



Clark County Health Department

Dr. Eric B. Yazel, Health Officer

1201 Wall Street | Jeffersonville, IN 47130 | (812)282-7521
www.clarkhealth.net

CLARK COUNTY BOARD OF HEALTH EMERGENCY MEDICAL SERVICES SUBCOMMITTEE August 27th, 2024

Board members present: Dr. Eric Yazel, Clark County Health Officer; Jason Werle, Norton Clark Hospital; Mark Furnish, Monroe Township Fire Department; Gavan Hebner, Clark County Emergency Management Agency Director; Shannon Watterson, Jeffersonville Retired Paramedic & Fire Fighter; Jeff Dickson, International Board-Certified Paramedic.

Dr. Yazel called the meeting to order at 06:00 PM.

Approval of Minutes from July 23rd, 2024:

Mr. Jason Werle made a motion to approve minutes from July 23rd, 2024 meeting, Mr. Jeff Dickson seconded.

Public Comments:

Old Business:

Reminder of Meeting Structure:

As a reminder, public comments are three (3) minutes per person. Please allow all members to present reports and speak without interruption.

Current Status Update:

Primary provider, Heartland Ambulance Service, stated since August 1st, 2024, they had 893 calls/request: 651 transports a 73% transport rate. Average response time is 9 minutes and 41 seconds for the entire county, 45% of calls were in Jeffersonville and 35% in Clarksville. They have seven (7) total ambulances running: 4 ALS, 3 BLS, and there is a 24/7 dispatcher at the 911 center. In addition, there is a 24/7 paramedic level supervisor that is currently in training. Actual average time is 9 minutes and 1 second; shoot time is 40 seconds. The goal is an eight



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minute response. As Heartland attains more data moving forward with the full seven trucks, they think they will reduce the response time. One of the biggest challenges is staffing.

Dr. Yazel asked what has Heartland identified as surprising that has affected services in the county. The biggest issue identified was the county had never known what they had; they didn't know if they had 2, 5, or 6 ambulances or knew where they were in the county. As of August 1st the county will have map data of all ambulances and have full transparency of what's in the county. Moving forward one of Heartland's major goals is to give the ambulances back to the county, where they have the control and there is no disconnect to immediately address problems. Heartland is working on data collection, to be realistic it's going to take six months of data to figure out a long-term plan.

Safety Plan Update:

Dr. Yazel stated there is a rough draft in place but requires legal review to ensure it is compliant with current laws. Gavan Hebner asked if there is a requirement for other ambulance services to provide back up to 911 or in times of disaster. Jason Werle stated the requirement is to have a mutual aid agreement with the primary ambulance service but the board may want to revisit that section and see what's feasible.

Long Range Plan:

Heartland Ambulance Service contract ends on October 31, 2024. Dr. Yazel stated that we have some stability, the next step is finding out what our long-term plan looks like. The group may need a work session to discuss long-term plan. For full transparency we need to have proposals from different entities. This will create a change on the finance side so we need to make sure everything is crystal clear as we move forward with the decision process. Dr. Yazel recommended having a presentation for the board showing options and what finances will look like for the next few years.



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Gavan Hebner made a motion to recommend to Clark County Board of Commissioners to ratify the current 90-day contract with Heartland Ambulance Service to include the three BLS ambulances for a total of seven ambulances. Mr. Jeff Dickson seconded; vote was unanimous.

1302 House Bill Update:

Dr. Yazel stated that House Bill 1302 required every county in the state to provide information on EMS coverage, response times, and more. He is hoping to have a finalized official report soon but it is still under review. The report should have useful information such as demographics on workforce and more.

Committee Member Reports:

EMS Provider Reports:

Fire/Law Enforcement Reports:

Eric Deich from the Clarksville Fire Department requested MIH referrals. The department is also about $\frac{3}{4}$ of the way through an advanced class for new recruits, they will graduate tomorrow night and will hopefully have Advanced ALS recruits by end of September.

Jason Werle stated they did a unique program where it covered some of the advanced curriculum in the basic program, then they went immediately into the advanced class.

Eric Deich stated it was a pilot program approved by the state allowing a basic EMT class with a week break and then go into advanced class which is only three weeks long. Clinical part is the biggest challenge for this course.

Doug Bentfield, Clark County Health Department Administrator stated that CCHD is pushing a new program, Julota, a referral program to help those over utilizing the 911 system. The MIH coordinator can intervene and provide resources for those in need. In return this should lessen



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some of the call volume and make sure ambulances are being used appropriately throughout the system.

Michael Ross, MIH Coordinator, stated that the program is in the early phases and the workload depends on what a patient needs and what assets need to be made available.

Mr. Dickson stated that he has entered into contractual services with Jeffersonville Fire Department to serve as a consultant as they explore the fire territory regarding EMS service. Dr. Yazel recommended that anything that directly involves Jeff Fire where there could be a conflict-of-interest Mr. Dickson abstain. Before the next meeting Dr. Yazel will have a discussion with seventh member and see if he is still interested in being a member of the EMS Subcommittee.

Mr. Furnish stated he had no complaints from any of the fire departments; on their end everything has been excellent. Ms. Shannon Watterson wanted to personally thank Heartland for the exceptional care and quick response when showing up to an emergency call.

Mr. Gavan Hebner stated that there had been a lot of hiccups early on but having someone there from the Heartland while implementing change has been great. When an issue developed, they fixed it. Having that open dialogue with Heartland and looking at it from an objective stand point and not feelings, this collaboration just wants to get things done. It's been amazing to see what true teamwork looks like where the ultimate goal is patient care.

Mr. Jeff Dickson made a motion to reach out to New Chapel as a board and get clarification from their administration on what their capabilities are and see what they can do as of September 1st. Mr. Jason Werle seconded, the vote was unanimous.

New Business:

Dr. Yazel recognized Mr. Gavan Hebner for all the work he's put in during this situation. It is noted and appreciated.



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Dr. Yazel also recognized Brad Maxell, Director for Central Alarm. Central Alarm has been short staffed for years and took on additional work with jot forms providing response times, care issues, etc. Their extra effort is what gave CCHD the concrete information needed to make any changes. Dr. Yazel thanked him for his leadership and all the work is noted and appreciated.

Gavan Hebner stated he has reached out to New Wahington Fire Department. Chief Cochran is currently working on a proposal to help the county. Will present once proposal is finalized.

Heartland Ambulance Services stated data is important and as they develop data based on zip code, they will also be able to figure out the acuity for each area.

Next Meeting:

Meeting time will be held on Tuesday, September 24th, 2024, keeping time at 6 PM.

Public Comments:

Laura Williamson, Clark County Resident stated that she has been in the EMS world for over 30 years, there has been a 100% turn around with Heartland. Going forward no matter what happens as far as Commissioners and Council, she requested that this board have work sessions with those entities.

Dr Yazel stated that moving forward the first steps are to see what options are out there then sit with them and show the menu of options available in the county. As a board we can help give advice and guide that.

Chris Fox, Clark County Resident, recognized Gavan for doing an amazing job over the past 27-30 days. Gavan's role has taken on a lot overseeing the whole EMS situation, Mr. Fox suggested that from a budget standpoint these responsibilities may need to be funded as another position to manage EMS. Dr. Yazel agreed there needs to be a funded position that is in charge of that oversight.



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Mr. Jeff Dickson stated that he didn't know until Dr. Yazel mentioned it about six weeks ago the health department in Clark County is the only county in the State of Indiana that is tasked to oversee EMS, yet they don't receive any additional funding for that added responsibility.

Gavan Hebner stated he had no problem in the short term to help guide EMS; his job is guided by Indiana Title 10, Disaster Management & Planning. Moving forward we need an EMS coordinator that could report to this board and have oversight.

Jordan Boulard & Crystal Blevins, public, thanked Heartland and EMS Subcommittee for the extra care and support while handling the situation.

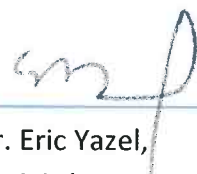
Adjourn:

Mr. Jason Werle made a motion to adjourn the meeting, Ms. Shannon Watterson seconded. Unanimous vote.

Meeting ended at 7:15 PM.

NEXT MEETING WILL BE HELD ON SEPTEMBER 24th, 2024

Respectfully submitted,



Dr. Eric Yazel,
EMS Subcommittee President