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GOVERNOR

STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
152 STATE HOUSE STATION
AUGUSTA, MAINE 04333



MICHAEL SAUSCHUCK
COMMISSIONER

J. SAM HURLEY
DIRECTOR

EMD Committee Meeting
Thursday, October 20, 2022
Zoom Meeting ID: 8756 9618 203

MINUTES

- i. Call to order 09:31
- ii. Introductions
 - a. Committee Members Present: Tim Hall, Laura Downing, Melinda Fairbrother-Dyer, Cindy Moore-Rossi, Dan Mayotte
Committee Members Absent: Stephanie Gibbs, Tara Doe, Dakota Turnbull
 - b. MEMS Staff: Melissa Adams
 - c. Stakeholders & Guests: Misty Lewis (Waldo RCC), Mike Labbe (DPS-Augusta), Brodie Hinckley (DPS), Tammy Barker (Somerset RCC), Greg Hamilton (Westbrook Comm)
- iii. 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.
- iv. Public Comment - None
- v. Modifications to the Agenda - None
- vi. Previous Meeting Minutes
 - a. **MOTION** to accept the July 21, 2022 meeting minutes as drafted. (Downing, seconded by Fairbrother-Dyer; **passed 5:0**)
- vii. EMS Office Update (Melissa)
 - a. Strategic Planning

● **Excellence** ● **Support** ● **Collaboration** ● **Integrity** ●

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With offices located at the Central Maine Commerce Center, 45 Commerce Drive, Suite 1, Augusta, ME 04330

Dr. Becknell from SafeTech solutions, the vendor contracted for this project, is working to produce a report with a workplan by the end of November to support the Blue Ribbon Commission with their goal of drafting proposed legislation to support the workplan. The Blue Ribbon Commission is also considering immediate needs of the EMS system including funding for staffing recruitment and retention.

b. EMD Center License Renewals

The renewal application is available in the eLicensing portal. Agencies are able to submit the application now, but they will not be processed until after 1 November.

c. Committee Updates (Melinda)

The Data Committee is working through the data set in the electronic patient record reporting software to update existing fields and options as well as to identify required fields as necessary.

The QI Committee put out a stroke newsletter in September with an EMD section. There is a lot of talk in this group about what QI looks like over the next 5-10 years including how to hold people accountable without punitive measures but rather encourage self-accountability and improvement. The next newsletter is a safety newsletter in which the EMD section may focus on the use of determinant codes for response decisions.

viii. ESCB Update

a. Staffing

Kyle and Cory are doing on-site PSAP audits and unable to join today. Amie Greenham took another position within state government, but they have since hired someone to fill the position who will start in November.

b. Training

No update available.

ix. Old Business

a. AED Rules (Melissa)

The EMS Board voted to adopt the proposed rules with minor revisions at their regular meeting on 7 September. The proposed rules and rulemaking process are under review with the Attorney General's office and pending any issues will be forwarded to the Secretary of State's Office for publication. Maine EMS staff, Melissa Adams and Ashley Moody, are working together with staff from New Hampshire 911 and Pulse Point AED registry to identify best practices for validating registry data.

b. 9-8-8 Update (Brodie & Melissa)

The working group continues to meet bi-weekly to draft the call handling protocol for mental/behavioral health calls to screen and process them with consideration of transferability to 988/Maine Crisis Line (MCL). Other simultaneous work is being done to recommend statutory changes regarding confidentiality and incorporating Emergency Mental Health Dispatch (EMHD) into existing EMD

definitions to ensure appropriate funding mechanisms that support training and protocol costs.

c. Quality Assurance

A number of EMD Centers are struggling to complete the required QA review on time or in sufficient numbers due to staffing shortages. There is no plan to reduce the QA requirements; Centers are encouraged to consider operations that others have found successful including training several personnel to make up a robust quality assurance team and share the workload, using call data to identify “slow times” which may be used for quality assurance reviews, making software available at the dispatch console to allow QA personnel to review calls without relocating away from their work console, or contracting quality assurance review with another qualified person or entity (another Maine EMD center or QA certified individual, or IAED’s National Q program). In any case, if a Center knows they will be late or cannot perform the required volume of QA review, please notify Maine EMS ahead of time.

d. EMDPRS Review

A legal review provided feedback that this document is statutorily defined in 32 M.R.S. §85-A as a reference for a three-part system approved by the ESCB and the Maine EMS Board. Those three parts include the protocols for emergency medical dispatch response, a continuous quality improvement program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher, and a training curriculum and testing process consistent with the protocol. The document incorporates professional standards for EMD protocols from both NENA and APCO and has historically been used to guide vendor services. Which is why many of the parts of the document seem redundant to IAED and Priority Dispatch references but may not be removed. With this in mind, a draft of the document with proposed changes will be disseminated prior to, and reviewed at the next meeting.

x. New Business

a. Chairperson Nominations – Tim Hall

MOTION to recommend Tim Hall to the EMS Board Chair for appointment as the next Chairperson for the EMD Committee. (Mayotte, seconded by Downing; **passed**; 5:0)

b. Adam Clement Resignation

With Adam’s resignation, there are three open positions on the Committee: EMD Director (Non-PSAP), Line EMD (PSAP), and Physician Representative. These will be posted and advertised within the next week. The Committee will accept applications through 1 December and attempt to schedule a supplemental meeting in December for interviews.

xi. Meeting adjourned at 10:12. (Hall, seconded by Fairbrother-Dyer; no opposition)
The next regular meeting is January 19, 2023, at 09:30