

West Custer County Hospital District  
Meeting of the Board of Directors  
August 27, 2020  
Minutes of the Meeting

Attendance: Directors Present: Bob Tobin, Chair, Tom Shepard  
Bob Weisenbach, Vice-Chair

Absent: Janny Candelaria, Secretary

Staff Present: Theresa Kennedy, Heather Roberts, Mary  
Bauer, Rob Fogel, Ann Evans

Guests Present: Carol Vayhinger, Tracy Ballard, Barry  
Keene, Elliott Jackson

A quorum being present, Mr. Tobin called the meeting to order at 3:05 p.m. All meeting attendees recited the Pledge of Allegiance.

**Public Comments:**  
No public comment.

**Opening Comments from the Board:**  
None

**Approval of Minutes:**  
The minutes of the Regular Board Meeting on July 30, 2020 were reviewed.

- *Mr. Weisenbach made a motion to approve the Regular Board meeting minutes dated July 30, 2020 with the amended date of the next meeting. Mr. Shepard seconded, and the motion passed unanimously.*

**EMS Report:**

Mr. Fogel presented EMS run report statistics, see attached report. Our volume is down significantly. We have had 11 runs in East Custer County. In addition, Mr. Fogel reported on a meeting he had with Chief Ritter in Florence regarding the potential of a multi-county Agency Ambulance District. Retac thought it was a reasonable idea.

Mr. Tobin stated he had a form that we need to complete for the grant on the remount and would be bringing it to the EMS barn.

Ms. Vahinger will be following up with Chief Ritter on progress to date on the formation of an Ambulance District for Florence and Penrose.

Retac has not been to Florence as of yet.

**EMS Task Force Report:**

Carol Vahinger stated that Wetmore is working on two potential stop gaps measures to reduce their reliance on ambulance services. Ann Evans volunteered to assist any anyway possible.

## **Executive Director Report:**

Board Election

Ms. Evans stated our bylaws require elections in June.

*Bob Weisenbach made a motion to maintain the positions of President, Vice President and Secretary be maintained and that Bob Weisenbach would be the Treasurer. Tom Shepard seconded the motion and it was approved.*

Ballot initiative

*Tom Shepard moved to withdraw the ballot initiative on inclusion of East Custer County in the Hospital District. Bob Weisenbach seconded the motion and the motion passed unanimously.*

Tuition reimbursement

A Draft policy was sent to the Board for their review. We can discuss next month. Barry Keene requested a copy.

Theresa questioned the legality of the reimbursement statement. Ann stated she had received that idea from a Heart of The Rockies. This policy is a West Custer County Hospital District policy. It will be put on next months agenda. We hope this will be funded by donations.

## **CCMC Director Report:**

Ms. Roberts reported, see attached report.

They completed the Rural Health Survey last Friday. We had two small corrections were found and those corrections have been made. B The proposed date for transition to Phase II is October 1. Dr. Stephens is also slated to start October 1 if we are able to meet the Transition to Phase II. He will be visiting the Clinic on September 8<sup>th</sup>. Heather invited the Board to stop by to meet him. Bob Weisenbach ask if we had a marketing plan to introduce Dr. Stephens to the community. Heart of The Rockies is developing a announcement.

Specialty Clinics - An Auditory service will begin twice a month in September.

WWCHD needs to provide public notice and notice to CMS. Ann stated she would get with Heather on completing those.

Clinic Operations. Patient Experience comments very positive.

COVID update. New automatic door will installed in September 8<sup>th</sup> to the 10<sup>th</sup>. We will also be purchasing a tele health cart to meet with specialist service and COVID Analyzer.

We are continuing to do COVID testing on Tues and Thursday.

Robert Tobin asked about Flu vaccine availability with Public Health. Heather has reached to Public Health but has not had response from them.

Tom Shepard asked about the disparity between the COVID numbers reported. Heather stated that was really a public health issue.

**CFO Report/Finance Committee Report:**

Ms. Kennedy reported, see attached report.

Audit is being completed remotely. Audit must be completed by October 15<sup>th</sup>.

**Enterprise Zone Update:**

Barry announced management changes with the Enterprise Zone.

He also submitted questions on the tuition policy. Ann and Rob will be meeting on Monday and will respond to all of those issues.

**New Business:**

Theresa noted the amount of work involved in the completion of a successful survey and congratulations to Heather for making it possible.

Ann reminded the Board that we were not to have any discussion following the adjournment of the Board. She asked for any additional comments. Theresa stated she had the cut off for the meeting.

**Schedule Next Board meeting:**

The next board meeting will be held September 24, 2020.

**Adjournment:**

*Mr. Weisenbach made a motion to adjourn the meeting. Mr. Shepard seconded, the motion passed unanimously, and the meeting was adjourned at 3:52 pm.*

Respectfully submitted,



Robert Tobin  
President

## EMS Report

**Staffing:** An interview was held for a part-time paramedic to alleviate the current overtime strain. I am waiting to hear back from him. I have hired another PRN EMT. She is local and should be able to help with second calls. Additionally, I am eager to increase the PRN pool should staffing issues arise in the future.

**Grants:** No word on the remount of Med 3 from the state. I have an email into Brandon Chambers of RETAC, but at the time of this writing I have not had a reply. We were approved for COVID relief funds. The process of purchasing equipment has begun.

**Transports:** Total calls for service were down 23% over the same month last year, with a 34% decline in transports. July is usually a big month for tourism and COVID has taken a bite out of that. I reviewed the reports for July and have spoken with the crews. It seems, and my own calls echo this, that people are no longer afraid of EMS, but they are afraid to go to the hospitals. Especially, with the large upswing in reported cases in Pueblo County.

**East Custer:** We have now run 11 calls to east Custer County. The three additional in July were all motorcycle accidents on 165. No calls for service to Wetmore proper. I met with Chief Ritter of Florence EMS. We had a pleasant conversation. My understanding is Florence and Wetmore are negotiating several possible options.

Call Summary Report-Custer County

Response Mode to Scene

Response Mode To Scene (eResponse.23)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	289	99.66%
Emergent Downgraded to Non-Emergent	1	0.34%
<b>Total:</b>	<b>290</b>	<b>Total: 100.00%</b>

Transport Mode from Scene

Disposition Transport Mode From Scene (eDisposition.17)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	147	50.69%
	140	48.28%
Not Applicable	2	0.69%
Emergent Downgraded to Non-Emergent	1	0.34%
<b>Total:</b>	<b>290</b>	<b>Total: 100.00%</b>

Runs by Response Request

Response Type Of Service Requested (eResponse.05)	Number of Runs	Percent of Total Runs
911 Response (Scene)	277	95.52%
Standby	6	2.07%
Public Assistance/Other Not Listed	4	1.38%
Mutual Aid	3	1.03%
<b>Total:</b>	<b>290</b>	<b>Total: 100.00%</b>

Runs by Responding Unit

Response EMS Unit Call Sign (eResponse.14)	Number of Runs	Percent of Total Runs
Med 4	117	40.34%
Med 2	99	34.14%
Med 3	74	25.52%
<b>Total:</b>	<b>290</b>	<b>Total: 100.00%</b>

Runs by City

Scene Incident City Name (eScene.17)	Number of Runs	Percent of Total Runs
Westcliffe	198	68.28%
Silver Cliff	42	14.48%
Town of Westcliffe	39	13.45%
Town of Silver Cliff	3	1.03%
	2	0.69%
wetmore	2	0.69%
canon city	1	0.34%
Cañon City	1	0.34%
Cotopaxi	1	0.34%
westcliffe	1	0.34%
<b>Total:</b>	<b>290</b>	<b>Total: 100.00%</b>

Runs by Disposition-Custer County

Disposition Incident Patient Disposition (eDisposition.12)	Number of Runs
Assist, Agency	7
Assist, Public	4
Canceled (Prior to Arrival At Scene)	3
Canceled on Scene (No Patient Contact)	9
Canceled on Scene (No Patient Found)	4
Patient Dead at Scene-No Resuscitation Attempted (Without Transport)	7
Patient Dead at Scene-Resuscitation Attempted (Without Transport)	8
Patient Evaluated, No Treatment/Transport Required	4
Patient Refused Evaluation/Care (Without Transport)	1
Patient Treated, Released (AMA)	28

## Disposition Incident Patient Disposition (eDisposition.12)

Number of Runs

Patient Treated, Released (per protocol)	5
Patient Treated, Transferred Care to Another EMS Unit	17
Patient Treated, Transported by Private Vehicle	1
Patient Treated, Transported by this EMS Unit	134
Standby-No Services or Support Provided	3
Standby-Public Safety, Fire, or EMS Operational Support Provided	2

## Report Filters

Incident Date: is between '1/1/2020' and '07/31/2020'

Agency Name (Agency.03): is in 'Custer County Ambulance'

Response Type Of Service Requested (Eresponse.05): is in '911 Response (Scene), Intercept, Interfacility Transport, Medical Transport, Mutual Aid, Public Assistance/Other Not Listed, Standby'

Disposition Incident Patient Disposition (EDisposition.12) is in 'Assist. Agency, Assist. Public, Assist. Unit, Canceled (Prior to Arrival At Scene), Canceled on Scene (No Patient Contact), Canceled on Scene (No Patient Found), Patient Dead at Scene-No Resuscitation Attempted (With Transport), Patient Dead at Scene-No Resuscitation Attempted (Without Transport), Patient Dead at Scene-Resuscitation Attempted (With Transport), Patient Dead at Scene-Resuscitation Attempted (Without Transport), Patient Evaluated, No Treatment/Transport Required, Patient Refused Evaluation/Care (With Transport), Patient Refused Evaluation/Care (Without Transport), Patient Treated, Released (AMA), Patient Treated, Released (per protocol), Patient Treated, Transferred Care to Another EMS Unit, Patient Treated, Transported by Law Enforcement, Patient Treated, Transported by Private Vehicle, Patient Treated, Transported by this EMS Unit, Standby-No Services or Support Provided, Standby-Public Safety, Fire, or EMS Operational Support Provided, Transport Non-Patient, Organs, etc.'

Call Summary Report-Custer County

**Response Mode to Scene**

Response Mode To Scene (eResponse.23)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	52	98.11%
Emergent Downgraded to Non-Emergent	1	1.89%
<b>Total:</b>	<b>53</b>	<b>Total: 100.00%</b>

**Transport Mode from Scene**

Disposition Transport Mode From Scene (eDisposition.17)	Number of Runs	Percent of Total Runs
Emergent (Immediate Response)	33	62.26%
	20	37.74%
<b>Total:</b>	<b>53</b>	<b>Total: 100.00%</b>

**Runs by Response Request**

Response Type Of Service Requested (eResponse.05)	Number of Runs	Percent of Total Runs
911 Response (Scene)	49	92.45%
Standby	2	3.77%
Mutual Aid	1	1.89%
Public Assistance/Other Not Listed	1	1.89%
<b>Total:</b>	<b>53</b>	<b>Total: 100.00%</b>

**Runs by Responding Unit**

Response EMS Unit Call Sign (eResponse.14)	Number of Runs	Percent of Total Runs
Med 3	25	47.17%
Med 2	15	28.30%
Med 4	13	24.53%
<b>Total:</b>	<b>53</b>	<b>Total: 100.00%</b>

**Runs by City**

Scene Incident City Name (eScene.17)	Number of Runs	Percent of Total Runs
Westcliffe	40	75.47%
Town of Westcliffe	9	16.98%
	2	3.77%
Cotopaxi	1	1.89%
Silver Cliff	1	1.89%
<b>Total:</b>	<b>53</b>	<b>Total: 100.00%</b>

**Runs by Disposition-Custer County**

Disposition Incident Patient Disposition (eDisposition.12)	Number of Runs
Assist, Agency	3
Assist, Public	2
Canceled (Prior to Arrival At Scene)	0
Canceled on Scene (No Patient Contact)	2
Canceled on Scene (No Patient Found)	2
Patient Dead at Scene-Resuscitation Attempted (Without Transport)	2
Patient Evaluated, No Treatment/Transport Required	7
Patient Treated, Released (AMA)	8
Patient Treated, Released (per protocol)	1
Patient Treated, Transferred Care to Another EMS Unit	1
Patient Treated, Transported by this EMS Unit	19
Standby-No Services or Support Provided	1

**Report Filters**

Incident Date: is between '7/1/2020' and '7/31/2020'

Agency Name (Dagency.03): is in 'Custer County Ambulance'



**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**

July 2020

		Month of July			
<u>Total calls to date</u>				<u>Total transports to date</u>	
Total calls to date	July 2018	64	Total transports to date	July 2018	24
Total calls to date	July 2019	69	Total transports to date	July 2019	29
Total calls to date	July 2020	53	Total transports to date	July 2020	19
% change (+ or -)	2018 & 2019	7.81%	% change (+ or -)	2018 & 2019	20.83%
% change (+ or -)	2018 & 2020	-17.19%	% change (+ or -)	2018 & 2020	-20.83%
% change (+ or -)	2019 & 2020	-23.19%	% change (+ or -)	2019 & 2020	-34.48%
Mutual Aid Calls	July 2020	0	2nd Calls	July 2020	4
<u>Year to date</u>	<u>1 Months Ended----- July</u>				
<u>Total calls to date</u>				<u>Total transports to date</u>	
Total calls to date	July 2018	358	Total transports to date	July 2018	147
Total calls to date	July 2019	346	Total transports to date	July 2019	152
Total calls to date	July 2020	290	Total transports to date	July 2020	135
% change (+ or -)	2018 & 2019	-3.35%	% change (+ or -)	2018 & 2019	3.40%
% change (+ or -)	2018 & 2020	-18.99%	% change (+ or -)	2018 & 2020	-8.16%
% change (+ or -)	2019 & 2020	-16.18%	% change (+ or -)	2019 & 2020	-11.18%
YTD Mutual Aid Calls	2020	2	YTD 2nd Calls	2020	29



## Clinic Director Report

WCCHD Board Meeting 8/27/2020

### 1) HRRMC Update

- a. Rural Health Clinic survey was conducted on 8/21/2020. Only 2 minor corrections were needed, and they have already been completed and the plan of correction had been sent.
- b. Target date of transition is October 1<sup>st</sup>, but subject to change pending completion of all phase 1 benchmarks.
- c. Dr. Stephens to begin October 1<sup>st</sup>, again subject to change pending completion of all phase 1 benchmarks.
- d. Specialty Clinics Update: Orthopedics every Wednesday from 830-1130. Walk in appointments available. Cardiology and GYN service continue to be available one day each month. Audiology will begin in September twice a month.
- e. WCCHD will need to notify CMS of our intention to cease business as Custer County Medical Center and provide public notice within 15 days of the closure date. Additionally, also suggest consulting legal related to the transfer of medical records.

### 2) Clinic Operations

- a. Access to Services Began logging referrals to the ED. Established a follow up call process by an RN to close the loop with the patient and identify if follow up appointment is needed. New patient numbers continue to increase month over month.
- b. Community Engagement: Heather Roberts will be joining Rotary.
- c. Patient Experience: 75 surveys returned. 98% Likelihood to recommend the clinic. Greatest opportunity identified "Helpfulness of the person you spoke to by telephone." Coaching provided to registration staff on how to resolve patient concerns and looping in a supervisor.
- d. Service Changes: None to report this month.
- e. Automatic door installation September 8-10. Expect alternate entrance into clinic during this time.

### 3) COVID Updates

- a. Community drive thru COVID-19 testing at the clinic continues Tuesday & Thursday afternoons by appointment only. Public Health continues to track and report results from drive through testing. To date
- b. In process of purchasing COVID testing analyzer. Can take 4-6 weeks (or more) for delivery based on availability. Anticipate being able to provide some in house COVID-19 testing by mid October.

1. The 2019 Audit is being successfully completed remotely. The draft audit should be ready early to mid September. The audit must be completed and approved by September 30, 2020.
2. EMS OPS report –Monthly Revenue took a good hit in July, with runs down from prior year. Further update when we get to COVID spreadsheet. Revenue down (14.46%) compared to last year, it was only at a 9% deficit in June. Summer is typically are bigger months. Will be a watch and see how it goes. Collection rates estimated is 31.5%. That report should be back online next month.
3. Clinic Ops Report – Shows stats by month for 2020 and then YTD comparison. Overall Clinic is down (28.28%) compared to last year, PT is up 13.52%. Face to Face are down (25.3%) Lab continues to decline, but that is also due to the decision to send more labs out as the reimbursement rate we were receiving was lower than the hard cost of the test supplies.
4. Instymeds is showing a greater loss than compared to last year. Due to COVID but also due to the prescription service from Heart of the Rockies. We are under contract until November 1, 2020.
5. Balance Sheet – Nothing specific to report
6. Statement of Revenue and Expenses – profit before capital donations of \$226,108.90 Clinic, \$26,793.31 EMS for Total Profit before capital donations of \$244,328.86. EMS received capital grant money for the radios of \$8,573.35 bringing the Total Profit to \$252,902.21.
7. Clinic profit include COVID Funds:
  - a. \$18,310.66 in Provider Relief Funds
  - b. \$129,534.06 RHC Stimulus
  - c. \$4,000 Medicaid Unrestricted Grant – RHC
  - d. \$49,461.42 RHC Stimulus restricted to COVID Costs -RHC
  - e. \$4,693.18 RHC Stimulus

Total received to date of stimulus funds \$205,999.32. Removing this money from the clinic revenue results in YTD Clinic revenue of \$20,109.58.

Item A above is the only stimulus money that can be utilized by EMS. With the hard hit in July revenue for EMS, we could not produce the argument that EMS utilized the \$18,310.66. However, we must show at least that loss of revenue between now and December 31, 2020, so we will retain the funds on the clinic side and transfer those funds to EMS revenue closer to December 31, 2020, in an amount appropriate for that transfer/allocation.

The Hospital District has been awarded the DOLA COVID grant. We specifically applied for EMS purposes, but the funds can be utilized anywhere within the Hospital District. Rob Fogel is taking lead on expending those funds. That grant is a reimbursement grant meaning we will not receive the funds until after we expend them and show proof of the expenditure.