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# Notes from the Director's Desk

We are about to move into our busy time of year. We have already covered our 1<sup>st</sup> special event of the year last weekend. We have a lot of work ahead of us as we continue to provide EMS service to 4 counties.

We continue to settle into Osceola. Once the new quarters are finished and the base is relocated the Osceola crew can get into a regular routine in their new home. Osceola has taken delivery of their new truck and it is now in service. We will be using Osceola's back up truck in Cedar County until they have received delivery of their new units. We still have a few items that need to be taken care of and we will then send it to Cedar County.

The Cedar County ambulance board has approved the purchase of 2 new ARV Trauma Hawk ambulances. They also approved the purchase of 2 Stryker power cots with the load system which will be installed at the factory. We are in the process of placing the orders for these improvements. The new ambulances could be delivered as early as September.

We are in the process of filling the two full time positions in Cedar County. We have worked out the schedule and will be doing peer interviews soon.

Thank you for the great attendance at the all department staff meeting. It was nice to seeing everyone there.

## Food for Thought

Quite frequently, I am asked about different things that are going on in the department. Some of the things are related to gossip and rumors. I have also had staff come to me concerned about what they have heard.

**Gossip:** is idle talk or rumor where sometimes it is used to specifically refer to the spreading of misinformation.

**Rumor:** Currently circulating story or report of uncertain or doubtful truth.

Referring to the "rumors" I am often asked about, it typically stems from someone not having all the facts. People are passing judgment about something that they have "heard" and later telling their version of the story. An example of such would be; listening to a call on the radio and making judgment on the call from very narrow bits of information. You were not there and you do not have all the facts nor do you know the situation. Statements are later made without all the fact surrounding the subject. The story then circulates as fact this is "Gossip".

Let us all be careful to not spread gossip or rumors as they are counterproductive to our purpose and do not adhere to the CMH P.R.I.D.E. or core values. Do not spread rumors or gossip about coworkers. If you have any questions about the department, please ask me or an Operations Manager.

Thank you for all you do.

Be safe,  
Neal

## POLK COUNTY NEWS: Aaron Weaver

Spring is here and along with it, we see an increase in severe storms. I want to remind everyone of our tornado warning policy. First and foremost, our safety is paramount. **Do not** put yourselves in danger! When Polk County is under a **TORNADO WARNING** and the City of Bolivar is in the direct path, on duty units are to leave the station. A truck will need to go north while the other is to travel south of the projected path of the storm. If there are three trucks, make needed adjustments to get out of the storm path. First and foremost remain safe and never attempt to out-run any storm. The reason we do this is (1) we get out of the path of the storm, (2) if our trucks are in the garage and we take a direct hit, all of our trucks will likely be out of service, (3) we will have trucks north and south of the storms wake and we will be better prepared to respond accordingly. If you have any questions regarding this policy, please contact me.

Emailing me when you discover equipment break downs or need to make shift trades has helped out immensely. We are able to get problems corrected much faster. Sending your requested shift trades via email assists me in remembering to enter them in Google Calendar.

We are putting 12 lead "cheat sheets" in the monitor for anyone who would like or need to use them. They will include the Sgarbossa scoring for Left Buddle Branch Blocks. I would like to thank Tammi for getting those ready for everyone to use.

My door is always open for any of you who have questions or concerns related to our department. Thanks to everyone for the continued hard work and dedication you show for CMH EMS.

## HICKORY COUNTY CHATTER: Alice Roberts

What a whirlwind Spring we have been seeing! Warm weather, thunderstorms and, according to the Farmer's Almanac, at least one more snow fall.

There is not a whole lot happening at the Hickory County base. Traffic is picking up as our seasonal lake people are slowly moving back in for the Spring and Summer months.

Emails will be going out over the next couple of weeks for those who need to schedule for recertification classes. Please do not wait until the last minute to register. Classes have been filling up fast and you do not want to be refused due to a full class.

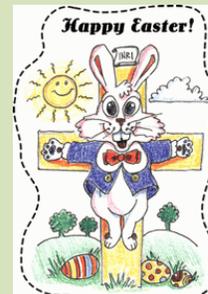
Requests off can be submitted up to 6 months in advance. Please remember to use Kronos as it is easier for me to track your time off request.

A special Thank You goes out to Cassandra for doing a great job being an advocate for a resident in Hickory in a tough situation.

Also, thank you to everyone who picked up extra shifts on this schedule and, for some of you, on such a short notice.

Hickory County employees want to wish Aaron Dearing the best of luck in his new job at Webster County.

*"The expected is what keeps us steady. It's the unexpected that changes our lives forever."* – Grey's Anatomy



## St. Clair County/Osceola: Don Stockton

Greetings from the northern territory!

In our little world, trauma season is off to a rocking start. The dreaded combination of St. Patrick's Day and the opening of snagging season are here. The snaggers will be followed soon after by the Boy Scouts and the pace won't let up again until the last of the Labor Day rodeo cowboys have ridden into the sunset. In other words, Spring has sprung!

The new ambulance is in CMH custody and control. The process is under way to get it in service in Osceola.

At the same time, the remodel of the garage is proceeding at a lively pace! We should be moving into our new quarters on April 1<sup>st</sup> or very soon after. It will be a welcome relief to have the new rig parked at the "new" station and settle into the smooth flow of life in a 24 hour station that has all of the amenities necessary to make that smoothness happen.

That's all for now!

Be safe out there and don't text and drive!

## HealthEMS: Morgan Young

Well, my Spring break is over! As I go back to my daily grind, I have a couple projects to continue.

HealthEMS: I continue testing on version 4.10.23585. I am striving to make sure that the program responds as closely as possible as our current version, along with adding some improvements. One improvement is getting the incident number to not copy the call number. The only time you need to do anything with the incident number is when sharing run numbers between trucks in Polk County. The first unit on the scene should be incident number 1; the second unit would be incident 2. If you have more than one patient in your truck, the patient on your cot is an A while the patient on the bench seat is B. So, for example, the patient on the second unit's bench seat would get **2B** for an incident number. If you have any questions, please ask me or your operations manager. We will be happy to show you exactly how to note this on your chart/report.

I do need feedback from the staff concerning the new antennas for the routers. Both the cell phone connection and wi-fi will have an antenna outside the ambulance. The cell phone antenna will help with connection coverage and data speeds. The wi-fi antenna will allow us to have Internet access outside the ambulance; hopefully all the way inside the patients house. The reason for this improvement is so you can transmit your 12 lead as soon as you obtain it. This will help to get STEMI times reduced.

My closing thoughts are: Please send me your reports of how the antennas are working on 704, 720 and 722. Feel free to send me the good and the bad. The more I have to take to IS, the better. Spring appears to have sprung so be ready for the many standbys that are in our future.

Be safe! Watch your back and watch your partner's back!

## Education/Clinical News: Theron Becker

I finally have the annual report completed. It is 27 pages long and looks about like the inside of an engineer's brain. I moved a copy of it into the Newsletters\2015-04 folder on the F: drive if you want to look at it.

Some of the cool things included in this report are below:

- December 2014 was our busiest month in recorded history.
- On average, Sunday is our slowest day and Monday is our busiest.
- Over the past couple of years, we are beginning to see an increase in call volume between 4pm and 6pm.
- The addition of the second overnight Polk County ambulance reduced our dependence on mutual aid by **85%** during overnight hours and nearly 60% overall.
- Humansville and Wheatland are the busiest cities that do not have an ambulance station.
- Aldrich is the area with the longest response times (approx 22 minutes).
- Ambulances are, on average, out of service for 75 minutes for every call they run.
- Galmey area has our oldest average patients (66 years) while Lowry City has our youngest (42 years).
- Appleton City has our largest average patients (235 pounds) while Dunnegan has our smallest (150 pounds).

Stroke centers have been officially designated by the state. Cox South is our closest level I stroke center. (Lake Regional and Mercy are level II). Additionally, neuro-interventionists are successfully treating strokes that are up to 12 hours old. I envision the new protocol telling us to take all strokes patients with a last seen normal of less than 12 hours ago to Cox. Stand by for some clearer guidance on where to take our stroke patients (we are working on a protocol update for all TCDs). In some instances of critical patients, Lake Regional may be closer to Hickory Co calls, but otherwise we should be taking all strokes to Cox. Luckily, our next competency is over strokes, so we should have some of these questions answered by that time.

We have two medics (Marlin and Pat) and one EMT (Bryan) that I anticipate completing their orientation in April.

Our trial of Saturday morning skills sessions have been a big success. Attendees have reported it is a valuable use of their time (which usually only lasts about an hour). The off-going crews are not required to stay, but so far, every session has involved the off-going crews as well. It is a low-stress way to practice less-often used and critical skills in our EMS/ambulance environment. About half of the staff have been scheduled for the first round so far. As we get everyone through the first round (STEMI and RSI), you should anticipate the second round to be a little more challenging with better use of the manikin, but still fun and educational.

<http://www.citizensmemorial.com/1calendar/index.html> This is the website location of the EMS training calendar on the CMH website. (www.citizensmemorial.com and click on "Community Calendar" on the right) This is the calendar I and other instructors in SW Missouri have updated for years and now we have a nice location for it to be accessed.

## Life & Times in Cedar County: Tom Ryan

Another month is coming to an end. We ask ourselves "Where has the month gone?" As we spin up for the summer, we also ask, "Are we ready?" We have already been to the lake fishing. Matter of fact, we witnessed CCSD catch two "Ford Mustangs" this month in Stockton. I don't think they are MO or world records but they were pretty nice and good size.

CMH is helping Cedar County out by moving 721 to El Dorado as a backup truck until Cedar County gets their two new ambulances, which should arrive sometime in after August, along with two Stryker electric cots and loading systems for these units. Along with these trucks and equipment, we are looking at adding two new staff members to Cedar County CMH Staff by changing the PRN position to full time position for a total of 14 full time staff in Cedar County. This should to help curb OT and to cut cost with CMH. We are hoping to get these position filled and a new schedule posted by the next schedule. We will keep one and all posted and up to date if this process extends into the summer.

**Safety Issue:** When backing an ambulance, **always use a backer**, even if you have a backup camera on your unit. This is CMH policy and it might save someone's life and or extensive equipment repair. Life is too short; remember to watch your back and your partner's back out there. Thanks for all you do!

### Upcoming Events for April

April 2 <sup>nd</sup>	7am-4pm	Interactive Trauma	Cox Health – Cox South Foster Auditorium
April 7 <sup>th</sup>	8:30a-5p	CMH ACLS Initial Course	CMH Education Center
April 7 <sup>th</sup>	7a-9a	CMH Fire Extinguisher Training	CMH Security Office (Register on Healthstreams)
April 8 <sup>th</sup>	8:30a-5p	CMH ACLS Initial Course Day 2	CMH Education Center
April 8 <sup>th</sup>	6pm	Stroke Competency for Polk Co	Humansville Fire Station
April 9 <sup>th</sup>	8a-5p	Show-Me Airway Conference	Hammons Heart Institute (Register by April 2 <sup>nd</sup> )
April 10 <sup>th</sup>	8a-5p	Dr. Tom Steele Emergency Care Symposium	Hammons Heart Institute (Register by April 2 <sup>nd</sup> )
April 10 <sup>th</sup>	8a-Noon	Haz-Mat Operations Module 5 Skills Class	ER Ambulance Bay
April 10 <sup>th</sup>	9am	Stroke Competency for Hickory Co	Hermitage Ambulance Base
April 13 <sup>th</sup>	6:30p-9:30p	Mercy EMS Education CEU Altered LOC	Mercy Education Center 1407 E St. Louis, Spfd, MO
April 14 <sup>th</sup>	6:30pm	Stroke Competency for Cedar Co	El Dorado Springs Ambulance Base
April 15 <sup>th</sup>	8:30a-12:30p	Advanced Airway Strategies: RSI, How and Why	IS Center, Classroom A & B (Kerry & Synda Douglas Medical Building)
April 16 <sup>th</sup>	1pm	Stroke Competency for St. Clair Co	Osceola Ambulance Base
April 23 <sup>rd</sup>	8:30a-5p	CMH PALS Renewal	CMH Education Center
April 24 <sup>th</sup>	1p-5p	NRP Class	CMH Education Center
April 28 <sup>th</sup>	8:30a-5p	Youth Mental Health First Aid	Polk County Health Dept **

**\*\*Please register with Sandra Zanaboni at Polk County Health @ (417) 326-7250 [zanabs@pha.mopublic.org](mailto:zanabs@pha.mopublic.org)**

Find additional training info at: <http://www.citizensmemorial.com/1calendar/index.html>



**KELLIE BURNS 19 YEARS**  
**RAE ERICKSON 3 YEARS**  
**BRIAN CARTER 1 YEAR**  
**CODY LICCARDI 1 YEAR**  
**AMBER GUST 1 YEAR**

**MIKE MINTER April 2<sup>nd</sup>**  
**JENNIFER SMILEY April 13<sup>th</sup>**  
**BRICE FLYNN April 17<sup>th</sup>**  
**JENNIFER MARSCH April 19<sup>th</sup>**  
**CHRIS MUMM April 26<sup>th</sup>**