

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
IMPLEMENTATION COMMITTEE MEETING MINUTES
April 21, 2025**

A meeting of the KCEAA Implementation Committee took place at 11:30a.m on Monday, April 21, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, West Virginia.

Committee Members:

Mr. Harry Miller
Mr. Glenn Summers

Mr. Rory Isaac
Ms. Lillian Morris

Mr. Tim Morris

Staff/ Other:

Ms. Monica Mason
Mr. John Shaheen

Dr. Dave Seidler
Ms. Carrie Dysart

Ms. Jordan VanMeter
Mr. Ethan Walker

Call to Order:

Mr. Harry Miller called the meeting to order.

Approval of Minutes:

Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac to approve the Implementation Committee meeting minutes from March 24, 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 RFP for billing services/revenue cycle management was released on April 1, 2025. He mentioned that, so far, he has received questions from three RFP recipients regarding the RFP. It was noted that the question period closes on April 22, 2025, and that he has until April 30, 2025, to respond. Monica Mason added that the RFP was sent to everyone who submitted an RFI, was published on our website, and ran in the newspaper twice—on April 8th and April 15th. She noted that the only modification to the RFP was to the timeline, and it was reviewed by Carrie Dysart. The RFP proposal due date is May 15, 2025.

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

- Monica Mason started the conversation by stating that she and Dave Seidler have met with Metro numerous times. She then turned the floor over to Dave Seidler. Dave stated that we now have a better understanding of Metro’s hesitation in moving forward with tiered response and priority dispatch. He explained that Metro is currently focused on its own internal projects and does not have the administrative capacity to take on additional initiatives at this time.
- Dave Seidler reviewed two options that had been discussed with Metro: APCO Digital (Metro’s current system, with a digital upgrade), which would cost in the hundreds of

thousands—exact pricing is still to be determined—and ProQA, which would cost approximately a quarter of a million dollars. It was noted that both systems meet the requirements for tiered response/priority dispatch, but ProQA would be the preferred option. APCO is more criteria-based, while ProQA is more protocol-driven. Both are well-established systems, but ProQA is favored. He noted that he and Monica had attended a demo of the ProQA system. He also stated that ProQA would require significantly more training for Metro’s staff.

- Dave Seidler stated that, for the time being, the short-term solution will be to continue using APCO with written cards (created by Medical Direction), with the long-term goal of upgrading the system to either APCO Digital or ProQA. He acknowledged that this approach carries more liability for him but could serve as a temporary solution to allow Metro to complete its current projects before transitioning to a new system.
- Monica Mason added that we should have a quote for the APCO system update by the next meeting in two weeks. She also noted that Rachel from the Comm Center will begin working with Metro on implementing the new system. Additionally, she shared that a work group consisting of operations staff (chiefs), admin, and Matt Z will begin meeting to plan how a tiered response and priority dispatch would be implemented. The group will address topics such as staffing, chase response, ALS placement, and more.
- The committee reviewed the need to implement this process as quickly as possible and stated that the next steps would be to receive the quote for the new APCO system and to create a one-page document outlining the cost and a blueprint for the implementation process. It was determined that once this document is completed, it could be shared with the Commission. There was discussion about asking Commissioner Wheeler to add County Manager Jeremy Young to the implementation committee so the Commission can stay informed on the progress. It was noted that all commissioners have been given a copy of the recommendations.
- Monica Mason added that the goal would be to implement a hot/cold response at the same time as the tiered response/priority dispatch. The committee also reviewed how to inform the public about the new process. Monica stated that we would partner with Tom Susman to handle public relations and help communicate the changes. It was noted that this approach will benefit the community by providing quicker responses to high-acuity calls and will also benefit paramedics by allowing them to practice their skills more frequently.
- The Committee reviewed the first responder programs. It was noted that out of all the assist calls First Responders responded to during a study in 2022, only 13 required transport by EMS. The data has been requested from Metro to provide an update.
- Monica Mason reviewed how the current Chase units are utilized. Currently, there are two units that operate until midnight, and they are not permanently staffed, coverage is provided by CCT providers working overtime on the schedule. It was noted that the Chase unit can provide all the same care as an ambulance, except for transport. The new goal would likely be to have one Chase unit for every six BLS trucks.
- Monica Mason reviewed the Community Paramedic Program, highlighting QRT, Wellpoint, the current high-utilizer patients, and the potential for entering an agreement with Highmark. She stated that an analysis of the CP Program will be provided for review during the budget process.

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:

A handwritten signature in blue ink, appearing to read "Ethan Walker". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ethan Walker