



ETHAN Health Meeting Minutes

Date: 9/29/25

Time: 8:30-9:30AM

Location: SETRAC - 1111 N Loop W, #160

Facilitator: Dr. Tran/Gaby Rowe

Note Taker: Jessica Coffey/Hima Brahmhatt

Attendees:

Dr. Theresa Tran, Lindsay Lanagan, Lori Upton, Dr. Esmaeil Porsa, Raamel Mitchel, Dr. David Perse, Gaby Rowe, Varun Garg, Hima Brahmhatt, Jessica Coffey, LaShonda Holcomb

Absentees:

Chris Newport, Brittany Sutton

Agenda

1. Call to Order
 2. Approval of Minutes
 - a. Ratify minutes from the August 21, 2025 ETHAN Health Board Meeting.
 3. Discussion and Possible Action Concerning:
 - a. ETHAN Navigation Performance Updates
 - b. Update on Audit Process
 4. Other Business
 - a. Other business
 - b. Set date for next board meeting
 5. Adjourn
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2. Key Discussion Points

1. Ratify Board Meeting from August 21, 2025, ETHAN Health Board Meeting
2. ETHAN Navigation Performance Updates



- a. Dr. Persse visited the firehouses this month to reintroduce and promote ETHAN Health.
 - i. Many firefighters have not used it for 10 - 14 years after a few bad experiences.
 - ii. Also received numerous suggestions to make ETHAN more comfortable to use, such as services available at midnight and beyond.
 - iii. Provide a demo to the fire fighters to understand how ETHAN works and will make their work more efficient.
 - b. Updated ETHAN Health system with many features to make it more user-friendly for the physicians, visibility and reporting.
 - c. Incident Data - The data shared during the meeting was since the start of ETHAN Health (Aug 8, 2025) until Sept 19. We have seen 23% cancelled rides, which include driver cancellations, no cars available and cancelled, patient cancellations, and patients not located as major reasons. In the coming months we will be working on reducing this percentage.
 - d. Conduct Road Trips around all the Urgent care and clinics to reintroduce ETHAN to them for more flexibility of sending patients to these locations.
3. Update on Audit Process
- a. Year-end reconciliation took place in Aug 2025.
4. Other Business
- a. Working on ETHAN from Dispatch - SOW in the works.
 - b. ETHAN is attending Health conferences and Expo's across the country to showcase ETHAN Health.
 - c. Continued meeting with other cities and their firehouses to introduce and showcase ETHAN Health proposal.
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3. Motions and Decisions

The board discussed the following Motions and Decisions and voted in favor of each action as follows:

- **Ratify ETHAN Health August 21, 2025 Board Meeting minutes**
 - Board Vote
 - **For:** Dr. Theresa Tran, Ms. Lindsay Lanagan, Ms. Lori Upton, Dr. Esmil Porsa, Mr. Raamel Mitchell
 - **Against:** None
 - **Abstain:** None
 - **Motion Passed:** 5-0-0
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5. Next Steps & Future Meetings

- **Next Meeting:**
 - November 10, 2025, 3:00 - 4:00PM - location TBD
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Meeting Adjourned: 9:23AM

Minutes Submitted by: Jessica Coffey