



JANET T. MILLS
 GOVERNOR

MICHAEL SAUSCHUCK
 COMMISSIONER

J. SAM HURLEY
 DIRECTOR

EMD Committee Meeting
Thursday, July 20, 2023, 09:30
Zoom Meeting ID: 8756 9618 203

MINUTES

- i. Call to order at 09:30 by Chairperson Hall (L/A)
- ii. Introductions
 - a. Committee Members Present: Tim Hall (L/A), Jennifer Michaud, Cindy Moore-Rossi, Melinda Fairbrother-Dyer, Tim Hall (Penobscot), Dakota Turnbull, Laura Downing, Monique Pomeroy, Tara Doe
 - b. Committee Members Absent: Dan Mayotte (Excused for 911 Training)
 - c. MEMS Staff: Melissa Adams
 - d. Stakeholders & Guests: Kyle Ellis, Brodie Hinckley, Theresa Perry, Alex Mumford, Martin Fournier, Misty Lewis, Melissa Bisson, Polly Wood
- iii. Chairperson Hall read the 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 – May 18, 2023

MOTION to accept the minutes as presented. (Downing, seconded by Fairbrother-Dyer)

Vote yes: Hall (L/A), Michaud, Moore-Rossi, Fairbrother-Dyer, Hall (Penobscot), Turnbull, Downing, Pomeroy, Doe

Vote no: None

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

PHONE: (207) 626-3860

TTY: (207) 287-3659

FAX: (207) 287-6251

Abstain: None

PASSED

vii. EMS Office Update

a. Annual EMS Education Conference

Melissa Adams spoke about the EMS Education Conference coming up November 8-12 at the Samoset Resort in Rockland. The Conference is coordinated by Atlantic Partners EMS (APEMS). This is the first year there will be a full dispatch track at the conference and there has been a good response from dispatchers in the state to the call for presentations. Additionally, the ESCB is working to secure an instructor with Priority Dispatch for at least one pre-conference session. Maine EMS is planning for other pre-conference and regular conference sessions to ensure opportunities for EMS and dispatch to collaborate. Registration is expected to open in August.

b. Committee Updates

Melinda Fairbrother-Dyer shared the Data Committee's identified goals which include improving data through education and data sharing, improving the quality of data through accountability, and to improve on the value of quality data to agencies and individuals.

Melinda shared the QI Committee's identified goals which include updating the published QI Manual, creating statewide QI markers, and to create a culture where individuals and the system embrace the quality improvement process. The QI Committee is currently working on a newsletter focusing on Pediatric calls.

Melissa and Melinda sought input and members of the EMD Committee discussed requesting a report from each EMD Center from ProQA reports for all incidents with a patient age less than 18 and the corresponding MPDS Chief Complaint to present the most common Chief Complaints by adolescent developmental stages in the newsletter. There was also discussion about requesting a report from each EMD Center from AQUA for all reviewed cases with a measured ECCS score and the corresponding patient age to measure any variation and possible correlation of caller compliance with patient age. If clear instructions can be provided to EMD Center administration, we will move forward with requesting this data.

viii. ESCB Update (Kyle)

Kyle Ellis shared that all upcoming classes are at capacity or beyond. A QA review is scheduled for September 22, 2023, at 09:00 at DPS in Augusta, with a remote option for a hybrid participation model. An EMD refresher is planned for October 5, 2023; Kyle is looking for a site in the Northern part of the state to host this, if there is no interest, it will be cancelled. There are 4 spots available in the NENA 9-1-1 Center Supervisor Program sponsored by the ESCB and being held at the Maine Criminal Justice Academy October 23-25; Kyle shared that the goal is to have each PSAP send

at least one person attend so current enrollment may be modified to accommodate this.

ix. Old Business

a. PulsePoint AED Registry

Melissa shared that Maine EMS now has signed contract with PulsePoint this week and will begin working with them to build out the administrative layers for validating AED data already in the registry within the geographical boundaries of the State. EMD Centers are not required to do anything with this right now. However, to prepare EMD Center admin and users for the implementation of using the PulsePoint AED Registry within the MPDS, there is helpful information and a one-hour webinar on the Priority Dispatch website at <https://prioritydispatch.net/pulsepoint-aed-integration/>.

b. 9-8-8 Update

Melissa shared that Maine EMS and the ESCB are finishing the standardized on-demand education for the 911 to 988 Transfer Protocol within the Maine EMS Education ([MEMSEd](#)) platform. This training is one of four requirements that need to be met for an agency to begin transferring callers to 988 (the Maine Crisis Line) instead of dispatching emergency services to the scene. The other three components are adopting the State's 911-988 Transfer Policy; ensuring that the agency is operating on MPDS version 13.3.374 or higher and AQUA version 7.1.1.2 or higher; and administrative settings and MPDS use are in accordance with the State Medical Director Authorization. This is all optional for PSAPs and EMD Centers, but those who choose to participate in transferring these callers must be compliant with all four requirements. We will begin BETA-testing with interested centers by the end of July.

The stakeholder report for the Public Utilities Commission developed to identify how to facilitate managing mental and behavioral health calls between 911 and 988 also included draft legislation, which was not presented during the current emergency legislation cycle, but may be introduced in the upcoming cycle.

c. Licensed Mental Health Professional Representative

Melissa shared that the EMS Board unanimously approved the Committee's recommendation to add a position for a Licensed Mental Health Professional to the EMD Committee at their meeting in June. The Maine EMS Office staff have identified vacancies across all committees and are working to advertise these together rather than flooding email addresses with multiple emails and risking saturation that may lead to our correspondence being ignored or sent to spam.

d. Quality Assurance

Melissa asked that any center suffering staffing shortages or lack of qualified QA reviewers, that may lead to difficulty performing the minimum required quality assurance reviews each month, reach out to facilitate an understanding of how Maine EMS and the ESCB can help to support the Agency and meet their needs.

x. New Business - None

xi. Adjourned at 10:25

Motion to adjourn. (Doe, seconded by Moore-Rossi)

a. Next meeting is October 19, 2023, at 09:30.