

West Custer County Hospital District  
Meeting of the Board of Directors  
January 30, 2020  
Minutes of the Meeting

Attendance: Directors Present: Bob Tobin, Chair, Ann Evans, Treasurer,  
Janny Candelaria, Secretary, Tom Shepard,  
Bob Weisenbach, Vice-Chair,

Staff Present: Lisa Drew, Theresa Kennedy, Mary Bauer,  
Beth Archuleta (via telephone), Justine  
Beach

Guests Present: Paul Wenke, Barry Keene, Tracy Ballard,  
Kathy Reis, Mike Carter, Elliot Jackson, Bill  
Canda, Russell Johnson, Susan Carlin, Elliot  
Jackson, Ann Barthrop, Lisa Kidwell

A quorum being present, Mr. Tobin called the meeting to order at 3:00 p.m. All meeting attendees stood and recited the Pledge of Allegiance to the American Flag.

**Public Comments:**

Introduction of guests. Westcliffe Mayor Paul Wenke discussed the Tax increase on the April ballot. The increase would go from 2% to 3% with the last increase in 1978.

**Opening Comments from the Board:**

Mr. Tobin stated that the board is not behind hiring AMR. The Board will continue to supervise all business regarding EMS.

**Approval of Minutes:**

The minutes of the Regular Board meeting on December 19, 2019, were reviewed.

- *Mr. Weisenbach made a motion to approve the Regular Board meeting minutes dated December 19, 2019. Ms. Evans seconded, and the motion passed unanimously.*

**EMS Report:**

Ms. Archuleta presented EMS run report statistics via telephone, see attached report.  
Employee status – Ms. Archuleta stated they received 2-3 applications for EMS with a interview scheduled for Tuesday, February 4<sup>th</sup>. Currently 1 FT Paramedic, 1 PT Paramedic, 2 EMT's who will be FT Paramedics in May and 2 Drivers.  
Grant Update – Ms. Archuleta stated that she is working on the past grants. Ms. Kennedy was able to upload the financial. Ms. Archuleta stated she should have this finished by Tuesday, February 4<sup>th</sup>. The Grant deadline is February 15<sup>th</sup>.

Ms. Archuleta stated that the Ambulance inspection was completed Tuesday, January 28<sup>th</sup>. Just a few items needed to be fixed. Items were fixed and the packet was sent to the BOCC for approval and signature.

Mr. Weisenbach asked Ms. Archuleta if the problem that Deer Mountain has affected them at all. Ms. Archuleta said that Deer Mountain currently have 4 providers; 1 Paramedic, 2 EMT's and 1 Driver. Ms. Archuleta stated that Deer Mountain has not asked for them to assist.

### **EMS Committee Report:**

Ms. Candelaria reporting on the EMS committee. She shared that the board can exercise Chapter VI Boundary Issues, A. Inclusion, 1c of the SDA Board Member Manual. Mr. Weisenbach asked what are the steps. Ms. Candelaria stated we would need to vote on the motion, if passed then it would go to legal.

- *Ms. Candelaria motioned to petition to start the inclusion process to include those parts of Custer County not currently within the West Custer County Hospital District (WCCHD) boundary and not being serviced by other EMS services, to be included in the WCCHD to receive Custer County EMS services only. Ms. Evans and Mr. Weisenbach seconded, and the motion was passed unanimously.*

Ms. Drew started a discussion regarding the letter from Mr. Tobin to the newspaper. When Mr. Tobin signed the letter as Chairman he represented the board with board approval.

### **Executive Director Report**

Ms. Drew reported, see attached report

### **CFO Report/Finance Committee Report:**

Ms. Kennedy reported, see attached report.

### **Grant Update:**

Mr. Keene stated that the board authorized Ms. Drew to contract with Ms. Duran. Ms. Drew stated she has been in contact with Ms. Duran and has agreed to wait till the marriage with HRRMC happens then they will proceed the review Grants

### **Enterprise Zone Update:**

Mr. Keene reported that it is hard to raise money to support a "for profit" entity, regarding a potential EMS/AMR partnership. This board meeting made some items clear and he will go back through the wish list and request meeting with Enterprise Zone Administration to get back on track.

### **Election Chair:**

Mr. Tobin stated we are still looking for an Election Chair. Mr. Shepard said he may have possibility. Ms. Drew asked if there was anyone in the audience that would like to be the Election Chair.

**New Business:**

Recruitment of Director – Ms. Evans reported that we put notices on Monster, Indeed, Wet Mountain Tribune, Sangre De Cristo Sentinel and Salida Mountain Mail. We received about 12 applications and interviewed 7 people. Ms. Evans stated they reject 6 or more applicates. Ms. Evans stated she has one applicate that has risen to the top and would like to bring him to town.

- *Ms. Evans motioned to petition to host the 1 qualified applicate and to have them meet with the Board, Staff and a Community Forum with a budget of \$2,000. Mr. Tobin seconded, and the motion was passed unanimously.*

**Schedule Next Board meeting:**

The next board meeting will be held February 27, 2020

**Executive Session**

*Mr. Tobin moved that they enter Executive Session pursuant to 24.6.402 (4)(a) CRS, 24.6402 (4)(e) CRS, 24.6402 (4)(f), 24.6.402 (4)(g) to discuss the HRRMC contract negotiations. Ms. Evans seconded, and the motion was passed unanimously.*

**Adjournment:**

*Mr. Weisenbach made a motion to adjourn the meeting. Ms. Evans seconded, the motion passed unanimously, and the meeting was adjourned at 6:20 pm.*

Respectfully submitted,



Janny Candalaria  
Secretary to the District Board



**Custer County EMS**  
 West Custer County Hospital District  
 704 Edwards, Westcliffe, CO 81252  
 Business: 719-783-4447  
 Fax: 719-783-2086

**Ambulance Run Percentage Report**

**Dec 2019**

|                            |             | Month of                        | Dec                             |                                 |         |  |
|----------------------------|-------------|---------------------------------|---------------------------------|---------------------------------|---------|--|
| <u>Total calls to date</u> |             |                                 |                                 | <u>Total transports to date</u> |         |  |
| Total calls to date        | Dec 2017    | 45                              | Total transports to date        | Dec 2017                        | 16      |  |
| Total calls to date        | Dec 2018    | 50                              | Total transports to date        | Dec 2018                        | 26      |  |
| Total calls to date        | Dec 2019    | 42                              | Total transports to date        | Dec 2019                        | 21      |  |
| % change (+ or -)          | 2017 & 2018 | 11.11%                          | % change (+ or -)               | 2017 & 2018                     | 62.50%  |  |
| % change (+ or -)          | 2017 & 2019 | -6.67%                          | % change (+ or -)               | 2017 & 2019                     | 31.25%  |  |
| % change (+ or -)          | 2018 & 2019 | -16.00%                         | % change (+ or -)               | 2018 & 2019                     | -19.23% |  |
| Mutual Aid Calls           | Dec 2019    | 0                               | 2nd Calls                       | Dec 2019                        | 4       |  |
| <u>Year to date</u>        |             | <u>11 Months Ended----- Dec</u> |                                 |                                 |         |  |
| <u>Total calls to date</u> |             |                                 | <u>Total transports to date</u> |                                 |         |  |
| Total calls to date        | Dec 2017    | 585                             | Total transports to date        | Dec 2017                        | 260     |  |
| Total calls to date        | Dec 2018    | 604                             | Total transports to date        | Dec 2018                        | 247     |  |
| Total calls to date        | Dec 2019    | 597                             | Total transports to date        | Dec 2019                        | 270     |  |
| % change (+ or -)          | 2017 & 2018 | 3.25%                           | % change (+ or -)               | 2017 & 2018                     | -5.00%  |  |
| % change (+ or -)          | 2017 & 2019 | 2.05%                           | % change (+ or -)               | 2017 & 2019                     | 3.85%   |  |
| % change (+ or -)          | 2018 & 2019 | -1.16%                          | % change (+ or -)               | 2018 & 2019                     | 9.31%   |  |
| YTD Mutual Aid Calls       | 2019        | 6                               | YTD 2nd Calls                   | 2019                            | 51      |  |

## Call Summary Report-Custer County

### Runs by City

| Scene Incident City Name (eScene.17) | Number of Runs   | Percent of Total Runs |
|--------------------------------------|------------------|-----------------------|
| Westcliffe                           | 30               | 71.43%                |
| Town of Westcliffe                   | 8                | 19.05%                |
| Silver Cliff                         | 4                | 9.52%                 |
|                                      | <b>Total: 42</b> | <b>Total: 100.00%</b> |

### Runs by Disposition-Custer County

| Disposition Incident Patient Disposition (eDisposition.12) | Number of Runs |
|--|----------------|
| Assist, Agency   | 2              |
| Assist, Public   | 1              |
| Canceled (Prior to Arrival At Scene)                       | 2              |
| Canceled on Scene (No Patient Contact)                     | 2              |
| Canceled on Scene (No Patient Found)                       | 1              |
| Patient Evaluated, No Treatment/Transport Required         | 8              |
| Patient Treated, Released (AMA)                            | 1              |
| Patient Treated, Transferred Care to Another EMS Unit      | 2              |
| Patient Treated, Transported by Private Vehicle            | 2              |
| Patient Treated, Transported by this EMS Unit              | 21             |

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## Call Summary Report-Custer County

### Runs by City

|                      |                   |                       |
|----------------------|-------------------|-----------------------|
| Westcliffe           | 423               | 70.85%                |
| Silver Cliff         | 79                | 13.23%                |
| Town of Westcliffe   | 69                | 11.56%                |
| Town of Silver Cliff | 9                 | 1.51%                 |
| Wetmore              | 7                 | 1.17%                 |
|                      | 5                 | 0.84%                 |
| Canon City           | 2                 | 0.34%                 |
| Florence             | 1                 | 0.17%                 |
| Town of Rye          | 1                 | 0.17%                 |
| Wetmore              | 1                 | 0.17%                 |
|                      | <b>Total: 597</b> | <b>Total: 100.00%</b> |

### Runs by Disposition-Custer County

|  |     |
|--|-----|
| Assist, Agency   | 30  |
| Assist, Public   | 4   |
| Canceled (Prior to Arrival At Scene)                                 | 21  |
| Canceled on Scene (No Patient Contact)                               | 21  |
| Canceled on Scene (No Patient Found)                                 | 7   |
| Patient Dead at Scene-No Resuscitation Attempted (Without Transport) | 6   |
| Patient Dead at Scene-Resuscitation Attempted (Without Transport)    | 12  |
| Patient Evaluated, No Treatment/Transport Required                   | 135 |
| Patient Refused Evaluation/Care (Without Transport)                  | 11  |
| Patient Treated, Released (AMA)                                      | 9   |
| Patient Treated, Released (per protocol)                             | 14  |
| Patient Treated, Transferred Care to Another EMS Unit                | 39  |
| Patient Treated, Transported by Law Enforcement                      | 1   |
| Patient Treated, Transported by Private Vehicle                      | 7   |
| Patient Treated, Transported by this EMS Unit                        | 270 |
| Standby-No Services or Support Provided                              | 8   |
| Standby-Public Safety, Fire, or EMS Operational Support Provided     | 2   |

## Ambulance Run Data Report Custer County

### Runs by City

|                      |     |                       |
|----------------------|-----|-----------------------|
| Westcliffe           | 423 | 70.85%                |
| Silver Cliff         | 79  | 13.23%                |
| Town of Westcliffe   | 69  | 11.56%                |
| Town of Silver Cliff | 9   | 1.51%                 |
| Wetmore              | 7   | 1.17%                 |
|                      | 5   | 0.84%                 |
| Canon City           | 2   | 0.34%                 |
| Florence             | 1   | 0.17%                 |
| Town of Rye          | 1   | 0.17%                 |
| Wetmore              | 1   | 0.17%                 |
| <b>Total: 597</b>    |     | <b>Total: 100.00%</b> |

### Runs by Time and Day of Call

| Incident Day Name | Incident Three Hour Range of Day 24 | Number of Runs | Percent of Total Runs |
|-------------------|-------------------------------------|----------------|-----------------------|
| Sunday            | 00:00:00 - 02:59:59                 | 9              | 1.51%                 |
|                   | 03:00:00 - 05:59:59                 | 6              | 1.01%                 |
|                   | 06:00:00 - 08:59:59                 | 13             | 2.18%                 |
|                   | 09:00:00 - 11:59:59                 | 10             | 1.68%                 |
|                   | 12:00:00 - 14:59:59                 | 13             | 2.18%                 |
|                   | 15:00:00 - 17:59:59                 | 12             | 2.01%                 |
|                   | 18:00:00 - 20:59:59                 | 16             | 2.68%                 |
|                   | 21:00:00 - 23:59:59                 | 10             | 1.68%                 |
| Monday            | 00:00:00 - 02:59:59                 | 5              | 0.84%                 |
|                   | 03:00:00 - 05:59:59                 | 6              | 1.01%                 |
|                   | 06:00:00 - 08:59:59                 | 6              | 1.01%                 |
|                   | 09:00:00 - 11:59:59                 | 13             | 2.18%                 |
|                   | 12:00:00 - 14:59:59                 | 13             | 2.18%                 |
|                   | 15:00:00 - 17:59:59                 | 16             | 2.68%                 |
|                   | 18:00:00 - 20:59:59                 | 11             | 1.84%                 |
|                   | 21:00:00 - 23:59:59                 | 11             | 1.84%                 |
| Tuesday           | 00:00:00 - 02:59:59                 | 5              | 0.84%                 |
|                   | 03:00:00 - 05:59:59                 | 1              | 0.17%                 |
|                   | 06:00:00 - 08:59:59                 | 15             | 2.51%                 |
|                   | 09:00:00 - 11:59:59                 | 16             | 2.68%                 |
|                   | 12:00:00 - 14:59:59                 | 10             | 1.68%                 |

**Runs by Hour of Day**

| <b>Incident Hour Range of Day 24</b> | <b>Number of Runs</b> | <b>Percent of Total Runs</b> |
|--------------------------------------|-----------------------|------------------------------|
| 00:00:00 - 00:59:59                  | 13                    | 2.18%                        |
| 01:00:00 - 01:59:59                  | 12                    | 2.01%                        |
| 02:00:00 - 02:59:59                  | 11                    | 1.84%                        |
| 03:00:00 - 03:59:59                  | 11                    | 1.84%                        |
| 04:00:00 - 04:59:59                  | 12                    | 2.01%                        |
| 05:00:00 - 05:59:59                  | 4                     | 0.67%                        |
| 06:00:00 - 06:59:59                  | 17                    | 2.85%                        |
| 07:00:00 - 07:59:59                  | 24                    | 4.02%                        |
| 08:00:00 - 08:59:59                  | 37                    | 6.20%                        |
| 09:00:00 - 09:59:59                  | 32                    | 5.36%                        |
| 10:00:00 - 10:59:59                  | 33                    | 5.53%                        |
| 11:00:00 - 11:59:59                  | 31                    | 5.19%                        |
| 12:00:00 - 12:59:59                  | 27                    | 4.52%                        |
| 13:00:00 - 13:59:59                  | 37                    | 6.20%                        |
| 14:00:00 - 14:59:59                  | 28                    | 4.69%                        |
| 15:00:00 - 15:59:59                  | 21                    | 3.52%                        |
| 16:00:00 - 16:59:59                  | 34                    | 5.70%                        |
| 17:00:00 - 17:59:59                  | 40                    | 6.70%                        |
| 18:00:00 - 18:59:59                  | 26                    | 4.36%                        |
| 19:00:00 - 19:59:59                  | 38                    | 6.37%                        |
| 20:00:00 - 20:59:59                  | 31                    | 5.19%                        |
| 21:00:00 - 21:59:59                  | 33                    | 5.53%                        |
| 22:00:00 - 22:59:59                  | 27                    | 4.52%                        |
| 23:00:00 - 23:59:59                  | 18                    | 3.02%                        |
|                                      | <b>Total: 597</b>     | <b>Total: 100.00%</b>        |

**Runs by Day of Week**

| <b>Incident Day Name</b> | <b>Number of Runs</b> | <b>Percent of Total Runs</b> |
|--------------------------|-----------------------|------------------------------|
| Sunday                   | 89                    | 14.91%                       |
| Monday                   | 81                    | 13.57%                       |
| Tuesday                  | 89                    | 14.91%                       |
| Wednesday                | 84                    | 14.07%                       |
| Thursday                 | 79                    | 13.23%                       |
| Friday                   | 89                    | 14.91%                       |
| Saturday                 | 86                    | 14.41%                       |
|                          | <b>Total: 597</b>     | <b>Total: 100.00%</b>        |



| <b>Response Type of Response Delay List (eResponse.09)</b> | <b>Number of Runs</b> | <b>Percent of Total Runs</b> |
|--|-----------------------|------------------------------|
| "None/No Delay"  | 561                   | 93.97%                       |
| "Distance"   | 12                    | 2.01%                        |
| "Staff Delay"  | 9                     | 1.51%                        |
| "Other"  | 6                     | 1.01%                        |
| "Directions/Unable to Locate"                              | 2                     | 0.34%                        |
| "Diversion (Different Incident)"                           | 2                     | 0.34%                        |
| "Scene Safety (Not Secure for EMS)"                        | 2                     | 0.34%                        |
| "Weather"  | 2                     | 0.34%                        |
| "Distance", "Directions/Unable to Locate"                  | 1                     | 0.17%                        |
|  | <b>Total: 597</b>     | <b>Total: 100.00%</b>        |

## Executive Director Report Board Meeting 1/30/2020

### 1) HRRMC Partnership Update

- a. EMS is not a part of the marriage. The WCCHD stays intact and continues to oversee the clinic and EMS.
- b. Colorado Rural Health & 3 people from HRRMC were here yesterday to complete what was to be a 'mock' survey. The visit was more of a survey of what needs to be done to prepare the area for the HRRMC RHC within our building, and what HRRMC needs to do to have the space ready, including providing us with their policies & procedures, developing the contents of the RHC lab, signage, timing, and next steps regarding a survey window for *The Compliance Team*.
- c. Pharmacy services were begun last month and are a huge success. We have averaged approximately 6 RX's delivered daily.
- d. Specialist agreement with Dr Wool, cardiologist, employed by Colorado Springs Cardiology, working at HRRMC, is still pending with Centura legal thus awaiting a start date for him to begin seeing patients here.
- e. Discussion regarding HRRMC agreement that was sent to the board for review on 1/23/2020. Ms. Drew & Mr. Morasko spoke today regarding potential MD for area. Ms. Drew to discuss request from Mr. Morasko of increasing from 175 to 200 and a max of 325 to come up with the salary ask for potential doc

### 2) Clinical Operations Update

- i. We hosted Dr. Marc Stephens last week, good feedback regarding having him be a potential F/T doc here.
- ii. Only 2 more offices are awaiting hardwood flooring replacement
- iii. RHC Annual Review was held December 4<sup>th</sup>. All parties whom were scheduled to attend did except Mr. Tobin
- iv. We received an audiology booth, gyn exam bed and stretcher from HRRMC yesterday for our ongoing use.
- v. Election Official needed. Ms. Drew must complete the transparency notice ASAP
- vi. What is the status of the hiring process of a new ED?

### 3) EMS Update

- a. This report was given as part of the EMS committee report by Ms. Drew
- b. Letter from Mr. Tobin to paper
- c. Letter from BOCC to WCCHD

### 4) IT Update

- a. We have scheduled Jan Oman, NP from Buena Vista and her nurse to come and spend February 12<sup>th</sup> with our staff to provide ongoing Aprima support.

- b. CenturyLink remains very difficult to deal with as they were billing Kit Carson Hospital for our fiber line since July. Ms. Kennedy did get this rectified this week.
  - c. CenturyLink also did not follow the correct work orders and disconnected our fax line and had us disconnect our DSL line that they said was not needed. It was.
- Respectfully Submitted,

Lisa Drew, RN, BSN, MSN

Executive Director

1. Clinic Ops report – with new Aprima system, there are more tracking items for quality measures. Items are zero revenue, but added to # of items in Other category. Dec Month totals are not accurate as they contain some November items as well. YTD is fine.
2. Year-end Financials do not include an accrual for the Clinic or EMS Cost Reports – will have to also start reviewing guideline of the new CMS EMS Cost Report collection system. EMS State Cost report is FYE June 30 and CMS is December 31. Will continue to review GL for accuracy.
3. Next step with CSC is to get all refunds send to the State of Colorado Unclaimed Property Division – Should clear out about \$11,000 of our credit balance amounts. Total credit balances remain too high in my opinion. Have been withholding \$2500 of biller fees CSC says is due in the hope of getting movement. After above \$11,000 is sent to the state, credit balances in the 2018 prior system are still at \$10,000 and the new system is at \$7500 for a total of \$17,500
4. Clinic and PT collection rates are up. Net AR on balance sheet is steady and appears normal, but P&L is off. Amount off is probably due to prior year issues. Will have auditor review. EMS also has variance, but that was suspected at 2019 year end and auditor decided to let it play out in 2020. Appears to have corrected itself.