

**D.C. EMERGENCY MEDICAL SERVICES ADVISORY COMMITTEE (EMSAC)**  
**FRANK D REEVES MUNICIPAL CENTER - 2<sup>ND</sup> FLOOR COMMUNITY ROOM**  
**1200 - 1400**  
**02 APRIL 2015**

MEETING CALLED TO ORDER AT 1205

**ATTENDEES:** ANNE RENSHAW (CALL IN), JESSICA STEINBECK, KENNETH LYONS, WILLIAM STRUDWICK  
WAYNE SWANN, CHRISTIAN BARRERA, DAVID MILZMAN, KEVIN O'BRIEN,  
GEOFFREY MOUNTVARNER, CLOTHIDA NWAETE, JAMIE QUARRELLES

**ABSENT:** JOELLE SIMPSON, WENDY GREENE, JACK SAVA, ARLENE THOMAS, JORGE DELGADO,  
ROBERT AUSTIN

**GUESTS:** DOH/HEPRA: SABRINA TURNER, MEDHUME AMMUEL, SHARON PELLUM  
OUC: WANDA GATTERSON, STEPHEN WILLIAMS

**CHAIRS REPORT**

- MARCH 13<sup>TH</sup> SWEARING BY THE MAYOR
- REAPPOINTMENT OF THE MEMBERS
- SOPHIA HAS THE DATES
- BUDGET WILL BE RELEASED TODAY
- UPCOMING HEARING IS THE 27<sup>TH</sup>
- DR. MONTVARNER WILL STAY AS THE MEDICAL DIRECTOR FOR FEMS UNTIL JULY

**OUC - STEVEN WILLIAMS - PRESIDENT**

- 911- FIRE, MEDICAL, POLICE
- 80% OF ALL CALLS ARE EMS RELATED
- 4,000 911 CALLS A DAY
- OMEGA AND ALPHA LEAST SERIOUS; ECHO MOST SEVERE
- 1-1.5 MINUTES TO ASK ALL QUESTIONS
- QUALITY ASSURANCE
  - ALL CALLS PULLED INTO SYSTEM- AQUA (DC FIRE EMPLOYEES) SYSTEM CHECKS ALL CALLS
  - LOWEST TURNOVER RATE IN THE COUNTRY- CALLS GRADED BY 100 GRADED SCALE= DC HAS A 93 AVERAGE
  - QUALITY ASSURANCE CONDUCTED BY A THIRD PARTY
  - OPERATORS HAVE 8-10 WEEKS CLASSROOM TRAINING; 8-10 WEEKS ON THE JOB TRAINING
  - OPERATORS SPEAK VARIOUS LANGUAGES
- POSSIBLE TEXTING APP IN THE NEXT FEW YEARS THAT HELPS WITH EMERGENCY RESPONSE
- WHAT WERE THE SOFTWARE CHOICES
- LACK OF DATA TESTING OF TABLETS WITH NEW SOFTWARE
- TABLETS APPEAR TO HAVE PROBLEMS RECEIVING INFORMATION

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**OUC - SMART 911**

- ENCOURAGE RESIDENTS TO SIGN-UP FOR SMART911
- ENTER INFORMATION ABOUT RESIDENTS AND LIST HEALTH PROBLEMS, EMERGENCY CONTACTS
- SMART911 PROFILE IS STORED IN SECURE DATABASE
- SMART911 PROFILE POPS ON 9111 CENTER SCREEN
- HELPS WITH PEOPLE THAT CAN'T COMMUNICATE, MISSING CHILD PHOTO
- 50-70 CALLS PER WEEK HAVE SMART911 PROFILE
- APPROXIMATELY 4500 TOTAL USERS- STARTED JULY 2012.
- DC FIRE DOES COMMUNITY OUTREACH FOR SMART 911

**QUESTIONS**

- DO PRIVATE AMBULANCE COMPANIES HAVE THEIR OWN SET OF PROTOCOLS?
- ARE MOTA MEMBERS REQUIRED TO TAKE THE ETHICS TRAINING?

MEETING ADJOURNED AT 1405

  
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CHAIR APPROVAL  
[SIGNATURE, DATE]

6/4/15