**STAR Technical Sub Group Convo**

12/18/19

Key Question: are we focusing on ideas for the initial pilot or the final program?

* Answer: we don’t know what we don’t know, so in some way, this has to be focused on a pilot

Guiding question:

What are the major headings / buckets of work we this “Technical group” should be dealing with in this group?

* Legal issues: insurance / indemnification
  + What entity / agency is going to take on the liability?
  + How to meet the auditing requirements?
  + How to cover medical malpractice liabilities? (Medical vs. Fire county distinction)
    - What questions need to be asked in 911 triage by way of this issue?
* Structure of the Service / Relationship(s) between Providers
  + Coalition? Leading organization that partners with others?
  + Who will help in what geographies?
* “Who’s in the Van?” / Personnel questions
  + Qualifications / certifications / licenses needed? (for Medical & Mental Health/Social Worker)
  + Work background or sets of expertise desired
  + Do we have 2 or 3 people in the van? → Have a “service navigator” or no?
  + Creating / implementing training
  + Protocols
* Defining Goals
  + Do we need a mission statement? Define values
  + How do we define outcomes?
  + What metrics are we going to be tracking and aiming to influence?
  + What would be on the definitive list of services?
    - Let’s start with CAHOOTS’s list, look at the existing co-responders’ list
  + Defining our “target audience”
* Marketing / Branding
  + How do we help people know what the difference between STAR and and the ambulance?
  + Who’s responsible for doing this work?
  + Uniforms
* Communication infrastructure
  + Spelling out the “911 call to dispatch” process?
  + Decision tree / triage checklist creation for the 911 operators
  + Defining the list of “call types” that STAR responds to
  + \*This whole bucket must be incremental and scalable
* Training
  + For people in the van
  + For 911 / support personnel
  + For police / fire / emergency medical personnel
* Transparency / Accountability
  + What will the policy be for handling situations that escalate physically?
    - What will be the policy for these situations and who creates it?
    - How would a van rider who, for instance, struck someone be held accountable?