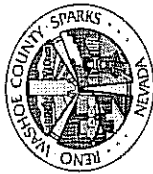


**Washoe County District Board of Health  
Special Concurrent Meeting Minutes  
DBOH, Washoe County Commission,  
Sparks City Council, and Reno City Council**

**February 11, 2013**

Washoe County



Health District

**PRESENT:** Mr. Matt Smith, Chairman, Commissioner Jung, Councilwoman Ratti, Councilwoman Zadra, Dr. George Hess, Dr. George Furman, and Dr. Denis Humphreys

**ABSENT:** None

**STAFF:**

Joseph Iser, District Health Officer  
Leslie Admirand, Deputy District Attorney  
Peggy F. O'Neill, Recording Secretary

Randall Todd, DrPH, Division Director, Epidemiology and Public Health Preparedness

TIME/ ITEM	SUBJECT/ AGENDA	DISCUSSION	ACTION
8:33 am 1, 2, 3	Call to Order, Salute to the Flag, and Roll Call	The special meeting of the District Board of Health was called to order, followed by the Pledge of Allegiance led by <b>Washoe County Commissioner Vaughn Hartung</b> . Roll call was taken for the District Board of Health and a quorum noted. The roll was taken for each entity, and a quorum was noted for each entity.	
4.	Recognition of other public bodies that may be meeting concurrently.	City of Reno Mayor Bob Cashell recognized the Board of Health, City of Reno, City of Sparks, and Washoe County.	
5.	Public Comment	Reno Firefighter Dennis Jacobson commented on the responsibility of elected officials to make public safety decisions and opportunities for our community to work cooperatively.	

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6.	<p>Presentation, discussion, and potential direction to staff regarding the August 2012 TriData Emergency Medical Systems Analysis Final Report and the recommendations contained within the Final Report.</p> <p><b>Policy Maker Comments:</b></p>	<p>An agenda item from Sparks City Manager Shaun Carey recommending the Sparks Council receive a presentation on the Emergency Medical Systems Analysis Final Report and provide direction as determined necessary to staff regarding the recommendations contained within the Final Report.</p> <p>Mr. Carey introduced Dr. Harold Cohen, author of the TriData Emergency Medical Systems Analysis Report. Dr. Cohen presented the concepts and data addressed in the TriData report.</p> <p><b>Sparks Councilman Smith</b> asked for clarification regarding the 55,000 first responder calls, and Dr. Cohen said the number refers to ambulance calls, not who arrived on scene first. Dr. Cohen reported that 60 – 75% of the time, fire first responders arrive on scene first. <b>Sparks Councilman Smith</b> asked for number of calls responded to by the Cities of Sparks and Reno. Reno Fire Chief Mike Hernandez said Reno Fire responded to over 30,000 calls last year, approximately 80% of which were EMS calls, with a response time of just under 6 minutes.</p> <p><b>Dr. Furman</b> asked Dr. Cohen if these response volumes included non-emergency transfers, and Dr. Cohen responded that they did not add those transports. <b>Dr. Furman</b> stated that those 8,000 transports add significantly to the cost of REMSA's operations. Sparks Fire Chief Andy Flock said Sparks responded to approximately 7,300 EMS calls.</p> <p><b>County Commissioner Hartung</b> stated that the Fitch Report states that fire as first responders is costly and makes little difference in clinical outcomes. He questioned if we would see a difference in outcomes if we took fire EMS out of the equation, and Dr. Cohen stated that the Fitch Report relied upon a study from Toronto that only analyzed cardio-pulmonary incidents. First responder agencies are responsible for the care of their citizens. Citizens expect quick response. Dr. Cohen stated he does not believe you can look at one type emergency and one group of people and say it's worthless or it's not worthless. TriData believes every part of the system needs every other part of the system. With priority dispatch, we can hone in on exactly when fire first response is really needed. However, if cities want to roll assets on every call, then that is their prerogative. Everybody has to do the minimum standards, but if they want to do more, then we have to yield to those fire chiefs and those rescue chiefs if that is the policy decision.</p> <p><b>County Commissioner Hartung</b> stated that a great deal of our region is characteristically rural and suburban. He questioned if there would be a</p>	

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		<p>benefit to having ALS for the fire first responders. Dr. Cohen stated he does not know. He stated that hopefully in a year to 18 months we can give you an evidence based answer to that question. We do not have the data. We initially thought training everyone to a higher level would be prudent, but what has been learned is that the more frequently a technique is practiced, the better an individual is at providing that service. The systems that have the lowest resuscitation rate are the ones where everybody is a paramedic. Let's make sure everybody is performing to their certification level. There may be some pockets where paramedic first response would be appropriate, but right now it would just be a guess.</p> <p><b>County Commissioner Webber</b> asked Fire Chief Moore about the number of calls TMFPD has responded to, and Chief Moore responded that there have been approximately 3,000 responses in the six months since conception, so he forecasts approximately 6,000 responses for the year.</p> <p><b>County Commissioner Webber</b> asked Dr. Cohen to define "first responder" and to state whether law enforcement is considered a "first responder." Dr. Cohen replied that anyone who chooses to respond to an emergency, whether they are a school nurse, corporate personnel, police department, or fire service, is a first responder. In most communities, the fire service has committed to that obligation. The quicker someone arrives on scene, the quicker the emergency subsides. Outcomes are very important; it's not just do they survive, but are they upright and neurologically intact? We don't yet know the value of all quick response and appropriate response to certain emergencies.</p>	
7.	<p><b>Presentation, discussion, and potential direction to staff regarding an update and status report of the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report.</b></p>	<p>An agenda item from Sparks City Manager Shaun Carey recommending the bodies receive a status report from the EMS Working Group, including progress on previous direction related to recommendations from the 2012 TriData Emergency Medical Systems Analysis Final Report.</p> <p>Dispatch Working Group Chairman Sheriff Mike Haley requested direction be given to continue to enable the Dispatch Working Group to identify challenges and report findings to the Shared Services Committee. Sheriff Haley reviewed the work that has been accomplished in the Dispatch Working Group and discussed how the group's focus changed over time from consolidation to co-location.</p> <p>Sheriff Haley discussed the computer aided dispatch (CAD) to CAD approach to share and collect data. Sheriff Haley reported that the City of Reno has</p>	

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	<p><b>Policy Maker Comments:</b></p>	<p>applied for and received approval for a grant award to upgrade the Tiburon system, which would allow for a true CAD to CAD linkage and integration of all response data. Sheriff Haley requested approval to upgrade to the integrated CAD system. The Dispatch Working Group requested policymaker direction for continued empowerment of the working group, direction and milestones markers, and support for a true CAD to CAD link.</p> <p><b>Councilwoman Jardon</b> asked Sheriff Haley whether there is an estimate for what the CAD to CAD link will cost and a time line for implementation. Reno Finance Director Robert Chisel said the proposed grant to upgrade the Tiburon CAD system is \$796,000, which includes bringing the City of Sparks onto the platform. The grant will cover the entire cost of implementation. The integration and implementation would take approximately a year. It will have to be a thoughtful and measured process.</p> <p><b>Commissioner Jung</b> questioned whether the CAD to CAD linkage would be necessary if the dispatch centers were co-located, and Mr. Chisel said that it would not be necessary. Mr. Chisel stated that the grant is from the Department of Homeland Security through the State of Nevada Division of Emergency Preparedness. <b>Commissioner Jung</b> questioned what the resistance was to co-location, and Sheriff Haley stated there was no resistance to co-location. The Dispatch Working Group was initially looking for consolidation of all the region's dispatch centers into one major center. That goal was not achievable for a variety of reasons. We were subsequently authorized to co-locate the services of those that wanted to co-locate at the present time. <b>Commissioner Jung</b> asked for a representative of REMSA to respond to her query.</p> <p>REMSA President Jim Gubbels discussed how a virtual co-location eliminates the need for physical co-location. Mr. Gubbels stated that the system used by REMSA is a medical based PSAP and would need to be linked to Tiburon even if they were in the same physical location. REMSA has an extensive infrastructure in place in running its operations. <b>Commissioner Jung</b> questioned Mr. Gubbels about the ownership of its software and its dispatch center, and Mr. Gubbels stated that they are owned by REMSA. <b>Commissioner Jung</b> questioned whether the DBOH is responsible for REMSA's debt pursuant to the Franchise Agreement, and Mr. Gubbels responded that the only way the jurisdictions would be responsible for any debt incurred by REMSA was if they took over REMSA. <b>Commissioner Jung</b> asked legal counsel to confirm that understanding, and Deputy District Attorney Leslie Admirand stated that if in fact the DBOH took over the Franchise, then REMSA's successor in interest would be responsible for the</p>	

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		<p>debt, and if that successor in interest is the DBOH, then they would be the responsible entity. In any interim situation, the DBOH would be servicing REMSA's debt.</p> <p><b>Reno Councilwoman Hilary Schieve</b> asked if it would be beneficial to be co-located physically if CAD link went down. Mr. Gubbels stated that they are still different systems and would have to be linked to communicate.</p> <p><b>Sparks Councilwoman Ratti</b> asked Sheriff Haley about the report which was critical of the abilities of Reno Emergency Communications (ECOM) to handle medical calls. Sheriff Haley said that the issues in the report were based on an analysis done before co-location and were not associated with the TriData report. Sheriff Haley said he is comfortable with ECOM's ability to handle dispatch functionality across the broad spectrum, but until a unified software package allows each entity to see all data, we can only guess at how proficient we are at EMS management. <b>Sparks Councilwoman Ratti</b> said that co-location should consider a major emergency that would disable the facility and the ability to have a second location to provide redundancy. Sheriff Haley said REMSA would not provide that redundancy; the City of Sparks would if they come to the same PSAP and EMS platforms. <b>Sparks Councilwoman Ratti</b> confirmed that the grant award provides for Sparks to go on to the Tiburon platform and be that redundancy if the main dispatch center went down. <b>Sparks Councilwoman Ratti</b> said her main interest in the issue is governance and the need for transparent and unified reporting of data. Currently, there is limited opportunity for those in the governance function because of limited transparency of data. Sheriff Haley said that if the Dispatch Working Group is authorized to continue its work, it will move in the direction of a true CAD system that includes regional EMS capability and fully integrated data capture to enable policy makers and leadership the data necessary to facilitate regional decision making. We need to do that. It is achievable, and we are moving in that direction. <b>Sparks Councilwoman Ratti</b> stated that since Sheriff Haley asked for direction, it would be her recommendation to direct the working group to continue its work to a place where we have shared data. <b>Mayor Cashell</b> stated that no action will be taken on this item. Each matter should go back to each respective board.</p> <p><b>DBOH Chairman Smith</b> questioned Sheriff Haley about the CAD to CAD linkage and whether that would then be a two-way sharing of data. Sheriff Haley confirmed that understanding, and that Crystal reports can be written to extract the data which will answer virtually any question we have. <b>DBOH Chairman Smith</b> stated he supports what the Sheriff and the Dispatch</p>	

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		<p>Working Group are trying to do. Without the data, we cannot tell where the problems are to be able to address them.</p> <p>Sheriff Haley stated that Washoe County and the City of Reno have been on the Tiburon platform for many, many years. It is what he uses to run the Washoe County Sheriff's Office and to understand what occurs as to performance levels. Tiburon has functionality to allow the writing of custom reports to specifically address our decision making.</p> <p><b>County Commissioner Hartung</b> asked how we are going to proceed today as to taking action. <b>Sparks City Manager Clinger</b> clarified that the City of Reno did not agendize these items as action items, but the County and the City of Sparks did.</p> <p><b>Sparks Councilman Schmitt</b> asked if it is procedurally appropriate for the Councils to direct the working group since the Shared Services Committee formed the working group. Sheriff Haley said he believes the Dispatch Working Group has the right technical, legal, health, and human resources people to accomplish this work. <b>Sparks Councilman Smith</b> asked if they will be looking for a new emergency operations center or is Parr Blvd an acceptable site. Sheriff Haley said he is requesting the Department of Transportation place a building on the property of the current ECOM EOC for the purpose of creating a "fast center" that would allow for the data side of our industry to move forward. <b>Sparks Councilman Smith</b> asked how much that would cost and who would fund it. Sheriff Haley said it is being considered by the Department of Transportation, and the Governor is aware of the request. <b>Sparks Councilman Smith</b> heard the cost of a "fast center" is \$50 million.</p> <p><b>Reno Councilman Dortch</b> asked Sheriff Haley if there has been any discussion of making REMSA the primary EMS Dispatch Center, and Sheriff Haley reported that there has been that discussion, and it is the opinion of the entire working group that cities and counties are responsible for the emergency medical service provided to its citizen; therefore, REMSA should not be the point of entry for the call. <b>Reno Councilmember Dortch</b> asked why medical calls aren't immediately transferred to REMSA. There is approximately a two minute delay in that transfer and that is why Fire arrives on scene first the majority of the time. He believes it's a resource issue and the decision needs to be made as a public body.</p> <p>Dr. Cohen reported he agrees with Sheriff Haley that the point of entry must be through the public safety PSAP. The CAD to CAD will assign those calls more quickly. The PRO AQ picks out those most important calls. Chairman</p>	

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		<p>Smith asked if it would be appropriate to place protocols on fire before they roll, and Dr. Cohen stated that PRO QA already determines those priority calls. It is a local policy decision to be made by the stakeholders whether to roll fire on every call or not.</p> <p>Reno Fire Chief Hernandez reported that currently there is a bifurcated system. Some calls go directly to REMSA and some calls go to the PSAP at Reno ECOM. We average 1' - 1'15" in transferring an EMS call to REMSA. We immediately dispatch an Engine Company, and that is why we arrive so quickly (in under 8 mins.). Our systems are complimentary. Chief Hernandez wants his staff to be trained to the level that REMSA's staff is trained and he wants the equipment to be compatible so that transfer time is minimal. He would advocate allowing the Dispatch Working Group to continue its good work.</p> <p><b>Sparks Councilwoman Ratti</b> stated that she wants to hear the presentation from the managers on all 38 recommendations rather than just hearing on dispatch before any decisions are made.</p> <p><b>Reno Councilwoman Jardon</b> asked for details on a recent article in the RJG about emergency calls, responses, and who cancels if fire is not needed. Chief Hernandez reported that 20% are Fire and 80% are EMS. It is a mutually beneficial activity that occurs. Either entity can cancel or downgrade depending on who arrives first and proceed accordingly. Chief Hernandez reported that a CAD to CAD link would certainly decrease that transfer time and response times.</p> <p><b>County Commissioner Hartung</b> advocated that it is necessary for a public safety agency to receive calls first to make sure that when an ambulance responds, they are arriving at a scene that has been cleared.</p> <p><b>Sparks Councilman Smith</b> said when a citizen is in distress, they do not care which EMS responds first. <b>Sparks Councilman Smith</b> said the City of Sparks wants to know when an emergency call is made and would not want it to go directly to REMSA.</p> <p><b>Commissioner Jung</b> asked how old the Tiburon platform is, and Daniel Johnson responded that it went live in 2001, and the current UNIX version end of life is 2015. <b>Commissioner Jung</b> asked Mr. Gubbels about REMSA's software, and Mr. Gubbels reported that REMSA's TriTech system is upgraded annually or biannually to keep it current. Tiburon and TriTech are compatible as long as we all keep current on our upgrades. <b>Commissioner</b></p>	

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		<p><b>Jung</b> asked Mr. Gubbels to provide REMSA's monthly debt obligations to the District Board of Health at its next meeting. Mr. Gubbels agreed to do so.</p> <p><b>Reno Councilwoman Brekhus</b> questioned if the City of Reno will we need additional IT resources to do the Tiburon upgrade and was informed it can be done with current staffing levels.</p> <p><b>Councilwoman Ratti</b> clarified that if the discussion moves off Item No. 7 to hear Item No. 8 that they will return to Item No. 7 for a report from the managers on the remaining 38 recommendation in the TriData Report.</p> <p>A motion was made by <b>Sparks Councilwoman Ratti</b> on behalf of the City of Sparks that the managers continue to move forward in implementing the 38 recommendations as appropriate. Said motion carried.</p> <p>A motion was made by <b>County Commissioner Jung</b> on behalf of the Washoe County Board of Commissioners that the managers continue to move forward in implementing the 38 recommendations as appropriate. Said motion carried.</p>	<p>Councilwoman Zadra moved, seconded by Commissioner Jung, to direct the Managers to continue work on implementation of the 38 recommendations as appropriate.</p> <p><b><u>MOTION CARRIED</u></b></p>
8.	<p>Update from Staff of the Regional Emergency Medical Services Authority (REMSA), including, but not limited to, REMSA staff's response to the 2012 TriData Emergency Medical Systems Analysis Final Report.</p>	<p>REMSA and CareFlight President Jim Gubbels referenced the two additional consultant reports on the current EMS system and a cover letter included in the agenda packet and encouraged the Councils and Commissioners read them for additional information. Mr. Gubbels said there have been leadership changes at REMSA, and REMSA is committed to a renewed spirit of openness, transparency, and cooperation with an end goal to promote excellence in pre-hospital medical care. REMSA will be transparent in transactions with its partners and hopes for the same transparency and cooperation in return. REMSA welcomes the opportunity to work together to improve the overall system.</p> <p>Mr. Gubbels stated that he has reviewed all the previous EMS studies, and stated there are three common themes: 1) communication and dispatch; 2) medical direction; and 3) regional coordination and operation. Mr. Gubbels suggested several areas that can be reviewed and improved. Mr. Gubbels said REMSA would like to be able to participate in the manager's EMS Working Group, and he would like to build a spirit of mutual respect and cooperation and move forward. This region has a two-tiered system, working side by side. Fire First Response and REMSA Medical Response is a good system.</p>	



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		<p><b>Commissioner Hartung</b> said the inference from REMSA bringing in additional reports into this process is not cooperative. Mr. Gubbels said that the reports were commissioned prior to the TriData Report, and they were sharing information openly.</p> <p><b>Reno Councilwoman Zadra</b> stated that if nothing else collaboration is the most important thing to bring to the issue. <b>Councilwoman Zadra</b> stated there is a void in not having REMSA at the EMS Working Group meetings. All of the players need to be at the table. Because of lack of communication, there have been multiple reports coming out. We need to have all the partners including REMSA at that table in that critical evaluation and discovery period. They have not been, and that is a shortcoming.</p> <p>Sparks City Manager Shaun Carey said the managers are moving in the direction consistent with actions and motions from elected bodies. The working group just recently heard from REMSA and will now include them in the all the meetings. REMSA is the solution, and the group will use negotiations, working with a consensus approach. This is not one agency calling the shots. Elected officials need recommendations for these complex issues, including options and pros and cons.</p> <p>The TriData Report identified 38 specific issues which can be summarized into three areas: dispatch, REMSA franchise, and EMS agency authority and oversight. From review of those issues, solutions will come to the 38 questions. Dr. Iser has been instrumental in providing information and providing a tool for this review. The answer is to say we need to address all 38 issues in the working group, including all parties, so that the elected officials have the necessary information to make decisions. REMSA will be an equal partner and stakeholder and will be a part of the working group that will bring back consensus recommendations with pros and cons with alternatives to consider. <b>Reno Councilwoman Zadra</b> again clarified that REMSA will be at the table in every meeting, and Sparks City Manager Carey confirmed that understanding.</p> <p><b>Reno Councilwoman Jardon</b> stated she appreciated the multiple reports with the additional perspectives since there are always multiple sides to every story. <b>Reno Councilwoman Jardon</b> asked Mr. Gubbels about medical supply exchange and REMSA's purchasing power, and Mr. Gubbels explained the history of that activity, reinforced that REMSA certainly has buying power and is willing to collaborate with Fire in that effort.</p>	

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		<p><b>County Commissioner Webber</b> thanked REMSA for coming to the table and being cooperative.</p> <p><b>Sparks Councilwoman Ratti</b> thanked REMSA and Mr. Gubbels for their participation and reiterated that her main concern is the ability to govern which requires transparency of data. <b>Sparks Councilwoman Ratti</b> wanted to confirm the willingness of REMSA to be transparent with all data that they can be, with all parties involved. At this time, data across the system or patient outcomes is not available, and that data is necessary to effectively govern. Mr. Gubbels said REMSA will be transparent with data, including financials; however, he requested reciprocity by Fire and that the reporting be done by fragile calculations rather than simple averages so that the data is actually comparable. Mr. Gubbels said he believes Regional EMS first response can be achieved.</p> <p><b>County Commissioner Jung</b> asked that REMSA come to the Shared Services Committee to move that buying and exchange process forward, and Mr. Gubbels responded that he needs to meet with the fire chiefs to identify those items that would be exchanged. The summation could come back to the Shared Services Committee. <b>County Commissioner Jung</b> requested that the airport fire department be included in future meetings also.</p> <p><b>County Commissioner Berbigler</b> thanked the working groups for their work and REMSA for amicably coming to the table.</p> <p><b>Reno Councilwoman Schieve</b> asked Dr. Cohen how our EMS data collection system would rate from 1-10 as compared to the nation, and Dr. Cohen said about a 3 as would most agencies in the nation. Most EMS systems in the country are antiquated.</p> <p>Sparks City Manager Carey said he believes the Managers, the Health District Health, and REMSA are in a position to take the TriData Report and move forward to find mutually acceptable negotiated changes that will serve our community well. The recommendation is to include reports from the EMS working group, which now includes REMSA, as part of the quarterly joint meetings going forward.</p> <p><b>Sparks Councilman Lawson</b> asked if the council could expect action items and a plan on how to accomplish them at the next meeting. City Manager Carey said the group will work to prepare a complete prioritization of the 38 recommendations and begin working from what is most important and move through all 38, and that process will begin at the next EMS meeting.</p>	

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		Sparks Councilman Lawson thanked Mr. Gubbels for his commitment to moving forward.	
9.	Public Comment	No public comment was presented.	
10.	Motion to Adjourn	There being no further business to come before the Board, the meeting was adjourned.	The meeting was adjourned at 11:00 a.m.

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JOSEPH P. ISER, MD, DrPH, MSc  
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