

**West Ossipee Fire Commissioners Meeting
Executive Session - Sunday, September 6, 2009
West Ossipee Central Station**

Commissioners Present: Joseph Goss, Henry Ela, Paul Jay

Others Present: Chief Brad Eldridge and Brian Johns, Medstar Operations Manager

Minutes Taken By: Marilyn Bolduc

A motion was made to go into an executive session after reading a letter presented to the board by Brian Johns, passed 3-0.

Executive session started at 8:53 am.

Brian Johns introduced himself. He is the new operations manager for Medstar Ambulance Service.

There have been many rumors circulating about Medstar. Things have come to a head with pictures now circulating. The active rumor mill and untrue rumors are affecting the moral of his employees and impacting the business and his ability to provide effective patient care. The rumor mill indicated that West Ossipee Fire Station may be one of the sources of these rumors. Letters have been sent to Janet Williamson at Huggins Hospital regarding the poor quality of his service. Accusations were made and decisions based on the accusations were made without any fact finding investigation. This has impacted his ability to get supplies through Huggins Hospital. At the present time, he is having trouble replenishing his drugs and supplies and has had to take inventory off of other units to keep units in service.

Brian wants to open the lines of communication with the fire department and the commissioners. He has talked with the Tamworth fire department regarding these issues. He wants to stop the rumor mill. His intent is to attend one meeting a month and answer any questions anyone may have.

Brian acknowledged there has been problems with Medstar staffing and vehicles. Medstar staff has been belittled at accident scenes. Corrections have been made and new policies and procedures are in place. Staff has been increased to 12 full time

employees, 4 part time employees and a pool of per diem employees.

Commissioner Goss said the board has not received any complaints in writing regarding Medstar and as far as the board is concerned nothing has happened. The board wants good relations with Medstar. Comm. Goss told Brian that as recent as 2 months ago the board had instructed Chief Eldridge to look into the precinct setting up ambulance service. They were afraid at the time the precinct might have to take over the service. At one time both he and Comm. Jay had serviced Medstar vehicles, so knew the condition of them.

The commission asked Chief Eldridge if he had talked Janet Williamson. He responded that he hadn't call her. Chief Eldridge said he had not seen any lack of drug issues. Chief Eldridge said a lieutenant had written a letter to Ms. Williamson requesting linens for the rescue unit. It was not meant to be a complaint, but a request.

Chief Eldridge commended Brian for the number of units that are now in service. The department is adjusting to work with his new staff members. He said the picture had made it to the West Ossipee station. In the past there had been some political issues regarding the ambulance service. He appreciated Brian coming to the department and opening the lines of communication.

Brian said he has 5 vehicles in service at the present time and is working to have another 2 in service in 30-45 days. Staffing is stable and he has started training classes. His future plans include having vehicles stationed in other areas of the town for better response time.

Chief Eldridge asked if Medstar could sign-on when they were "wheels on the road" so the department could better judge the arrival on scene. Brian said his staff signs on when they receive the call and he'd have them sign on again when responding.

Comm. Goss said there is a problem with ATV and snowmobiles at the railroad tracks next to Medstar. In the near future, PSNH will be installing a street light at that location. PSNH has been instructed to talk with Medstar regarding the location.

The West Ossipee will make efforts to curtail the rumor mill. The board asked if Brian would address the attendee in public session about the changes at Medstar and its future development. He said he would.

A motion was made to go back to public session; passed 3-0.

The commissioners meeting went back to public session at 9:20 am.

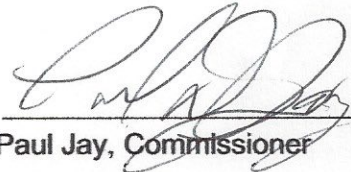
Approved On: _____



Joseph Goss, Commissioner



Henry Ela, Commissioner



Paul Jay, Commissioner

MEDSTAR EMS

"SERVING FOR LIFE"

September 5, 2009

To: West Ossipee Fire Commissioners

From: Brian E. Johns, CCEMT-P - Operations Manager of Medstar EMS

I am writing this letter in an effort to bring some concerns of mine to light. Over the past several months, up to and including last week there have been a number of individuals bringing issues to my attention that I feel need to be addressed before any of them escalate ANY further. It is not my intent of this letter to "attack" or "lash out" at anyone or any particular group but to make you aware of my (Medstar's) concerns.

Most recently, upon request for needed medications from Huggins Pharmacy for specific re-stock purposes, Janet Williamson (EMS liaison) denied our service access to any additional medications due to the fact that she has "heard" multiple complaints from multiple Fire Chiefs that Medstar Ambulance is having a difficult time keeping our trucks operating.

Additionally, an issue was brought to my attention from a Fire Chief of a neighboring town. While engaged in a discussion, it was stated that Brad Eldridge made reference to this Fire Chief regarding my "poor patient care" and that I "inflicted pain upon a patient" that was treated over 6 months ago in the West Ossipee area. This same patient encounter resulted in three letters of complaint from West Ossipee Fire members to Huggins Hospital. I subsequently had to meet with both Dr. David Mattice, and Janet Williamson to address the alleged "substandard" patient care. This was escalated because Huggins Hospital brought this issue and contents of letters to the NH Bureau of EMS Chiefs attention without doing ANY investigation. Attached to this letter is a copy of "THANK YOU" card from this particular patient addressed to me specifically grateful for my services and patient care. This THANK YOU card was delivered in the mail two days prior to my meeting at Huggins Hospital.

Though we cannot stop "rumors" completely, I am formally requesting that in the future, if any operational or patient management issues should arise from any member of the West Ossipee Fire Department, these issues should immediately be brought to the Fire Chief. They should also immediately be put in writing and presented to me so that I can address them and a meeting of department heads should be scheduled. Furthermore, if there happens to be an issue/complaint that supersedes the department head, it should be immediately presented to the West Ossipee Fire Commissioners for review.

I am hoping to only improve interdepartmental relations by better communication amongst all parties. I would like to attend with your approval, your monthly or quarterly meetings to enhance our communications and working relationship.



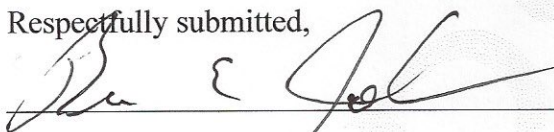
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Listed below is a brief list of past, present, and future changes to Medstar EMS:

- 5 online, state registered and inspected ambulances.
- 12 Full-Time, 4 Active Part-time employees
- Over 60% of employees at the EMT-I (ALS) level or above.
- Training center in full operation.
- In house Mechanic.
- Maintenance program in place.
- New uniforms
- Auto body work/New decal design.
- Two 12 Lead EKG monitors/ IV infusion pumps.
- Re-hab/Tag along.
- Heavy Rescue.
- Public education/ CPR.
- First response orientation to Medstar Ambulance contents.
- Medstar EMS private radio operation channel.
- Operations manager vs. Paramedic

Respectfully submitted,



Brian E. Johns CCEMT-P-Operations Manager Medstar EMS



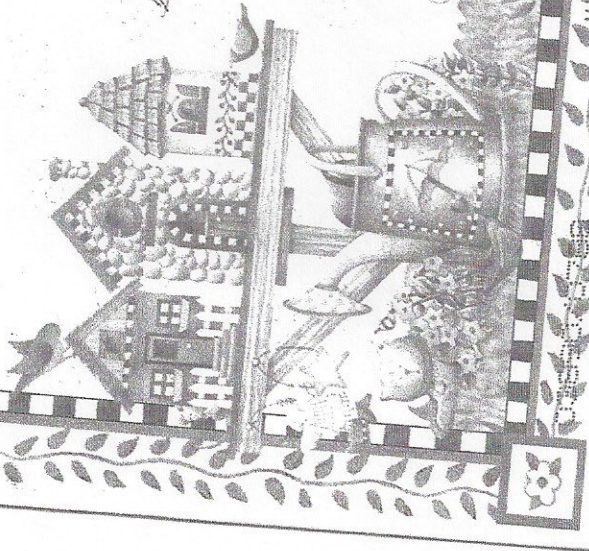
USA 42
CALIFORNIA



16 MAR 2008 PM 2:17

Brian & John
Medstar

40 Rts 211 ~~St~~
P.O. Box 7008
W. Osage, MO. 64890



Dear Brien, Thank You Very Much
for every thing that you did for me.
There are not enough words to say
how I feel. Again I thank you
Elija Chatter