



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 November 17, 2011, 9:30 a.m.  
Maine EMS, Augusta

Minutes

Members: Stephanie Gibbs – Chair, Laura Downing, Peter Daigle, Tracy Weed, Kathy Blagdon  
Guests: Brodie Hinckley, Deborah Plummer, Tom Selby  
Staff: Drexell White

1. Call to Order – The meeting was called to order at 9:32 a.m.
  - A. Introductions – Members and guests introduced themselves.
    - a. Additions/Deletions to the Agenda
  - B. Review/Accept September 15, 2011 meeting minutes

The committee reviewed the September 15, 2011, meeting minutes.

***Motion: To accept the minutes of the September 15, 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.
- Steve Bunker, Operation Manager at the Emergency Services Communications Bureau retired effective 10/31/11. No news yet about filling his position.

- B. ESCB Update - None

### 3. Old Business

#### A. Quality Assurance – Update

Drexell reported that he will be seeking Board approval for statewide EMD Committee status for the regional “Q” meetings conducted in the northern, central and southern regions of the state. Board approval will provide immunity from discovery for the groups’ discussions and reviews of specific EMD calls.

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

Drexell reported that the first of two train-the-trainer sessions for the EMD Awareness for EMS Providers program will be held at Maine EMS on 12/15/11.

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

The *Priority Dispatch Implementation Guide for Maine EMS Services and EMD Centers* is on the Maine EMS web site and includes the recommendations provided by the EMD Committee concerning the process for implementing a priority response system.

#### D. EMD Rules Changes – Update

The committee discussed possible rules changes including license card expirations, mentoring for dispatchers who have completed EMD training but who have not yet received an EMD license and changes to allow priority response by EMS services.

### 4. New Business

#### A. New QI Standards

New Quality Improvement scoring standards (Standards 9) have been released by the National Academies of Emergency Dispatch, which provides a non-numeric-score based to the dispatcher and will better guide EMD Centers on issues to address through continuing education.

For Centers using AQUA for EMD quality assurance (QA) scoring, the transition will cause little disruption in how center compliance numbers are reported to the State. However, for the Non-PSAP centers that do not have the AQUA software, there will be no way to report numeric values to Maine EMS. Drexell will check with NAED as to the timeline for QI performance standards for EMD centers.

***Motion: To recommend that EMD Centers begin using NAED Quality Assurance Standards 9 effective January 1, 2012 (Weed, Blagdon, motion carries).***

#### B. Protocol 37 – Discussion

#### C. Protocol 29 – Discussion

Peter Daigle reported discussions that had taken place at the ED-Q refresher about using protocol 33 vs protocol 37 for inter-facility transfers and that protocol 33 is the preferred protocol in certain situations. Discussion revealed that Centers are using one or both of the protocols, depending on which one works the best for the center’s specific circumstances and service area.

Protocol 29 – Traffic/Transportation accidents was also discussed. Protocol 29 is an approved protocol in Maine and is to be used in handling traffic/transportation accidents.

5. Next Meeting - Set Agenda, Date and Time

The next EMD Committee meeting is scheduled for Thursday January 19, 2011 at 9:30 a.m. at Maine EMS in Augusta.

6. Adjournment - The meeting adjourned at 11:43 a.m.

Respectfully submitted,  
Drexell White