

# 20220506 Labor Committee Meeting Minutes (Draft)

Friday, May 6, 2022 8:30 AM



State of Maine  
Department of Public Safety  
Maine Emergency Medical Services  
152 State House Station  
Augusta, Maine 04333



Janet T. Mills  
governor

Michael Sauschuck  
Commissioner

J. Sam Hurley  
Director

**Meeting Subject:** Maine EMS Labor Committee

**Meeting Date:** 5/6/2022 8:30 AM

**Location:** <https://mainestate.zoom.us/j/86327424246>

## Agenda

1. Call to Order 0833
2. Maine EMS Mission Statement

“The mission of Maine EMS is to promote and provide for a comprehensive and effective Emergency Medical Services system to ensure optimum patient care with standards for all providers. All members of this Committee should strive to promote the core values of excellence, support, collaboration, and integrity. In serving on this Committee, we commit to serve the respective providers, communities, and residents of the jurisdictions that we represent.”

### 3. Attendance

- [Davis, Darren W](#) (Meeting Organizer - Staff - Non/voting)
- [Aiden Koplovsky \(aikoplovsk@gmail.com\)](#)
- [Brian Chamberlin](#)
- [Jay Bradshaw](#)
- [Joe Brichetto \(jbrichetto894@gmail.com\)](#)
- [Joseph Kellner](#)
- [Matthew Quinn \(matthew.quinn141@gmail.com\)](#)
- [Matthew Sholl](#)
- [Rick Petrie](#)
- [Stephen Smith](#)
- [Tim Beals](#)

#### Non-Members

Jason Oko  
Melissa Adams  
Jamie  
Mike Senecal  
Christopher Azevedo  
Jason Cooney  
Justin H

### 4. Minutes:

1. Stephen Smith: Okay, good alright, so that does only give us four committee members, that is not a quorum. So won't be able

to do anything with minutes, at least, at least not to fix them but, I should say vote them, if you reviewed them and you don't believe there's anything that there is inaccurate things on there that we can talk about that, and then we just vote next time or redo them for the next one.

## 2. Discussion on minutes:

Jay Bradshaw: I sent out an email to folks that I'd like to request that we do something different to our minutes. You know if you were to take a look at all three of the documents that were sent out two minutes and one agenda, it's almost like trying to figure out what's different between these three and I think that I particularly find minutes especially helpful knowledge of refreshing us about what took place at the previous meeting, but also for reference purposes, to be able to go back and you know if we missed a meeting or two, to bring ourselves up to speed with a discussion so I don't know which of the staff is taking the minutes but it would be really helpful if we could get some more detail to it.

Davis, Darren W: Alright, so I am the staff number that's taking minutes. So you're basically requesting that there be additional detail in the minutes, additional content.

Jay Bradshaw: Yeah I mean I just I would point to the board minutes as an example.

Davis, Darren W: Okay.

Stephen Smith: Yeah I think I agree too. Sometimes it's like you said, hard to figure out which one is which.

Jay Bradshaw: Minutes have always been a challenge and every committee has a slightly different way of doing it and that's, I remember, for years, we tried to get it done a consistent way and the MDPB would do it a different way, and you know, so I mean that is the way it is but, and I know this is the way it's been for a while and that that's on me for not raising this question sooner, but I just tossed it out there and it what I think what really hit me was the three documents two minutes and one agenda really do look very similar and they really shouldn't. That was my thought Thank you.

Matthew Quinn: I would go ahead and concur, and in that same vein., that and when we're in a really good shape here because we record all these meetings so so the minutes or the ability to take some time and actually get those transposed on the papers is much easier than in the moment but a little bit more detail certainly would be appropriate. I going to reference the quote, that I made that said what's the point on the last meeting, and if you were just reading that in passing you can take that 15,000 different ways, you can take it as Matt doesn't care anymore or what's the point of what or does Matt think there's a point missing in the waiver. Out of context notes can minutes can be very misleading and I think it's appropriate for transparency and and whatnot to to have a little bit more clarity in those.

Davis, Darren W: Alright, well, I certainly appreciate the feedback and I will try to include more content, so you know, one of the key words, I think that you mentioned is take the time you know much like you all, our time is short, our staff is small, so we try to do what we can, but you know I hear what you're saying and we'll make it a point to include more information in the minutes.

## 5. Public Comment: None

## 6. Modifications to the Agenda:

1. Matthew Quinn: I do, at least in the conversation, what are we going to do about these lack of quorums and how are we going to address that because we have a lot of people that don't show up on a regular basis and either we need to lighten the load or find people who are willing to show up, so we can guarantee a quorum.

## 7. Old Business

### 1. Office Updates:

#### a. Workforce Study

#### ★ Aiden Koplosvky Joined 0840

Davis, Darren W: The workforce study, we are working with UMaine to get that underway, we have a meeting well we're trying to set up a meeting next week. With both Andrea and Dr Sorg, so that we can hammer out the details and timeline for that.

Jay Bradshaw: Question on that just help us understand. What's taking so long with this, I know everybody's busy I know you got a small staff everybody's overloaded, but is it is it just me or is it seemed like this has been in the works for a really long time.

Davis, Darren W: It has been in the works for a very long time, I believe it was shelved for a little bit and I guess I'm not entirely clear on why being the new person in this group so. Director Hurley I see you came on camera would you have anything to say about this.

Hurley, J Sam: Yeah so, a lot of it, after talking to Marci directly, a lot of it was because Marci has been kind of sidetracked with the ongoing or the increasing number of deaths related to substance use disorder as she's the primary contract order for that project so that has been that was what happened. And with the dramatic increase over the pandemic, it got kind of sidetracked we have asked her to prioritize this she has agreed to do so, but that's what happened is that she was working on her things and we were transitioning staff and that's where it landed. So, I'm not saying that's right or appropriate or good but that's what happened.

Jay Bradshaw: I appreciate it. It's helpful to know, it feels to me like this, I don't recall hearing that before but it's helpful to hear that I understand that that she was doing this, in addition to her other tasks, so I guess I would beg the question is just to confirm, is it still value added, I mean do we still expect that we're going to get something meaningful from this, in light of the fact that it has been a period of time. Just I just want to make sure that it isn't just at this point something to do because we started doing it, will it add value will it help the office them and us address workforce issues.

Hurley, J Sam: I certainly do think it will add value to get greater perspective from the workforce themselves. I know that is taking a long time, and for that I apologize, some of those factors are within my control, some of them are not. But I do think it will continue to add value and I think it's worthwhile to continue working on it.

Jay Bradshaw: I'm not looking to assign blame Sam I just I just want to sort of do a reality process check, because you know as things progress sometimes needs change, and I wanted to make sure that you know if we're at a point where there hasn't been a boatload of work done to it, I just wanted to reaffirm that, in fact, yes, we didn't need to adjust what we were what we were seeking that it would it was still relevant that's all.

Stephen Smith: I think so, I'm interested to see where to go with this now.

Jay Bradshaw: That's why I just want to raise the question, thank you.

#### b. EMS workforce as health care providers

Davis, Darren W: One of the things that was asked last meeting is what has the office done in support of the workforce crisis and, and you know, I think that I would like to make the case that one of the things that we're trying to do is establish that EMS clinicians are healthcare providers. Certainly there's things that come along with that and I think we're positioning that quite well so.

Jay Bradshaw: Can you say more about that I don't. know what it is you're doing to help to align that position.

Hurley, J Sam: Well, I think a lot of this is a cultural shift. Moving away from EMS clinicians being regarded solely as technicians and more of clinicians. And I think that fundamentally this cultural shift will ultimately result in greater wages, reimbursement, all of those things. Is that going to happen overnight? Absolutely not. But are those things that we have to start making small subtle changes ... I mean one small subtle change that the office is trying to do is, if you see any communications coming out of our office we refer to people as clinicians not just as EMTs. But they're all EMS clinicians. It's this subtle change and moving people from being a technician like the person who comes and services your cable box to being someone who comes in, provide medical care to you on scene and it makes when we go into these conversations with our partners at OBH or MaineCare or at these other places we start regarding ourselves as clinicians and holding ourselves as clinicians it allows them to make the subtle mental comparison between us and other healthcare workers that they're paying more money to and so I'm not saying this is going to fix the problem. I'm not saying it's going to happen today. But this is an alignment with Agenda 2050 that really is moving towards legitimising, further legitimizing, our profession. So that's where those are just small changes, and I know that again it's not changing the world today but it's the small subtleties that we start changing the culture amongst our system, and then we start comparing ourselves to why aren't you paying us for home health nursing visits, why aren't you paying us similarly to those visits for Community Paramedicine. Why aren't you paying us, similarly to X, Y and Z because we are healthcare clinicians just like X, Y and Z. So it's just making those small connections and starting to bridge that gap and moving us from point A to Point B, which will take years but it's the small incremental changes that we think will help and that's just one example of things, the office is trying to do. To further the profession and again working with our partners at DHS regarding funding for Community Paramedicine and other projects is also kind of building in a sustainability model where they rely on the services provided by EMS over and above 911 services, but they rely on these Community Paramedicine services, so we build ourselves into the framework of their system so that they have to put funding into our system as well. So it's kind of building ourselves into their model to force them to provide additional funding in the future and that's what we're trying to do is just weave ourselves into the greater health care system even further, at least that's the strategy that I've taken.

Davis, Darren W: And, I would add that I think an important part of that is being able to hire new staff members, for example, to oversee the Community Paramedicine program that's definitely going to help us build out that program and support that program and get it headed in the right direction, which is ultimately not only going to help the public, but it should also help EMS agencies.

Jay Bradshaw: You can continue Steve and I promise I'm not going to turn this into the Jay versus Sam or Jay versus Maine EMS show because it's not at all my intention. But I you know there is some low hanging fruit that's out there. I was involved with discussions at DHS back in 2012 or 2013 when they changed their rules to allow for reimbursement for CP. It didn't happen it didn't happen because the previous administration didn't act upon it. But I mean there's some things that have to be done. I mean it's nice to have extra staff and it's nice to do all these things but we're not going to get paid for CP from MaineCare until they change their state plan so somebody has to file a revised state plan to allow Medicaid to pay for that. There are models that are out there. It's being done around the country, but until Maine does that all this other stuff is nice and I guess really what I'm looking for is, you know I fully get the need to have long range visions and agenda 2050 but you know, there are still some things with the agenda for the future and 96 that we haven't really completed. You know we've made great steps towards education standardization and stuff like this, but the integration of public safety, public health and healthcare still remains a little elusive, in spite of the talk. So it's helpful to hear some specific things that are being done that help us now because I don't think, and you've heard this from many other people, that we really don't have the luxury of waiting years. I've never been a sky is falling kind of person, but you know these plans that are going to yield fruit way down the road, they risk being too little, too late, so it's helpful to know some things that are being done now. You know, towards the recruitment thing one of the discussions that we had with actually some people in the governor's office, a while ago was the campaign that they were going to do for recruiting for health care providers and we, at that point raised concern that it didn't seem like they were going to be including EMS in that recruitment Oh yes, yes, they will Yes, they were going to clearly including EMS and I haven't seen it yet. Maybe it's happened and I missed it, but I haven't seen it yet. So I'm really interested in, you know where do we stand with some of those recruitment efforts now that will help get people in place that we can support through some of these other initiatives.

Hurley, J Sam: Great points Jay and Maine EMS has invested \$100,000 to get that plan for MaineCare within the year. MaineCare said that they didn't have the staff to do it, so we are literally paying University of Southern Maine to submit it on behalf of MaineCare.

Jay Bradshaw: So, but so, submit the plan to get MaineCare to pay for CP?

Hurley, J Sam: The plan that you said had to be submitted to change .. yes, you ...

Jay Bradshaw: That's not \$100,000 project.

Hurley, J Sam: That's what MaineCare quoted it was going to cost them.

Jay Bradshaw: Holy cow.

Hurley, J Sam: We had to use money from the CP program to pay for that to be done because MaineCare said they couldn't do it. It was going to cost them \$100,000 to do it. So we paid for it to be done elsewhere, because it needs to be done otherwise MaineCare was going to take their happy time. To get it done. And so we said it's got to be done now.

Jay Bradshaw: I get it, but you know and I said I was going to be quiet and I'm not doing a very good job of that but, but you know the models out there. Wisconsin's had this or I'm sorry Minnesota has had this for years, it has been approved by CMS so you know in 2014 or 15 the work was started, and it was really a little bit more, just a little bit more, than a cut and paste to say okay take the Minnesota plan remove Minnesota insert Maine, get it submitted. Because Maine already change the rules, I remember Tim Beals actually went and testified in support of the rules that allowed for that payment. They had to change the plan but that's not 100,000 and, quite frankly, it would have been done by now, but for the previous administration and the previous DHS Commissioner just saw it as a low priority so Mary Mayeux turfed it and it just, we haven't been successful getting it back off the table. But I'm floored to hear that it's more than a clerical thing to take the templates that are out there from, now it's not just Minnesota, there are other States are doing it as well, and saying, please apply this to the Maine plan why, why does it have to be such a big hurrah, that's crazy.

Hurley, J Sam: I wish I wish I knew Jay I mean we had arguments with MaineCare about why does this need to be more complicated than it's worth but they went into a long drawn out monologues of it's going to be the end of the world, and so we said, well, we can't wait for you to do it, so we are literally paying for it to be done, because

it needs to be done now. As far as the recruitment, I will send you some of that information in there to The Workforce Attraction cook campaign is what it's going to be called and the landing is going to be Live and Work in Maine. haven't published this yet so I'm gonna see draft one. But the landing page will have a listing of opportunities that are available, and we have specifically asked them to create a specific category for EMS so that we're not just lumped into health care, because they have a nursing category, so why can't we have an EMS category. So we have asked for that explicitly. But EMS will be put in there, too, with nurses and those additional positions. So that is underway as well, but they haven't published the site yet.

Jay Bradshaw: And I would invite, if Tim was also close to that CP reimbursement, if I mischaracterized things from several years ago, please, please correct me, I'm happy to be proven wrong.

c. LD2105/LD1258

- i. Davis, Darren W: I would add that LD 2105 and LD 1258 is also some movement. LD 1258 established the Maine EMS Financial Health. That committee is now fully seated. Their next meeting is May 17. It's on the Maine EMS website calendar. I would certainly encourage any of you to attend that meeting. It will, hopefully, add some financial stability and sustainability into the EMS system ultimately.

d. License Extensions

Davis, Darren W: The license extensions. Both the waiver and the extension I believe was approved by the board on this last board meeting. I know that Jason is working to try to implement those. Jason anything to add beyond that.

Oko, Jason A: Not too much on that Darren just that on May 20th the 18 month license extension will go into effect for EMS clinicians. Were working through licensed cards with ImageTrend trying to see what we're going to do in terms of generating a license card for all the folks because we can easily extend the dates, but it doesn't necessarily fire the trigger to generate a new license card. So working through that and then standing up the process so that folks can apply for reinstatement as well we'll have more on that as we move along in that process.

e. ImageTrend workforce surveillance

Davis, Darren W: I will actually keep the spotlight right on you, so don't mute. The next item here is regarding the ImageTrend workforce surveillance, which is a rather interesting project that you're working on.

Oko, Jason A: So Darren and I met with ImageTrend last week. This came up a few months ago with ImageTrend as one of the topics that they wanted to hear from state officials about and we said hey we're working through some workforce issues here in Maine, if there's anything that we could do in terms of a national campaign to learn more about our workforce. So they're working to standardize a set of EMS questions and surveys that would be made available to any agency that's using the license management system. We had the first meeting last week, where we talked about the first steps in doing this, and we were joined by some of our partners from Massachusetts, Rhode Island, Missouri, Utah and Georgia. We discussed the initial survey and the initial groups of individuals in the license management system that these surveys would apply to and agreed to keep it to a set of 10 questions that we would ask across four different groups and to try to keep those 10 questions consistent across those four groups, so we can measure folks responses to those questions across their career. The four groups were; folks that have licensed and never worked for an EMS agency, new applicants, folks that have been licensed for a period of time and let their license expire. And there's one other one I don't remember..

Davis, Darren W: The renewal.

Stephen Smith: What all 10 questions would you have example of a couple of them.

Oko, Jason A: Like what brought you into EMS what, what pushed you to renew your license, what pushed you to not renew your license. Those are kind of some of the things that we're kicking around right now and find trying to find ways that those 10 questions will be applicable across all four of those groups as well, so that we can get some consistency in the data and like I said measure it over a career of an individual.

Matthew Quinn: Well, thank you, I you know I keep hearing a trend here, which is this isn't going to help today, this isn't going to help today but we're doing these things. One of the things that I've noticed about this group is we're very good at trying to collect data. We've got data subsets coming out of our ears, but we have yet to do anything that's going to start fixing the situation now. Agenda 2050 is a great plan. I'm going to be 72, right, what about Agenda 2022. What are we doing now to work on this issue because, whether the home office wants to accept it or not, there is a labor force issue, and there is a problem and people are leaving in droves. It's not just an EMS thing and we understand that we know these things are not directly correlated necessarily just to EMS right. I had a long conversation on my trip to

Houlton yesterday with a friend of mine and anecdotally he believes that it's the lack of technical education in the school system that everybody is going to four year schools and then they're leaving the state and we're becoming a retirement state and everybody who's moving back in as is retired, that's all well and good, but we need to stop collecting data or if we're going to collect data, we need to collect data in appropriate ways. One of the one of the arguments or one of the disagreements that Jason and I had earlier was the idea that we put this survey out. We get 1000 recipients back. We only got the volunteer survey recipients who were either angry enough or cared enough to reply. And then the answer is well that's not a random sample right like I brought that up remember that conversation we said that's not a random sample is this data reliable so again we're going to have a survey on MEFIRS that's going to have a captive audience, yes, but at 1130 at night at 12 o'clock at night when you're trying to finish up for the day and you have 10 more questions put on your list is actually going to be a random sample and after you're going to get the data that you want. And again once we get the data we've got step one and we skipped step two and we're trying to fix step three like we need plans in place now and we're not doing anything to get past that. Everything that we get at this point is roadblock, roadblock, roadblock. So I'm interested to hear agenda 2022 what's going on.

Oko, Jason A: Matt, I appreciate your concerns, wholeheartedly. One of the things that I think we absolutely definitely need to consider is that we didn't get to 2022 in 2022 we got here 10 years ago.

Hurley, J Sam: 20 years.

Oko, Jason A: It's been it's been an ongoing issue. We've slowly been bleeding off clinicians yearly at about 160 clinicians a year. So that gets us to this to this point in time. Where we've had an external factor of the pandemic that's increased call volume, we had a period of call volume that was down and then a rapid ramp up, but if we start collecting data now, when we get to 2030 we won't be able to say oh my God what what's the 2030 crisis. We will have some information, then, that we could say we've been proactively taking steps to work towards this along the way. And I get that there needs to be something, and I think that's why we're doing things like the 18 month license extension, as well as the waiver that this committee proposed that was approved at the board meeting to allow clinicians that have been expired, for two years to get an EMT or an EMR license back. Those are the things that we're doing now to try and help right now. But we're also we also have an obligation to help for the future to.

Matthew Quinn: I don't disagree Jason and data collection is, listen I wasn't very good at it, but some of the most enjoyable classes, I took were the public opinion polls and things like that. Statistics was difficult for me on an analytical level as more as a philosophical level, but again, you talk about this waiver extension which over the last six weeks has just gotten. But the issue is again, I get what you're saying. It doesn't matter if it started 20 years ago and it doesn't matter if it starts, if it's going to be down the road. We may not have started the fire, to quote Billy Joel, but we are the ones here, to put it out and we're trying to do that and it just seems like continually we get flack from it from the people who have the influence to make those decisions possible.

Hurley, J Sam: So Matt, I'm not disputing the fact that we have a staffing crisis right now. My concern is I think there's a lot of misunderstandings. Maybe that's not the right word. I think there's a misunderstanding of what the office is able to do. I can't increase wages today. Can't. There is zero zilch Nada nothing I can do to increase wages today. There's nothing I can do. I can't change the culture today in EMS, which I think is probably one of the largest contributors to the problem. And I'm not standing, I'm not sitting here telling you well, woe is me, these are all the things I can't do. What I'm saying is tell me something I can do today to fix the problem today or make a dent in the problem today and I will do what I can to fix it. But remember, I also have an obligation to protect the public and serve as the regulators, so there may be disagreements, is where we don't agree, and the proposal that came forth to the from this Committee last month, it was one of those points where we didn't agree. We did come to an agreement, and it was something that came forward that was passed this past board meeting this week and we're happy to help implement it. We also put forth a different proposal to retain the people we have. But I think that there is a misperception by many people in the EMS community that the mania miss office has some magical powers to fix the problem today and I'm not saying you think that, I don't think anyone on this committee thinks that the Maine EMS office can wave a wand and fix the problem. I don't think y'all think that, but what I think there is a misconception that we have more power, control, authority over the situation, then we really do. And if you have a proposal for us to take, put it forward. And I know that this committee has said, well, many of us is getting money from grants to go do things. Tell me what you want to do and let's work through getting that proposal ready, and I will help write a grant for it, if we can. But I can't go to a grant issuing body and saying we need a million dollars to do good work. That's not going to get us anything. So that's what I need is a solid, this is what we want to do, we want to do X, this is how we're going to measure it, this is how we're going to do those things. I will write the grant. I don't mind writing a grant. But those are the things like, I have to know what to do, because the Maine EMS office, State government moves slow, we know state moves government slow. So I'm doing everything in my power to move us in that direction, but we're slow, it's just were slow. But if you tell me there are things that I can do, tell me. But there isn't a magic wand I can wave, and I know it is infuriating, infuriating

and I hear what you're saying, well you're talking about 2050 say. That's 2050 that's not 2022, 2023, 2024, that's not now. What are you doing right now, but the thing the Board is the only one that can change things and we have been trying to probe the board to make these changes. I don't have the magic wand. So I'm asking you, as this committee, to provide those recommendations and, again, there may be times that we don't agree. Last month, was an example of a time we didn't agree, but we will do everything we can to try and support ideas that will increase the retention and recruitment. We will do what we can. But I just want to make sure that's said because, again I don't I don't believe y'all believe there's magic wand. I know you realize that. But I think that there are many people who, in this system, think that there is.

Matthew Quinn: Good. Jay, do you mind if I read, if I. I do hear what you're saying, and I am not foolish and I understand that the Maine EMS office has very little control, other than advocacy or influence on things like pay. But there are things that we can do and it's things that we can do that either paint the picture that Maine EMS is serious about this. The first one is, this is the first time that I've seen you in a meeting Sam since I started in December. Now I understand that defense from your dedicated workers was that you're a busy man and I understand that and I hear that. The biggest issue that I have in that is that you say that you disagreed with us on the waiver that we put forth. That we worked for three months on, it was not a surprise to anybody that that was going to be put forth. In fact, it was held for months, for a couple of months, to make sure that we got it right. There was no information, there was no indication from the director of Maine EMS that he was going to vehemently oppose that. There was no input from the director of Maine EMS before that point to come to a labor meeting and suggest "I don't think this is a good idea guys", "Maybe we should work about this" or "I'm not going to support this when it comes time to bring this forward". So we do all this work. We work hard. We acknowledge that there's a labor issue. We're trying to come up with solutions, as you say. If we volunteer solutions to put forth that we'll work on them and then the day of the meeting we get no, no, no, this is a bad idea, we cannot do this, and because you are the influential person that you are, the director Maine EMS, certainly, probably has the the ear of every Board of director out there and should, if they're going to be effective in their job. They did what they felt was best with the information at hand and put it on hold. That's the issue. I'll be honest with you, Sam, that was a test. That to me that was an idea that I had that I'd thrown out to see if the board worked. To see if this was going to be legitimately taken seriously and could we actually branch out into maybe many more broad-based ideas, I understand that government is deathly slow. I minored in political science and I get that. But the fact of the matter is we, if today is a good starting point and I would ask you if you are serious about working on this issue with us then start the process of working collaborating as the mission statement says and serving the people that we serve and coming to the table with us, so that when we bring ideas forth we understand whether or not the home office is going to support them and think that they're a good idea and use their influence to get those done or we're going to be blindsided and get discouraged and frustrated, throw our hands up, walk off and just go plant Christmas trees and then you're down more providers and the crisis is even worse. This is a team effort. We're here at the table. I would like to see more of that from you.

Jay Bradshaw: I think this has been a healthy discussion. It's been a sort of a cathartic experience, but I would suggest that I would like to see us take the energy from this conversation and be plugged into the strategic planning process, because I think that while Sam, while Maine EMS, cannot change how much Skowhegan fire pays, there are things that they can do in that advocacy role. And things that they can do in the advocacy role include you know talking to the Bureau of insurance, you know there's an issue with contracting, not looking for you to do contracts, but there are things that can be done with insurance carriers, so that, so that they realize, I mean I know I've sat in that particular chair, where Sam is now, well not now because I have no idea where he is now but I've sat in the office at Maine EMS. I've had the conversations with the CMS carrier, with their medical director about why is EMS doing these type of things, why do they need to be reimbursed at these levels. It's high level stuff but, but the director of a State office has access to people at a different level than, you know, Matt Quinn from Cornville Maine. I mean that's just that's just the reality and so using that bully pulpit to say here's why this is important, you know EMS only gets paid when they transport so helping insurance carriers to realize why they need to streamline the process. So I think that there are some things that can be done, that aren't. aren't increasing the individual paychecks but they're increasing the revenues to EMS services, and that is something that the State office should be doing. But I think that you know we could spend, and we do, this is an energetic group of people, we could spend the next hour talking about much the same thing. And while we may feel better or worse, at the end of the hour, we're not going to move the needle, I think, where we can move the needle is getting involved in the strategic plan, reaching out to your board members who, regardless of what the AG's office may say, they are representatives of the of the providers. And going to the listening sessions when they're out there. Writing to save tech solutions, taking advantage of this. The change in EMS has got to come from the board level. The office has a great influence there but, but you know it's going to come from the board saying here's how here's how we need to do this, so I would say let's do whatever we can to support that project. I would like to, while I've got the mike for just a second, with regard to the waiver that was passed with expired licenses, will the office be reaching out to folks who are eligible? Meaning people whose licenses have expired in the last two years to let them

know about this option.

Hurley, J Sam: Yes, we will be sending an email to the email that they have on file, but if that email no longer works ....

Jay Bradshaw: I get it, good. Thank you.

Stephen Smith: I wonder if we can utilize social media, I think Marc is in charge of that, but just put something up there. Maybe their still following the Maine EMS page or something to let people know that happened.

Hurley, J Sam: We will we just have to finish building the process.

Stephen Smith: Okay.

Hurley, J Sam: We had to finish the application so they can actually do it.

Stephen Smith: Okay. Yeah. Thank you that was going be one of my questions too. Really good. I love the energy here. Justin Robert in the chat asked a question about how often does Maine EMS meet with elected officials, governors, to bring up struggles. Sam I think probably you're the best person to answer that.

Hurley, J Sam: So I've never even met Governor Mills. We don't we don't have that kind of influence. What we do have is the Commissioner who advocates on our behalf. And he goes to cabinet meetings and takes meetings with the governor. But I've never met Governor Mills. And so you know that that's how that works. So, to give you some perspective, we do have meetings every once in a while, primarily during the legislative season, with elected legislators, particularly around legislation. And now, with the blue-ribbon Commission and with some of those other projects we have greater interaction with them. I know that advocacy groups and lobbying groups like Maine Ambulance Association have great connections with those legislators as well. But we do not have. We're not a lobbying arm, so we don't have like an immense connection with the legislators unless we're talking about specific legislation that pertains to us.

Stephen Smith: Justin.

Justin H. @ Home: Thank you, just a quick question. Is there someone that I can reach out to? So I've gone to high with our senators and I'm just getting bounce down. That needs to come up from a lower level. Is this a Commissioner that just a street medic can reach out to and discuss my concerns? go ahead, sir.

Hurley, J Sam: You can certainly write Commissioner Sauschuck and raise your concerns. That is certainly something you can do. And I would recommend writing him and copying me or if it's about me you don't have to copy me either, but you know if there's things that you want to relate to him to get to the governor's office I think writing him and copying me and saying hey I've reached out to my legislators, I'm falling on deaf ears, I'm just trying to get this message out of what I'm experiencing and what I'm seeing and what I'm asking for. I can't say he will or will not do it, but I can say if you're cordial, we've had someone recently who decided to threaten us. If you're threatening the department of public safety commissioner, it's probably not the wisest choice. But if you're cordial he will certainly respond, and kind of let you know what he's going to do and where he's going to go with it, so Commissioner Sauschuck is good about that.

Justin H. @ Home: Thank you, Sir, I appreciate that lead and point me in the right direction.

Jay Bradshaw: If I can jump in, I would also write to the governor's office. Because I know, and Sam is seeing these as well, any constituent that writes to the governor's office, that does get logged and it gets forwarded to Maine EMS and DPS, so it provides this trail, if you will. Have your correspondence and I would just echo what Sam said, Mike Sauschuck is a really responsive guy. He's engaging, he's personable and he's very much approachable.

Matthew Quinn: Hey these people are accessible. I've met the governor. I've met other Commissioners and things like that they are they might be busy but there are ways, non-threatening, to access now.

Jay Bradshaw: Especially in an election year.

f. Simplification of renewal process

- i. Davis, Darren W: There is a simplification of the renewal process that people will be able to take advantage of the next time they renew, which sounds like it's going to be at least 18 months away or so, at this point.

g. Surveys

h. Data Analysis

Davis, Darren W: The next two items surveys and data analysis. We have been looking at a lot of data, you know we've done several surveys, at the request of this committee, I guess, my question for the committee here is what is it that you really want us to take a look at in our data.

Matthew Quinn: I want to know how many providers do we have on at any given time. What the turnaround



times are for emergency response. How many shifts at 24 hour sponsored or 24 hour licensed EMS services filled are filled or unfilled. What is the standard compliment of ambulances that services have and what percentage level they routinely being filled at 100% capacity. I want to know how many days ambulances are running short. That's the kind of information that I'd like to look at. That I think that the office can get a pay study or would be welcome, as well, but I think, as far as what you could glean maybe four main first data those would be the things.

Davis, Darren W: Okay. You know, unfortunately I don't believe that our existing data contains very much of that information so are you suggesting that we need to do another survey.

Matthew Quinn: well. well.

Davis, Darren W: I mean earlier, you mentioned that you know surveys, you only get

Matthew Quinn: I get it. I know

Davis, Darren W: I mean earlier, you mentioned that you know surveys, you only get ...

Matthew Quinn: I get it. I could talk out of both sides so of my mouth too. Yeah, no I hear you, but I think that stuff's critical because you know, one of the things we hear all the time on the street, and we see and do is every calls getting filled. But how many of these stories that, you know I hear stories of and I'm going to you know Somerset county is my home but you know Clinton ambulance going up to St Albans or Newport to run calls or vice versa. Reading can go and go over to Pittsfield on a regular basis or Upper Kennebec coming down to Skowhegan or Northstar going to Starks or Mercer because we've got trucks out there, getting filled right so you're like hey we don't have a problem because we've got trucks out. They're getting filled but is that it is it reasonable that they're getting filled or whatnot so yeah, I think, maybe either through, because MEFIRS is a data collection program there's no two ways about it, so either through that or through very pointed surveys to maybe directors of services, you know, how many crews do you have on? What's your normal staffing limit?

Davis, Darren W: Right. I think what I will do for that. I'll add that survey thing to the agenda of the next meeting, so that way that this committee can have some input on what does it need to contain, who does it need to go, to you know, are we sure we want to do it and those types of things.

Matthew Quinn: Those are brainstorm to me. I'm just tossing up ideas.

Stephen Smith: Well, in the beginning of things we did a bunch of surveys like that. I know you weren't here Matt. We did a bunch of weird surveys out there, kind of asking you know how many people have your last how many days, did you have to shut down trucks or something like that it was exact survey questions, but we didn't get much of an answer, if I remember correctly. Like you said, no, we're not gonna take the time to do it. Especially if you're short staffed and work in the trucks you're not gonna have time to do it, but I mean we know that that's an issue for me like I mean these stories aren't just anecdotal. People are out there, you know Mike and I will work in the trucks all last week, and until I decided to be a man and destroy my arm. But the, you know, so it's out there and trying to fill ships and kind of do things well. I don't know what me and I'm not saying no I just think we need to think about how many surveys we're sending out like you said, what are we going to do with the data and. I go back to what you're saying you know we're asking all those questions and what are we going to do about it. I think one of the things we really need to do as this committee, that we can't make any motion right now, we really need to focus on the recruitment side of it. Like how are we going to get people into us right, you know just going to go back to old school, we need to figure out go to job fairs and salad. Do we need to make a recruitment video? We chatted about something like that, and I think that's one of our biggest issues, and then retention is a whole other thing I mean you saw it from that survey results that we looked at, you know compensation is the biggest thing well as Jay had mentioned and Sam had mentioned.

Stephen Smith: A step at a time and you're. talking to the right people.

Cooney, Jason J: Hi I just have a question that came to mind as we discussed data surveys, one of the things we regularly here is difficulty with communication between EMS service chiefs, and the Maine EMS office support. So a question I have is, what can we do to improve that communication, so we can get asked questions and actually get answers and help them gather answers for us. I think that that would be really important as we try to tease out the intricacies of the problems that we face, so that we can make really deliberate decisions going forward. Because I love talking to people and I'd love to hear from them. I just want to make sure that we can get those answers back in a format that represents the people we really want the answers from and gives us the ability to put it in a format, we can take action on.

## 8. New Business

## 1. Perception of the Maine EMS Office

Matthew Quinn: Yeah, I think that's a great lead in to the next level of business on the new business. In talking about the results of the Labor survey that we just did so one of the things that I gleaned from the data was accessibility, or the perceived, I'm trying to find the right word, but the perception, I guess, of the Maine EMS Home Office and I just tried to call Augusta the Home Office in my brain that keeps it separated from. The Board or these committees and stuff but that perception of that working relationship. So getting back to Sam's comments about what we can do now, or what the board of Maine EMS can control. They 100% can control their perception of how they're treated or how they are perceived and how to make those things more accessible. So Jason I think you're right on as far as the service chiefs in communicating with people. I know that I've had difficulty and I've talked to many people down there about some of my difficulties with the communication or the perception of the language of the communication, but definitely there needs to be something there that would allow that accessibility, be able to get this information passed forth and that's something 100% that Maine EMS can do right now.

Cooney, Jason J: How? I'd love to do that, actually that'd be fantastic.

Matthew Quinn: Answer the phone. I know it sounds simple I mean I'm not, I don't quite know necessarily how I mean, are you asking for more help, are you asking for more workers are you talking about having a system where people can email you directly, or that, technician not technicians, but employees of Maine EMS have a region with their main focus is this region, so they can go out and visit these places and see what's going on. I do apologize for that I don't, office work is not my wheelhouse and I'm not quite sure. But those are just some thoughts that again just popping up into my head and again, that brainstorms I don't you know if you say. "hey that that's not feasible" or "we don't have the ability", time mileage reimbursement to do those things, and then we don't I mean that's that's that but.

Adams, Melissa F (MDPS): I think we have lots of options available for connecting, both in general and individually with the Home Office and the Home Office staff. I wonder if we need to do more advertising on those. I mean I loved that Jason and Darren on all of their emails they have office hours right, click here to schedule office hours with us. And I admittedly don't have that because I'm not tech savvy and I don't know how to set that up but I also hear their feedback and that people don't typically take advantage of that. It's also, you know, all of our contact information is posted on the website, I wonder if that's not obvious or easy to get to. I mean there are quick links there, but maybe our website is intimidating to process through. Jason has his open MEFIRS forum every two weeks and they started off strong, they were lots of good discussions and feedback. But in the last one we had one EMT who showed up that had a great conversation with Jason and I. That staff member from Franklin county. But I would love to see more participation in those things and I understand that that's difficult with staffing models and when administration is on the truck, I get that. And not I'm not saying that I don't understand why people aren't showing up, but I want to know how we can do better and, I mean, I look at some of the agendas here and, like the action items and next steps they're always blank right, but I would love to have a checklist of things that we can do. Some action items that we can do to support you or to support, to fix some of the issues that we're identifying so. If, as we go through these things and we identify a problem if we can stay on that long enough to get an action item. During these meetings so that we can make it better, rather than revisiting it every time because I think that's why this meeting gets so discouraging for people is because we kind of drill on a problem, but we don't come up with a solution necessarily. If we could come up with some solutions and just have some action items at the end of every meeting, I think that this, these meetings would be so much more productive and we would feel better about them, all of us. And one thing for Matt we had had a conversation about the tone of communications that come out of the office, and that was a great conversation. And it has made me much more aware of the materials that come out and when we're reviewing each other's materials. So that was never an action item on any of these agendas, but just a side conversation we had, and it was so helpful. So I give that as an example right of something that could have been discussed in this meeting and left on the agenda or on the Minutes as an action item, just as an example, thank you.

Matthew Quinn: I appreciate that Melissa and you're right though that was an excellent conversation. And really it's one of the things that I've found, you know, in order to be heard in these processes you kind of have to insert yourself right, so we have a lot of people that do just yell and holler and scream and complain and then we have the group that inserts themselves and gets the access to the people that they need. I am going to toss up a brainstorm and I'm going to ask you to either make this happen or figure out if an action item if you will. Is it beyond the scope of Maine EMS to start having individuals at your office randomly calling services, "hey checking in, how's things going? Want to talk? Just so you know we're here. We are your advocacy group, maybe not your Union REP, but we are your group. We handle the administration of how these things are facilitated what's going on. This is me, this is who I am. I mean Sam. I seen you on TV, but this is the first time that I've actually had an interaction with you. I think that that would be important that might be something that you know and Jason's talking, how can we communicate to you know the service directors, you know your neighborhood service directors outside your realm do you know that. I know it's work and I don't know if you guys are salaried or hourly employees. It might be something that on your way home you hit your bluetooth and, as you

drive into the house and doing whatever you're like hey I'm heading to the store I'm going to call someone at so and so service and just be like hey we're checking in and I'm your guy and if you need anything, this is my these are my digits send me a text and move on from there. It might be helpful. Once we can get back into in person meetings would town halls, would the ability, Hey I'm going out and just driving out. I'm not driving out to try to catch you doing something bad or to inspect here or anything like that I'm just driving out see what your service looks like and introduce myself. Hey I'm Melissa. Hey I'm Jason. Hey I'm Matt and you know just wanted to put that out there. Road salesman do it every day of the week and you text them and say I need this much fertilizer and they're right there with it and I think that kind of advocacy, that kind of collaboration, and working with those services that we all work for would be very helpful. I'm going to put that down. I'd like that, as an action item to see if that is something we can facilitate.

Adams, Melissa F (MDPS): I think that's fair enough, put it on the action item. I can say that I don't think that we do that. We are salaried. That's public information. But also Jason and I specifically, and Jason Oko also, work on a truck and we do touch base with our local services and I sit on a desk at least once a week and dispatch and so all the agencies Fire, EMS and law you're not three county know my name and know my voice on the radio and I frequently get a Facebook message like hey you got you so you know we do try to keep in touch at least locally, we also have the regions. The regional offices and I hope that doesn't make anybody scoff because they're there for a reason right and they're the first local level right outreach and perhaps on our action items we need to take a look at how they're being used, and if they're being used properly, and I know that Director Hurley is brought to the board, you know and identified that within their contract, it was not specific enough, we don't know why they're there, or we don't have action items for them right, so we've already done some modification on that, I think. That was one of the first things that Director Hurley identified and brought to the board, and I know that that's still sort of in the process and will take some time because it's different, it's a change, it's a change in funding, it's a change of responsibilities. But that may be the best way for the central office to have an operational arm and the first line for service leadership. You know kudos to those regional directors that have been there for years Julian a rick has always been a contact, right, and their contractors of the Home Office but they serve a purpose and we have operational meetings twice a month. To make sure that we're connected with those folks as well and that we have a good flow of information back and forth so I'd like to think that through that that regional option we do stay connected, even if as office staff members we don't have the time to reach out to every agency on the frequency that that we'd like to.

Christopher Azevedo: Matt, I can say I'm a salaried employee. I'm salaried, my work week is 40 hours a week, but myself, as well as everybody else in the office works a lot more than 40 hours a week. And that includes weekends and night and everything else. And I get so many phone calls and I'm sure, Melissa and Jason especially do to. Get so many phone calls that I know I myself I'm so busy answering the phone calls that I have that I don't have time to do things like that, unless it's. A matter of business where I have to reach out, which I do. What I can say is that every time I get a call from a service training officer, or every time I get a phone call from an instructor that says, I can't access the course that I put in, how come I can't see myself I input this course, and now I don't have access to it, I'm having trouble putting attendees on their, I don't understand what the criteria for CEHs are. Every time somebody calls me, I have that conversation. As many as many times as I possibly can, and pretty much every time I've built a new relationship. Whether it's a service chief or whether it's a training officer, or whether it's just any provider every time I go to a meeting, a regional meeting or anything else you know. I make it widely known what my phone number is my cell number is. That I'm very accessible. Some people take me up on it and that's fantastic and I've had terrific conversations and I think I've made a lot of inroads. But, as you know, some of the it's been said here, you know that there's a certain culture and whatnot and unfortunately there's only so much of us. And there's only so many building bridges that I can build at least myself, and I think that's true for everybody in the office you know, at one time. And I think that the situation that we're in makes that a lot more difficult. With the Labor shortage and the pressure that everybody feels I also feel that COVID has had a heck of a lot to do with that. You know we're not as out there and visible, except for in a meeting like this, you know um but it's something that I do every single time. And I've always made that a priority, and when I got hired Jay was the one that hired me. Well actually wasn't. He was the one that was there when I got hired the day after I got hired. I bet he's glad he didn't hire me to that was shown but when I came on board that was one of the first things that that Jay said was that you have got to make that off of that that. That that effort. Because perception is everything, and you have to make that connection, and you have to provide that support. And so I know that's one thing I do every single time it's just unfortunate. I'm the only person in the office that's dedicated to education, the only one. I can only answer so many calls in one day on top of all the committee meetings that I have to do, which again, you know when I'm there, I'm like here I am this is, you know if you have any issues, let me know. So I wish that there was a lot more that I could do, but I am trying, and I think everybody is. But you unfortunately, there are limits to it. And if anybody has any suggestions in ways that I can improve that and still get my job done I'm all ears.

Matthew Quinn: I just I don't think for a second that I don't believe all of you work as hard as anybody else. It's human nature to want to do your job, and do it well and I don't think for a second that any of you down there in Augusta do not want to do a good job and do what's in the best interest of the system and whatnot. It's just difficult because it's a big

system, there are a lot of players and people and cogs in the wheel and the ones that are getting it done every day just clearly seem like their getting left behind . I just toss it up, you know, those are the ideas to toss up and don't, please don't, for a second think that I don't think any of you are not doing as much for the system as the people out in the trenches at all. I would be personally hurt if people thought that I thought that.

Adams, Melissa F (MDPS): I still think it's a good idea Matt and something that we could put on the action items because, even if it's just perception, it gives us a place to start. So if we want to look at it next month and be like yeah I think we're doing better right and look at it, six months from now, and be like we're doing great right. That's what we're here for. Let's identify what, even if it's just perceived as a problem and then we'll measure it again later and make sure we're moving in the right direction.

## 2. Survey Review

Matthew Quinn: Rick's not here and I do apologize, because I say all this stuff then I don't get my homework done because, because the trees are on a timetable. In talking with Rick and stuff we haven't had a chance to really delve into it and the use last week's, like we kind of shifted gears on last week's meeting so I'm going to continue to work on that. I do think that, you know, if we could handle what the Maine EMS office can do to help would be ... {brief mute} ... Sorry, I'm trying to I tried to go look at the agenda and then go back it's very difficult, but the things that I can see. We agree compensation, I mean you can't do anything about that, without you know legislative approval or anything like that. I think working on making the initial things that the Labor committee can do right now is, or the way the Maine EMS office can do right now is maybe work on their perception and accessibility, as far as becoming a better perceived face of the system. Working along those lines to make education more accessible and I know those are very broad-based topics and you're right I don't necessarily think we can get that in 15 minutes. I don't wonder if we have specific sub meetings where the only topic of discussion is like maybe, I'll propose this I will give you my word that the next meeting, I will have gone through it tried to come together with Rick and made some very specifics and then maybe each meeting over the course of the next six or eight weeks we can take one of those specific top items that we know that we can address, that we have the power, the ability to either advocate for or do something about and come back with that. Does that sound like a plan? And then we can take an hour to talk about these things, specifically and not and not wander.

Stephen Smith: Sure, I think that makes sense. Now I'm looking at Rick sent and there are a lot of things that we were already discussed, one of them today, better pay benefits that's not something we can control, unfortunately. At least not directly but ...

Matthew Quinn: I do have two things before we adjourn. I emailed Darren, I emailed you and I didn't I didn't know if we go back and get a chance to read it, but I'm just curious I know for a while these meetings and the board meetings and things like that were posted to YouTube for access for people to get this out for transparency and those kind of disappeared, I was looking, I wanted to be honest with you, I want to rewatch one of the meetings that we had and I couldn't find it anywhere on the website, the links to any of those. And again, I know you guys are slammed and whatnot. Is there a possibility that we could get back into doing that and having the videos posted in a public forum where people can easily access them. And then the second thing is, I know EMS week is coming up and I know it's a very difficult time in the EMS world and I, I only want to ask because I think we get this all the time and for jaded providers like myself who go out there at grudge it every day, you know, a coffee bar mug at a gift certificate to Hannafords is nice and all but I would ask that the office to, in their words of encouragement in the future, acknowledge, somehow take an acknowledgement of like EMS week is great, and we do appreciate you but you know another pizza party type thing is, maybe we try to be a little bit less tone deaf as a whole system and I'm not particularly picking up again the Maine EMS office, because I think that every system across the board doesn't know what to do and but you hear it all the time, like thanks for your help, here's a pizza party and just be cognizant of your words during these trying times.

Oko, Jason A: If I may, on the YouTube piece. There is so many boards, so many committees, and the board right. I think if we were tasked with posting committee meetings on to YouTube. That would become a full time job for us because we nearly have a committee meeting every day of the week, and to choose which committees we post on YouTube and which committees we don't post on YouTube. What we can do is, we can share the recordings, because we have the recordings and the committee meeting is recorded. We can put those into our SharePoint file and we can share the link with everybody to that to that file, so that they can access the recording anytime that they'd like.

Matthew Quinn: Is that is the Internet too slow down there to upload them, because you now, I have a YouTube channel and I don't think it takes more than three seconds to hit upload and make it public. I understand you guys are under the gun but ut

Oko, Jason A: We have a few, we have a few more challenges that we have to go through with it is because we are state regulated agency that we have to make sure that it is accessible to everybody through Ada so we have to go through the transcript of the recording as well, and the transcripts aren't always. friendly to main dialect or southern dialect or whoever's dialect right so going through those going through those transcripts one by one it's slaughters my last name it's only two

letters in sequence, and it slaughters it right so, going through those transcripts get getting everything posted to YouTube is not a small feat, for us, so.

Matthew Quinn: Okay that's gonna be a hard one for me to swallow Jason but I will trust it.

Stephen Smith: I do like the idea of sharing the recordings after, though, maybe, but those in the Minutes and there's not a legality issues allowed but I'll let you guys think about it.

Matthew Quinn: got it, I mean a FOAA request would easily handle that if you want, I mean right public information.

Davis, Darren W: They are public information, they are FOAA-able. I think the question is whether or not we, as a rule, make them available on a regular basis right so. You're looking at over half of the office staff here right. And while I love that they're all here and participating and putting forth some really good information, they're not getting other things done right. They're not answering the phone. They're not calling people. But yeah, I'll take an action item, so that we can kind of discuss that as a team and figure out what the best approach is going to be how's that.

### 3. what are we going to do about lack of quorums

Davis, Darren W: There's one thing that I do think we should address in the last seven minutes here of our meeting is the agenda modification that Matt suggested about, what was it, what are we going to do about the lack of quorums for this committee. I think there needs to be a little bit of discussion on that and see if there's anything that y'all want to do about it.

Jay Bradshaw: Raising my hand stuff and being polite is, this is a challenge for me, but I do think that's really legit. I mean you know, there have been two, just literally three of us that have dominated this discussion today and we represent ourselves, we don't represent others, but I think it'd be worth ,Steve, sending an email out to folks saying Okay, we know you're busy. We get it. People sign up for a lot of things, with the best of intentions, and then it really just doesn't work out. However, you know the work of this committee benefits from having diverse input and if quite frankly you're not able to participate no ham no foul thanks for your time but give us the ability to find somebody else because quite frankly, I mean I enjoy these Friday morning discussions, but you know, at the end, at 1005, I'm gonna say what the hell did we just do for the last hour and a half and talk about the same thing that we talked about a week ago, two weeks ago and three weeks ago. So I think part of that is because it is limited to just a few of us who are here so Steve I would suggest that maybe perhaps between now and the next meeting. You know the attendance, I mean reach out to the folks and say you know, give us some feedback. Why are you not ,we can do a mini survey with the 10 people who are members of our of our little merry little gang, why are you not able to participate. Change of plans ,change of interest, frustration with the group itself what's you know, put it out there. we're all in a in a world where QA is really important to us and that works if we're candid with each other about what works and what doesn't and we're all adult and mature enough to handle whatever comes our way and let's move on or let's just put a stake in it and move on to something else move forward and move on

Stephen Smith: I will do that most actually. Thinking about that, with us talking, the other day about why aren't these people coming and it's like the same group of people that don't show up, so I will reach out to them and try to figure out. Maybe it's Friday mornings don't work right so maybe it's as simple as that, well, I will do that between now and probably after the meeting I'll do this. We can get out there and get some answers back. One of the things that I was I was thinking about and I had to go back and search for the link was remember that a brainstorm, labor problems, we came up with the top six things and pass them off to Maine EMS. Now there's more lot more stuff on that. And what I'll do is I'll forward link to people. But i'd like to get too late to get that back on the table and start saying what are we doing here there are things on there that we could maybe address. On our own and then follow up with some of the other ones with Maine EMS. So just something that I'll probably send it out after this as well to the committee, so you can click on that link and you don't have to still look at that excel spreadsheet.

Matthew Quinn: Sam I just want to let you know I do appreciate you showing up, I look forward, hopefully to seeing more of you in this meeting. I thank you for your time. It's very helpful to have the de facto or really the leader of the system to be able to talk to, bounce opinions off, and I know that we're very pointed. I know personally I don't beat around the bush and diplomacy ist, I always talk about is kind of a secondary skill of mine. It's certainly not one of my best, but I do appreciate it and do hear what you're saying and it does not fall on deaf ears, so thank you for your time.

Hurley, J Sam: Absolutely and again,telling you this is gonna sound like excuses coming from me, but I'm going to say it anyways. It's, not because we don't want to, it's, not because I don't want to attend. Literally I can show you my schedule today and it's literally back to back meetings and I have two 30 minute breaks until 6pm tonight. And it's because we are trying to do two jobs two or three jobs per person and again I'm not trying to make excuses. I'm just trying to put it in perspective of what we're trying to do here in the office, and we are trying to hire five more people, which will help. It absolutely will help having a deputy director in our office, will help immensely. And you know those are things we are trying to

do, but I just want to make sure that we communicate to you all, because I think a lot of the deficiencies that I heard today are not that Maine EMS is not doing this or it's not necessarily that Maine EMS is not doing things, it's that we're not communicating effectively, so you know we're doing things. And I think that's part of our problem is that we're not selling ourselves enough so that you know that we are doing some of these things and I completely agree with Melissa and others that said about the regions, how do we capitalize on the regions and that's been something that since I got here I've been trying to figure out, how to better capitalized on the regions because that's really their job, should be their job, pardon me, let me, let me rephrase it should be their job is to be the local Maine EMS representatives because, unfortunately, as the state office it's hard for us to be in contact with 5600 people or with 300 licensed services . There just aren't enough hours in the day, but locally and regionally that should very well be tossed where they can have those dialogues and I think it is fairly common for people like Joe and Chase and Sally to have those relationships locally. But to be candid I think that needs to be a state representative that has those relationships locally. So that you have someone there locally from the state that can give you that information or share from the state perspective and that's really where we're trying to go is to make sure that you do have that state representation locally. So you get it right from the horse's mouth and if they tell you the wrong thing you can say the state told me the wrong thing. I think that is important and that's really where we're trying to go. But I do appreciate that and I do appreciate any suggestions y'all may have within my power. We can make communication better. I mean I will tell you if you leave a voicemail on the Maine EMS number it goes to every single one of our emails, including mine, and that this team responds to those voicemails as quickly as possible. Like I said I have two 30 minute breaks during my day to day. so we may not be able to answer immediately, but we do try and we do call back, and if you email we do email you back. And so, that is something that we are also working on putting together a phone tree, and I know people hate phone trees, but it's better for you to get to the right person, the first time. Then, instead of having to hunt around for the right person, so we are working with OIT to put in a phone tree. That will get you to the right person, the first time, you can always leave a voicemail on our main line, and it will come to all of us, but if you want to go to the right person off the bat, we will have that capability. But those are things that we are trying to streamline .I know that this is frustrating, but even right now I don't even have an admin so we don't have anyone to answer the phones besides us. I just want to give perspective again, I'm not trying to give excuses and I know it sounds a lot like excuses, but I just want to make sure that there's some communication about what's actually going on behind the curtain, because I know this is the wizard of Oz and we're the great Oz, but there's really just a bunch of levers behind the curtain with a couple people pulling the levers.

#### 9. Action Items and Next Steps

- Can Maine EMS randomly call services to check in
- Steve to send an email to committee about participation
- Darren to research committee attendance rate
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#### 10. Next Meeting Date and Time:

Davis, Darren W: Thank you, Sam. So we are over time at this point. I think one thing that we need to also address is to confirm our next meeting date time, I think, according to our schedule, it would be May 20, two weeks from today. Is that ya'lls wish?

Stephen Smith: Are we back to two weeks now.

Davis, Darren W: I don't know. We can do every week, if you want, we can do next Friday.

Stephen Smith: It's up to the group. We can do it in two weeks, every two weeks and meetup. I wonder, sometimes if that's part of the issue of attendance as a lot's going on, but I also think we have a lot of work to do so.

Matthew Quinn: I wonder if, and I, and I understand that it's difficult with an issue that is this broad and brig but a smaller group might be better, but certainly with a smaller group, you have more access to our quorum and things like that. Because, really, in essence, if you did if you got rid of the people and that have not shown an interest in showing up we'd have a quorum almost every time. I don't know I think two weeks is appropriate for now until we actually get some things implemented and we still really been working very hard at this stuff and have one waiver requested to show for it, so I think I'm good with the two weeks I'll do my best to be.

Jay Bradshaw: I think if we're going to change the membership that has to go back to the board, because it was the board that establish this. If we get to that point. If you think we can, if you think we can get a response from the people who are not here so that we can have a meeting in two weeks that's fine. I think that if we have to wait a third week for the benefit of getting more people here, that would be value added, because I mean one of the things that Sam was talking struck me there's a difference between being busy, and being productive and one of the things that. We have to constantly ask ourself and this isn't, whether it's six Sigma or total quality management, whatever is what you're doing value added to the process and part of the. Continuous wheel is, you have to keep asking yourself after you plan do check act is to reassess, so I think that we, I

think if investing a third week gets us to that point where we have. Some answers to that that would be timeless unclear either the 20th or the 27th, but I just toss that out for the group that if it's just going to be the five of us that are here today in two weeks I'm not sure that's value added

Stephen Smith: I hear what you're saying. Maybe I'll poll those people when I asked them to their email. The one thing I do have concern about with three weeks from now, it would be the start of memorial weekend so some people might have taken off, so I think probably will try to stick with two weeks and see what we got.

Aiden Koplovsky: I was going to just chime in here that I think sticking with two weeks, having it on the schedule and when you reach out to these people see if they're still interested, can still commit the time. Just kind of getting an indication of if we're going to be able to get a larger group of people for that two week meeting, and if we can't we can always cancel it, but if we at least schedule it have it on the books. It prevents us from. kind of being in one boat.

Stephen Smith: I like a plan for two weeks. And I will reach out to them.

1.

11. Adjourn at

1. Meeting closed at 10:09

Parking Lot:

- **Maine EMS Staffing Coalition Report**

- a. Discussion about what additional information could be sought in this survey that we didn't capture in the multiple vaccination reporting surveys completed by services in November and December. It is the committee's understanding that Maine EMS has the data to answer the question posed by the Board as to how many clinicians left services due to the vaccine mandate.

- i. Kellner will bring this item back to the Board for clarification.

- **Request for supplemental reimbursement**

- **Fund the development of a comprehensive recruitment and retention campaign**

- **Essential Services**