

**MINUTES**  
**EMERGENCY CARE ADVISORY BOARD**  
**MAY 22, 2013 - 4:30 P.M.**  
**AMARILLO CITY HALL**  
**509 S.E. SEVENTH AVENUE**  
**CITY COMMISSION CHAMBER**

Members

Dr. Brian Eades	Amarillo City Commission
Dr. Roger Smalligan	Public Health Authority
Chuck Speed	Amarillo Hospital District
Dr. Kevin Rickwartz	BSA
Robert Saunders	American Medical Response, Inc.
Chief Jeff Greenlee	Amarillo Fire Department

Also Present

Blair Harris	Management Analyst
Melanie Cleveland	Assistant City Secretary

Not Present

Dr. Darrell Morgan	Northwest Texas Hospital
Dr. David French	Medical Director

ITEM 1: Chuck Speed called the meeting to order at 4:35 pm and welcomed those in attendance.

ITEM 2: Approval of the minutes for the meeting held on October 17, 2012. Motion was made by Dr. Rickwartz, seconded by Jeff Greenlee and unanimously carried to approve the minutes.

ITEM 3: Presentation by Blair Harris on AMR's September 2012 through April 2013 Response Times.

Ms. Harris reminded the members that the Response Time Standard for System Wide Response, all priorities, is 90%. The Response Time Standard for Priorities 1-3 for each zone, including the Airport, is 85%. The Response Time Standard for Transfer Services is 85%. She advised the average number of calls for each month was 2,300.

September numbers were as follows:

Overall - Priority 1: 421 calls, 87.6% compliant (outside the range); Priority 2 & 3: 1481 calls, 93.2% compliant; Transfers: 283, 99.3% compliant; Priority 1-3 outside the City: 77 calls; Priority 8, all zones: 47 calls; Priority 9, all zones: 39 calls. Total: 2,348 calls. Note: During this period, the Northeast & Airport Zone had a Priority 1 response time only 79% compliant bringing the overall response time for Priority 1 calls in this zone to 87.6%.

Liquidated damages in the amount of \$12,000 were assessed for failure to comply with response time standards in September. Those damages have been paid in full.

October numbers were as follows:

Overall - Priority 1: 430 calls, 91.2% compliant; Priority 2 & 3: 1526 calls, 92.5% compliant; Transfers: 283, 98.2% compliant; Priority 1-3 outside the City: 82 calls; Priority 8, all zones: 49 calls; Priority 9, all zones: 51 calls. Total: 2,421 calls.

November numbers were as follows:

Overall - Priority 1: 382 calls, 90.1% compliant; Priority 2 & 3: 1407 calls, 94.9% compliant; Transfers: 269, 97.8% compliant; Priority 1-3 outside the City: 82 calls; Priority 8, all zones: 37 calls; Priority 9, all zones: 33 calls. Total: 2,210 calls.

December numbers were as follows:

Overall - Priority 1: 499 calls, 90.2% compliant; Priority 2 & 3: 1499 calls, 93.1% compliant; Transfers: 271, 97.8% compliant; Priority 1-3 outside the City: 81 calls; Priority 8, all zones: 55 calls; Priority 9, all zones: 13 calls. Total: 2,418 calls.

Ms. Harris advised that the zones were reviewed and rebalanced effective January 2, 2013.

January numbers were as follows:

Overall - Priority 1: 462 calls, 93.1% compliant; Priority 2 & 3: 1539 calls, 93.3% compliant; Transfers: 301, 97.3% compliant; Priority 1-3 outside the City: 141 calls; Priority 8, all zones: 40 calls; Priority 9, all zones: 10 calls. Total: 2,493 calls.

February numbers were as follows:

Overall - Priority 1: 373 calls, 94.1% compliant; Priority 2 & 3: 1259 calls, 92.9% compliant; Transfers: 246, 95.9% compliant; Priority 1-3 outside the City: 79 calls; Priority 8, all zones: 50 calls; Priority 9, all zones: 23 calls; Exempt for weather: 160. Total: 2,190 calls.

March numbers were as follows:

Overall - Priority 1: 406 calls, 93.3% compliant; Priority 2 & 3: 1482 calls, 94.7% compliant; Transfers: 231, 97.4% compliant; Priority 1-3 outside the City: 93 calls; Priority 8, all zones: 38 calls; Priority 9, all zones: 12 calls. Total: 2,262 calls.

April numbers were as follows:

Overall - Priority 1: 401 calls, 92.0% compliant; Priority 2 & 3: 1419 calls, 94.3% compliant; Transfers: 237, 95.4% compliant; Priority 1-3 outside the City: 86 calls; Priority 8, all zones: 39 calls; Priority 9, all zones: 26 calls. Total: 2,208 calls.

Robert Saunders advised that the response times for March and April were improved due to slightly lower call volume after height of flu season and other winter-related factors.

Dr. Eades and Dr. Smalligan then joined the meeting.

A motion was made by Kevin Rickwartz to accept the response time information as presented by Ms. Harris, seconded by Chuck Speed, and carried unanimously.

ITEM 4: Discussion Items

- A. Scheduling process for transfer services provided by AMS: Terry Bavousett, Amarillo Emergency Communications Center: Mr. Bavousett stated that the issues previously discussed included: 1) scheduling transfers 24 hours in advance, 2) too many transfers scheduled for same time, 3) AMR not being aware of the scheduled transfers in order to staff appropriately, 4) transfer units not arriving in a timely manner, and 5) the ability to schedule recurring transfers. He stated that these issues have been addressed and software upgrades have given AECC the ability to assist in correcting four of these issues. There was no software process to assist with recurring transfers but AECC is completing that manually in order to meet this need. All issues have improved and there have been no complaints in the past two months. Mr. Saunders stated that they have given information regarding these scheduling processes to the larger facilities and are working to get information out to the smaller facilities. He asked that he and Judith Weshinsky-Price be made aware of issues as they arise as they would like to address problems as quickly as possible.
- B. 2012 year-end review of operations and performance results for AMS: Robert Saunders, Amarillo Medical Services. Mr. Saunders presented the 2012 Report to the Community. The response times for all calls, including 911 and transfers calls, was 94.32% for the contract year. He also reported on various aspects of the AMS service including the twelve most frequent types of calls, facts on staffing and services, the new hire orientation program, community service, holiday giving in the community, development of a preceptor program in conjunction with Amarillo College, the AMS FTO program, the Quality Improvement Committee, and the Specialty Care Transport/Bariatric Unit that went into service on May 1. He also advised that the Patient Satisfaction Survey program began on April 1. In addition, the 1<sup>st</sup> Annual CPR Challenge is taking place this date, in which 577 people in Amarillo have been instructed in compression-only CPR as of last report.

Looking forward, Mr. Saunders discussed the Bike Team being planned for special events beginning July 1 and the fully-stocked trailer available for use in Mass Casualty Incidents beginning August 1. Dr. Eades asked about AMS' response to recent disasters in the Texas/Oklahoma area. Mr. Saunders stated that he had been in contact with authorities in Waco regarding the West explosion, and Granbury, TX and Moore, OK authorities in regard to the recent tornadoes. AMS was prepared with ten trucks, but they were not needed for these incidents.

ITEM 5: The next meeting was scheduled for Wednesday, August 21, 2013 at 4:30 pm.

ITEM 6: There being no further business and no comments from the audience, the meeting was adjourned at 5:12 pm.

  
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Dr. Brian Eades, Chairman