

TOWNS OF ALLENSTOWN AND PEMBROKE
Tri-Town EMS Board of Directors
311 Pembroke Street
Pembroke, New Hampshire 03275
Minutes of Regular Meeting
April 12, 2017

Call to Order

The Tri-Town EMS Board of Directors Meeting for April 12, 2017, was called to order by the Chair at 3:30 pm.

Roll Call

Present on the Board: Michael O'Meara, David Jodoin, Robert Bourque, Hearshell VanLuven, Dana Pendergast, and Shaun Mulholland

Absent: Harold Paulsen

Others present: Christopher Gamache, Director; Stephanie Locke, Assistant Director

Approval of minutes of previous meetings

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was voted to approve the minutes of the February 8, 2017, meeting.

On motion of Mr. Jodoin, duly seconded by Mr. Bourque, it was voted to approve the minutes of the March 8, 2017, meeting.

On motion of Mr. Jodoin, duly seconded by Mr. Bourque, it was voted to approve the minutes of the March 22, 2017, meeting.

On motion of Mr. Pendergast, duly seconded by Mr. O'Meara, it was voted to approve the minutes of the non-public session of March 8, 2017.

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was voted to approve the minutes of the non-public session of March 22, 2017.

Approval of expenditures

On motion of Mr. Bourque, duly seconded by Mr. Pendergast, it was voted to approve the payroll manifests of April 13, 2017; March 30, 2017; and March 16, 2017.

Approval of purchase orders

There were no purchase orders to approve.

ComStar Revenue Report

Mr. Gamache stated as an ongoing effort to clear out the aging report, all accounts have been separated and classified as current or not, indicating those at collection or for which the next step is collection. He requested that 49 accounts be written off. He explained that when switching to ComStar, the Medicaid paperwork was not fully filled out for many accounts, so these accounts indicate that there is no Medicaid contract. ComStar tried to get them to backdate these but the response was 'no'. These represent a majority of the 49 accounts he is asking to be written off. Fewer than ten of the 49 are deceased with no estate. ComStar is doing its best, but not able to collect on these. The amount to write off for these is \$18,144.41, and Mr. Gamache would like to forward these to ComStar to be written off.

Mr. O'Meara asked Mr. Gamache if he was satisfied that due diligence has been done and there is nothing more to gain.

Mr. Gamache responded yes. They have done all that they can. For some accounts Tri-Town has at First Financial, they verify that the patient is deceased, and it does not appear that they go further with that .

Mr. Bourque asked what that leaves us as a balance for the accounts we are still pursuing.

Mr. Gamache responded that in the last two weeks, he has sent 61 accounts to collections, totaling \$49,055.52. Right now letters are going out to another 60 patients, residents of Allentown and Pembroke, totaling just under \$72,000. There is no activity on these accounts and the bulk of them will go to collection. There are a few who are actively pursuing payment plans or they are hardship cases, about 15 total.

Mr. Bourque asked about the accounts sent to collection, have you seen any results?

Mr. Gamache responded yes, we are getting a trickle in – some months none and some months \$ 700 or so. We have had a few calls regarding payment plans, so there is some activity.

Chair Mulholland asked what this list consists of - what is in each column.

Mr. Gamache responded that the columns include last name, first name, date of service, incident number, balance, address, tracking status and notes on what has been done.

Chair Mulholland stated if we are going to approve a list, we need to be able to identify that list. If we move to write these off, we need a way to document that later, especially for audit purposes.

Mr. Gamache stated that he was going to have that done today but ran out of time. He said he could create a list and put this action off till the next meeting.

Chair Mulholland stated that's fine, but we need to have numbered manifests, or however we are going to identify it. Otherwise, we are making a motion that is in sand.

Mr. Bourque asked do you do all of your accounting... does all of your information revolve around the run number?

Mr. Gamache responded I can track it that way; ComStar uses a different number.

Mr. Bourque said maybe you can use both and we can keep track of it that way, with the run number and ComStar's number, so they match when we are writing them off. That way, someone going back later to audit doesn't say that this run number never got paid for and ask what happened to it; it fell through the cracks. If you tied the run number with the ComStar number...

Mr. Gamache stated there are two numbers that actually show up. Our run number is easier for us to use because it ties to the run report. And, it is a unique number. ComStar has an associated number. Their number is unique for their system. It would be a lot of work to go back through and duplicate that. For our purposes, using our incident number would be adequate because ComStar will reference that as well.

Mr. Bourque stated that's fine. If you keep good track with the run number, at least if something happens, you can go back and verify the amount that was written off.

Mr. Jodoin said all you need is that spreadsheet, the incident number, redact out the names, have the total amount and put the date at the top, labeling it 'write-off requests'. That way we can reference that in minutes.

Resignations

There were no resignations to report.

Consider applicant for the position of Per Diem EMT

Mr. Gamache stated Tiffany MacIntosh put an application in with us last fall. Due to extenuating circumstances, it was put on hold. It was nothing negative. When she was able to proceed, we followed our procedure: application, resume, verification of credentials, ICS courses submitted, interview, pre-hire testing, criminal background check, driving record check, pre-hire physical, drug screening, and verification of references. As a new EMT, we would like to hire her on a per diem basis at Grade 8, Step 2, Year 1, at \$13.91 per hour.

Chair Mulholland asked if they had checked with her previous or present employer.

Mr. Gamache responded that they checked with her present employer, where she has worked since 2012.

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was voted to approve the hiring of Tiffany MacIntosh.

Chair Mulholland asked if there were other employee issues.

Mr. Gamache stated Mike Langille has a May anniversary. His evaluation is done but we have not gone over it with him yet. He meets the minimum criteria for a step advancement. Effective May 7, 2017, we would like to move him to Grade 13, Step 5, Year 1 at a pay rate of \$20.53 per hour. This is an increase of \$1.03 per hour.

On motion of Mr. Bourque, duly seconded by Mr. Pendergast, it was voted to approve this payroll change.

Mr. Gamache stated David Trainer is a new hire who recently obtained paramedic licensure. He is currently in the middle of our paramedic transition program, a process we use to for education on our procedures and equipment. Then we will evaluate his abilities. He is not ready to be a paramedic with us. He is not an EMT anymore. We want to put him at mid-level as an A-EMT because he can function as an advanced EMT; he has a higher license level. This is something we did with somebody in the past as well. He is being paid as a two-year EMT now. We would like to move him to Grade 9, Step 5, Year 1 at a pay rate of \$16.18 per hour. This is an increase of \$1.78 per hour.

On motion of Mr. O'Meara, duly seconded by Mr. Bourque, it was voted to approve this payroll change.

Director's Report

Mr. Gamache reported that March was a decent month with 91 calls, of which 58 were transported – a 64% rate. They are less than one minute out the door, so no issues there. The ambulance had some issues. There was a recall notice from Ford about the transmission. It was right up against the first service that the ambulance needed. We were going to have it taken care of all at once, but one morning we found oil under the ambulance. The Fire Department was full of smoke, so they took it right to Ford to have it taken care of quickly. It was the recall item; the transmission cooling lines had failed, blowing transmission fluid all over the place. That was covered by warranty. At the same time, we did the first lube/oil service. There are a few small items dealing with PL to address; we make sure they know these issues occur, so all is covered under the warranty. There have been no other significant problems with the ambulance. Ms. Locke and I attended a drill for the Town of Allenstown last month regarding the Disaster Recovery Plan. We are working with Allenstown and Homeland Security for an active shooter event coming up this summer. As you know, we were awarded the grant last month, so we are most likely going to purchase the equipment this week. That way we can start training on it and be ready for when this drill occurs. This month we had a significant hit to our staffing. At no point was the ambulance shut down and we always ran at the paramedic level, so care to the town remained constant. In the past we talked about HIPPA notices and patient survey cards. This month we got them mailed out for the most part. What I am doing now is backlogging them. Once we are up to date we are going to be handing them out on the calls to save postage. We mailed out 150 of them. We received more than 20 back, which is a good percentage. Typically, you can expect a 10% reply rate. Across the board, the reviews were excellent. There was one average reply. The rest are happy with our care and service. For next month's Director's Report, I will start analyzing the data. I will look at the cards received for that month and at the cumulative data on top of that, so that everyone can see what our patients are saying about our service. It is all positive.

Mr. Gamache next shared a letter from Concord Hospital regarding an April 3, 2017 event. Tri-Town staff included Stephanie Locke and Jasmine Croteau, and our staff working for Allenstown Fire included Dan Fitzgerald and Ed Higgins. In addition to this crew, Allenstown Fire and Allenstown Police responded. They were involved in a cardiac arrest activation, arriving on the scene with CPR in progress and two ADD shocks having been delivered by the local police. The Lucas, the automated cardiac chest compression device belonging to Tri-Town was used, along with other measures. Rhythm returned with a return to spontaneous circulation. Information was faxed to the Concord Hospital ED and the patient was transported there. The patient was negative for intracranial hemorrhaging; at the cath lab a 99% coronary lesion was observed. Over time the patient had prolonged re-awakening; he experienced some confusion which cleared over a few days. The patient was discharged on April 11, 2017. Concord Hospital's letter called this a challenging, difficult cardiac case with great team effort and a good outcome for the patient. The letter thanked Tri-Town for its response. The short story is that Allenstown Police and Fire, along with Tri-Town, responded to a cardiac arrest and successfully resuscitated the patient. He was discharged neurologically intact; that doesn't happen often. This is Tri-Town's first case where somebody survived cardiac arrest and walked out of the hospital. Kudos to the crew.

Chair Mulholland stated that is the kind of information we like to hear. Sometimes, unfortunately, we are not able to be successful.

Mr. Gamache said when Sue Prentiss was the EMS manager, a resident of Pembroke donated the money for the Lucas device that we have. A family member had collapsed and died. This was their way to try to do something to prevent this from happening again. Concord Hospital is trying to find cases in the Capitol area – up to this event, they have had two – where the Lucas was used and there was a successful outcome. We followed up on this case, waiting for the patient to be discharged to go public with this information.

Chair Mulholland asked if Mr. Gamache was on track for the budget meetings in June.


Mr. Jodoin asked Chris, where do we stand with the CIP stuff I sent back to you?

Mr. Gamache responded the ambulance ones are done; we just have the monitors to do.

Mr. Jodoin stated re-send everything when you are done so I know I have the completed package. It is due in June.

Chair Mulholland said you may have seen that the second version of the Affordable Health Care proposal eliminated the requirement that insurance companies cover ambulance service. This is something that we need to keep an eye on. Of course, that is dead now too, but it may resurrect itself in some form. If that ends up being the case, it would definitely impact our revenues. More of our expenses would be pushed onto taxpayers to fund this operation, since we know that the self-pay rate is about five percent, at best.

On motion of Mr. Pendergast, duly seconded by Mr. Bourque, it was voted to adjourn at 4:05 pm.



SHAUN MULHOLLAND, Chairman Tri-town EMS