



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



PAUL R. LEPAGE  
GOVERNOR

JOHN E. MORRIS  
COMMISSIONER

JAY BRADSHAW  
DIRECTOR

EMD Committee Meeting  
Thursday September 15, 2011, 9:30 a.m.  
Maine EMS, Augusta

Minutes

Members: Laura Downing, Peter Daigle, Tracy Weed, Bill Holmes, Kathy Blagdon  
Guests: Dan Goss, Tom Selby, Freda Keyser, Tom Cavanaugh, Anthony Favreau  
Staff: Drexell White

1. Call to Order – The meeting was called to order at 9:33 a.m.

Stephanie Gibbs and Brian Gregoire had notified staff that they would be unable to attend the meeting.

- A. Introductions – Members and guests introduced themselves.
- B. Additions/Deletions to the Agenda
  - a. Stress Management for EMD-Qs (Weed)
- C. Review/Accept June 16, 2011 meeting minutes

The committee reviewed the June 16, 2011, meeting minutes.

***Motion: To accept the minutes of the June 16, 2011 meeting as read (Weed; second by Daigle – motion carries)***

2. Staff Reports

- A. Maine EMS Update

Drexell White reported that:

- No new incidents of unlicensed EMD practice have been reported since last meeting, although a case involving failure to provide EMD is active at Maine EMS.
- He will be completing site visits in southern Maine EMD Centers in September and October
- The ESCB has convened a call transfer working group facilitated by Eric Parry of Mission Critical. The goal is to create a statewide call transfer policy. The next meeting will be at

- The ESCB in Hallowell at 10:00 a.m. on September 23, 2011. Interested parties are invited to attend.
- Priority Dispatch has launched a quality assurance case review service called “National Q”. Details about the service are available on the Priority Dispatch web site.

B. ESCB Update – Steve Bunker was not in attendance. Drexell reported that the EMD class cancelled due to Hurricane Irene has been re-scheduled to the last week in September. EMD-Q and AQUA training is scheduled for October

### 3. Old Business

#### A. Quality Assurance – Update

EMD-Q and AQUA training for new case reviewers will be conducted in October at the Maine Criminal Justice Academy. Drexell indicated that he encourages Centers and “Qs” to ensure that each Center has “depth” in their case review pool, to allow for “Qs” being on vacation or other types of leave.

#### B. EMS Provider and Public Awareness Programs- Update

Drexell reported that Steve Bunker is working on establishing a contract with Fred Hurtado for the provider awareness program. The program will be designed to be delivered by in-state trainers, who will be brought together for initial train-the-trainer and then provided with presentation materials and an outline.

#### C. EMD QA Compliance – Committee Action and Review

September 1, 2011, was the date for EMD centers to begin complying with the first benchmark for EMD case review and reporting – fifty calls per month or 100% if the center does less than fifty calls per month. The new requirements for case review compliance will be reported beginning with the September 2011 reporting period, due at Maine EMS by October 15, 2011.

### 1. New Business

#### A. Priority Dispatch – EMD Center Considerations

Drexell reported that on August 3, 2011, the Maine EMS Board approved the (optional) use of priority dispatch by Maine EMS services, subject to standards set by the Board. He passed out a draft *Priority Dispatch Implementation Guide for Maine EMS Services and EMD Centers* and asked for member input about specific issues that an EMS service needs to address. Committee discussion included:

- Bill Holmes indicated that his Board was concerned about the use of determinant codes and NIMS plain English requirements. Based on a meeting with his Board earlier this week and attended by Drexell White, he sees provider education as one of the keys to success
- There should be EMD informational sessions for policy-makers;
- EMS needs to be trained about determinant codes
- Non-EMD dispatch centers must be part of the implementation process as the centers will receive medical calls that have been EMD processed by the PSAP.
- The EMS service must make contact with the EMD Center at the beginning of the process to ensure that the EMS provider is aware of the capabilities and limitations of the EMD Center (both technologically and resource-wise). EMS service directors need to understand the limitations inherent with an EMD Center serving multiple municipalities.

- A feedback mechanism between EMS service and EMD center must be in place to ensure timely review and resolution of issues.
- The plan must include periodic review and timely notification of EMD Centers by EMS services in regards to response plan changes.

Drexell will incorporate the Committee's recommendations into the *Implementation Guide*.

#### B. EMD Rules Changes – Initial Discussion

The next Maine EMS Rules changes will most likely occur in 2012 and staff requested committee members to start thinking about rules changes that may be required of for EMD Rules, and for EMS Rules affected by priority dispatch.

#### C. Stress Management for EMD-Qs

Tracy Weed asked the group if any of their centers had a stress management programs for their quality assurance case reviewers. Weed was concerned about the cumulative effects of a case reviewer listening to calls during the QA process.

#### 2. Next Meeting - Set Agenda, Date and Time

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

#### 3. Adjournment - The meeting adjourned at 11:23 a.m.

Respectfully submitted,  
Drexell White