



**Department of Emergency Services
Advisory Council
August 8, 2019**

Present: Non-Voting Members:
DES Director, Scott Haas; Assistant Chief, Scott Wheatley; Assistant Chief, Jim Alfree

Staff Support:
Office Coordinator, Rebecca Rombro

Voting Members:
Doctor Ciotola (QAC Dept. of Health), Faye Williams (Consumer), Billy Faust (FEC), Sandra Early (Consumer), Scott Svoboda (Vol. Ambulance Committee)

Excused Absence: Buddy Thomas (Vol. Firefighter), John Cvach (Consumer), Mike Ranelli (Consumer), Chuck Melson (Consumer)

Represented: None

Non-Member Guests in Attendance: Commissioner Wilson and Commissioner Dumenil

Executive Director Haas called meeting to order at 6:00pm

EMS Division Update

Assistant Chief Wheatley displayed the Emergency Medical Services' statistics for the second quarter of the year, informing the Council; this information helps to quantify our activity, and helps as we show our numbers to the Commissioners to justify funding requests.

2019 Second Quarter Stats

1,953	Calls for Service
898	Transports
5,480	Procedures
2,387	Medications
Oxygen, L/R, Aspirin, Fentanyl, Nitroglycerine	
ROSC	

Assistant Chief Wheatley;

- The Department won the 2019 Gold Award from Mission: Lifeline, the American Heart Association's national initiative to advance what they refer to as the System of Care. Only two departments on the Eastern Shore received this honor; Salisbury and Queen Anne's. In previous years we have reached the level of Silver Award and then the Gold Award last year, and we were informed we won the Gold Award again this year. This award is earned by EMS providers identifying the patient as having a heart attack and by getting the patient to the correct center in the appropriate amount of time. A ten minute timeframe is our next goal. We are proud to have received recognition for outstanding medical care.
- The EMS Division recently hosted a cadaver training session. This unique opportunity allowed our medical providers to practice their skills. Providers from neighboring jurisdictions also attended this training. Skills such as intubation

were reviewed and practiced. The Command Staff manned the units while this training took place so each of our providers could cycle through the training throughout the day. The device we use for intubation allows video recording and is an overall better tool for providers to use.

- We have been holding CPR training and 'Stop the Bleed' training. At Kent Island's Open House recently, we trained a large group. Our goal this year is to train 150-200 people in Stop the Bleed.
- We are also planning a cardiac care video production with shots from a drone.
- Our Mobile Integrated Community Health (MICH) program continues to expand as it has been a huge success. We have increased our peer program which has helped with the success.
- Our Supervisors excitedly wait for the new chase unit to be delivered. Final decisions are being made on the features and the vehicle is being built. EMS3 should be put in service this fall. We have our new ambulance, our latest capital project, here tonight for you to tour at the end of this meeting.
- EMS also has four new full-time employees approved to begin working for us in October.

COMMUNICATIONS Division Update

Assistant Chief Alfree;

- Staffing continues to be a topic to mention as we are currently seeking to fill the 4:00pm-10:00pm shift. Once filled, the division will have all 21 spots staffed.
- Replacing our CAD system is a top priority. The current system has been in service for 20 years. Should the system see a serious issue, the county would be in trouble. We are going before the Commissioners to approve our vendor selection. After that point we will begin the designing process. We will be considering law's needs when determining CAD features.
- We are also continuing with the Next Generation 9-1-1 planning. Through a grant from the Emergency Numbers Systems Board we will be required to adapt to the NextGen system. Meetings with potential vendors continue; AT&T and Verizon, to decide which route the state wants to go. Each county is to agree upon the vendor so the system can be unified. We are waiting for answers from Motorola. Executive Director Haas advised; there is a redundancy phone system question.

Commissioner Wilson, how could one cut line ruin everything?

Assistant Chief Alfree; a lot of the lines cross, so we are trying to find an option which will not grid up with another. They are looking for another option. Some providers have a second line run so if one is cut the second would provide automatic backup ensuring the system can remain functional. Once we sign a contract, we will fall in line and be on track with the timeline.

- Queen Anne's County was the second in the state to implement Text-to-911. Other counties are now online too. In September we will start to see big state ads pushed out. There was a glitch in the system with the stats and analytics; they did not anticipate the use of emojis. Their attempt to fix that issue causes another brakeage, so we are now waiting for that next fix. Vesta holds the most current release of the software and at this point all text has been for law, domestics; fighting and 'scared to call,' no medical calls yet. They have not been pushing the application yet, they are waiting until all counties are on board.
- Building renovation plans continue, as the building's original architects, Becker Morgan Group, Inc., agreed to return for the renovations. Planning meetings are to start on 20th. We are considering having the division work out of a trailer on the back field for approximately three months, but we will see what the vendor says. The dispatch room will need to be broken down, gutted, and replaced with our new system, so each project should occur at the same time. We will require DPW's coordination for this work.

Commissioner Dumenil, the room cannot be down while moving?

Assistant Chief Alfree; we will be required to do one position at a time; break down, move, setup.

Commissioner Wilson, is that building portable?

Executive Director Haas; we are renting a trailer, the wires will be run through under the floors. We also want to avoid hurricane season.

Commissioner Dumenil, what if there is an EOC event during the renovations?

Executive Director Haas; they will need to clean the space, we will have to work.

Support Services Division Update

Executive Director Haas informed; the division has been upgrading the software pack in Sheriff's Office vehicles. They merged the computers and network infrastructure. The Commissioners approved backup servers for us. The division has installed and connected cameras in units so road and scene activity can be monitored. Migration to the MView system, Maryland's state portal, was completed for almost every camera.

Commissioner Dumenil, does that include audio?

Executive Director Haas; there is no audio recording at this time, I am not certain if that is an option. When the school system starts up we will have the option and capability to view. If there is ever a situation, the ability to monitor could help to save lives.

Billy Faust, how many people are in Dispatch? They have a lot going on in there.

Executive Director Haas; on a full shift there are five. There is so much going on in there; the applications, the various systems, etc. EMS is in light a lot but really COM should be with all they do.

Commissioner Wilson, do you guys need more people in there?

Assistant Chief Alfree, we do. There is so much going on in the room at any given time: PD calls, monitoring deputies, helping fire side, etc. on top of medical calls. We need more people.

Commissioner Wilson, well you come see us. There is nothing more important the county does.

Assistant Chief Alfree; it is our goal, to eventually have one more employee on each shift.

Executive Director Haas advised; whatever they can see we will be able to see.

Assistant Chief Wheatley; if something is happening we can direct response to that location.

Executive Director Haas advised; MView also has the option to add floor plans.

Faye Williams; it is a shame we have to look at that now but that is where we are.

Billy Faust; will they indicate where the cameras are located on the blue prints so you know where you are looking?

Executive Director Haas; they will show the angle, spot, and view.

Fire Marshal Division Update

Executive Director Haas advised; the Fire Marshal, Jeff Morgan, is also out tonight. But the division has been very busy.

Bucket/Final	126	Inspection	387
Complaint	0	Meeting	33
Final U&O	38	Site Visit	55
Fire Alarm	45	Smoke Detector Install	4
Flow Test	9	Special Event	0
Flush Test	1	Training	6
Hood Suppression	8	Plan Reviews	291
Hydrostatic Test	149	TOTALS	1,152

The county is expecting the construction of the Four Seasons complex, the Willows, Slippery Hill, and the boat motel.

Doctor Ciotola, the volume at Slippery Hill will impact our services. The first building is not age restrictive but the building behind it is 65+ then an assisted living home is being built. Our call volume will increase.

Commissioner Dumenil; it is not a far transport though.

Executive Director Haas; it may not be appropriate to go to the ER depending on the type of emergency.

Special Operations Division Update

Executive Director Haas; Chief Morris is out on vacation. The division has been working on emergency plans. The Commissioners approved the Hazardous Mitigation Plan which is a required update every five years. The Threat Risk Analysis goes along with the plan. That portion will be finalized and will then need to be approved by the Commissioners. The division has also been working on the Debris Management plan. FEMA keeps finding changes which need updating but once the plan is complete it will go before the Commissioners for approval. The debris plan will allow us to receive reimbursement from FEMA should a declaration be declared and certain requirements be met.

The division has designed and conducted a series of internal drills to enhance awareness and preparation for some of our next-line supervisors to familiarize them with EOC operations. Commissioner Moran was even a guest actor for our first drill which helped to enhance the experience for the participants. The division will be holding the drill again for the County's Department Directors. Emergency management has also established a workgroup for potential active assailant threats. The Chief of Police for Anne Arundel County during the Capital Gazette shooting was a guest speaker at the first meeting. He was able to share lessons learned, what went right and wrong with their response. We hope to bring him back again to speak with the fire side.

The division also had an addition to the Animal Control section; one additional full-time position was approved and an employee was hired to fill that position.

Doctor Ciotola's Update

UMS met with 12 new board members appointed by the Governor. The decision to move beds was put on hold; the issue is to go to the Executive Board. Approval is needed before they can submit. The free-standing is moving forward to two OB beds, standings and qualifications are being reviewed. Dorchester is moving forward, the hospital is to close and the free standing will open in 2021 in Cambridge. As a part of the Patient Safety Board, we are advocating for the needs of the Shore. We have been working in coordination with Anne Arundel.

MICH hosted a workgroup with the State Medical Director including Talbot and Howard Counties to review MICH processes, since we are the first county to implement the program. We have emphasized the importance of coordination.

The Health Department is running well; we are looking forward to the upcoming Directors' meeting drill.

Executive Director Haas; we are down to only two Directors who have sat through an EOC activation. So the drill will be beneficial.

Commissioner Wilson; I went to the Queenstown ER and was told to drive myself to Anne Arundel.

Commissioner Dumenil; they didn't transport you?

Commissioner Wilson; Haas did, I called him.

Doctor Ciotola; they should have brought in a specialist or started a drip to help, being on the road you risk choking. During the day time they should call a specialist in. As a board member I will bring up these topics of concern.

Commissioner Wilson; is that facility full enough, their capabilities. What is the protocol?

Doctor Ciotola; patients' complaints lead to improvements. We have been careful with our employees, telling them when to take them there.

Commissioner Wilson; how could we make it better?

Executive Director Haas; we would need a hospital.

Commissioner Dumenil; would you have taken a patient there, with that issue?

Executive Director Haas; we would not have gone to that facility with that situation.

Doctor Ciotola; there was the instance on the bridge, where the driver was hyperglycemic and stopped the vehicle on the bridge.

Commissioner Wilson; so the answer is we are as good as we can be there?

Doctor Ciotola; yes, at this point in time but there is always room for improvement.

Billy Faust; I agree with the Commissioners; what improvements can we help you with?

Doctor Ciotola; these observations and results will lead to a higher level of care and better protocol and services. We do not know what will happen with the Chestertown facility. They are sometimes full, but sometimes empty. Observation beds are available for 24 hours.

Faye Williams; what does insurance cover for observations?

Doctor Ciotola; Medicare requires a 72 hour in patient stay and to be transferred to a skilled facility, that, Medicare will cover. If not in that window, and transferred, then it is the patient's responsibility to pay. Right now ER doctors will manage those few patients from what I have been told, hospitalist will have to be there.

Scott Svoboda; do they rotate them in?

Doctor Ciotola; they have a lot to rotate due to the ER volume, transferred too, if the service is not available.

Commissioner Wilson; the transport list is high

Faye Williams; and the waiting time is high

Billy Faust; when will the hospital step in and say the physician will have to come in? Run the patient to Dover or Easton.

Doctor Ciotola; they do an audit and review health care, the services currently being performed verses services performed in previous years and why such changes have occurred. There are many contributing factors; retirement, cannot recruit new staff, the system, and the public does not trust. Patients pay for a family medicine fee and they have a doctor but then the doctor does show up when needed.

Old Business

Billy Faust; Motion to approve minutes from the previous meeting.

Sandra Early; Seconded the motion

None opposed

Previous meeting minutes approved

Good of the Order

Commissioner Dumenil; is there a law portion to the DESAC meetings?

Executive Director Haas; there has been little interest unless an important factor is being discussed

Faye Williams; Route 301 has seen a significant traffic increase, does DES following this?

Executive Director Haas; they say traffic has not increased, the private contractor the Commissioners had come in and track. There have been a number of accidents in the past three days and the Commissioners immediately said they want information on the accidents.

Commissioner Dumenil; the hazmat route is 301 now, because it is cheaper? Do we have employees hazmat- trained, or equipment?

Executive Director Haas; Kent Island does but we do not have the capabilities to diffuse some defenses

Faye Williams; Route 301 to Middletown is now a toll road, I have to pay \$8.00 and I drive through a small town. Driving the same span but to going through Dover is \$1.00. There is an impact to the towns.

Executive Director Haas; it effects Queen Anne's County. Rt. 404, 301, and 50 is all a recipe for the perfect storm

Commissioner Dumenil; if hazmat goes through the county can the state provide grant money, for the north county?

Executive Director Haas; the state first has to agree we have a problem, which would open the door for assistance, but for now they do not see a problem.

Commissioner Dumenil; what hazmat equipment does Kent Island have?

Scott Svoboda; they have low-tox capabilities. Even if the state were to give money for equipment you do not have the staffing. You cannot use seven paramedics to respond to a hazmat incident because then you do not have any paramedics in the field to respond to emergencies.

Faye Williams; how long would it take to respond?

Assistant Chief Wheatley; Dover, Anne Arundel, and Salisbury all have hazmat teams who would respond to our area. They first rid of any life threat, and then it is a long process which can take multiple hours. The heat in the suits is taxing even for a person who is in shape; the body temperature rises. It is a long process.

Scott Svoboda; considering the cost and training, in this jurisdiction it is not feasible. There is not much interest in hazmat tech.

Executive Director Haas; if there is a motion for adjournment we can show you the new ambulance.

Doctor Ciotola; motion for adjournment

Sandra Early; seconded motion

Meeting adjourned 7:13pm