

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
IMPLEMENTATION COMMITTEE MEETING MINUTES
May 5, 2025**

A meeting of the KCEAA Implementation Committee took place at 11:30a.m on Monday, May 5, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, West Virginia.

Committee Members:

Mr. Harry Miller	Mr. Glenn Summers	Mr. Tim Morris
Mr. Rory Isaac	Ms. Lillian Morris	

Staff/Other:

Ms. Monica Mason	Dr. Dave Seidler	Ms. Jordan VanMeter
Mr. Jason Wilson	Mr. John Shaheen	Mr. Jeremy Young
Ms. Carrie Dysart	Mr. Tom Susman	Mr. Brock Malcolm (phone)
Ms. Ashley Perham (Gazette)	Mr. Blake DeJarnatt (WOWK 13 News)	
Mr. Ethan Walker		

Call to Order:

Mr. Harry Miller called the meeting to order.

Approval of Minutes:

Motion made by Mr. Tim Morris, second by Mr. Rory Isaac, to approve the Implementation Committee meeting minutes from April 21, 2025. The motion passed.

New Business:

- No new business.

Old Business:

Update on RFP for Billing Services/ Revenue Cycle Management- John Shaheen & Monica Mason:

- John Shaheen began the discussion by stating that the deadline for submitting questions related to the RFP had passed. He noted that we received questions from four vendors and provided responses to all of them by the April 30, 2025, deadline.
- Monica Mason stated that we need to begin planning the next steps, noting that RFP submissions are due by May 15, 2025. She emphasized the importance of determining the review process and noted that the RFPs must be opened on May 16, 2025. She also asked the group to identify who would be available to participate in the review.
- Harry Miller shared that he had previously discussed this with Monica Mason and recommended forming a group of Committee members to conduct the RFP review. He noted that the review process would require a commitment of up to 40 hours over 3-4 days and stressed the importance of full attendance at all related meetings.
- Monica stated that the first meeting should be held on May 16, 2025, to open the RFPs and distribute them to all Committee members. The formal review of the submitted RFPs would then take place from June 3rd -6th.

- The KCEAA Implementation Committee members (Harry Miller, Glenn Summers, Tim Morris, Rory Isaac, & Lillian Morris) agreed they would be available to participate in the review and scoring meetings. It was requested that Ethan issue a notice for the May 16th meeting at 10:00 a.m. and add the June 3rd-6th meetings to everyone's calendars.
- Tom Susman recommended that the June meetings be publicly noticed, even though public notice is not required for the review process. He added that the committee could enter into executive session if necessary.
- The June 3rd meeting will take place from 10:00 a.m. to 4:00 p.m., and the June 4th-6th meetings will run from 9:00 a.m. to 4:00 p.m. It was also noted that the June 2nd Implementation Committee meeting will be canceled.
- Monica Mason stated that committee evaluations of the RFP submissions are due by June 15th. Once the evaluations are complete, the committee may decide whether to interview any of the vendors.
- Tom Susman shared that he and Monica had previously discussed having Brock Malcolm and Carrie Dysart review the submissions to ensure that all mandatory requirements were met, and then provide recommendations back to the committee. He noted that he and the attorneys would be available to assist with the review process but would not participate in scoring.
- Tom Susman added that, following the recommendation from the Committee, the results would be presented to the full board. He emphasized the importance of confidentiality throughout the process, stating that discussions held during committee meetings must not be shared outside the group. He referred to this period as the "blackout period".
- Monica asked what the meetings should be called, and Tom Susman suggested referring to them as the "Review and Scoring Committee."
- Harry Miller asked if Carrie, Tom, or Brock had anything further to add. Carrie Dysart emphasized the importance of treating the process like a sequestered jury. She stated that once the evaluation process begins, there should be no discussion outside of the scheduled meetings. Any inquiries should be referred to John Shaheen, and confidentiality must be strictly maintained.
- Monica Mason noted that the remainder of the RFP schedule is subject to change as long as key deadlines are met. She confirmed this with Tom Susman, who agreed that the schedule could be accelerated.
- Carrie added that after the May 15th submission deadline, the committee will have a clearer picture of how many vendors submitted proposals. At that point, better decisions can be made regarding the timeline, including whether in-person interviews are needed. She described the process as fluid.
- Tom Susman reviewed how the committee will use a scoring sheet to evaluate vendors and recommended that the RFP be re-sent to all committee members for review. A request was made for paper copies of all submitted RFPs. Tom stated that both paper and electronic copies would be provided and added that the June 3rd meeting would include a more detailed review of the scoring process.

Update Regarding the Tiered Response and Priority Dispatch Recommendation - Monica Mason & Dave Seidler:

- Monica Mason began the conversation by reviewing the KCEAA Tiered Response and Priority Dispatch Update document that was shared with all Committee members. She noted that the timeline will be updated, and that significant progress has been made so far.

- Dave Seidler started by explaining that this is a joint recommendation from both KCEAA and Metro. He stated that this plan represents the agreed-upon best approach for implementing a tiered response system. He explained that in order to implement a tiered response, an Emergency Medical Dispatch (EMD) program is required. Currently, Metro uses APCO for their EMD.
- Dave Seidler reviewed that there are two main EMD providers, APCO and ProQA, and after evaluating both, the recommendation is to remain with APCO but upgrade to their system that incorporates Priority Dispatch through updated cards. He noted that while the current APCO system provides good information for pre-arrival care, it lacks guidance on what resources to dispatch. The updated cards address that gap. He also added that the cost to upgrade the cards is minimal, with the primary expense being training.
- Dave Seidler stated that KCEAA and Metro will use the same cards and undergo joint training. Both emergency and non-emergency calls will be integrated into the system. He clarified that KCEAA will continue to handle non-emergency dispatching for now, but Metro is open to handling those in the future.
- Dave Seidler emphasized that preparing the updated cards will require a significant time commitment. APCO provides base cards with the expectation that agencies will customize them. This is an advantage over ProQA, which is highly protocol-driven and does not allow for customization. Dave explained that APCO's flexibility is especially beneficial in West Virginia, where BLS providers are permitted to take on additional responsibilities. Customizing the cards will allow the system to better reflect those capabilities.
- Dave Seidler noted that there are approximately 30-35 cards that will need to be reviewed and updated individually, using the current cards as a reference. A work group will be formed to complete this task, and Dave asked Jason Wilson to join the group.
- Rory Isaac stated that he is very proud of the progress Monica Mason and Dave Seidler have made toward implementing the tiered response system. He expressed that he hadn't expected the process to advance this quickly and commended their work, saying, "Good job." He also thanked Metro for their contributions to the effort.
- Monica Mason emphasized that this is just the beginning of the implementation process and that, for now, it makes the most sense to continue using APCO. She added that as the process evolves, it can be further evaluated. Monica reviewed the training costs associated with the new system and explained that Metro's CAD specialist will be responsible for updating the CAD system to align with the new cards.
- Monica Mason stated that once the new cards are developed and approved by Dr. Seidler, they will be sent back to APCO for final approval. After that, the CAD will be updated to support tiered response and priority dispatch, rather than simply dispatching the closest unit.
- Monica Mason noted that the goal is to implement the new system within 90 days, but she requested flexibility with that timeline. She assured the group that regular updates will be provided throughout the process. She also reviewed the cost to update the cards is approximately \$7,800.
- Monica Mason added that Tom Susman will assist with public relations related to the rollout.
- Regarding QA/QI, Monica Mason explained that this will be a significant component of the program, with both dispatch and clinical data being reviewed to evaluate effectiveness.
- Lillian Morris asked whether the data would be shared with the Board. Monica responded that a data component could be incorporated into Board meeting updates.

- Monica Mason stated that, regarding KCEAA's response model, they are currently working internally with administration, Dr. Seidler, and operations to determine what the model will look like. She explained that they are in the process of providing updated clinical and response data to PWW for a new analysis.
- Monica Mason noted that WVOEMS has made changes in 2024 that expanded the scope for EMTs, and PWW wants to ensure the staffing model remains effective based on the updated data and protocols.
- Dave Seidler added that outcome goals will also be tracked as measurable benchmarks.
- Tim Morris asked whether the implementation would occur as a "flip of the switch." Dave Seidler confirmed that it would, explaining that the only change to the system would be the controller selecting the appropriate resources, and that this functionality will be built into the CAD system.
- Rory Isaac inquired about current outcome data. Dave Seidler confirmed that such data exists.
- Tim Morris asked about potential issues that may arise during the transition. Monica Mason responded that they have been in contact with other agencies that have implemented similar models and are gathering feedback from them. She also noted that there is a significant amount of data available from initiatives like AIMHI, which highlight the success of tiered response models in delivering the right clinical care to the right patient at the right time. She emphasized that we would continue to review best practices throughout the process.
- Dave Seidler stressed the importance of public education in ensuring a smooth rollout. He also stated that the team will need to be physically present at Metro during the implementation rollout to help build confidence in the new system.
- The committee discussed how the community may perceive the transition and how best to inform the public. They emphasized that the changes are being made to enhance the quality of care provided to residents of the county.
- Glenn Summers again thanked Dr. Seidler for his work on the project. Dr. Seidler, in turn, expressed his appreciation to Monica Mason and Metro for their support throughout the process.
- Monica Mason shared that Rachel from KCEAA and Derek from Metro are working on developing an SOP for Metro.
- Lillian Morris asked whether Committee members should keep information about the tiered response confidential. Harry Miller responded that it should not be kept confidential and that members should feel comfortable discussing it. Tom Susman added that it's something worth talking and thinking about, emphasizing that the key message is that KCEAA and Metro are working together on this implementation. He noted that this is simply part of an ongoing process to update and improve the system.
- Monica Mason reviewed that the total implementation cost for both agencies is approximately \$100,000, covering the required training and updated dispatch cards. It was noted that KCEAA offered to cover the cost. The committee agreed that KCEAA should fund the implementation since the change is being driven by their requirements. Monica Mason added that the immediate need is the purchase of the updated cards, which cost approximately \$7,800. Harry Miller stated that board approval is not necessary for that expense, as it falls under the \$10,000 threshold.
- Tim Morris asked how informed staff are about the upcoming implementation. Monica Mason responded that staff have been informed. Jason Wilson added that based on what

he has heard, staff feedback has been positive. He noted that the implementation is expected to boost employee morale by allowing providers to fully utilize their certifications.

- Monica Mason noted that the upcoming year's staffing budget may need to be adjusted to reflect changes associated with the new staffing model. Harry Miller added that the staffing budget will likely be a work in progress as the implementation evolves.

Adjournment:

There being no further business, a motion was made by Mr. Tim Morris, second by Mr. Rory Isaac to adjourn the meeting. The motion passed.

Respectfully submitted:



Ethan Walker