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GOVERNOR

STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
152 STATE HOUSE STATION
AUGUSTA, MAINE
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JOHN E. MORRIS
COMMISSIONER

JAY BRADSHAW
DIRECTOR

EMD Committee Meeting
Thursday April 28, 2011, 9:30 a.m.
De Champlain Conference Room, Augusta, Maine
Minutes

Members: Stephanie Gibbs - Chair, Peter Daigle, Bill Bonney, Tracy Weed, Brian Gregoire,
Kathy Blagdon

Guests: Laura Downing, Tom Selby, Carol Dodge

Staff: Drexell White

1. Call to Order – The meeting was called to order at 9:41 a.m.
 - A. Introductions – Introductions were made as there were new attendees to the meeting.
 - B. Additions/Deletions to the Agenda –
 - a. Stroke Diagnostic
 - b. Pro QA Reports
 - C. Review/Accept February 10, 2011 meeting minutes

The committee reviewed the minutes of the February 10, 2011, meeting.

Motion: To accept the minutes of the February 10, 2011 meeting as read (Daigle; second by Gregoire – motion carries)

2. Staff Reports
 - A. Maine EMS Update

Drexell White reported that:

- Laura Downing, a Sagadahoc County RCC dispatcher, EMD-Q, and EMT-Intermediate has been appointed by Governor LePage as the new EMD representative to the Maine EMS Board. Laura succeeds Jim Ryan, who was the first EMD representative to the Board.
- The Investigations Committee of the Maine EMS Board has proposed a fine and reprimand in the case of an emergency medical dispatcher who practiced without a Maine EMS license. The action by the Investigations Committee is the first time disciplinary action has resulted from unlicensed (individual) EMD practice.

- Maine EMS is providing two and six month (USPS mailed) notifications to individual EMD providers about upcoming expirations, as well as email expiration notifications at the first and last of the month to individuals and Centers.
- Priority Dispatch will be updating its Pro QA software later this year to “Pro QA Paramount”, which will provide enhanced features and display.
- Open positions on the EMD Committee are “Line EMD-Non PSAP”, “Non PSAP Provider of EMD”, “EMS Board” representative and “Physician” representative. Drexell will re-post the positions for interested parties.

B. ESCB Update – No Report - Steve Bunker was unable to attend due to current classes at the Maine Criminal Justice Academy in Vassalboro.

3. Old Business

A. Quality Assurance – Update

Drexell reported that the majority of Centers have been submitting monthly data for 2011. Non compliant centers will be notified.

B. EMS Provider and Public Awareness Programs- Update

1. Health Care Facilities Brochure – Feedback

The Health Care Facilities brochure has been posted on the Maine EMS web site.

4. New Business

A. EMD QA Compliance – Committee Action and Review

Drexell reported that minimum reporting requirements have not yet been established for quality assurance case reviews for Maine licensed EMD Centers. He reported that as of the February 2011 data over fifty percent (50%) of Centers are meeting or exceeding National Academies of Emergency Dispatch standards for case review, with another twenty-eight percent (28%) at the 50% to 99% compliance levels.

In the last two years since the implementation of EMD Quality Assurance, EMD Centers have been asked to meet compliance levels, with over half of the Centers meeting those levels. The implementation of Maine EMS Board-approved minimum requirements will provide Centers (currently) not meeting case review standards with clear benchmarks for compliance.

Committee members reviewed and discussed the draft document to the Board.

Motion: That the Committee recommends to the Maine EMS Board that the Maine EMS Emergency Medical Dispatch Priority Reference System be amended to require the following compliance to quality assurance case reviews by Maine-licensed EMD Centers:

- **By September 1, 2011, all Centers will conduct a minimum of 50 EMD case reviews per month (or 100% of all cases if monthly EMD call volume is less than 50 calls per month),**
- **By March 1, 2012, all Centers will conduct a minimum of 75 EMD case reviews per month (or 100% of all cases if monthly EMD call volume is less than 75 calls per month),**

- **By September 1, 2012, all Centers will conduct a minimum of 100 EMD case reviews per month (or 100% of all cases if monthly EMD call volume is less than 100 calls per month).**

(Gregoire; second by Weed – unanimous)

B. Pro QA – Stroke Diagnostic Tool

Peter Daigle reported that he had been in contact with Matt Sholl, Maine EMS State Medical Director about the option of using the stroke diagnostic tool in the MPDS protocol *after* EMS is dispatched. The inclusion of the option in the latest version of Pro QA came about as a result of feedback from EMD Centers concerned that callers were more apt to be compliant to answering the questions, if they knew that EMS was responding.

Committee members viewed the option as appropriate and so recommended it.

Motion: That the Committee recommends the stroke diagnostic tool use after dispatch option to the State EMS Medical Director and that a letter to that effect be sent (Daigle; second by Gibbs – unanimous)

C. Pro QA Reports

Drexell reported that Peter Daigle presented information about using Pro QA reports at a recent EMD-Q meeting. Peter gave an overview of the reports and how they can be used in the quality assurance process.

5. Next Meeting - Set Agenda, Date and Time

Members discussed the timing of meetings given the increased fuel prices and the time spent in travel and the meeting itself. Consensus was to meeting 3 – 4 times per year, with teleconferences augmenting the schedule as necessary.

The next EMD Committee meeting is scheduled for Thursday June 16, 2011 at 9:30 a.m. at Maine EMS in Augusta.

6. Adjournment - The meeting adjourned at 11:12 a.m.

Respectfully submitted,
Drexell White