

TOWN OF ALLENSTOWN AND PEMBROKE  
Tri-Town EMS Board of Directors  
311 Pembroke Street  
Pembroke, New Hampshire 03275  
Minutes of Regular Meeting  
October 12, 2016

**Call to Order.**

The Tri-Town EMS Board of Directors Meeting for October 12, 2016 was called to order by the Chair at 3:30 p.m.

**Roll Call.**

Present on the Board: Shaun Mulholland, David Jodoin, Herald Paulsen, Mike O'Meara, Dana Pendergast, and Bob Bourque.

**Others Present.**

Tri-Town Staff: Christopher Gamache, Director; Stephanie Lock, Assistant Director; Daniel Fitzgerald, Paramedic.

**Introduce New Allenstown Representative**

Mr. O'Meara introduced himself to the Board. He explained his background of 10 tens service in EMS in PA and several years working in quality insurance on medical devices. He stated he moved up to NH to retire.

**Approve minutes of previous meeting(s)**

Motion. Mr. Bourque made a motion to approve the September 14, 2016 minutes. Mr. Jodoin seconded the Motion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

**Approve expenditures**

Motion. Mr. Bourque made a motion to approve the October 6, 2016 Accounts Payable manifest in the amount of \$6,589.18. Mr. O'Meara seconded the Motion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifests for October 13, 2016. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifests for September 29, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Approval of purchase orders**

N/A

### **Review proposed policies**

#### **Policy on employee compensation**

Mr. Gamache stated the policy was updated to address on-call staff for next year. He explained it would be a different classification of employees. He stated they will have on-call specific per diem employees as well as those who can do full-time. Mr. Bourque asked what the on-call pay is while they are waiting for on-call. Mr. Gamache stated it is \$2.50/hour.

The Chair asked what the difference was between Section 4.3(d) and 4.3(e) other than the 2 hours. Mr. Gamache explained (d) is if there isn’t a transport they will pay the employee for an hour and (e) if there is a transport they will get paid for 2 hours. Mr. Mulholland asked why they need to have it. Mr. Gamache stated it will get very hard to track the hours they are here for. Chief Paulsen stated they do it at the fire station. Mr. Gamache stated they can change it. He stated the turnaround time is around an hour and a half. The Board determined to merge (d) and (e) together with a minimum of one hour and a quarter of hour after it.

Motion. Mr. Bourque made a motion to approve the Employee Compensation Policy as amended. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Policy on employee classification**

Mr. Mulholland stated the policy was adopted in 2013 when the organization began. Mr. Gamache stated the changes are there to address the on-call staff; defines location requirements, allows per diem to be on-call, defines minimum standard for on-call staff; gives Service ability to call in on-call staff outside of a routine call, and states on-call staff will be held to the same clinical standards as the rest of the Service, and be held to the Services policies and procedures.

Chief Paulsen asked about the requirement to respond within six minutes and if he was attempting to go by what Fire Alarm does in retones. Mr. Gamache stated he felt it was reasonable based on how long it has taken mutual aid to come into the center of the service area. He stated the goal of this isn’t to have anyone waiting for an ambulance. Chief Pendergast asked if the three miles will restrict them. Mr. Gamache stated it could be so they may have to revisit it. The Board determined to remove the distance restriction.

The Chair expressed concern with limiting hours in Section D(x). Mr. Gamache stated they are on-call and don’t want to overuse them. Chief Paulsen stated there is a drill coming up which will last days. Mr. Gamache stated it is an even and they will be responsible to relieve people. The Chair stated he wasn’t sure they would want to limit themselves for four hours. He stated they can manage how many hours without putting it into policy and limiting themselves. The Board determined to change Section D(x) to read “On Call Employees can be called in at the discretion of the service Director, Assistant Director and/or when Concord Fire Alarm has a regional operational need to do so.”

Motion. Mr. Bourque made a motion to approve the Employee Classification Policy as amended. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Policy on policy and SOG development/approval**

Mr. Gamache stated the original policy is part of their policies and procedures they have. He stated they needed a policy which states who creates, who adopts, how often they are reviewed, etc. He stated the policy was changed and divided up into Standard Operating procedures and Guidelines. He stated it says the Director or Board of Directors suggests policies or changes, is discussed and

voted on. He stated it spells out the fact the Board of Directors has the authority to make any changes they want to policies and procedures. He stated there is a section which says there will be a procedure to track all policy changes and to ensure employees are notified.

Mr. Gamache stated the SOGs are with the intent to support the policies and procedures. He stated it doesn't necessarily require Board approval because they are being developed to support something the Board has already approved. He stated SOGs are more of guidance for decision making in the future. He explained the policy explains how they are numbered, reviewed, and the Board may review them if they choose to do so. He stated it gives him the authority to put things out to make sure the Service is running safely and efficiently.

Mr. O'Meara asked about Section 4.3(e) "S.O.G.'s that are not supporting a Policy or a Procedure will be numbered as follows..." Mr. Gamache explained there are things they will do where there won't be a policy on it. Mr. O'Mara stated the number of the SOG will tie back into the policy it supports.

Motion. Mr. Jodoin made a motion to approve the Policy and SOG development/approval. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Policy on Fund Balance**

The Chair stated they discussed this at the last meeting and made some changes in regards to the level of the unassigned fund balance.

Motion. Mr. Bourque made a motion to approve the Policy on Fund Balance as amended. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Discuss ComStar revenue report**

Mr. Jodoin stated he just received the report today.

Mr. Gamache stated he was behind on the collection component of it. He stated as of last month they referred 66 accounts for collections. He stated he had a lengthy conversation with ComStar

with the collection process. He stated once they refer an account to collections it gets moved to First Financial. He stated a lot of the earlier accounts weren't having social security numbers entered and without the social security numbers they can't do anything. Mr. Jodoin asked who wasn't entering the social security numbers. Mr. Gamache stated the staff wasn't doing it and the accounts were from 2014. He stated they are pretty good at entering them now.

Mr. Gamache stated he contacted over 60 people as a pre-collection notice. He explained ComStar sends out three bills, then a fourth which is a pre-collection notice and then it goes to First Financial.

Mr. Gamache stated they have one bankrupt account and another coming. He stated they cannot send a person to collections if they are going through bankruptcy. He asked the Board for permission for when he is aware of someone in bankruptcy to put them on the write-off list. He stated part of his goal is to clean up the collections list.

Chief Paulsen asked if a staff member knows there may be potential to collect after someone goes through bankruptcy could they hold onto it. Mr. Jodoin stated if someone goes into bankruptcy there has to be a proof of claim if they think they can collect. Mr. Gamache stated him going to Chief Paulsen with names could be a HIPPA issue but if Chief Paulsen goes to him, he could find out. Mr. Jodoin stated if they file for bankruptcy and there hasn't been a proof of claim then they can't send a notice of demand.

Chief Paulsen asked if the towns get notification of anyone who goes into bankruptcy. The Chair stated they get notified of property owners who go into bankruptcy. Mr. Bourque asked if Mr. Gamache can check with the towns to see if the person has filed for bankruptcy. Mr. Jodoin stated they have to file proof of claim before they file bankruptcy. Mr. Gamache stated he is looking for permission to write off those they can't collect from. The Board determined to handle bankrupt on a case by case basis.

Mr. Gamache stated some of the accounts are listed as over the filing limits. He explained when ComStar lists them as such Medicare and Medicaid are both the payers. He stated the date of service is for over a year ago and for some reason information wasn't entered in. He stated by law they can't do anything with accounts which haven't been submitted to Medicare or Medicaid. He stated there aren't many on the list but he would like the Board approval to write them off when he comes across them. The Chair stated if they haven't given the Medicaid information then they aren't on it and they can send them a bill.

Mr. Gamache stated there is a case where there was an identity issue, they determined the identity of the patient, the responsible adult was contacted, there was a failure on the person and when they found out the person was on Medicaid it was determined it was beyond a year from the service. Mr. Jodoin stated if they don't give the information they can bill them. Mr. Gamache stated now

they know so they can't bill them. Mr. Bourque suggested they send the bill and let the patient call with the information needed.

The Chair stated he wants to make sure they are doing their due diligence to collect the money. Mr. Gamache stated in this case they knew the adult had it so they knew the child was going to have it. He asked if they want to keep them on the books when they come up "beyond filing". The Chair stated he should bring them before the Board when those cases come up.

Mr. Gamache stated there are accounts which show up as "deceased, no estate". He stated ComStar will find out if there is an estate or not. He stated there is no compelling reason for people to pay the bill for the deceased. He stated there are a bunch of them which he will bring to the Board next month.

Mr. Gamache stated there is a case where an individual, who is a veteran, passed and owes \$3,600. He stated the wife passed the bill onto the VA and the VA refuses to pay. He stated the patient's wife was told by the VA not to pay Tri-Town but to pay the private service she used. He suggested maybe bringing this to a congressman or senator about the issue. Mr. Bourque stated he thinks it is worth a call.

Mr. Gamache stated they don't balance bill the employees who they transport while they are on shift. He stated there is a fire fighter from each town who has received a pre-collections notice. Chief Paulsen asked if the injuries happened while they are on the job. Mr. Gamache stated it is policy they don't send them to collections if they get hurt on the job but he didn't know if they want to extend it to them for non-work related injuries. Chief Paulsen stated his fire department has an association to pay for things like it if they have financial information. Mr. Jodoin stated it becomes a matter of how far do they take it. The Chair stated if the particular town wants to pay for the portion then they can choose to do so but he doesn't think the Board should.

### **Director's Report**

Mr. Gamache stated they had 88 runs last month, 55 transports, mutual aid given 4 times, received mutual aid 6 times, average time out the door is 55 seconds, and toned to on scene time is just below five minutes. He stated the last few months they have seen a significant increase in higher acuity calls, some violent crimes, and a lot of illicit drug use. He stated both ambulances passed their state inspections.

### **Approve Letter of Resignation**

The Chair read a letter from Mr. Kelly resigning from the Board. The letter reads;

"Members of the Board,

I want to do this in person but my schedule is not going to allow me to do so. I was interested in joining the Board because I felt as though I could represent the majority of the Tri-Town employees well as I was working more frequently and had the opportunities working with different people. With my new job, I feel as though I am unable to perform these duties and I think it would be best that I resign to allow someone with more exposure to the majority of the employees to take over.

I would also like to say that since Mr. Gamache and Ms. Locke have taken over and the implementation of the Board, Tri-Town's reputation amongst the Capital Area departments and ERs has greatly improved and the care patient procedures are among the best. Respectfully, Mike Kelley."

Motion. Chief Pendergast made a motion to accept the resignation of Mike Kelley as a representative on the Board of Directors. Mr. Bourque seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.


The Chair stated since they don't have a recommendation right now they will have to delay it until November. He stated November 30, 2016 is the deadline for someone for the election.

The Chair stated in the meantime they will have a six member board which means there is a potential for a tied vote. Chief Paulsen stated it was the intent when putting Tri-Town together to have it be three to three so they would have to have a consensus. The Chair stated the Attorney General's Office will not approve a board with an even number. He stated he thinks they have reasonable people on the Board today.

Motion. Mr. Bourque made a motion to adjourn. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Chair adjourned the meeting at 4:45pm.



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SHAUN MULHOLLAND