

July 11, 2018

Ambulance Mediation Continued

The Lincoln County Board of Commissioners met for a special session on July 11, 2018 in the Lincoln County Courthouse, Libby, Montana. Present were Commissioner Cole, Commissioner Bennett, Commissioner Peck, County Administrator Darren Coldwell, and Clerk and Recorder Robin Benson.

2:00 PM Present were meeting facilitator Bret Romney from Ascend Strategies Anita Ivankovic, Bruce Whitfield, Shelly Treece, Rachel Duram, Jeff Holder, Penny Kyes, Roger Gilligan, Pat Shira, Alan Gerstenecker, Dick Wernham, Brian Griffeth, Vincent Brown, and Ben Kibbey.

Goals of public awareness from yesterday's meeting, submitted by Bret as follows:

Goal: Raise community awareness regarding the value of volunteer EMS and current related challenges. Do so in a way that fosters support and results in increased quality volunteerism.

Champion: Jerry

Accomplishing this goal means:

- We see a short-term increase in volunteers – sufficient for our needs.
- We have a continuous backlog of applicants to fill needs long term. A plethora.
- We retain our volunteers and they have a longevity that allows for consistent quality.
- The public is educated – they understand what we do, why it's valuable to them, where we're at now and how they are part of the solution.
- Volunteers actively contribute – don't sit on the sidelines.
- Local organizations and businesses are engaged – outward support as well as action.
- The message from all EMS stakeholders is the same and mutual trust is evidence.
- All three ambulance services/employees are more proactively recognized for the good work being done.

Benefits:

- Better patient care
- Less burden for individuals
- Longevity of volunteers -retention
- More experienced volunteers
- No need to levy tax dollars
- Happier and healthier people and better relationships
- Fewer mistakes
- Public confidence increases
- Comradery between entities
- Dispatchers will be happier
- Reduction in unnecessary calls
- More opportunity for community outreach
- More volunteers that can take transports

Critical Success Factors:

- We need to build the trust between all parties. Give the benefit of the doubt – and earn the benefit of the doubt.
- Great communication – honest, open and consistent.
- Total buy in from all parties
- We hold each other accountable
- Small budget for printing of materials

Task

Due Date Who

Create Story

- | | | |
|---|---------|--|
| <input type="checkbox"/> Put the story on paper in a way that clearly and succinctly communicates the value of volunteer EMS, the current challenges for Lincoln county and the benefits of volunteering. | Aug 31 | Penny, Pat, Rachel, Kate Stevens, Brian, Griffeth |
| <ul style="list-style-type: none">○ Create first draft and seek input/review from others○ Incorporate input into final draft | | |
| <input type="checkbox"/> Create materials that communicate the message | Sept 30 | Kate Stevens |
| <ul style="list-style-type: none">○ Social media○ Presentation – PPT○ Handouts○ Advertising? | | |

Press

- | | |
|--|----------------|
| <input type="checkbox"/> Educate the press and encourage helpful support through articles and other means. Encourage consistent. | Advisory Board |
|--|----------------|

Personal Contact

- | | |
|---|--|
| <input type="checkbox"/> Personally communicate the message with related materials to key influencers and community organizations. | |
| <ul style="list-style-type: none">○ Rotary○ Kiwanis○ Friend, neighbors, everyone○ Chamber of Commerce○ Sr Citizen centers | |

Employer Requests for Volunteers

- Create a presentation for employers that details how they can support the EMS function. Include ideas for incentivizing employees to volunteer and how the employer benefits.
- Meet with the following employers:
 - Libby County
 - City of Libby
 - Cabinet Peak Hospital
 - School District
 - USFS
 - Ace Hardware
 - Co-ops
 - State of MT – DNRC, highway, etc.
 - Medical clinics/facilities

Events

- Hold the LVA Barn Dance Pig Roast
- Incorporate message into CPH foundation events
- Booth at the fair
- Use the rodeos to deliver the message
- Health Fairs
- Gurney days – get volunteers out in the community – like fire Boot Days

Commissioner Peck spoke about the importance of good communication between ambulance departments and the hospital and how critical that communication is for positive relationships moving forward.

Commissioner Bennett spoke about the importance of having buy in from all stakeholders; ambulance and hospital. Commissioner Bennett expressed that everyone will need to consider their own personal accountability and attitude.

Goals of the Lincoln County EMT Advisory Board from yesterday’s meeting, submitted by Bret as follows:

Goal: Create a Lincoln County EMS Advisory Board to oversee and provide direction and accountability to EMS operations and progress.

Accomplishing this goal means:

- The Board is meeting and functioning as designed
- The parties involved are working well together and share the same vision
- There is a continuous focus on the operation of EMS and understanding of how the system is working
- Ideas are flowing and communication is constant
- The Board is successful at accomplishing chosen goals and choosing new goals
- There is cohesive use of resources and they are being leveraged – i.e. training, sharing of trucks, etc.
- The drama is gone – replaced by solid relationships and effective communication
- Each entity is getting better due to feedback, direction and ideas coming from the Board
- The Board is holding the system accountable
- The Board is creating consistency among the entities – because it helps them, not because ‘I said so’

Benefits:

- Many of the things above
- Ensuring follow up
- There is a constant eye on the whole system – 10000 ft view.
- Stronger service for everyone
- A forum for building and maintaining the relationships of trust

Critical Success Factors:

- Trust
- Forward looking and solution oriented
- Active participation – attendance, being dialed in during the meeting, etc.
- Balancing the need for consistency/sameness while maintaining flexibility and differences
- Maintain the shared vision and motivations
- Leadership

Task

Due Date Who

Board Formation

- Identify and gain commitment from board members – one from each of the following (get an email to Bret with name bromney@ascendnow.com):
 - LA
 - TA
 - EA
 - Hospital
 - Physician
 - Sheriff
 - Community member (**Robin or Dallas will advertise**)
 - County Commissioner
- Create any needed by-laws, structure, mission, core values, etc. During first meeting

- Organize board with identified positions/roles – i.e. chair, secretary, etc. – possibly in first meeting.

During
first
meeting

Meeting Schedule

Schedule 1st meeting – Aug 9th 1:30-3:30pm

- Determine ongoing meeting schedule
- Determine meeting logistics, agendas, etc.
- Reporting and Communication**

Aug 9th Jerry

Commissioner Bennett commented the advisory board represents all stakeholders and will look at the big picture. Commissioner Bennett expressed this is beneficial because the advisory board is not representing just one entity, but the shared vision.

Meeting adjourned at 5:00 PM

LINCOLN COUNTY BOARD OF COMMISSIONERS

Mike Cole, Chairman

ATTEST: _____
Robin Benson, Clerk and Recorder