency and REMSCO/REMAC report together

No REMSCO/REMAC meeting since our last meeting, next one is January 4th.

State EMS meetings will be December 8 and 9, 2015

BLS CPAP information was sent out and posted to our website

New patient restraint protocol sent out via email and posted on our website.

ALS providers must complete education before utilizing protocol and by December 31, 2015, there will be QA/QI done on

Regional CME's are due by December 31st, no change in skill/didactic requirements

CME sheets should be completed, turned into the Agency CME Manager and they will then enter them into the system and verify that they are complete.

The sheets need to be maintained at the agency in providers training files instead of being sent to the program agency. Ann made the correction that only the CME manager can enter data into the system.

Ann is trying to set up educational sessions for CME managers

Original Basic Life Support class being taught at Ogdensburg Rescue, if you need

CME hours you are welcome to attend. 23 registered for class and they will test in April.

Copied on letter from NYS DOH BEMS that they are updating BLSFR's and in St.

Lawrence County they are requesting updates from the Heuvelton and Brier Hill Fire Departments.

Life Net/Air Methods – No report, Ann will send an additional reminder out to their business rep.

Upcoming Trainings-

Training has slowed down a bit with the holidays coming, major conferences for the year have all been completed and Spring Fling will be the last weekend in April next year.

Old Business –

By-Law Change-

Resolution found to clarify the change in by-laws that was read at our last meeting, By-Law change read for the second time to change total number of members to 24 and change “one (1) hospital administrator or representative to five (5) hospital representatives- 1 from each hospital”

Motion Made by Jim Barr to make bylaw change as indicated above, seconded by Kevin Wells, Motion carried.

Discussion on sending letter to hospital administration soliciting representation from the hospitals.

Previously Ron Koster and Julie Henry had been invited to attend and it was decided to reach out to them as to their intentions and now that we have put this in the by-laws they will need to submit bio data sheets to go to legislatures. There was discussion that there is a new ER manager at Gouverneur who may be interested in representing the hospital.

Joyce Dalton- The legislature did not have opportunity to endorse Joyce, paperwork lost in shuffle, Tammy LaBrake resubmitted.

County Leadership meeting was well attended, will schedule them on a different night from advisory board. Great interactions, will formalize this more as we move forward, it will be held on opposite months from advisory board meetings.

Dispatch Protocol- There was lengthy discussion over the final conclusion from the previously seated committee who was in place to review this and the minutes do not have the draft that they proposed, but does have a county policy included. Discussion that all agencies should be paged on a uniform basis to reduce errors, dispatch needs to know who is manned. In some cases patients are waiting 30 to 40 minutes for an ambulance. National Standard is 4 and 8 minutes and doing anything different opens all up to liability. Discussion on whether acknowledgment means calling dispatch that they have a full crew in

route or when ambulance is actually responding (rubber on the road). Need to pick a starting point and move forward this needs to be about patient care! Will take back to leadership meeting, it is a goal of dispatch to be able to manage agency call in and out of service. Copy of St. Lawrence County Policy found in minutes to be included with next minutes

Motion to table made by Dave Sherman, Seconded by Ann Smith, Motion Carried.

New Business –

Approval of 2016 meeting schedule

January 26th

March 22nd

May 24th

September 27th

November 29th

Concern on EMD not being done on all calls, seeing a trend of “caller hung up”. Due to staffing issues the dispatch supervisors have been having to cover the desks more and have not been able to start their formal QA/QI, Jim is in the process of addressing those who are not doing EMD

Discussion on how we can assure that the 4 college BLSFR’s are incorporated into the public dispatch system, looking at setting up a meeting with them, Potsdam, Canton, and the 911 center.

Need to appoint committees in January to be in compliance with by laws. Committees include communication, executive, legislative, and personnel

Scratch rates

5 agencies with no scratch rates- Kudo’s to Colton, Cranberry Lake, Gouverneur, Hammond, Parishville

Have 4 agencies with a greater than 50% scratch rate and one was greater than 75%. Kevin Wells asked if it could be sent out. There was previous concern in regards to sending these out until we had good data before sending them out.

Motion made by Dick McDougall to adjourn, seconded by Kevin Wells, meeting was adjourned

Happy Holidays to all!

Respectfully submitted,

Ann Smith

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Secretary

ST. LAWRENCE COUNTY
OFFICE of EMERGENCY SERVICES
48 Court Street
Canton, New York 13617-1194
(315) 379-2240 - Fax (315) 379-0681

FIRE
E.M.S.

EMERGENCY
MANAGEMENT

TO: Ruth Doyle, County Administrator
 FROM: James Chestnut, Supervisor of Dispatch Operations
 DATE: December 18, 2015

The following is a report of E-911 calls for September 2015:

	Sept 15	YEAR 2015
FIRE DEPTS DISPATCHED	277	2,979
EMS DISPATCHED	1,612	13,402
LOCAL PD CALL FOR SERVICE	156	1,427
NYSP DISPATCHED	192	1,792
INFORMATIONALS CALLS*	967	4,551
SHERIFF'S CALLS FOR SERVICE	<u>744</u>	<u>6,563</u>
 TOTAL CALLS DISPATCHED	 3,948	 30,714

Phone calls handled in dispatch center incoming and outgoing by line:

Emergency Services Dispatchers handled:

911	2945
EMS	3229
NYSP	508
SHERIFF	<u>3151</u>
Total	9,833

NYSP Dispatchers Handled:

911	15
EMS	795
NYSP	2943
SHERIFF	<u>62</u>
TOTAL	3815

TOTAL PHONE CALLS HANDLED FOR SEPT: 13,648
 YTD: 127,291

*Informational calls include pocket dials, hang up calls, and test calls

Michael LeCuyer, Director
James Chestnut, Supervisor of Dispatch Operations

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TO: Ruth Doyle, County Administrator
FROM: James Chestnut, Supervisor of Dispatch Operations
DATE: December 18, 2015

The following is a report of E-911 calls for October 2015:

	Oct 15	YEAR 2015
FIRE DEPTS DISPATCHED	329	3,308
EMS DISPATCHED	1,533	14,935
LOCAL PD CALL FOR SERVICE	182	1,609
NYSP DISPATCHED	238	2,030
INFORMATIONALS CALLS*	881	5,432
SHERIFF'S CALLS FOR SERVICE	<u>746</u>	<u>7,309</u>
TOTAL CALLS DISPATCHED	3,909	34,623

Phone calls handled in dispatch center incoming and outgoing by line:

Emergency Services Dispatchers handled:

911	2615
EMS	2994
NYSP	463
SHERIFF	<u>3034</u>
Total	9,106

NYSP Dispatchers Handled:

911	16
EMS	820
NYSP	2942
SHERIFF	<u>55</u>
TOTAL	3833

TOTAL PHONE CALLS HANDLED FOR OCT:

YTD: 141,111

*Informational calls include pocket dials, hang up calls, and test calls

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James Chestnut, Supervisor of Dispatch Operations

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EMERGENCY
MANAGEMENT

TO: Ruth Doyle, County Administrator
FROM: James Chestnut, Supervisor of Dispatch Operations
DATE: December 18, 2015

The following is a report of E-911 calls for November 2015:

	NOV 15	YEAR 2015
FIRE DEPTS DISPATCHED	348	3,656
EMS DISPATCHED	1,428	16,363
LOCAL PD CALL FOR SERVICE	201	1,810
NYSP DISPATCHED	305	2,335
INFORMATIONALS CALLS*	902	6,334
SHERIFF'S CALLS FOR SERVICE	<u>571</u>	<u>7,880</u>
TOTAL CALLS DISPATCHED	3,755	38,378

Phone calls handled in dispatch center incoming and outgoing by line:

Emergency Services Dispatchers handled:

911	2575
EMS	2883
NYSP	460
SHERIFF	<u>2668</u>
Total	8,586

NYSP Dispatchers Handled:

911	9
EMS	718
NYSP	2761
SHERIFF	<u>29</u>
TOTAL	3,513

TOTAL PHONE CALLS HANDLED FOR NOV: 12,099
YTD: 154,112

*Informational calls include pocket dials, hang up calls, and test calls

Michael LeCuyer, Director
James Chestnut, Supervisor of Dispatch Operations



St Lawrence County Emergency Services

ST. LAWRENCE COUNTY EMERGENCY SERVICES

Subject: Call Taking and Dispatching - EMS		
References: St Lawrence County Office of Emergency Services		
Policy: Section 3 #3	Distribution: : Emergency Services Personnel	Amends: All Previous Written Procedures
Prepared By: Dispatch Supervisors	Date of Issue: 07/01/2010	Revised Date: 01/21/14

POLICY: To have an awareness of existing guidelines to be followed by all members of the St. Lawrence County Office of Emergency Services while operating as an Emergency Services Dispatcher on the Fire/EMS Desk.

PROCEDURE:

In all cases, the location to which an ambulance or first responder unit is sent should be determined first. The ANI information is not assumed to be correct or to be the location of the incident. Emergency Service Dispatchers (ESDs) will ask the caller for this information. If the ANI information is exactly the same as the incident location, the ESD should verify cross roads and streets. Further information such as a business name, apartment number, color of residence and any other pertinent location information will be relayed to responding agencies.

A. Call Taking

The Case Entry/Key Questions for all EMS calls are as follows:

- a. What is the address of the emergency? CE
- b. What is the phone number you are calling from? CE
- c. Okay, tell me exactly what happened (what is the problem)? CE

If this is a call which requires a Rescue squad, start a PROQA session at this time.

- d. How old is s/he? CE
- e. Is s/he awake (conscious)? CE
- f. Is s/he breathing? CE
- g. Name of Caller? This is **required** information K
- h. Name of Residence? K

CE = Case Entry; K = Key Questions

2. After determining the exact location and chief complaint, the ESD will use the appropriate type incident classification for the call and dispatch the appropriate units. It is always necessary to ask enough questions to determine whether Advanced Life



St Lawrence County Emergency Services

Support (ALS) should be sent (i.e. what is the nature of the sickness, heart attack, stroke, flu?), and whether the patient is an adult or child. Also determine the severity of the call and the ability of the caller. EMD pre arrival instructions will be given to the caller before arrival of emergency service units.

3. On a motor vehicle accident, the ESD will ask, "**is anyone trapped,**" following the appropriate EMD card. Also ask if the car is smoking or on fire. If this information is confirmed by the caller, this information will be given to responding units and additional fire and/or ALS units will be toned out if needed.

4. After obtaining and recording all appropriate information, the ESD will dispatch the appropriate agency, if not already dispatched, and complete an incident card. Whenever an incident card is completed, the ESD will enter the call on the daily log sheet.

B. Dispatch Procedure

1. Initial dispatch should include the following

- a. Name of Agency and Crew/Type of call needed (see g).
- b. 911 address (location of call)
- c. Name of Residence
- d. Age and Sex of Patient
- e. Chief Complaint
- F. Cross Streets and **any location information i.e. house color or vehicles***
- g. The agencies will be advised to the type of call i.e. ALS, assistance or mutual aid.
- H. Alarm time.

The following is an example of EMS dispatch procedure:

"NORFOLK RESCUE, ALS CREW NEEDED TO RESPOND TO TWO-FORTY EIGHT JOY RD, TO THE JOHN DOE RESIDENCE, FOR A 74 YR. MALE DIFFICULTY BREATHING - CROSS ROADS SH 56 AND THE TRIPPANYVILLE RD., TIME OF ALARM 1655."

*Note: Location information such as house color or vehicle descriptions can be given to unit as they check out of service rather than initial alarm.

"NORFOLK FIRE, A141 ENROUTE AT 1700, ALARM 1655. RESIDENCE HAS BEIGE SIDING WITH GREEN SHUTTERS. THERE WILL BE A BLACK VAN IN DRIVEWAY."

2. Examples of chief complaint would include:

- a. Chest pain, difficulty breathing, cardiac arrest, possible fracture, head injury, unconscious, weakness, general illness and other signs and symptoms.



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1st Alarm - 0 minutes - original dispatch time with ALS Dept

2nd Alarm - 4 minutes from original alarm time. Re-tone the original department as well as a mutual aid department. (ALS or BLS)

3rd Alarm - 8 minutes from original alarm time. Re-tone both the original and mutual aid departments.

If an agency acknowledges the call, but due to insufficient staffing has not called out of service, the ESD will follow the steps as given at each of the designated intervals. When selecting the department to be dispatched for mutual aid, the appropriate protocols should be followed. Because of the need to do what is best for the patient, consideration of the nearest, appropriate and available unit must always be basis for determining who should respond. Failure to do so increases the agency's liability for negligence.

9. Calls regarding possible suicide attempts i.e. intentional overdose, intentional cutting or self inflicted stab wounds are considered as a Mental Health Transport. Not only do they need transport for their injury, but they are to be considered mentally unstable and will be evaluated for such at the hospital. All Mental Health transports should be initiated by or accompanied by law enforcement, when available. Ambulance will be toned out as normal protocol.

- a. Advise the squad that law enforcement has been advised, and status if known.
- b. Advise if the patient is violent or combative.
- c. Incident card will be completed for the call.

C. RESPONDING AGENCIES PROCEDURE:

1. The agency responding shall indicate their level of response as BLS, ILS or ALS to the ESD.
 - i. basic EMT on the scene may cancel ALS if, after evaluating the patient, he/she determines that the patient is in the stable category thus eliminating the need for ALS.
2. If the initial agency is able to respond after mutual aid has been dispatched, all agencies will coordinate the response for timely patient care. This may include having the initial agency which is receiving assistance requesting that the responding agency continue to respond if they are closer to the scene, or may include canceling them if the initial agency can respond sooner.



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- b. "Man or woman down, problem unknown" may be appropriate if the initial situation is described to the ESD with minimal information and questions of the caller by the ESD do not provide further information.
3. All agencies responding, both first response agencies and ambulance agencies need to be fully advised of the victim's condition as it changes.
4. Responding agencies need to be advised of the status of police agencies responding to the scene, scene safety, and when they can expect the police agency to arrive.
5. Fire Departments and County Cars are to be toned out with Rescue on Motor Vehicle Accidents when, but not limited to:
 - a. More than one vehicle is involved
 - b. Personal injury is reported, including "walking wounded."
 - c. The accident is considered a traffic hazard. Ex: vehicle or animal is in traffic lane; accident is on a priority road during peak travel hours.
 - d. When a utility pole or other fixed object is involved i.e. house, guard rails, etc.
- 6 Dispatching of the proper apparatus based on the information received is a county policy, and can not be cancelled by a law enforcement agency until the time that a law enforcement unit is on scene.
7. ALS will be dispatched consistent with the categories of the ALS Intercept Protocol. This means that agencies which are only BLS or ILS will have simultaneous dispatch of the nearest, appropriate and available ALS when needed.
8. If no acknowledgement from the department is received within a timely matter, it may be necessary to re-activate or tone out additional alarms. The following intervals are to be used for these cases.

BLS - Meaning that the patient is believed to be stable. This is determined from the information that was gathered by the ESD.

1st Alarm- 0 minutes- time of original dispatch

2nd Alarm - 4 minutes from original alarm time. Second page for original department.

3rd Alarm - 8 minutes from original alarm time. Re-tone the original department as well as a mutual aid department.

ALS - Meaning that the patient is believed to be in a life threatening emergency. This is determined from the information that was gathered by the ESD.

January 2, 2013

Operations Committee: 12-10-2012

RESOLUTION NO. 2-2013

**AUTHORIZING A CHANGE TO THE ST. LAWRENCE COUNTY
EMERGENCY MEDICAL SERVICES ADVISORY BOARD BYLAWS
TO ADMIT HOSPITAL REPRESENTATIVES**

By Mr. Peck, Chair, Operations Committee

WHEREAS, the St. Lawrence County Emergency Medical Services (EMS) Advisory Board includes volunteer and professional ambulance services and the hospitals in the County, and

WHEREAS, the function of the St. Lawrence County EMS Advisory Board is to monitor the quality and operations of EMS inter-agency communications, to bring any known or reported problems with EMS services, and to make recommendations for solutions, and

WHEREAS, it is important to have representation on the EMS Advisory Board from all county hospitals to facilitate the functions of the Board, and

WHEREAS, currently, bylaws of the EMS Advisory Board only allow for one hospital representative on the Board, and

WHEREAS, any additions to the membership of the EMS Advisory Board require approval of the St. Lawrence County Board of Legislators,

NOW, THEREFORE, BE IT RESOLVED that the Board of Legislators approves a change to the bylaws of the St. Lawrence County EMS Advisory Board in Article II (Membership) to Hospital Administrator/Representative from one (1) to five (5) to accommodate one representative from each of the five hospitals in St. Lawrence County, and

BE IT FURTHER RESOLVED that the Board of Legislators approves the change in the St. Lawrence County EMS Advisory Board total seated membership from 20 to 24 to allow for representation from each of the hospitals in the County.

STATE OF NEW YORK)
) ss:
COUNTY OF ST. LAWRENCE)

I, Kelly S. Pearson, Deputy Clerk of the St. Lawrence County Board of Legislators, DO HEREBY CERTIFY, that I have compared this Resolution No. 2-2013 entitled "Authorizing a Change to the St. Lawrence County Emergency Medical Services Advisory Board Bylaws to Admit Hospital Representatives", Adopted January 2, 2013, with the original record in this office and that the same is a correct transcript thereof and of the whole of said original record.

Kelly S. Pearson
Kelly S. Pearson, Deputy Clerk
St. Lawrence County Board of Legislators
January 3, 2013



ST. LAWRENCE COUNTY
EMERGENCY MEDICAL SERVICES
ADVISORY BOARD

Proposed 2016 Meeting Schedule

January 26th, 2016

March 22nd, 2016- Annual Election of Officers

May 24th, 2016- Committee Appointments

September 27th, 2016

November 29, 2016

Meetings are held at the Public Safety Building, Court Street, Canton, NY at 7 pm.