**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?