

State of Minnesota
Emergency Medical Services Regulatory Board
Board Workshop Notes
March 16, 2017, 9:30 a.m.
Minneapolis, Minnesota

1. Workshop Opening Remarks – J.B. Guiton – 9:30 a.m.

Mr. Guiton welcomed Board members to the workshop. He commented that this discussion would be less formal than a board meeting.

Review of Board Goals and Internal Operating Procedures

Mr. Guiton said Board members were asked to provide three goals for the Board for discussion at the meeting today. The handout provided today is the information that was received from Board members. The Board's Internal Operating Procedures also provide a framework for Board goals.

From Internal Operating Procedures – Introduction – Page 2:

Administer and enforce the provisions of Chapter 144E and other duties assigned to the Board;

Advise applicants for state and federal emergency medical services funds, review and comment on such applications, and approve the use of funds unless otherwise required by federal law;

Make recommendations to the legislature on improving the access, delivery, and effectiveness of the state's emergency medical services delivery system; and

Establish procedures for investigating, hearing, and resolving complaints against emergency medical services providers.

Topics of Discussion:

- There are metrics provided to the Board. *Are they the right metrics?* (Example there are deadlines for renewals – hold the Executive Director and staff accountable for these deadlines.)
- *How do you define transparency and customer satisfaction?* (Suggestion: survey the constituents to score satisfaction – less than 60% we do not have success.)
- Use this document for strategic planning. The metrics/measurement is how to evaluate how you are doing. (This may be a task for the Executive Committee.)
- Hold Board meetings “outside the metro area”. (effort to seek public input)
- Establish a baseline and measure the results against the baseline.
- Board determines the “ends” and the Executive Director and staff determine the “means”.
- If changes affect the customers they need to be discussed with the end user.
- Develop a plan to work on the top three goals. Strategies for working on the goals (sub-committees with staff input) Report back to the Board.
- Board and staff must fulfill statutory requirements.

Board members discussed a report that was prepared by Ms. Julie Rapaki (find report)

Mr. Guiton, Ms. Brodsky, and Mr. Jordan volunteered to be members of a subcommittee to discuss Board goals and IOP.

2. Public Comment – 9:50 a.m.

The public comment portion of the workshop is where the public is invited to address the Board on comments related to Board Goals and the Board's Internal Operating Procedures. Please limit remarks to three minutes.

None.

3. Adjourn – 9:58 a.m.

The workshop adjourned at 9:58 a.m.