



Record of Proceedings

MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE UTE PASS REGIONAL HEALTH SERVICE DISTRICT

Held: Thursday, February 19, 2025 at 1300 Hrs at 1017-B E US Hwy 24, Woodland Park, CO

The regular meeting of the Board of Directors (BOD) of the Ute Pass Regional Health Service District (UPRHSD) was called and held in accordance with Colorado State statute.

The following Directors attended:

Attendance	John Gentzel Chris Erickson Gillis Gautreaux Jocelyn Rosado (Zoom) Miranda Bickford Administration: Chief Executive Officer (CEO) Tim Dienst, Chief Administrative Officer (CAO) Kara Fox, Administrative Assistant (AA) Mariah Hoffman; Leadership: Mobile Integrated Health (MIH) Director James McLaughlin, Lieutenant Kaylinn Hathaway; Staff: Paramedic Zach A; Accounting: Jason Johnson
Quorum	Yes
Call to Order	Director Gentzel noted that a quorum was present and called the regular meeting of the Board of Directors for Ute Pass Regional Health Service District at 1300 Hrs.
Pledge of Allegiance	Yes
Disclosures	Directors Gentzel, Gautreaux, and Bickford disclosed that they have family members who are UPRHSD employees.
Executive Session	At 1302: Motion to enter an executive session by Director Gautreaux, 2nd by Director Erickson, and unanimously approved. Executive session pursuant to Section 24-6-402(4)(f), C.R.S. for discussion of a personnel matter regarding the CEO, who has been notified of the executive session and has consented to it, and Section 24-6-402(4)(b), C.R.S. for the purpose of a conference with the District's legal counsel regarding specific legal questions pertaining to such personnel matter. The BOD concluded their executive session at 1338. Motion by Director Gentzel to conclude the Executive Session, 2 nd by Director Bickford and unanimously approved.
Minutes	The minutes of the regular meeting of the BOD held January 2025 was presented, Motion by Director Gautreaux to accept the minutes, 2 nd by Director Bickford and unanimously approved.
Public Comment/Guest	None
Financials	Jason Johnson with JFS presented the December 2025 financials. Items of note included a twofold increase in credit card utilization compared to the previous month, which may be related to this being a newly reported item. Income from operations was lower than the previous month, likely due to ongoing billing practice issues with Quad Billing. There was also a significant increase in the overall Cost of Services, attributed to CPS HR fees, legal fees, employee holiday pay, and medical direction compensation for Dr. Keenan. Mr. Johnson also reported that the January 2026 financials are not yet finalized, as information regarding a grant approval was received the previous evening. However, he provided a brief verbal update, noting that \$1.1 million in property tax revenue had been received, operational expenses had decreased significantly, and patient revenue had increased. Motion by Director Gentzel to approve the December 2025 financials, 2 nd by Director Erickson, and unanimously approved. CAO Fox then presented a patient/family request for a financial write-off. The father of a patient came into the office with the patient's death certificate and two outstanding bills from UPRHSD totaling \$1353.85. The patient did not have insurance, was a district resident, and does meet criteria for a full write-off. Motion by Gautreaux to approve the requested write-off, 2 nd by Director Bickford, and unanimously approved.
CEO Report	Chief Dienst reported that generators for the Florissant station are expected to be installed and operational within approximately two weeks. He also provided a PACT/911 Call Volume and Overlap Analysis, which showed an increase in overall call volume and transports for both the MIH and 911 divisions. The bill regarding reimbursement for Treatment in Place (TIP) calls is scheduled to go to a vote next week. Amendments are anticipated, though the bill currently appears favorable overall. Chief Dienst also reported that EMS Day at the Capitol was a success. Twenty-one legislators attended, and the staff members present represented the organization well.

Paramedic Services – Community Paramedicine – Pre-Hospital and Community Education

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Chief Dienst stated that he is impressed with the current leadership team at UPRHSD, noting their spirit, curiosity, and willingness to proactively address future needs of the district and support one another. Director Gautreaux added that Chief Dienst recently received the Emergency Medical Services Association of Colorado (EMSAC) President's Award in recognition of his commitment and work with the EMSAC Advocacy Committee and related legislative efforts.

Captains Report

See Report. Director Gautreaux highlighted the leadership team's support for EMT Jerek B. in his new temporary role for the Logistics-Special Projects Pilot. He also recognized Captain Karle's temporary role of Strategic Project Director, which was a recommendation from Safetech Solutions (STS). Director Gautreaux noted an increase in sick call-outs and illness within the agency. Despite the resulting staffing challenges, contingency plans were implemented and staff members stepped up to help fill coverage gaps.

Director Gentzel noted that UPRHSD crews responded to his residence for a 911 call involving himself. He reported that the situation was initially concerning but had improved by the time the crew arrived. Director Gentzel expressed appreciation for the excellent care provided by Paramedic Zach A. and Lt. Hathaway.

MIH Report

See Report. MIH Director McLaughlin reported that a Colorado Springs Health Foundation grant is expected to be approved, which would help fund additional medical provider standby coverage for telehealth calls and increase the available hours for telehealth providers. He also reported that the MIH division will soon implement a new electronic patient care reporting (ePCR) system, Julota, which will also be funded partially through the Health Foundation grant. The system is expected to improve MIH reporting, billing processes, and coordination by creating a more robust community-wide connectivity tool.

MIH Director McLaughlin also noted that Public Health needs a Cepheid respiratory diagnostic device. UPRHSD previously received such a device through a grant and will be housing it at the Public Health building to assist with this need. He also recognized several staff members for their contributions. Paramedic Eric RC., who previously served as a Community Paramedic (CP), transitioned to the 911 division and has since returned to CP operations to help fill a current gap following CP Kelsey C. stepping into the acting lieutenant role. He also recognized EMT Jerek B. for his work supporting multiple grant initiatives and developing new data sets that are proving valuable to the organization.

Chief Admin Report:

See Report. CAO Fox reported that the CPS HR consulting project is nearing completion. The project has been ongoing since the beginning of the year, and a final update is expected at the next meeting. A Policy Committee meeting is scheduled for the following day to finalize the Paid Time Off (PTO) policy. Once finalized, the policy will be submitted to the Board of Directors for review. Chief Dienst requested that Director Gentzel include him in the next Policy Committee meeting, which Director Gentzel confirmed he would do.

Old Business

Chief Dienst stated that he will reach out to former Medical Director Jeremy Dewall to invite him to attend the April BOD meeting for special recognition of his commitment to UPRHSD. Director Gentzel added that he will contact former Board President Joe Watson to invite him to attend as well so that he may receive formal recognition and be presented with his plaque.

New Business

- CEO Hiring Committee: Director Bickford proposed the creation of a committee to oversee the anticipated hiring process for a new CEO. It was noted that the process will be lengthy and comprehensive and will require a structured approach. Motion by Director Bickford to establish said committee, 2nd by Director Gentzel, and unanimously approved. Directors Bickford and Erickson have volunteered to be on this committee. Director Gentzel stated that he will contact Allison Ulmer with legal counsel to ensure all appropriate legal processes are followed. Director Gautreaux also noted that Aaron Reinert with STS has previously indicated that the organization may be able to provide individuals capable of temporarily filling various leadership roles if needed during the transition.

- Director Gautreaux inquired about the two-day leadership workshop with STS held earlier in the week. Chief Dienst reported that the leadership team spent time reviewing the STS action items and evaluating the organization's structure to determine the most appropriate path forward for the district. As part of the workshop, a revised organizational structure was discussed and preliminary planning took place. Chief Dienst also noted that the group engaged in several important discussions regarding organizational challenges, which were addressed respectfully and constructively. He reiterated his confidence in the current leadership team and highlighted their strengths. A follow-up meeting is scheduled for February 26. A formal report will be developed following that meeting and presented to the Board of Directors.

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Adjourned

1442 Hrs

Date: 03/19/26



John Gertzel President



Miranda Burkford Secretary



