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07-26-22

Boardman Fire Rescue District  
 300 SW Wilson Ln  
 Boardman, OR 97818

This NOTICE is sent to you pursuant to the Morrow County Ambulance Service Area Plan (ASA Plan) guidelines relating to matters involving Quality Assurance and Patient Safety. Enclosed is a copy of the Morrow County Health District (MCHD) DETERMINATION of April 27, 2022.

The purpose of this notice is to inform you that the Boardman Fire & Rescue District (BFRD) has been operating outside of the guidelines set out in this Determination and the ASA Plan with respect to how calls for medical services are to be responded to safely and in keeping with the goals and responsibilities maintained by the Morrow County Health District and the EMS Advisory Committee in administering the ASA Plan. Those BFRD activities include the following:

- (1) Operating emergency vehicles at unsafe speeds in an effort to race MCHD ambulances to non-emergency medical calls;
- (2) Obstructing access of MCHD ambulance vehicles and personnel at emergency and non-emergency medical scenes;
- (3) Making unprofessional and derogatory statements to patients and in the community relating to MCHD ambulance personnel medical care;
- (4) Violating patient confidentiality by making comments about specific calls when no longer on scene and rendering care;
- (5) Continuing to insist that the Morrow County Sheriff's Office dispatch the BFRD to all medical calls, despite the Determination made by the MCHD and EMS Advisory Committee that this procedure is unsafe;
- and (6) Continuing to ignore and violate the ASA Plan and Determination made by the MCHD and EMS Advisory Committee that this new dispatch procedure is unsafe by continually responding to all calls, including non-emergency calls, resulting in the violations described above.

All ambulance services in Morrow County are specifically governed under the enclosed ASA Plan, which was unanimously approved by the County Commissioners and the State of Oregon Health Authority. The Morrow County Health District was assigned the responsibility of monitoring the ASA Plan, administering it through the EMS Advisory Committee and assuring county emergency medical services are appropriately utilized on a county-wide basis.

Following a public meeting, held on March 31, 2022, the MCHD entered the enclosed Determination, informing the BFRD that its new method of responding to all medical calls of any kind should cease. In spite of this Determination, following a review of all patient safety issues brought to light by these recent changes to dispatch procedures involving BFRD, the BFRD has ignored the MCHD Determination and continued following its new practice of responding to all medical calls of any kind.

As a result, the Quality Assurance Subcommittee (QA Subcommittee) procedures under the ASA Plan were triggered, and the matter was reviewed. The BFRD was given multiple opportunities to present evidence and respond to these allegations. The QA Subcommittee is responsible for investigating violations of the ASA Plan. When the QA Subcommittee identifies a problem involving compliance with the ASA Plan or conduct that fails to conform to established protocols, the QA Subcommittee shall: (1) Request any additional information necessary to establish whether a violation or failure occurred; (2) Contact the non-compliant organization in writing and identify the specific

Pioneer Memorial Hospital & Nursing Facility	Pioneer Memorial Home Health & Hospice	Pioneer Memorial Clinic	Irrigon Medical Clinic	Ione Community Clinic	Morrow County Ambulance
P – (541) 676-9133	P – (541) 676-2946	P – (541) 676-5504	P – (541) 922-5880	P – (541) 422-7128	P – (541) 676-9133
F – (541) 676-2901	F – (541) 676-9017	F – (541) 676-9025	F – (541) 922-5881	F – (541) 422-7145	F – (541) 676-2901
TDD – (541) 676-2908					

facts, laws, rules or protocols concerning the violation or failure to conform; and (3) Request that within thirty (30) days the non-compliant organization submit a written response and a plan to correct the deficiencies.

Please consider this NOTICE the ASA Plan QA Subcommittee's request for your written response and plan to address these deficiencies within 30 days from the date of this Notice. Upon receipt of these materials, the QA Subcommittee will review the BFRD's response and written plan for resolution of the deficiency. Upon findings of compliance, the QA Subcommittee will monitor the plan for resolution of the deficiencies. Upon findings of non-compliance, the QA Subcommittee and the MCHD will need to take further action as described in the ASA Plan.

Thank you for your cooperation. Feel free to forward any questions or concerns you may have.