
From: Barth III, Robert <rbarth@yrmc.org>
Sent: Wednesday, September 1, 2021 12:18 PM
To: Valentine, John - Regional Director; Almendarez, Frank
Cc: Como, Peter
Subject: Re: AMR/LLA on 3 HR Delay for IFT

John,

Your below response is bothersome from a few aspects. First your own Mgt Team has shared with me that you have 15 to 20 ambulances in the area so asking how many you have should not be offensive or illicit the the type of adversarial and defensive reply I see below. I am very transparent and report all of my metrics daily that could impact patient care be it positive or negative...this is how things get fixed John. I think you can agree that 3 to 10 hour waits for an IFT is unreasonable given we are denying patients needing a bed the care and comfort they deserve in our community. Unlike Phoenix we do not have the ability to go on divert and have to take all patients. Also, as someone who lives in this community that matters to me: In terms of decompressing our ED that is my responsibility and having direct interactions with your Mgt team is an operational imperative for YRMC so we can provide emergency care. Lastly, all of us are working hard to provide care which we have also done admirably during this pandemic and repressing problems does not help the collaboration between us.

Thank you,

Rob

From: Valentine, John - Regional Director <John.Valentine@gmr.net>
Sent: Wednesday, September 1, 2021 11:24 AM
To: Barth III, Robert <rbarth@yrmc.org>; Almendarez, Frank <falmenda@yrmc.org>
Cc: Como, Peter <Peter.Como@gmr.net>
Subject: RE: AMR/LLA on 3 HR Delay for IFT

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Good Morning Rob,

I would like to take a moment to address a concern of mine In the below email chain addressed to Frank were you continue to ask questions regarding the Life Line system. For example, the number of units on in our system continues to be a regular request from you. You also find a way to add your opinions in your emails regarding how long it should take to get an ambulance. I have been very patient with you throughout the last several months in the midst of a pandemic. Every first responder agency, Hospital, clinic and Fire Department in the country is having challenges, ours included. We have worked with YRMC for decades as a trusted partner and would like to continue that relationship. The men and woman at Life Line are working their tails off to provide the highest level of care to all of the request for service, not only to your facility. AMR is pulling out every stop to provide backup IFT and 911 units from sister companies to you and other agencies around the country during these tough times. Rob, I am asking you to please take a step back and give my staff the respect that they all deserve and stop with the constant comments and snide remarks. None of this is helping!

On the go forward I'm requesting that you stop asking our communication center and my staff the question regarding the number of units in the system and any other questions regarding staffing numbers. Along those same lines I don't need your opinion of how Life Line should or could run there operation. None if this helps the relationship between our two agencies.

If there are operational questions please direct those to Mr. Almendarez and I will work directly with him.

Respectfully,

John Valentine

Regional Director

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From: Barth III, Robert [mailto:rbarth@yrmc.org]

Sent: Wednesday, September 1, 2021 8:26 AM

To: Keilman, Scott <Scott.Keilman@gmr.net>; Almendarez, Frank <falmenda@yrmc.org>; Freeman, Carole <CFreeman@yrmc.org>

Cc: Valentine, John - Regional Director <John.Valentine@gmr.net>; Como, Peter <Peter.Como@gmr.net>; Rafters, Eileen <erafters@gmr.net>

Subject: EXT: RE: AMR/LLA on 3 HR Delay for IFT

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Thank you and I have sent these daily for ones we know through my chain of command; however, there should the ability to respond to IFTs without advance notice in < 60 minutes as an EMS service.

Thank you,

Rob Barth, MSN, MBA, RN, CEN

Director, Emergency Services

Southwest Division

Dignity Health – Yavapai Regional Medical Center

Emergency Services
1003 Willow Creek Road
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rbarthIII@yrmc.org

From: Keilman, Scott <Scott.Keilman@gmr.net>

Sent: Wednesday, September 1, 2021 8:24 AM

To: Barth III, Robert <rbarth@yrmc.org>; Almendarez, Frank <falmenda@yrmc.org>; Freeman, Carole <CFreeman@yrmc.org>

Cc: Valentine, John - Regional Director <John.Valentine@gmr.net>; Como, Peter <Peter.Como@gmr.net>; Rafters, Eileen <erafters@gmr.net>

Subject: RE: AMR/LLA on 3 HR Delay for IFT

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Good morning Rob and Frank,

I received the request to call you via email at 0737 this morning, the initial call intake for this transfer was around 0710 from what I can see. I was driving in to work and could not read my emails until I arrived here. I have been trying to make sense of everything that is going on this morning and made some changes to how we are going to handle this IFT. We currently have 2 BLS IFT's that require our attention. Your transfer from West campus and another private call wait and return. I am sending the crew over to West to pick up the patient and transport them to **REDACTE**. Upon drop off they will then take the other IFT that is a private call located in Prescott Valley. I am not sure of an exact ETA for 1401 but it should be within the next 10-15 minutes. Our ODS has already notified the charge RN of the updated time.

In regards to the heads up on IFT's, since this was requested implemented I have only received 2 emails about IFT's. I am not sure where the break down is occurring but that information is beneficial for us as we can try to get the appropriate level of care in for the transfer(s).

SCOTT KEILMAN

Administrative Operations Supervisor
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Email: scott.keilman@gmr.net



From: Barth III, Robert [<mailto:rbarth@yrmc.org>]

Sent: Wednesday, September 1, 2021 7:27 AM

To: Almendarez, Frank <falmenda@yrmc.org>; Keilman, Scott <Scott.Keilman@gmr.net>; Freeman, Carole <CFreeman@yrmc.org>

Subject: EXT: AMR/LLA on 3 HR Delay for IFT

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Good morning Frank,

We currently have a patient at WC-ED that is ready to be transported to **REDACTED** who has been here for (10) hrs. The ED is already in "overcrowded" on our NEDOCS and (3) hrs will place us at 1000 when are steepest arrival curve occurs. I have asked for their Comm Center to have a Manager contact me and haven't been called back. I have asked in the past5 for how many units does AMR have operating in their Yavapai Service area and have never been given a reply. From what I hear it is (16) unit system status management model; however, what I hear is they are running 8 to 10 units/day. I know we agreed to give them a heads-up on how many transports we may have per day, which we have done; however, the transparency appears to be one way.

Thank you,

Rob Barth, MSN, MBA, RN, CEN
Director, Emergency Services
Southwest Division

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