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## Notes from the Director's Desk

We are doing a good job weathering the "Special Event Storm" the fall creates. Thank you to all that have helped. There will be more to come as football season continues.

Exporting of the chart in less than 24 hours has improved greatly. This helps out on many levels; registration in a timely manner, coding, and billing. The support department's performance is based on timeliness of getting charts through the process. They appreciate your quick work.

Please stock trucks according to the inventory. I have noticed and it has been brought to my attention, that some of the trucks are overstocked. We need to keep the inventory to what is called for. Also, please rotate inventory so we do not have outdated supplies on the trucks. When you deep clean your truck, make sure the oldest supplies are at the front. Overstocked trucks cost money. Supplies that are out date from not being used also costs money. We need to be good stewards of our budget. All of this seems like a little bit, but anything we can do to help stay within the budget helps with our sustainability as a department and an organization.

**Polk County:** We need to be more secure, especially the bay area. Please keep the back doors to the rooms closed. Also, keep the bay doors closed when no one is here. Keeping the doors partially down when you are here is a good idea. If you are passing through the building and it is wide open, please help secure it. We always need to be conscious of security but with the opening of the ASC expansion there will be an increase in traffic.

We had a meeting with Dr. Merk. He was concerned about not being available during his shifts to answer our questions due to him being busy. He wants to answer your questions. If you cannot visit with him and have a question that needs answered, each Department Manager has Dr. Merk's home e-mail. Please get with your Manager or myself and we can e-mail Dr. Merk the question and he will answer it for you.

**Perception: Webster's Definition: the way you think about or understand someone or something; the ability to understand or notice something easily; the way that you notice or understand something using one of your senses** *a* : a result of **perceiving** : **OBSERVATION** *b* : a mental image : **CONCEPT**

Perception is a big deal. The way we dress, the way we carry ourselves, the way our trucks look, how we present ourselves and are we prepared to take care of the situation is perceived by the patient. This judgment is made very quickly by the patient and family we are helping. The people watching also make perceived judgments. That first observation is the way they will perceive the way we do our job. Please keep this in mind all the time, wherever you are and whatever you are doing representing CMH. Our presentation is important as well as our appearance. Keep our equipment clean. If a piece of equipment is worn out or needs to be replaced, please let you Base Operations Manager know. We will work it into the budget. Use ADIET. You have a route to introduce yourself and can keep the patient up to date on what treatment you are using and how long it will take to get to the hospital. ADIET will alleviate fears, help comfort the patient and help them be more secure. When we arrive on scene make sure you have what you need. Make sure we have the equipment with you that is necessary to take of the patient. Running back to the truck to get a piece of equipment is perceived as ill prepared. These things are little things but they make a big difference. That initial judgment that is made can go a long way in creating confidence and a helping take care of the crisis you are called to, no matter how big or small.

## Fall in the Ozarks in Beautiful Cedar County: Tom Ryan

Where has the summer gone? Just seems like yesterday it was the first day of summer and we were packing our cars to head to the lake and have a fun fill day. Summer is almost gone and winter is coming on so we must now plan for the upcoming months ahead of us. We are starting to unpack our fall jackets and getting ready for some great Friday night football games with the Stockton Tigers or the Eldorado Springs Bull Dogs. Go Team! Don't forget the Hot Chocolate.

What's happening in Cedar County this fall you ask? **Don Stockton** and his great team are preparing to teach yet another First Responder Class. He had such great success with the last class this spring that we decided to go for a repeat. Beginning October 13<sup>th</sup> @ 18:00, Don and his team will be teaching a class in Stockton at the **Health Dept.** from 18:00 – 22:00 on Mondays and Thursday. Can you believe it the class is already full? We can't wait to get these new recruits trained and out in the real world helping safe lives. With the aid of some great helpers, I believe we will!

**"First Responder" / "Emergency Medical Responder":** In 1997, the DOT, based upon a request of the state EMS offices, developed a national standard curriculum for "First Responders." Thus, the day and time of the First Responders was born. If you have been out there, in the middle of the night, in the dark and wet, working side by side with one of these **VOLUNTEER FIRST RESPONDERS**, remember they are doing it for the love of their fellow man for *free*. They don't have to be out there - it could be just you and your partner. So, make sure to give them a Big THANK YOU next time they are out there helping, even if it's just something small like carrying a monitor or airway bag back to the rig, or doing chest compressions on that frequent flyer that this time turned out to be a code. Let them know you appreciate it because a bit of positive recognition means a lot to them.

**Personnel:** **Victor Nail** is now posted full time in Eldorado Springs, and **Rae Erickson** will be returning to full duty in the near future! Congratulate them next time you see them.

**Don Stockton** received a very nice compliment from Christina at Community Springs for his handling of all of the round trip transfers they have had lately. A big THANK YOU goes to our staff who stepped up to take on those transfers and provided excellent care to the residents they transported. **Josh Ward, Bill Walker, Shawnda Dodson, Bruce Fugate, Missi Painter, Kellie Burns, Jennifer Marsch and Victor Nail** (just to name a few). Without you, this would not have been possible.

I received a big Thank You from **CCMH** (Cedar County Memorial Hospital) on the crews at El Dorado Springs! The management said several of the ER staff has commented on what a big help the crews have been the past few months. Comments included: Helping out the ER when they are busy, always having a positive attitude and just being all around great people! Thank you Team because it is a **TEAM** effort. Keep up the Great work one and all.

## HealthEMS Update: Morgan Young

### Hot HealthEMS topic this month: PCS Forms (Physician Certification Statement)

A PCS FORM is only required on non-emergency transfers.

- Please make sure that the form is filled out with a handwritten last name, first name and date of birth, the sending facility (Patient transported from), the receiving facility (Patient transported to), and at least one of the 19 boxes checked.
- There is a box that says there is no other mode of transportation available.
- There needs to be a signature of a Doctor, nurse, PA, FNP or discharge planner.
- The new procedure for Polk Co is to leave the original at CMH to be scanned into Meditech. A copy of it goes with your paperwork, just as before.
- Please make certain this form is attached with the face sheet and placed with the Daily Log, which is sent to the registration department for scanning.

## St. Clair County Update from Neal

We will assume EMS Operation in St. Clair County on **November 1**. There will be an EMS planning meeting on Oct. 1st. At this time, H R is in the process of making job offers to existing Sac Osage employees for the open positions. Don Stockton will be acting Operations Manager and he is laying the beginning ground work for us. We are ordering a new ARV Trauma Hawk, Type 3 ambulance for St. Clair County. We will provide more info as it becomes available!

## Hickory County: Alice Roberts

The Hwy 254 bridge opening is still on schedule. **Thank you** to the crews that have been posting to help cover calls in Hickory County. Our presence has made a big, positive difference in how CMH is seen by our residents.

**Hickory Co Crews:** Please remember to be very clear on the route of travel when clearing Bolivar and returning to the station. This info should be relayed to both dispatch centers.

**Polk Co Crews:** Please remember to inform Hickory Co. Dispatch when and where you post and when you leave.

We still need both ALS and BLS help on covering upcoming standbys. If you see something you can work, contact a manager and ask them schedule you. Most standbys end by November 1<sup>st</sup> and we will not have many until next April. Thank you to those that have given up your time to help keep the standbys covered.

Thank you to **Darrel Norris** and **Kellie Burns** for covering Carolyn's shift while her son was here for a few days. Your help was greatly appreciated by all.

Open Shifts/Availability should be in your CMH email no later than October 3rd. All availability needs to be turned back in by October 17th. New schedule will be released on 10/24.

There are still several employees that need to use their mandatory PTO for the year. Keep an eye on your email. If you are one of the lucky ones who has PTO to burn by Dec. 31st, how many hours of PTO you need to burn and a list of available dates will be included. Please remember this is a first come, first serve opportunity and we may not be able to accommodate everyone. All request off must be submitted through KRONOS. Remember: Use it or lose it.

As fall comes into full force, don't forget to look to the north as you cross the dam and enjoy the breathtakingly beautiful fall colors.

## Polk County: Aaron Weaver

**Posting:** We have about 2 ½ weeks left for posting for Hickory County. We are getting much better at it as we progress. The Polk County Base looks good on a more consistent basis. Thanks to those who are completing their Daily Duties. Also, I would like to thank those who are picking up extra shifts.

We now have extra LIFEPAK 12 batteries that can also be used for our portable suction units.

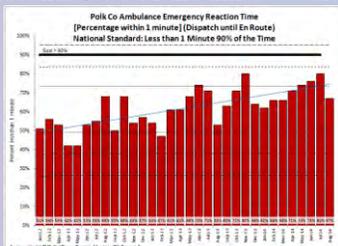
We have hired a couple of new PRN EMTs and they have started their ride time this week. We will be conducting Paramedic interviews this week.

And, as always, don't forget to watch for Healthstreams at the beginning of the month.

## Education/Clinical News: Theron Becker

### QUALITY GRAPH:

Reaction time continues to be a focus to improve. The national standard goal is to be en route to a priority one call within 60 seconds 90% of the time. We are getting better, as you can see on the graph below.



### NEW HIRES / STUDENTS:

Two new hires this month:

- Matt Tucker is a Springfield firefighter who brings several years of experience. He will be a PRN EMT.
- Matt D'Amore has returned to us and is still working at Polk County Central Dispatch. He will be a PRN EMT. He has already completed his abbreviated orientation period.

### TRIVIA QUESTION:

A \$10 gift certificate is in it for the best response to me by email to the question below. I'm not looking for opinion or anecdotal evidence - I want evidence-based studies from scholarly, peer-reviewed sources with references. Feel free to use [scholar.google.com](http://scholar.google.com) or the MEHEC library found under educational resources on the CMH Intranet.

"Our protocols offer a wide array of anti-seizure medications and delivery methods. Which one has been proven to have the best patient outcomes in recent pre-hospital clinical studies?"

## **UPCOMING EVENTS FOR OCTOBER**

Oct 8 (2p-4p)	CMH EMS Documentation Competency @ Bolivar
Oct 9 (8a-5p)	PALS Initial (Must have pre-registered)
Oct 13	PALS Renewal Registration Deadline for Nov 13
Oct 14 (9a-5p)	ITLS in Bolivar
Oct 15 (6p-8p)	CMH EMS Documentation Competency @ Stockton
Oct 21	ACLS Renewal Registration Deadline for Nov 21
Oct 22 (6:30a-7:30a)	CMH Trauma Education in Bolivar
Oct 28 (8a) & (5p)	IABP Training in Community Rooms
Oct 31 (6p-10p)	Outdoor Search & Rescue Practices (MUFRTI)
Nov 1 (8a-5p)	Outdoor Search and Rescue in Bolivar

### **THIS MONTH IN EMS HISTORY:**

10/8/1871 - Great Chicago Fire killed 250 and on the same day in 1871 Peshtigo, WI forest fire killed 1,182

10/23/4004BC - The earth was created at 0630 according to the Aztec

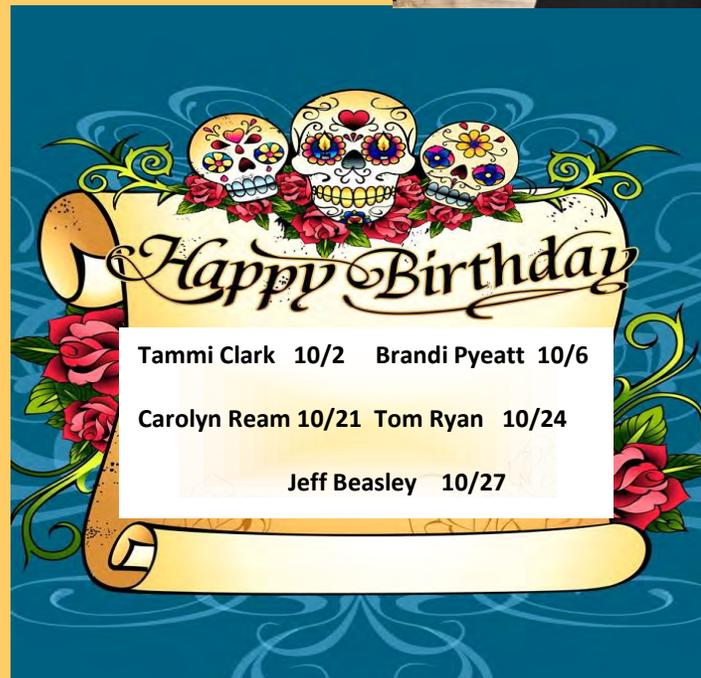
10/26/1978 - UN WHO declares smallpox eradicated

10/31/1850 - San Francisco City Hospital caught fire and was destroyed

### **TEAM LODERHOSE**

Chris Loderhose has dedicated his career to saving the lives of others. Now, he is fighting for his own life against colon cancer. By purchasing a t-shirt, you can show your support for Chris and his family in their fight. All proceeds from the sale of this shirt will go directly to the Loderhose family.

<http://ctm-exchange01/exchweb/bin/redirect.asp?URL=http://teespring.com/TeamLoderhose>



# Welcome

Matt D'Amore EMT-PRN

Matt Tucker EMT-PRN

## Congratulations!

**12 YEARS ALICE ROBERTS 10/21**