

Neil Krutz
City Manager
City of Sparks

Doug Thornley
City Manager
City of Reno

Emergency Medical Services Advisory Board

Eric Brown
County Manager
Washoe County

Dr. John Hardwick
Emergency Room Physician

Kevin Dick
District Health Officer
Washoe County Health
District

WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

Joe Macaluso
Director of Risk Management
Renown

MEETING NOTICE AND AGENDA

Date and Time of Meeting: Thursday, August 3, 2023, 9:00 a.m.

This meeting will be held virtually only.

This meeting will be accessible via ZOOM webinar. To attend via ZOOM, click this link:

<https://us02web.zoom.us/j/81966152784>

or type zoom.us in your computer browser, click “Join a Meeting” on the ZOOM website, and enter this Meeting ID: 819 6615 2784. NOTE: This option will require a computer with audio and video capabilities.

Alternatively, you can join the meeting by telephone by dialing 1-669-900-6833, entering the Meeting ID: 819 6615 2784 and pressing #.

1. ***Roll Call and Determination of Quorum**
2. ***Public Comment**
Limited to three (3) minutes per person. No action may be taken.
3. **Consent Items** (For Possible Action)
Matters which the Emergency Medical Services Advisory Board may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.
 - A. **Approval of Draft Minutes**
May 4, 2023
4. **Discussion and Possible Election of:**
 - A. EMS Advisory Committee Chair (For Possible Action)
 - B. EMS Advisory Committee Vice-Chair (For Possible Action)
5. ***Prehospital Medical Advisory Committee (PMAC) Update**
Dr. John Hardwick
6. ***EMS Oversight Program and Performance Data Updates** – Joint Advisory Committee Activities, Special Projects, EMS Planning, Data Performance, REMSA Health Franchise Agreement Updates, REMSA Health Exemption Requests, Community Services Department Reviews, Mass Gatherings and Special Events Reviews
Andrea Esp

7. ***Agency Reports and Updates**
 - A. ***REMSA EMSAB Report, Adam Heinz**
Data Performance Report, EMS Operations Report
 - B. ***City of Sparks Fire Department EMSAB Report, Chief Walt White**
Data Performance Report, EMS Operations Report
 - C. ***Truckee Meadows Fire and Rescue EMSAB Report, Chief Joe Kammann**
Data Performance Report, EMS Operations Report
 - D. ***Reno Fire Department EMSAB Report, Chief Cindy Green**
Data Performance Report, EMS Operations Report
8. ***Board Comment**
Limited to announcements or issues for future agendas. No action may be taken.
9. ***Public Comment**
Limited to three (3) minutes per person. No action may be taken.

Adjournment

Items on the agenda may be taken out of order, combined with other items, withdrawn from the agenda, moved to the agenda of a later meeting; or they may be voted on in a block. Items with a specific time designation will not be heard prior to the stated time, but may be heard later. An item listed with asterisk (*) next to it is an item for which no action will be taken.

The Emergency Medical Services Advisory Board meetings are accessible to the disabled. Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify Ms. Kelsey Zaski at the Washoe County Health District, 1001 E. 9th St, Reno, NV 89512, or by calling 775-326-6051, at least 24 hours prior to the meeting.

Time Limits: Public comments are welcome during the Public Comment periods for all matters whether listed on the agenda or not. All comments are limited to three (3) minutes per person. Additionally, public comment of three (3) minutes per person may be heard during individual action items on the agenda. Persons are invited to submit comments in writing on the agenda items and/or comment on that item at the Board meeting. Persons may not allocate unused time to other speakers.

Response to Public Comments: The Emergency Medical Services Advisory Board can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The Open Meeting Law does not expressly prohibit responses to public comments by the Emergency Medical Services Advisory Board. However, responses from the Board members to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Emergency Medical Services Advisory Board will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for Health District Staff action or to ask that a matter be listed on a future agenda. The Emergency Medical Services Advisory Board may do this either during the public comment item or during the following item: “Board Comments – Limited to announcements or issues for future agendas.”

Posting of Agenda; Location:

Pursuant to NRS 241.020, Notice of this meeting was posted at the following locations:

Washoe County Health District, 1001 E. 9th St., Reno, NV

Washoe County Health District Website <https://www.washoecounty.gov/health>

State of Nevada Website: <https://notice.nv.gov>

Supporting materials are available at the Washoe County Health District located at 1001 E. 9th St., Reno, NV and on the website www.washoecounty.gov/health pursuant to the requirements of NRS 241.020. Ms. Kelsey Zaski, Office Support Specialist to the Emergency Medical Services Advisory Board, is the person designated by the Emergency Medical Services Advisory Board to respond to requests for supporting materials. Ms. Zaski may be reached by telephone at (775) 326-6051, or by email at kzaski@washoecounty.gov.

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MEETING MINUTES

Date and Time of Meeting: Thursday, May 4, 2023, 9:00 a.m.

This meeting was held virtually.

1. *Roll Call and Determination of Quorum

Chair Krutz called the meeting to order at 9:02 a.m.

The following members and staff were present:

Members absent: Eric Brown
Dr. John Hardwick

Ms. Lawson verified a quorum was present.

Staff present: Dania Reid, Deputy District Attorney
Dr. Nancy Diao, Epidemiology and Public Health Preparedness Division
Director
Andrea Esp, Preparedness and EMS Program Manager
Anastasia Gunawan, EMS Statistician
Sabrina Brasuell, EMS Coordinator

2. *Public Comment

Limited to three (3) minutes per person. No action may be taken.

Chair Krutz opened the public comment period. As there was no one wishing to speak, Chair Krutz closed the public comment period.

3. Consent Items (For Possible Action)

Matters which the Emergency Medical Services Advisory Board may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.

A. Approval of Draft Minutes

March 2, 2023

Mr. Dick moved to approve the minutes. Mr. Thornley seconded the motion, which

passed unanimously.

4. ***Prehospital Medical Advisory Committee (PMAC) Update**

Dr. John Hardwick

No update.

5. ***EMS Oversight Program and Performance Data Updates** – Joint Advisory Committee Activities, Special Projects, EMS Planning, Data Performance, REMSA Franchise Agreement Updates, REMSA Exemption Requests, Community Services Department Reviews, Mass Gatherings and Special Events Reviews
Andrea Esp

Ms. Esp added that the Data Sharing Agreement has been finalized and the platform on which data can be shared is being finalized. The hope is that this will be completed in the very near future. Ms. Esp is available to answer any questions.

6. **Presentation of the Washoe County Trauma Data Report 2022, and Possible Permission to Disseminate** (For Possible Action)

Andrea Esp

Ms. Esp presented the Washoe County 2022 Trauma Data Report 2022 on behalf of Ms. Gunawan, who compiled the report. Trauma injuries have been an increasing trend in Washoe County, with roughly 80% of intentional injuries in Washoe County were cases reported due to cuts, firearms, or assault. Analysis also shows the case fatality rate was highest for patients aged 15-19 years old and 85 years and older. Overall trauma rate per population doubled from 2021-2022. Ms. Esp is available to take any questions back to Ms. Gunawan and bring back responses.

Mr. Dick thanked the Program and Ms. Gunawan for their work on this. It is a little alarming to see the increase seen in 2022, perhaps it is also related to the COVID mitigations that occurred and a potential rebound in activities occurring that drove those numbers.

Mr. Dick made a motion to accept the Presentation of the Washoe County Trauma Data Report 2022, and its dissemination. Mr. Macaluso seconded the motion. The motion was carried unanimously.

7. **Presentation, discussion and possible approval of the proposed REMSA Response Zone Map for the ambulance franchise service area with a July 1, 2023, effective date** (For Possible Action)

Sabrina Brasuell

Ms. Brasuell noted that, though it is a requirement of the franchise to have an annual map review, when changes have not been necessary, it has not previously been brought to this Board or the District Board of Health (DBOH). In the future, the Program would like to bring the map every year, to increase visibility, whether there are proposed changes or not. Upon approval here, it will be presented to the DBOH at the next scheduled DBOH meeting. The proposed area of change for this review is specific to the Damonte Ranch area. Previously, this area was under construction and not as inhabited, but has since gained full population because of completed construction. The Program, upon review and compilation with internal GIS, presented the findings to REMSA and Truckee Meadows Fire Protection District, who is a subcontractor of REMSA, and all agreed that this zone, which is currently a Zone B, with a response time

requirement of 15 minutes and 59 seconds, be changed to a Zone A, with a response time requirement of 8 minutes and 59 seconds. There are no other proposed changes to the map for this annual review. If approved today, it will be presented to the DBOH at the next scheduled DBOH meeting. Ms. Brasuell is available for any questions.

Mr. Macaluso made a motion to approve the proposed REMSA Response Zone Map for the ambulance franchise service area with a July 1, 2023, effective date. Mr. Dick seconded the motion and it passed unanimously.

8. Presentation, discussion and possible approval of the Washoe County EMS Strategic Plan 2023-2028, a requirement of the Interlocal Agreement for Emergency Medical Services Oversight (For Possible Action)

Sabrina Brasuell

Ms. Brasuell shared that an overview of the Strategic Plan was provided at the last EMSAB meeting. This presentation will provide more information specific to the final copy of the Strategic Plan. The partner update requests, and the updates requested by this Board at the last EMSAB meeting were incorporated into the final draft. The strategic plan allows EMS and Fire agency unification around shared goals. The process began by reviewing previous goals and objectives, carrying over any goals not completed, and clarifying some, in light of changes and recognition of new opportunities. Included in the process was research of strategic plans in other systems, similar and different to our local area. There are three main categories: Practitioner Safety, Operational Efficiencies and Clinical Care. Within Practitioner Safety, Goal #1 is promotion of an EMS culture of safety for practitioners. Operational Efficiencies includes Goal #2 – Automatic Vehicle Locator, Goal #4 - radio communications and CAD-to-CAD interface, and Goal #6 - strategic plan tracking, creation and MCI plan revision. A dashboard will be created for simple tracking in real time for partners. At the request of this Board, these three goals were updated to include “Once regionalization discussions have concluded, these goals and objectives will be updated to support the regionalization discussion outcomes”, with “specific to CAD” to be added to the end of goal #4. Within Clinical Care, Goal #3 is a regional community paramedicine program, Goal #5 is improved continuity of care via CQI process and annual reporting, and Goal #7 - create CQI process for Joint Advisory Committee. The next steps include presenting the finalized document to DBOH at the May 2023 meeting, and if approved by DBOH, the effective date will be July 1, 2023.

Mr. Zeb Nomura shared that, with the assistance of the HPP grant and IHCC, approximately \$311,000 has been secured for purchasing equipment to support the community paramedicine program.

Mr. Dick moved to approve the Washoe County EMS Strategic Plan 2023-2028, a requirement of the Interlocal Agreement for Emergency Medical Services Oversight. The motion was seconded by Mr. Macaluso and passed unanimously.

9. *Agency Reports and Updates

A. *REMSA EMSAB Report, Adam Heinz

Data Performance Report, EMS Operations Report

Mr. Heinz highlighted that EMS week begins May 21 and this year’s theme is Where Emergency Care Begins. They will be kicking off with an award luncheon and celebrating their team members, numbering over 600. Their incident command vehicle will be in the community inviting local response partners, in the spirit of EMS Week. Nothing else to add to his report, Mr. Heinz is available for questions.

B. *City of Sparks Fire Department EMSAB Report, Chief Walt White

Data Performance Report, EMS Operations Report

Captain Sullivan shared their first quarter was focused on training new personnel. The biggest emphasis is their Lucas devices, which have been well received. Captain Sullivan is available for any questions.

C. *Truckee Meadows Fire and Rescue EMSAB Report, Chief Joe Kammann

Data Performance Report, EMS Operations Report

Chief Kammann highlighted that there are 5 people in the academy expected to complete training in June. They are staffing a second ambulance in Sun Valley for a trial period of 90 days. They are in the second semester of the joint TMCC/TMFR Paramedic Program, with the Truckee Meadows Fire employees handling the in-person instruction. The course has a variety of attendees from multiple local agencies. Chief Kammann is available for any questions.

D. *Reno Fire Department EMSAB Report, Chief Cindy Green

Data Performance Report, EMS Operations Report

Chief Green shared that they have a large fire academy in progress, which began in February. They have also hired 6 single role paramedics who respond to medical calls in district 3 and provide mutual aid requests. Three additional single role paramedic positions have been approved and they will begin recruiting at the end of this month. They recently received some new equipment. Chief Green is available for any questions.

10. *Board Comment

Limited to announcements or issues for future agendas. No action may be taken.

Mr. Dick commended Ms. Esp, who worked to make the State fully expend the grant funds for hospital preparedness, providing equipment to share with local agencies.

11. *Public Comment

Limited to three (3) minutes per person. No action may be taken.

Chair Krutz opened the public comment period. As there was no one wishing to speak, Chair Krutz closed the public comment period.

Adjournment

Chair Krutz adjourned the meeting at 9:28 a.m.

**STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3rd, 2023**

TO: EMS Advisory Board Members
FROM: Sabrina Brasuell, EMS Coordinator
775-326-6043, sbrasuell@washoecounty.gov
SUBJECT: Discussion and Possible Election of an Emergency Medical Services Advisory Committee (EMSAB) Chair

SUMMARY

This is for discussion and possible election of an Emergency Medical Services Advisory Committee (EMSAB) Chair as this position is due for election.

PREVIOUS ACTION

At the February 4, 2021, EMSAB meeting, Mr. Neil Krutz was nominated for, and elected as, the Chair of the Board.

At the August 4th, 2022, EMSAB meeting, Mr. Neil Krutz was nominated for, and elected as, the Chair of the Board.

BACKGROUND

The “Emergency Medical Services Advisory Board Bylaws,” effective May 2021, speaks to membership in Article II – Membership.

“Article II – Membership, Section 4 – Terms/Board Administration” states “The Advisory Board shall elect a chair and vice-chair from among its membership to manage the meetings. The chair and vice-chair shall service for one (1) year. Both positions are eligible for reappointment for up to one subsequent one (1) year term, limited to two consecutive terms.”

This specification makes Mr. Neil Krutz ineligible for nomination and re-election to the Chair position.

FISCAL IMPACT

There is no fiscal impact.

RECOMMENDATION

Staff recommends the Board discuss and possibly elect a new Emergency Medical Services Advisory Board Chair.

Subject: Discussion and Possible Election of an Emergency Medical Services Advisory Committee (EMSAB) Chair

Date: August 3, 2023

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POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "Move to elect _____ for Emergency Medical Services Advisory Board Chair."

**STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3rd, 2023**

TO: EMS Advisory Board Members
FROM: Sabrina Brasuell, EMS Coordinator
775-326-6043, sbrasuell@washoecounty.gov
SUBJECT: Discussion and Possible Election of an Emergency Medical Services Advisory Committee (EMSAB) Vice-Chair

SUMMARY

This is for discussion and possible election of an Emergency Medical Services Advisory Committee (EMSAB) Vice-Chair as this position is due for election.

PREVIOUS ACTION

At the February 4, 2021, EMSAB meeting, Mr. Eric Brown was nominated for, and elected as, the Vice-Chair of the Board.

At the August 4th, 2022, EMSAB meeting, Mr. Eric Brown was nominated for, and elected as, the Vice-Chair of the Board.

BACKGROUND

The “Emergency Medical Services Advisory Board Bylaws,” effective May 2021, speaks to membership in “Article II – Membership.”

“Article II – Membership, Section 4 – Terms/Board Administration” states “The Advisory Board shall elect a chair and vice-chair from among its membership to manage the meetings. The chair and vice-chair shall service for one (1) year. Both positions are eligible for reappointment for up to one subsequent one (1) year term, limited to two consecutive terms.”

This specification makes Mr. Eric Brown ineligible for nomination and re-election to the Vice-Chair position.

FISCAL IMPACT

There is no fiscal impact.

RECOMMENDATION

Staff recommends the Board discuss and possibly elect a new Emergency Medical Services Advisory Board Vice-Chair.

Subject: Discussion and Possible Election of an Emergency Medical Services Advisory Committee (EMSAB) Chair

Date: August 3, 2023

Page 2 of 2

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "Move to elect _____ for Emergency Medical Services Advisory Board Vice-Chair."

**STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3rd, 2023**

TO: EMS Advisory Board Members

FROM: Andrea Esp, Public Health Preparedness and EMS Program Manager
775-326-6042, aesp@washoecounty.gov

SUBJECT: EMS Oversight Program and Performance Data Updates – Joint Advisory Committee Activities, Special Projects, EMS Planning, Data Performance, REMSA Health Franchise Agreement Updates, REMSA Health Exemption Requests, Community Services Department Reviews, Mass Gatherings and Special Events Reviews

EMS Partners – Joint Advisory Committee (JAC)

The EMS Oversight Program meets monthly with the JAC (REMSA Health, Reno Fire Department (RFD), Sparks Fire Department (SFD), Truckee Meadows Fire Protection District, and the Reno-Tahoe Airport Authority Fire Department), to discuss a variety of topics. Discussions and presentations in the second quarter of calendar year 2023 included Annual Emergency Medical Dispatch (EMD) Determinate Review, Single Roll Paramedics at RFD, and general agency updates.

EMS Strategic Plan

The Washoe County Emergency Medical Services Strategic Plan 2023-2028 was approved at the District Board of Health meeting on May 25, 2023, with an effective date of July 1, 2023. The plan has seven (7) goals that fall under the general categories of Practitioner Safety, Clinical Care, and Operational Efficiencies. The EMS Oversight Program will be introducing a new progress tracking system for this Strategic Plan. All participants will use MS Project, an online tool, that allows all participants easy access to personal and agency-based assignments, progress tracking down to the strategic level, and any documents shared to the platform.

EMS Planning

The Washoe County Mutual Aid Evacuation Agreement (MAEA), Mass Casualty Incident (MCI) Plan, and MCI Alpha Plan were all revised and reviewed in the second quarter of calendar year 2023. All three plans were presented to, and approved by, the Inter-Hospital Coordination Council in June of 2023. They were then presented to, and approved by, the District Health Officer.

Data Sharing Agreement (DSA)

The secure web client portal is in process with County Technology Services. The Program will continue to update signed parties of the DSA on the progress of this process.

Data Performance:

The EMS Oversight Program conducts data analysis on response and jurisdictional performance. The Program received three data requests from fire agencies in the last quarter. The details and summary of those requests are outlined in the following table.



Table 1: Data Performance Reports			
Requestor	Summary of request	Date of request	Request completed
RFD	Data Matching Summary FY19-FY23	6/14/2023	6/23/2023
RFD	RFD Response Statistics by Call Type	5/31/2023	6/8/2023
SFD	Quarterly Jurisdictional Performance	5/18/2023	Ongoing

REMSA Franchise Agreement

The Program continues to work with REMSA Health on the Compliance Process. In June of 2023, the Program presented a revised Franchise Compliance Checklist to the District Board of Health for approval. It was revised by REMSA Health and the Program to provide clarity and specification of documents need for the franchise compliance process.

Community Services Department (CSD) – Memo Review

The EMS Oversight Program staff reviews and analyzes project applications received from the Planning and Building Division of the CSD and City of Reno Housing and Urban Development (HUD) and provides feedback. Program staff reviewed nineteen (19) project applications for the second quarter of calendar year 2023 and had no comments and/or concerns for any regarding impact on EMS response.

Special Events/Mass Gatherings Applications

The EMS Oversight Program received five (5) Mass Gatherings applications for review in the second quarter of calendar year 2023. Only one (1) of these met the minimum number of attendees to be considered a mass gathering.

The EMS Oversight Program is working with State EMS to establish lines of communications between the Programs. This will allow for discussions and potential process creation specific to mass gathering application reviews and inspections.



STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3, 2023

TO: EMS Advisory Board Members
FROM: Adam Heinz, Chief Operating Officer, REMSA Health
SUBJECT: EMSAB Report

SUMMARY

Update of the emergency medical services (EMS) operations for the 1st quarter of 2023.

DATA PERFORMANCE REPORTS

	April 2023	May 2023	June 2023	TOTAL
TOTAL EMS RESPONSES	7515	7979	7855	23349
TOTAL EMS TRANSPORTS	4572	4788	4446	13806
TOTAL EMS RESPONSES CANCELED	2943	3191	3109	9243

*Includes Priority 1, 2, 3, 4, 9, 99 calls for service within the franchise service area.



QUARTERLY FRANCHISE DATA REPORTING

MUTUAL AID

To comply with section 12.2 (a) of the REMSA Franchise Agreement Amended August 25, 2022.

Number of incidents when a co-response partner is requested for mutual aid within the REMSA Health service area.

	TMFR	Percentage of Total Response	Reno Fire	Percentage of Total Response	Storey County Fire	Percentage of Total Response
April 2023	54	0.72%	6	0.08%		0.00%
May 2023	6	0.08%	5	0.06%	1	0.004%
June 2023	3	0.04%	3	0.01%		0.00%
	63	0.27%	14	0.06%	1	0.004%

TIERED RESPONSE REPORTING

To comply with section 12.2 (b) of the REMSA Franchise Agreement Amended August 25, 2022.

CALL PROCESSING

Call received by REMSA Health’s Regional Emergency Communications Center (RECC) to final EMD determinate.

	P1	P2	P3	P9	Grand Total
April 2023	02:33	02:44	02:50	02:58	02:42
May 2023	02:35	02:42	02:45	02:51	02:41
June 2023	02:38	02:48	02:43	02:53	02:44
Quarterly Summary	02:35	02:45	02:46	02:54	02:42



SYSTEM ILS RESPONSES & NUMBER OF ILS RESPONSES AND TRANSPORTS TO ILS DETERMINATES

	Total ILS Response	Total ILS Transports	ILS Responses to ILS Determinates	ILS Transports to ILS Determinates
April 2023	273	217	144	98
May 2023	327	266	155	105
June 2023	355	272	180	118
Grand Total	955	755	479	321

*Total ILS responses Includes ILS co-response with an ALS unit, interfacility, and ILS determinate responses.

NUMBER OF ILS RESPONSES UPGRADED TO ALS

The number of ILS eligible calls and responses that, once an ILS unit arrived on scene an ALS unit was requested to respond to provide care and transport.

Month	ILS Responses	ALS Intercepts	% of ILS Calls with ALS Intercept
April-23	273	4	1.4%
May-23	327	11	3.4%
June-23	355	2	0.6%



AVERAGE ILS RESPONSE TIME BY ZONE

The response time target for low acuity, non-emergent ILS calls shall be less than 19:59 for Zone A, 24:59 Zone B, 29:59 Zone C, 39:59 Zone D, & ASAP for Zone E.

	Average Response Time Zone A	Average Response Time Zone BCD
April 2023	0:16:40	0:21:56
May 2023	0:15:49	0:15:00
June 2023	0:16:22	0:18:46
Grand Total	0:16:17	0:19:17

AVERAGE ON SCENE TIME FOR ILS

	Avg ILS Scene Time
April 2023	0:21:11
May 2023	0:17:35
June 2023	0:20:16
Grand Total	0:19:33

NUMBER OF CALLS REQUIRING FIRE RIDERS ON AN ILS TRANSPORT

Month	Number Of ILS Calls Requiring Fire to Ride into Hospital	Percentage of Responses
April 2023	1	0.4%
May 2023	0	0.0%
June 2023	1	0.3%



NUMBER OF ILS UNITS PERCENTAGE BASED ON DAILY STAFFING

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
ALS	32	43	38	41	42	40	36
ILS	4	6	7	5	5	4	5
	11.11%	12.24%	15.56%	10.87%	10.64%	9.09%	12.20%

EMS OPERATIONS UPDATES

In April-June REMSA Ground Operations onboarded 29 new full time employees. 15-paramedics, 5- AEMT's, and 9- EMT's. With these additional employees we can now staff 68 ALS, 9 ILS, and 5 BLS shift lines per week. During this same time, we also increased our EMS Supervisor coverage to 4 per day to assure adequate oversight.

In May we initiated an Employee Engagement Committee that is made up of a group of 8 field providers and 2 managers. The goal of this group is to assist senior management in implementing processes that will lead to improved employee engagement and job satisfaction. With the ultimate goal of long term employee retention.

Our Special Events Division hired over 30 part time EMT's to start preparing for another busy special events season in our region.

PUBLIC RELATIONS UPDATES

MEDIA RELATIONS

In early April, Public Education Coordinator, Alma Marin, provided a Spanish-language interview to Telemundo Reno about the importance of learning high-quality CPR and that availability of Spanish-language CPR classes in our community.

In early June, Jenny Walters, Manager of the Center for Integrated Health and Community Education was interviewed by Terri Russell at KOLO 8 News Now about how to properly build out a summertime first aid kit.



In mid-June, we hosted our annual Summer Safety Press Conference to remind the community about the importance of not leaving children alone in and around hot cars, designating a Water Watcher and recognizing the signs of heat-related illnesses. We created a mock pediatric drowning scenario and had an ALS crew respond as if it were an actual call. Subject matter experts from clinical services and education provided media interviews and the event received coverage on all three television stations and KUNR.

COMMUNITY RELATIONS

In April, REMSA Health hosted about 45 people from NCET - a local business and technology networking group and toured them through our key divisions including education, ground operations and dispatch. We received very positive feedback and participants were thrilled to learn about how REMSA Health cares for the community.

In mid-May, Governor Joe Lombardo and First Lady Donna Lombardo visited the REMSA Health campus. In addition to issuing a proclamation proclaiming EMS Week in the state of Nevada as May 21 - 27, 2023, the Governor and First Lady toured the Ground Operations division, the Care Flight division, and our Internationally Accredited dispatch center. He was very complimentary of how we manage EMS in the northern part of the state.

Also in May, Chief Operating Officer Heinz accepted, on behalf of REMSA Health, the Spirit of Unity award from the School of Public Health at the University of Nevada, Reno. The award recognizes collaborative and innovative public health leaders that bring together all disciplines to address public health challenges. Our organization appreciates this honor. In addition, REMSA Health was recognized at the NCET / EDawn Tech Awards and Showcase as the NCET medical health services company of the year.

REMSA Health was thrilled to celebrate Accounting Manager, Adora Purkerson and Education Manager Jenny Walters at the Nevada Women's Fund - Women of Achievement event in late May.

INDUSTRY NEWS

In April, four REMSA Health employees were invited to present eight sessions at the International Academy of Emergency Dispatch conference (NAVIGATOR), on topics including key performance indicators, implementing an emergency nurse communication system, quality assurance, and planning meaningful employee recognition events.

In late June, leaders from the organization traveled to the American Ambulance Association's annual conference in Las Vegas. The leaders presented across three different sessions and represented the organization within the national AAA board meeting and state association conversations. Most importantly, Jenny Walters, Manager of the Center for Integrated Health and Community Education



Manager was celebrated by the AAA as an EMS Next honoree - a distinction that recognizes future leaders and thinkers of the EMS profession.

EMPLOYEE ENGAGEMENT

In May, during EMS Week, we hosted a variety of celebrations and events to recognize the outstanding and meaningful work our paramedics, EMTs, nurses, dispatchers and staff do every day in the communities we serve. Local businesses and partners generously supported REMSA Health with more than \$10,000 in cash donations and more than \$12,000 in in-kind donations such as gift cards and prizes. Events included an awards luncheon, chair massages, EMS Skills Olympics, and the Grill & Chill barbecue where we hosted our fire and law enforcement partners throughout the county.



STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3, 2023

TO: EMS Advisory Board Members
FROM: Walt White, Fire Chief

SUBJECT: City of Sparks Fire Department EMSAB Report

SUMMARY

Update of the emergency medical services (EMS) operations for the second quarter of 2023 .

DATA PERFORMANCE REPORTS

	April	May	June	TOTAL
TOTAL EMS RESPONSES	947	1063	1069	3079
TOTAL EMS TRANSPORTS	0	0	0	0
TOTAL EMS RESPONSES CANCELLED	221	292	289	802
MUTUAL AID RESPONSES	7	0	1	8
MUTUAL AID TRANSPORTS	0	0	0	0
MUTUAL AID RESPONSES CANCELLED	4	0	1	5

EMS OPERATIONS UPDATES

Operational

Four new recruits from last quarter's interviews accepted employment, completed the new hire employment process, and will be attending their fire orientation in July. These recruits will be practicing their EMS skills while awaiting entrance into the Sparks Fire Department's fire academy in the fall. They will be joining two other paramedics who are completing their paramedic internships. More employment opportunities are projected to join these six personnel for the fall fire academy.



STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD
MEETING DATE: August 3rd, 2023

TO: EMS Advisory Board Members
FROM: Joe Kammann, Division Chief
Truckee Meadows Fire Rescue
SUBJECT: EMSAB Report

SUMMARY

Update of the emergency medical services (EMS) operations for the 2nd quarter of 2023.

DATA PERFORMANCE REPORTS

	Apr	May	June	TOTAL
TOTAL EMS RESPONSES	707	740	664	2111
TOTAL EMS TRANSPORTS	271	265	249	785
TOTAL EMS RESPONSES CANCELLED	77	67	81	225
MUTUAL AID RESPONSES	20	10	13	43
MUTUAL AID TRANSPORTS	11	1	4	16
MUTUAL AID RESPONSES CANCELLED	1	0	1	2

EMS OPERATIONS UPDATES

Hiring Update- TMFR has 5 Firefighter/Paramedics that have just completed formal Fire Academy training. These employees now begin a comprehensive internal training program that includes a 2-week EMS Academy, water tender operations course, and finally a month-long 4th rider program. This additional training regimen allows for a complete, well-rounded recruit that is set up for success when they hit the line as part of our station crews. The EMS Academy covers topics that range from administrative duties and charting, to advanced clinical procedures and complex scenario-based patient simulations.

Ambulance Operations- TMFR was fortunate to be awarded American Rescue Plan Act (ARPA) funding that will be utilized to expand the fleet of TMFR ambulances and provide for a more robust reserve pool that will be able to ensure continued operations in the future. Having this reserve

capacity is not only essential to maintain our transport operations in the event of scheduled or unscheduled mechanical issues, but it also allows TMFR the ability to upstaff additional units in periods of high demand or mutual aid requests.

We were also successful in securing a grant from the Administration for Strategic Preparedness and Response program for approximately \$311k for the purchase of equipment designed around enhancing the level of service we are currently providing to the community. In addition to 4 advanced function cardiac monitors, we will be adding automated electronic ventilators and point-of-care ultrasound (POCUS) devices to our ambulance equipment complement. These tools will allow us the ability to increase our telehealth capability, as well as provide a higher level of care on scene to our patients. We were also able to secure the purchase of 4 I-Stat handheld blood analyzer machines to assist with any future critical care-based treatment needs within our community. The EMS Division is working with several physicians in the region to set up educational opportunities for advanced level training to our paramedic staff on this new equipment.

Training Update – TMFR’s collaborative paramedic school program with TMCC has concluded its didactic phase of training. All students have successfully completed their “capstones”, and now progress to the clinical and internship phases of the program. We are proud to be a part of the student’s success and look forward to being involved in their continued development.

The TMFR EMS Division has just completed a formalized Field Training Officer (FTO) program. This program was designed based on input from current and past FTOs, Senior FTOs, and line staff. The purpose of this program was to provide newer FTOs with the proper tools and mindset required to transition into an educational and mentoring capacity. TMFR FTOs are utilized to train newly onboarded paramedics within the organization, as well as provide an opportunity to develop interns from the regional paramedic schools.

This quarter also marked the completion of EMS Division Level training, which was attended by each apparatus within the District. We rotate each company through the training in assigned response models that mimic true deployment guidelines. This quarter’s training involved a multiple-patient motor vehicle accident (MVA), and used a combination of live patients and manikins. Skills that were utilized included scene size-up, vehicle extrication and patient removal, and advanced surgical airway procedures and bleeding management.



**STAFF REPORT
EMERGENCY MEDICAL SERVICES ADVISORY BOARD**

MEETING DATE: August 3, 2023

TO: EMS Advisory Board Members

FROM: Cindy Green, EMS Division Chief

SUBJECT: City of Reno Fire Department EMSAB Report

SUMMARY

Update of the emergency medical services (EMS) operations for the second quarter of 2023.

DATA PERFORMANCE REPORTS

	April	May	June	TOTAL
TOTAL EMS RESPONSES	4034	3979	3971	11984
TOTAL EMS TRANSPORTS	6	4	6	16
TOTAL EMS RESPONSES CANCELLED	710	652	662	2024
MUTUAL AID RESPONSES	40	19	35	94
MUTUAL AID TRANSPORTS	6	4	6	16
MUTUAL AID RESPONSES CANCELLED	11	3	7	21

EMS OPERATIONS UPDATES

RFD started the single role paramedic program with 6 paramedics and in June was approved to expand the program to 9 paramedics. We received the two donated Autopulse machines from IHCC and scheduled the training for deployment. We also purchased 3 new ventilators and 3 new IV pumps to be placed into service on Medic 3. Station to station EMS training for the entire department was completed in June, topics included new EMS medications, airway management and defensive tactics for behavioral patients.

Current EMS RFD Staffing:

Paramedic - 76

AEMT - 106

EMT - 74