



MINUTES

EMERGENCY MEDICAL SERVICES & TRAUMA SYSTEM

TRANSFER OF CARE COMMITTEE

August 5, 2009 – 10:00 A.M.

MEMBERS PRESENT

Brian Rogers, Chairman, HFD
Troy Tuke, EMT-P, CCFD
Mary Ann Dube, RN, St. Rose Siena Hospital
James Holtz, RN, Valley Hospital
J.D. Melchiode, MountainView Hospital
Amy Bochenek, RN, Centennial Hills Hospital
Erin Robinson, RN, Mesa View Hospital
Jay Craddock, EMT-P, NLVFD (alt)

Chief Mike Myers, LVF&R
Kristine Bruning, RN, Summerlin Hospital
Dan Petcavage, UMC (alt)
Jennifer Poyer, RN, Desert Springs Hospital
Chad Henry, EMT-P, AMR
Mark Calabrese, EMT-P, MWA
David Embly, RN, North Vista Hospital

MEMBERS ABSENT

Fred Neujahr, RN, Sunrise Hospital
Gregory Boyer, Valley Hospital
Chief Kevin Nicholson, BCFD
Catherine Ryan, St. Rose San Martin Hospital
John Higley, Mesquite Fire & Rescue
Andre Pastian, Boulder City Hospital

Jackie Levy, University Medical Center
Julie Siemers, RN, Mercy Air Services
Gigi Pusateri, Southern Hills Hospital
Chief Bruce Evans, NLVFD
Patricia Hatcher, RN, Spring Valley Hosp

SNHD STAFF PRESENT

Rory Chetelat, EMSTS Manager
Trish Beckwith, EMS Field Rep.
Judy Tabat, Recording Secretary

Mary Ellen Britt, Regional Trauma Coordinator
John Hammond, EMS Field Rep.
Lan Lam, Administrative Assistant

PUBLIC ATTENDANCE

Larry Johnson, EMT-P, MWA
David Slattery, MD, Las Vegas Fire & Rescue
E.P. Homansky, MD, American Medical Response
Allen Marino, MD, MAB Chairman, MWA
Eric Dievendorf, EMT-P, AMR
Jake Fan, NCTI/AMR
Jacob Parr, NCTI
Kimberly Berry, Sunrise Hospital
Minta Albietz, Sunrise Hospital

Chief Scott Vivier, Henderson Fire Dept.
Tony Greenway, MWA/AMR
Sam Kaufman, Desert Springs Hospital
Kristine Bruning, Summerlin Hospital
Susan Crowder, Mountain View Hospital
Mike Rovere, NCTI
Patrick Bellamy, NCTI
Lyndee Leifeste, The Valley Health System

CALL TO ORDER - NOTICE OF POSTING OF AGENDA

The Transfer of Care (TOC) Committee convened in the Clemens Conference Room at the Ravenholt Public Health Center at 10:12 a.m. on Wednesday, August 5, 2009. The meeting was called to order by Chairman Brian Rogers. He stated that the Affidavit of Posting, Mailing of Agenda, and Public Notice of the Meeting Agenda were executed in accordance with the Nevada Open Meeting Law. Chairman Rogers noted that a quorum was present.

I. CONSENT AGENDA

Chairman Rogers stated the Consent Agenda consisted of matters to be considered by the Transfer of Care (TOC) Committee that can be enacted by one motion. Any item may be discussed separately per Committee member request. Any exceptions to the Consent Agenda must be stated prior to approval. A motion for Committee approval of the following items on the Consent Agenda was made, seconded, and carried unanimously.

Minutes Transfer of Care (TOC) Committee Meeting April 1, 2009

II. REPORT/DISCUSSION/POSSIBLE ACTION

A. Discussion of FirstWatch Software

Brian Rogers started off the discussion by stating he has asked Chief Myers to give a demonstration of the FirstWatch system to show some of the administrative functions and reports that are available and how they can be used. He hopes this will help with some of the problems users are having trying to access their information and run their own reports.

Chief Myers reminded the Committee that he has their FirstWatch passwords which should be the same password they had originally. He advised them to log off their FirstWatch system and log back on to see the change in the way the screen looks including the dashboard opportunity. He ran through a system overview and explained what is available to them as far as individual performance data and reporting capabilities. He added that he uses the FirstWatch system to report this data directly to the City Manager's office. He is reporting the performance on medical services within the City of Las Vegas which includes the EMS system.

B. Review of Transfer of Care Data

Mr. Chetelat stated he was able to compile three different reports out of the First Watch system and referred the Committee to the "FirstWatch Performance Plus" report which is the overall system data. The only problem with this particular report is anywhere where it says total in the column header, it picks up the data from the first of the month to whatever date this report is run and where it doesn't say total in the column header it picks up the data within the last 12 hours from when this report was run. He stated he is working with FirstWatch to be able to run this report by date range.

The second report is the "TOC Data report from FirstWatch for July2009". The 1st column of values is the count of destination which shows the number of times EMS pushed their "at hospital" button stating they have arrived at the hospital. The 2nd column of values is the Count of TOC which is the number of transfers closed by the TOC computer in the Emergency Department with the 3rd column showing that only 61.3% of those calls for the month of July are being closed by the TOC computer. Mr. Chetelat explained that he realized there is a training curve involved but felt there is poor compliance on the hospital side which will affect their offload times.

The third report is the "% of Reasons for Delay Completed" report. The task of this committee was to look at the reasons behind the delay in transfer of care and a list of reportable items was created in a drop down box. In this report, the 1st column of values shows the destination count. The 2nd column is the sum of outside standard (>30minutes offload) and listed under that sum is the totals for those reportable items including how many were left blank. Mr. Holtz questioned the blank totals and stated that when the time is outside the 30 minutes the system requires you to select from the drop down box. Mr. Chetelat stated he didn't check whether these calls were closed by the TOC computer in the Emergency Department or closed by the "in-service" button on the rig when they went available. When closed by TOC it requires you to select from the drop down box but if closed by

the “in-service” button on the rig it might override that function. Chief Myers stated that when He and Rory meet with FirstWatch later in the day they will verify with them.

There was considerable discussion regarding delays from the time the rig arrives and the time it shows up as a TOC and they are allowed to transfer the patient out. Chief Myers stated that in the beginning the delay from the button push from arrival at the hospital until it popped up on the screen was an issue and we were assured it was fixed but if this is still a big issue we need to revisit this with FirstWatch again. Mr. Rogers questioned whether the crews are forgetting to hit the “at hospital” button when they arrive and realize it when they fill out their report and then go out and push the button. It has also been reported that another issue in the delay time might be when the rig drives under the overhang at the hospital especially at St. Rose Siena.

Mr. Chetelat stated that overall we are seeing very comparable times to what we were seeing in the Commerx and Roam IT systems. Mr. Rogers agreed and added that the Sansio product and the electronic patient care report (EPCR) is pretty close to being rolled out which will also help us in guaranteeing data.

Chief Myers stated there are 3 issues that need to be addressed: 1) The latency issue including the overhang problem at Siena; 2) Making sure our crews are pushing the “at hospital” button when they arrive; and 3) Make sure that the nurses are clicking the TOC button at the time care has been transferred so they stop the button on their terms and not wait until the ambulance company becomes available.

III. INFORMATIONAL ITEMS/ DISCUSSION ONLY

Ms. Britt took the opportunity to address the nurse managers and stated that she will be scheduling a meeting with each of them for the first week in October to meet with Bob Heath from the State EMS Office and Andrea Rivers, the State Trauma Registrar. The reason for this meeting is to gather information related to the availability of pediatric equipment and educational needs in their emergency department and about the new trauma registry software that they will be using in the future.

IV. PUBLIC COMMENT

None

V. ADJOURNMENT

As there was no further business, Mr. Rogers called for a motion to adjourn. The motion was seconded and passed unanimously to adjourn at 10:43 a.m.