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STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
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JOHN E. MORRIS
COMMISSIONER

JAY BRADSHAW
DIRECTOR

EMD Committee Meeting
Thursday February 10, 2011, 9:30 a.m.
Teleconference
Minutes

Members: Stephanie Gibbs - Chair, Peter Daigle, Bill Bonney, Tracy Weed, Brian Gregoire, Jim Ryan, Chuck McMahan

Guests: Laura Downing, Brodie Hinckley, Tom Cavanaugh and Linwood Lothrop

Staff: Drexell White

1. Call to Order – The meeting was called to order at 9:34 a.m.
 - A. Introductions – None required
 - B. Additions/Deletions to the Agenda - None
 - C. Review/Accept September 16, 2010 meeting minutes

The committee reviewed the minutes of the December 16, 2010, meeting.

Motion: To accept the minutes of the December 16, 2010 meeting as read (Ryan; second by Bonney – motion carries)

2. Staff Reports
 - A. Maine EMS Update

Drexell White reported that:

- January was a busy month for licensing with two hundred license renewals being processed.
- With changes to the licensing system, Maine EMS is now sending six month and two month license renewal notices as well as month of expiration emails and service reminders.
- John Morris has assumed his duties as Commissioner of the Maine Department of Public Safety. Commissioner Morris is the former Waterville Police Chief.

Stephanie Gibbs asked for clarification about using EMD and EMD-Q certificates towards Maine EMS licensing. Drexell indicated that the EMD-Q card is accepted as fulfilling license renewal training requirements, the same as the EMD certificate. Because of the change to using National Academy of Emergency Dispatch (NAED) cards instead of Maine EMS continuing education hours, there may be situations where a person needs to renew their Maine EMS EMD license using an NAED certificate that expires a few months in the future; in such cases the person would submit a license application and the current NAED card and Maine EMS will renew to the NAED cards expiration date (i.e. a license that

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may be valid for only a few months). Then the person will renew their NAED card and once received, will again apply to Maine EMS with the “new” NAED to receive a (full) two year license.

Jim Ryan, the EMD representative to the Maine EMS Board reported that he has presented a suggestion to the Board for consideration (during future Rules changes) that a person who has completed the NAED EMD course may provide emergency medical dispatch services under the direct supervision of a Field Training Officer (FTO) during the interim between course completion and issuance of a Maine EMD license.

Jim then discussed concerns about the length of time the investigations process may take for an individual who fails to renew their Maine EMS license, but had the requisite training/testing to renew. He indicated that the current system can take two to three months from the time that the violation is discovered until the Maine Board of EMS acts to sanction the dispatcher and consider renewing the person’s license.

Discussion ensued about the differences between a violation that could involve practice issues vs. those of a technical nature (such as failing to file for license renewal). Given the length of time a dispatcher may be without a license for failing to submit paperwork for licensing or license renewal, committee members opined that the current process causes an inordinate delay, negatively affecting the EMD Center as well as the dispatcher.

Motion: That the Committee understands that an individual alleged to have practiced without a Maine EMS emergency medical dispatch (EMD) license is subject to investigation by the Board; that a distinction should be made between a licensee who has requisite training and testing and practices without a license, but fails to complete the Maine EMS licensing process and a licensee who does not have requisite training and testing and practices without a license and fails to complete the Maine EMS licensing process; that the current process and timing of Maine EMS investigations may result in a dispatcher’s Maine EMS EMD license being withheld for months; That withholding a license from a licensee pending investigation and administrative action may result in an unnecessary hardship for the licensed EMD Center and the dispatcher being investigated; That the Committee recommends to the Board that in cases of unlicensed EMD practice, persons alleged to have practiced without a license be issued a license upon submission of the required application, training and testing, unless Maine EMS determines that issuance of a license may present a health or safety risk to the public or information is received by Maine EMS that suggests the licensee willfully violated Maine EMS Rules (Ryan; second by Bonney)

Linwood Lothrop indicated that the Next Gen 9-1-1 report from Kimball Associates is now on the ESCB web site.

B. ESCB Update

Steve Bunker was unable to attend.

Drexell reported that Steve has several EMD–related programs (EMD-Q, EMD-Q refresher, AQUA and Pro QA) coming up in March 2011 at the Maine Criminal Justice Academy; information may be found on the Emergency Services Communications Bureau’s web site.

There is also an EMD certification class upcoming in February with twenty-three students enrolled, to date.

3. Old Business

A. Quality Assurance – Update

The statewide quality Assurance number were reported to the Committee for 2010 (i.e. ten months of 2010, since QA reporting began with the March 2010 reporting period). Numbers below are median and average statewide totals for centers reporting:

Category	Totals (as applicable)	Median%	Average%
9-1-1 Calls Received	548,634		
EMD Calls	75,175		
Case reviews Conducted	21,126		
Case Entry		91%	87.4%
Chief Complaint		94%	92.3%
Key Questions		92%	88.3%
PAIs		82%	64.2%
PDI's		91%	82.6%
Final Coding		94%	90.2%
Customer Service		99%	97.1%
Center Compliance		92%	88.4%

Jim Ryan requested that the Statewide QA numbers be distributed.

Drexell reported that the ED-Q list serve was rolled out at the last southern Maine ED-Q meeting.

B. EMS Provider and Public Awareness Programs- Update

1. Health Care Facilities Brochure – Review and Recommendations

No reports about the Health Care Facilities Brochure as of yet. Drexell will post a version on th emaine EMS web site as soon as possible.

C. EMD QA Compliance – Recommendations

Establishing State benchmarks for Quality assurance case reviews and compliance remains a priority for the committee.

Drexell indicated that he has not yet drafted a recommendations document, but will do so and distribute it to committee members

D. Medical Alarm Companies

There was general discussion about medical alarm companies and their use of EMD protocols. The issue will need to be addressed prior to wider implementation of prioritized response.

4. Next Meeting - Set Agenda, Date and Time

The next EMD Committee meeting is scheduled for Thursday March 17, 2011 at 9:30 a.m. at Maine EMS in Augusta.

5. Adjournment - The meeting adjourned at 10:42 a.m.

Respectfully submitted,
Drexell White