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# Notes from the Director's Desk

2014 ended with a very busy month of December. We had a total of 731 responses with 575 patients transported. Great Job Everyone! I have a several items I would like to cover this month.

We are currently in the process of reprogramming all CMH radios. The Polk County Fire Association has added new towers and moved some of the existing towers to new locations to better serve responding agencies. This necessitated change and upgrade in technology now allows Polk County Central Dispatch to see which truck or person is transmitting. The panic buttons on the Motorola radios have now been activated as well. Theron and Tom R. can be contacted to further explain the finer points and exciting new capabilities.

W-2 Forms have been sent to the county stations. If your home department is Polk County, and you didn't pick them up prior to January 31<sup>st</sup> they will be mailed to the address on file. I hope everyone is able to get a refund!

Osceola's new ambulance is anticipated to arrive in February and we just ordered Hickory County a new truck that should be delivered in May.

Mike Minter and Josh came through a MVA involving one of our Cedar County trucks with just bumps and bruises. Josh pulled through the scene and parked about 200 feet beyond. He was well off the road, on the shoulder, with the emergency lights activated. They stopped to be sure help was on the way and to check on the patients. A semi came though the scene and hit the first truck involved in the MVA, then the semi hit the left side of the ambulance moving it 25'. They were doing the right thing. Good job. Just a reminder, this accident is under investigation; if you are approached, please do not talk about it.

This is just a reminder to always be careful and think safely. Stay alert, do not become complacent, wear your vests and do not trust that people will see you. It can be dangerous out there.

Food for thought: We have had multiple discussions about when aircraft provides a quicker patient to hospital transport time so we have done some research concerning this subject. The data concluded the following; if our drive time is greater than 23 minutes to the destination, an air ambulance is quicker; however, that is with perfect conditions.

We are in the process of preparing our capital requests (items over \$1,500.00). Once we get it ironed out, we will reveal what capital requests have made. Big items on the list: replacement of our LP 12's with LP 15's, remount of the Life Line ambulance acquired with the operations of Sac-Osage, and a cot replacement that will no longer be supported for parts and preventative/planned maintenance.

In 2015 Theron will be running scenarios with our high fidelity mannequin as he visits each of the stations. Please use this opportunity to ask questions, build team work, and learn.

Amateurs train until they get it right. Professionals train until they can't get it wrong. ----- Vince Lombardi

**St. Clair County/Osceola: Don Stockton**

2015 is off to a fine start in the Northern Territory as we settle into our new temporary quarters in the spaces vacated by rehab. This move allowed us to put nearly everything in one central location while giving us room to spread out a little more and get comfortable. Sac management was kind enough to give us permission to repurpose some cabinets and countertops from ER and we now have a functional kitchenette, thanks to Andy and Jen who jumped on the chance and really made the sawdust fly.

This week marks the end of my office time/orientation time. I will be back to having 2 shifts (24 hours each) next week. Thank you Andy, Diane and to the PRN medics who kept things running. They covered many of the open Saturdays that resulted from me being off the truck during start up process of Osceola EMS. I continue to work with dispatch, fire and rescue responders and neighboring EMS services to strengthen the quality of our overall response to requests for service. We should have the new ambulance in our possession by the time the next newsletter is written, although chances are, it will not be in service that soon.

Be safe out there!

**Cedar County: Tom Ryan**

**Aloha from Sunny Cedar County**

So you ask yourself? I wonder what is happening in Cedar County these days? Well, if you have a moment, I will try to get you up to speed.

If you have been around back of the Eldorado base anytime in the last 6 years, you must have noticed the "Grand Canyon" of Eldorado Springs, MO. Yes, it is the unofficial 9<sup>th</sup> Wonder of the World! You may then ask yourself "How was this formed over the generations? What a beautiful site!" Well, if you missed it, it is now gone! That's right. The Cedar Co Board now has it fixed by extending the cement work to cover both bays and the ramp to the east street. Horray!

What else has the Board been doing? Well, since you asked, we are preparing to order a new rig shortly. The board members are very anxious to get this completed. Plus, they are looking at possibly ordering a second one! So, we would have one to do the update and the second to replace 710. The board is looking very serious at the style and size of Polk County's 704 because they like the large box and the patient compartment set up. Whichever they decide to do will be a great accessory to the entire fleet.

Well, that's it from the sunny, sunny beach of the great Stockton Lake. It's time to roll over and apply some more sun tan lotion. Bon voyage from the Vacation Station. Talk to you all soon. Be safe and thanks for all you do!

**Polk County: Aaron Weaver**

I want to remind everyone to work as a team and get goals accomplished.

Please do not restock from the back up trucks. **If it's an absolute necessity**, leave a note on the steering wheel of what was taken.

If anyone discovers cleaning supplies, brushes, squeegees, equipment, etc that we need, please email a list if those items to me; it will help me remember what needs to be ordered.

As always, I think you do a great job and work hard to make CMH EMS a great service and a great place to work.

## HICKORY COUNTY CHATTER: Alice Roberts

In our line of work, we are often presented with changes, whether they are welcome or unwelcomed. Are the changes due to legislation? Are they due to local changes? Or will it better for us as a team? Every one of us views changes differently. Some negatively, for whatever reason, while others look at the change as a challenge and something new to accomplish. In this line of work, the one thing we all can agree on is that change happens and will continue to happen, regardless of our opinion.

Let's look at one of the recent changes where we have found a challenge.

Radio programming: We have changed our radio programming to fall in line with Region D's Operational and Interoperable Communications Plan. Even though we had talked about this at shift change and at staff meetings, I know it caught us a bit off guard when it actually happened. For some, it was the learning of new radio skills, with zones and new channel names. As to be expected, we stumbled a bit the first couple of days. To help everyone make the transition a bit easier, Tom made a list of each of the zones and radio channel names for each truck as a reference for us. Thank you Tom for taking the time to help us all!!

Together as a team, WE WILL adapt and overcome this challenge

Other news:

The last couple of months we have had some equipment breakdowns and failures. Please remember to do an event report if you have a piece of equipment fail. This is important for accountability and to track equipment that is not holding up out in the field.

We are looking at replacing some of our older items. The Accu Check has been replaced with a new one and is now in service. Our 2002 back up cot and the LP12 monitor we are waiting on approval to replace. The BEST NEWS is that we will be ordering our new ambulance with the anticipated delivery date this spring.

Our call volume appears to be back to normal with our station reaching the 100+ calls for the month of January. When on scene, make sure you have plenty of lifting help. Fire Department personnel can be requested if no rescue is available. We do not want anyone to be injured! Winter weather will be back, make sure you keep hydrated, dress warm and take care of each other.

I have noticed that several of us are now in that healthy eating mode to get that "fit" look by summer. If you have any wishes for something other than junk food around the station, let Carolynn or I know.

## Education/Clinical News: Theron Becker

We are deep into protocol revisions preparing them for Dr. Merk's review. There are still a lot of protocols that do not have a subject matter expert. We would really like to have someone look over each protocol with suggestions. I'll do all the hard work like finding research and typing, I just want another set of ideas and opinions. Trust me, I know each one of the 70-some EMTs and Paramedics that work for CMH have an opinion about SOMETHING. Please share it.

I'm at the National Emergency Training Center in Maryland for a few weeks spending your federal tax dollars. My final project for this class is to conduct applied research to improve leadership in a complex emergency services organization. After much deliberation and brainstorming with peers and some CMH management, my topic this year will be to research EMS professional development. Your assistance as data gathering instruments are created will be very much appreciated. So, you might expect an optional survey or similar about what you would like to see, what you need, and where you want to see yourself, professionally, in the future. Additionally, the final product may be something worthy to submit to Neal for consideration to forward to CMH administration to create an EMS career ladder or professional development system.

Upcoming training:

- 2/12-2/13 PALS initial class at CMH
- 2/13 NRP practical at CMH
- 2/16-2/17 Guardians of the Heart Conference at Downstream Casino
- 2/21-2/22 EMT / Paramedic Refresher at CMH (There are currently 20 officially enrolled in this class from Cox, Mercy, Ellett, Golden Valley, and 911. I'm still looking for instructors if you are interested.)
- 2/28-3/1 Paramedic Refresher (part 2) at CMH.

# Suggestion for Newsletter:

I have an idea for the newsletter. How about a section addressing best practices or tricks of the trade? Everyone has a way that they do something really well, like Cody Liccardi always mentions in his initial assessment that the pt. had no immediate life threats. There are lots of good ideas that could be shared in this way. Anyway, that's my suggestion. Keep up the strong work!! Thanks, Rae

**HealthEMS: Morgan Young**

We have most of the Getac's in the trucks and working properly. We are still working out the bugs of a new computer. Everyone wants them to be set up the way their favorite Toughbook had been. I even received a complaint that the keyboard



was too big and the mouse was too responsive. I hope you all enjoy them. Please let me know any issues you may find. We are seriously concerned with how the touch screens and new stylus work. Hopefully, there will not be an abundance of scratches on the screen.

Be Patient! Give your computer time to sync before moving around the station. Have a good day.

## Upcoming Events for February

Feb 9 <sup>th</sup>	6:30p-9:30p	Mercy Monday Night CEU's	Mercy EMS Education Center, 1407 E. St. Louis, Sptd, MO
Feb 10 <sup>th</sup>	6:30pm	Competencies at El Dorado	El Dorado Springs Am balance Station
Feb 11 <sup>th</sup>	2:00 pm	Competencies at Polk County	Bolivar Ambulance Station
Feb 12 & 13	8:30a-5p	PALS Initial	CMH Education Classrooms
Feb 18 <sup>th</sup>	9:00 am	Competencies at St. Clair County	Osceola Ambulance Station
Feb 19 <sup>th</sup>	9:00 am	Competencies at Hickory County	Hermitage Ambulance Station
Feb 21 & 22	8am-5pm	EMT Refresher and Transition	CMH Education Classrooms
Feb 28 <sup>th</sup>	8am-8pm	Paramedic Refresher & Transition	CMH Education Classrooms
Mar 1 <sup>st</sup>	8am-8pm	Paramedic Refresher & Transition	CMH Education Classrooms

# Welcome

**Marlin Matchett and Ashlee Atkins**

*congratulations*

**Carolyn Ream 21 years**

**Adrian Brantley 3 years**

**Tammi Clark 2 years**

# Happy Birthday!!

Brian Carter 2/8	Allen Brotherton 2/16	Josh Ward 2/17	Ryan Carroll 2/18
Don Stockton 2/19	Peter Holm 2/19	Andy Gross 2/20	Rae Erickson 2/22