



Pre-Hospital Employee Newsletter

Here is the first edition of the CMH PHS Employee Newsletter. The intention of the newsletter is to give the managers an opportunity to provide updates from each station as well as upcoming events and items of interest. This project is a "work in progress" and suggestions of additional information you would like to see are welcome. melisa.painter@citizensmemorial.com

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Notes from the Director's Desk

We have had a busy summer. Thank you to all that have picked up shift and helped with special events. We are growing service. We have accomplished a lot. We are about to grow some more. With the addition St. Clair County (see St. Clair County Update section), we will respond to about 8,000 calls annually in our serve area. We will continue to strive to improve our equipment and keep our protocols up to date.

On Tuesday, August 26, Ferno demonstrated both of their cots systems. Stay tuned - next month Stryker will demo their systems and everyone will be invited. Due to changing government standards, we will have to move to different cot systems. The cots will be safer in crashes and help decrease staff injuries.

Polk County Staff meeting: September 17 at 1400 in CR#3. This meeting is **mandatory** for all Polk County Staff. All employees are invited to attend.

We were busy in July. We had the biggest month we have had since 2011. We responded to 685 requests for service and transported 522 patients. The EMS Report that is presented to the Hospital Board is available in the Pre Hospital Folder and can be found in the Board Report folder, Fiscal Year 14 and FY 15 are there along with reports since 2011.

Name Change for Pre-Hospital: We will slowly transition the name of the department to **CMH EMS** and move away from PHS. Times have changed and we have out grown Pre Hospital Services.

Bio Hazard Barrels: We have been asked to remind staff that the bio hard barrels are not for common trash. All normal trash should be put in trash receptacles.

Cleaning Schedule: Kellie Burns and Brian Carter have implemented a cleaning schedule for the Polk County Base. It has been working well. When at work in Polk County, you are expected to follow the schedule. It is on the door to the crew office. I would like to **thank** all the staff that have been following the cleaning schedule in Polk County. The station looks very good. County stations have cleaning schedules too. You are expected to follow the schedule for the station you are working in.

Trading shifts: If you are trading shifts, contact the base manager where the shift is located for the trade. It is the responsibility of the person assigned to the shift to contact and initiate the trade base manager. If the shift is less than 48 hours out, contact the ON CALL supervisor. You will be expected to explain your trade. Trades that create overtime should not take place unless there is an urgent need.

Charts: Staff has been doing a great job exporting charts. We have had very few go over the 24 hours mark. Please keep up the good work. It makes a big difference in many ways.

If you are injured on the Job: Unless the injury is a life or limb threat, you should not go to the ER. Call your Base Manager or the On Call Manager. They will contact Work Health and you will need to go the Walk In Clinic. Please follow these procedures.

THE LIFE AND TIMES OF CEDAR COUNTY IN THE HEART OF BEAUTIFUL STOCKTON LAKE: Tom Ryan

Cedar Co Operations Update:

The LP-15's are up and running in Cedar Co on all four trucks. Plus, we have extra batteries for these units with onboard chargers and, now, desktop chargers at the station.

We survived the El Dorado Picnic. We actually had some really good weather this year. Everyone had a great time and we all learned some great lessons for next year.

Now we are getting ready for Stockton Walnut Festival and look forward to seeing new and old friends working hand-in-hand with our 1st responders in this event.

In other news, we have been working on the repeaters. The Stockton repeater is fixed and we are now working on Eldo's. Hopefully it will be taken care of within the next two weeks.

The Stockton Lake Triathlon event went well for the first one ever. **Big thanks to Morgan and the crews** for stepping up to the plate and helping out for this great community event. We had a large turnout and everything went smoothly. We only had one accident and Don and his partner were quickly on it and removed the fish from the swimmer's foot. Ok... that was a first.

Board meetings: Well, this has been an experience in the past but things are looking up and doing better. Everyone is invited to attend these meetings and see what our board does for us as well as take the opportunity to meet and greet the Board Members.

Polk County Update Aaron Weaver

Operations wise, I believe everyone is doing a good job on the cleaning schedule. Everything looks nice and better than it has in the past.

We have been doing several interviews and still have some PRN openings available.

Right now, the acuity of patients appears to be up. Please note the section at the top of page 3 pertaining to the Hwy 254 bridge closing. If anyone has any questions, please feel free to ask myself or Alice for clarification.

Overall, I would like to add that I think everything is going well and I would like to thank everyone for getting stuff done.

St. Clair County Update from Neal

We are waiting for the contract to be finalized between CMH and Sac Sage Hospital.

Our plan is to staff 1 (one) 24 hour truck.

The job postings for St. Clair County – Osceola will come out next week.

There will be

- Two (2) postings for an EMT (#5039) and
- One (1) posting (#5040) for a Paramedic.

Prospective employees can tie their application to these positions.

We plan to hire 6 full time staff and 2 part time staff; Total of 4 Paramedics and 4 EMT's.

At this time we are preparing budgets and staffing plans; waiting for the go ahead to move. We are working on a location for the base. There are several options on the table for the base.

Don Stockton will act the Operations Manager.

Hickory County News Alice Roberts

Radio communications in Hickory County came to a standstill after a direct lightning hit to the Sherriff's Office. Tom Liberty came in after church and worked on getting some form of communications back up as well as running for us and also rescue. **Thank you Tom!**

Starting September 1st, all monthly detailed, deep cleaning of ambulances will go back into effect with the cooler temps. Deep cleaning schedule will be posted September 1st.

We are proud to see **Brice Flynn** and **Cheryl Rhodes** continuing their education in the EMS field. Both Employees started paramedic class at Mercy and/ or OTC in August. Thank You to Carolyn Ream, Lucas Weaver, Jennifer Marsch, Bruce Fugate, Kellie Burns and Amber Gust for helping with the scheduling so they can be in class.

Please read the BRIDGE CLOSED section on page 3. This will directly affect Hickory County responses. Thanks in advance to Polk County crews for their assistance while the bridge work is underway!

BRIDGE CLOSED for 45 days

Hickory County 254 Bridge South of Hermitage

On Wednesday, September 3rd the bridge on Highway 254 south of Hermitage will be closing for about 45 days. Polk County will be assisting Hickory County by posting an ambulance on the south east side of Hickory County (Pittsburg area).

The reason we are posting is so we can keep response times down. It also shows support for our concerned citizens of Hickory County. They are glad that we are showing concern and keeping their best interest in mind.

- If three Polk Co trucks are available, we will post in Pittsburg at the Bull's Eye (there are bathrooms there.)
- Two Polk Co trucks available: We will post in Mohawk Corner area (D and 64)
- If Polk Co goes Status One (you are the only truck available), the truck will return to Polk County.
- We will not post after 8pm.
- We will not post longer than two hours at a time.
- We will trade out with the Hickory County crew.
 - They will come post while the crew posting will get to spend time in the Hickory County station. We ask that you all take different routes so that we can maintain coverage.

Crews can talk among themselves deciding who is going to post. Although, we figured the crew last out could post, but again, we will let crews talk it out.

When posting, you must keep in contact with Hickory County advising that you are posting and where. If you are dispatched out for a call, you should notify Polk County. Polk County trucks will continue to use Polk County run numbers. So, *it is important to let Polk county dispatch know* you are on a call and where. While on the Hickory County frequency, you will have to monitor CMH EMS channel so you will know the status of the ambulances in Polk County.

If you have any questions, contact Alice or Aaron W.

HealthEMS Update Morgan Young

Special events are really winding up with football season coming along and the race track still going. Don't forget all the Fall festivals coming along. Please, pick your activity, chose a team and then try to go watch all their events. It is always nice to get paid to watch your favorite past time, and it will help us cover all these events.

Hot Issues in HealthEMS:

I continue to notice some errors being sent in.

We are still plagued by the specter that is the number of Patients transported in "my vehicle". That number has everything to do with what run disposition that you pick.

Please make sure they are consistent. The second thing on my hot issues with HealthEMS list is crewmembers names being switched on reports. I would like to ask that all **Polk Co employees** put either the Paramedics name first, or the senior paramedics name first, meaning in that top box. Then, put the EMT name in the second line and any riders, orientees, or students on the third line. If we get this done, it might stop this changing of who documented and who did ALS level skills.

Thanks a bunch for your help.

Clinical/Education Update Theron Becker

Protocols: We have been collecting suggestions for updates (approx 23 changes) to protocols and are about to start some conversations with Dr. Merk. Please contact **Theron** if you have any ideas, suggestions, or have read anything recently you want to consider. Many of the suggestions came from Morgan as he was updating the protocol section of HealthEMS and finding discrepancies. Only a few updates are consequential:

- Considering cold packs and cold IV fluid under certain conditions in post resuscitative care.
- NRP update has removed suctioning the newborn unless they are in distress.
- Going to start a discussion with Dr. Merk to see what he thinks about Toradol and explore feasibility of it on ambulances.

Quality: Our chart review scores continue to improve for several individuals. **The lowest scoring area is obtaining the driver signature (75% compliance).** A few success stories:

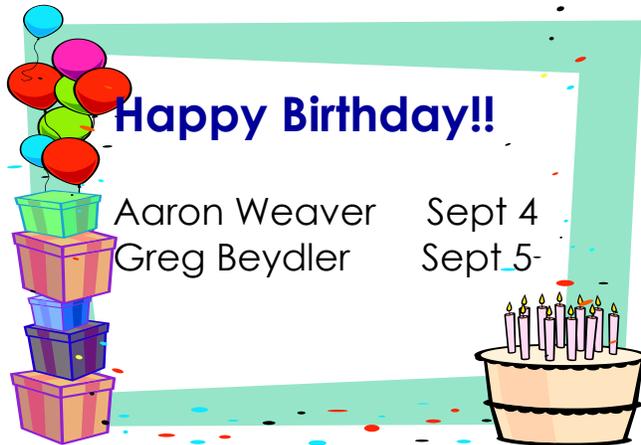
- Our reaction time (dispatch to en route) in Polk Co should be within 1 min 90% of the time according to national standards. We have seen a steady improvement and are at 80%.
- The time to 12-Lead should be within 10 min of patient contact 90% of the time. This has also been improving, but we have a way to go as we are only at 61% right now.

Education: Thank you to Aaron Weaver and Steve Keller for delivering the pediatric competency in August. It was a good review with some good practice. We had an overall attendance rate of 56%. The October competency is going to be provided by Mike Minter and Rae Erickson and will cover EMS documentation (specifically, narrative writing). Some upcoming training opportunities are included in the Upcoming Events Section. More to come in October.

Upcoming Events for September

| | | | |
|------|--|------|--|
| 9/1 | Labor Day | 9/17 | MANDATORY POLK CO. Staff Meeting 2pm to 4pm at Bolivar - Com Room 3 |
| 9/3 | (8a-12p) Traffic Incident Management in Bolivar | 9/17 | (6:30a-7:30a) CMH Trauma Education in Bolivar |
| 9/4 | (8a-12p) Traffic Incident Management in Bolivar | 9/17 | (8a-5p) NIMS 300 in Marshfield |
| 9/4 | (6p-10p) Traffic Incident Management in Bolivar | 9/18 | (8a-5p) NIMS 300 in Marshfield |
| 9/5 | (8a-12p) Traffic Incident Management in Bolivar | 9/23 | Oct ACLS Registration Deadline |
| 9/6 | Wheatland Harvest Days | 9/24 | Black Walnut Festival Begins Stockton, MO |
| 9/7 | Haz-Mat | 9/24 | (8a-5p) NIMS 400 in Springfield |
| 9/7 | Wheatland Harvest Days | 9/25 | (8a - 5p) ACLS Class |
| 9/11 | PALS RENEWAL | 9/25 | (8a-5p) NIMS 400 in Springfield. |
| 9/16 | (8am) Life Line Morning Out CEU's Community Room | 9/27 | Black Walnut Festival Ends |
| 9/16 | (8a-5p) NIMS 300 in Marshfield | | |

Birthdays and Anniversaries



28 Years!! Allen Brotherton 9/17

20 Years Brian Whalen 9/12

13 years Morgan Young 9/24

Taken from CMH Rapid Pulse Aug 20th

POSITIVE COMMENTS

Healthstream/MyInnerview/ThankYous

Pre-Hospital - "Last Saturday evening my husband and I were working with Mike's wrecker service cleaning up after a SUV and Semi wreck. Three hours after the initial wreck Michael and his partner*** came back out to the wreck to check on us and brought everyone cold water and to said if we needed anything to be sure and give them a call. I was so proud to be a part of CMH. Thank you to Cedar County ambulance crew you are awesome."

***Mike Minter and Eric Davey on Aug 9

Great Job guys!!