

Inside This Issue

- 1 Message from Neal
- 2 Polk County News, Birthdays, Congratulations, Positive Comments
- 3 Hickory, St. Clair County & Stockton News
- 4 Education/Clinical News
- 5 HealthEMS & Upcoming Events



Notes from the Director's Desk

As you all know and have experienced, we have been very busy. As I prepared our Department Report for Department Head meeting, I pulled up some of last Fiscal Year's numbers, which are very interesting.

Service wide:

- 🇺🇸 We responded to 8091 requests
- 🇺🇸 We transported 6166 patients
- 🇺🇸 2968 patients were transported to CMH.
- 🇺🇸 We transported to 130 different facilities.
- 🇺🇸 We drove 412,620 miles

After the EMS Job Fair/Open House and interviews, we have 6 EMTs we are going to consider to hire. We have 1 Paramedic applicant we are going to move forward with as well. We had a poor showing of Paramedics. After the job fair concluded, the supervisors and I met and discussed obstacles and opportunities. I will meet with Jeff next week.

Polk County has received our new Stryker Power Cot. **Please complete your Health Streams.** We will be installing it in a truck very soon.

I continue to work on the Dispatch and Transfer policy. I hope to move forward soon to get it in the policy approval pipe line soon.

We hope to have the LifeNet System operational by the end of August. This will be large step and help us get our STEMI 12 leads to the ER for Cath Lab pre activation.

I will be short winded this month. I appreciate all that has been done by the paramedic staff to keep our trucks on the road. We have 4 full time openings and you all are pitching in and we are maintaining coverage. Thank you.

EMT staff: You have stepped up and helped with LDTs, special events and vacation coverage. Thank you as well.

Enjoy the rest of the Summer! Fall is just around the corner.

Be Safe.

CMH Employees Participate in Stockton Lake Tri Wild-Life Challenge

Congratulations to Neal Taylor - EMS, Kevin Ivie - IS, and Jonathan Moores -IS for participating in the Stockton Lake Tri Wild-Life Challenge on Aug. 2. The CMH trio placed second in Olympic distance in the relay with a team time of 2 hours and 15 minutes. CMH was a sponsor of the event. Great job guys!

Polk County: Aaron Weaver

We are approaching the "Dog days of Summer" so remember to stay cool and stay hydrated.

We have all been working plenty of extra shifts. Again, I would like to thank you guys for helping out to make sure coverage is being maintained.

With the new budget, we have gotten some new equipment. Our power cot is here and we will be able to start using it once everyone completes their Healthstream and we get the cot and truck down to fleet for installation. We also received a new Lifepak 15 case that replaced an older, worn out version.

In case you all missed the staff meeting, Steve addressed the amount of Simple Green we are using. He pointed out that the Simple Green we get is **concentrated** and it needs to be diluted. By doing so, we will not use as much and save money. Another way we can all help save money is to remove the truck washing brushes from the truck wash water and place them in the shower, brush end up, to dry. This will help the brushes last longer.

Back to the subject of staying cool and hydrated; we purchased new coolers for every duty car! We also have some older ones in the back up trucks. Usually, there are water bottles on the table in the garage. You can get ice from the cafeteria or ER so when doing your truck checks, make sure that your coolers are stocked and ready to go.

I would like to let everyone know that I will be rounding with a focus on patient satisfaction. I would like to remind everyone to use AIDET and manage up the ER.

- A**-acknowledge
- I**- introduce
- D**-duration
- E**-explain
- T**-thank them

Let's be the best department hospital wide when it comes to using AIDET. Remember, patient satisfaction is on our performance center and is everyone's **responsibility**.

The last thing I would like to remind everyone of is to please make sure we keep the base secure. When you are the last truck out, make sure all of the bay doors are closed. It does get hot in the bays with them shut but station security is a must.



NEAL TAYLOR AUG. 3
BEN HOUSTON AUG. 14
CHRISTINA ROTH AUG. 17
MARLIN MATCHETT AUG. 30

THERON BECKER 4 YRS
DON STOCKTON 3 YRS
TIM BRADLEY 2 YRS

Rapid Pulse Positive Comments

Pre-Hospital Services - "Nathan, Levi and Cassandra were great!! They were very caring and compassionate, and I received great care the whole time I was with them!!"

Hickory County Chatter: Alice Roberts

Hello Everyone!

The next schedule runs from Aug. 22nd to October 10th. Please have your availability turned in no later than **August 7th**. The new schedule will be released on August 14th.

If you haven't thought about using your PTO time this year yet, I suggest getting your dates submitted soon. Remember we can only have 2 of the same licensure off at the same time and I hate to have to tell someone that you cannot have the time off you want.

Cedar Co. and Osceola employees: I really need as many of you as possible to help with the open shifts or standbys in your counties. Please let your manager know what you can help with or just shoot me an email and let me know. If you are unsure of what your scheduled shifts are, any manager can access my schedule folder and pull the schedule up. Also remember that anyone can cover an open shift in another station. You are not restricted to just covering shifts in your home base. With football games coming up, we may need some of you to cover games not in your county.

Summer is almost over and school will begin soon. Keep an eye out for young ones crossing the road, excited to be back in school.

Make a plan. Set a goal. Work toward it. But... Every now and then, look around. Drink it in because this is it. It might all be gone tomorrow. – Grey's Anatomy

Stockton Lake/Cedar County: Tom Ryan

What's going on in Cedar County you ask?

We are working on communications and whether it be the radios or dispatch, this is a work in progress and it will make us better and stronger when we get it completed. Hang in there! It will not be long we hope.

Commendations:

Receiving compliments from the public brightens our workday. It helps to offset some of the problems we might encounter during our shifts. Compliments from our co-workers are even more appreciated and really touch us deeply because they are able to make very discriminating observations about what we do. It makes me proud to walk into a store and have someone come up to me and say "Hey! I just wanted to say Thank You to your crew" that came over and took care of them or one of their loved ones. This last month was a busy one and we couldn't have done it without the help of the rest of the fleet that stepped up to the plate and came over when we were all out of the county on calls. Also, I would like to tell Paramedic Tyler Slothower thanks for your compassion and your display of outstanding customer service towards a young patient earlier this year, while on duty. "The level of compassion and humility" you exhibited on and to this young patient is not only above and beyond the call of duty, but serves as an example of care to this young patient. I know and understand that you did not do any of this to get attention or accolades, and it is for that reason that it means so much more than mere words can portray. The parents of this young patient was so very grateful and came by the office just to let me know and to show that he is slowly healing and recovering from his injuries.

I would also like to say Thanks to everyone that helped out with the Eldorado Picnic and or covered the stations while this was going on in our county. This event went on without a hitch this year and everyone had a great time at this event. As we now look at the El Dorado Picnic in the rear view mirror, we look forward to the 2nd annual Stockton Triathlon coming up Aug 02 (GO Neal!!) and we look forward to the Stockton Black Walnut Festival, which is just around the corner. Speaking of corners, guess it goes without saying football season will also start soon. We should be taking delivery of our new ambulances soon and look forward in getting these units in service. The new Stryker Cots have arrived and are at the stations, waiting on the new rigs and while staff finish doing their Healthstreams online on these. We must have 90% completion before we can put them in service.

Remember: Schools will be opening soon so watch out for those little ones and those big yellow school buses. Don't pass one with the Stop sign out; it's just not worth it.

Thanks and be safe and keep COOL!

St. Clair County - Osceola: Don Stockton

Dang it's hot out there! Be SAFE in this heat.

I try to make it a point to advise those patients we encounter who have chronic health issues, especially respiratory or multi systems problems, of the extreme danger conditions we are experiencing now can pose to their health and they should avoid being out in the heat of the day. Partners need to watch each other for signs that someone is getting overheated and take steps to intervene before someone gets in trouble.

Here in the northern territory, we do the majority of our garage and truck duties early in the morning or late in the evening when the garage is not an oven.

We have our full time staffing up to speed and with rotating PRN EMT's, our overtime is down significantly for the first time in a long time.

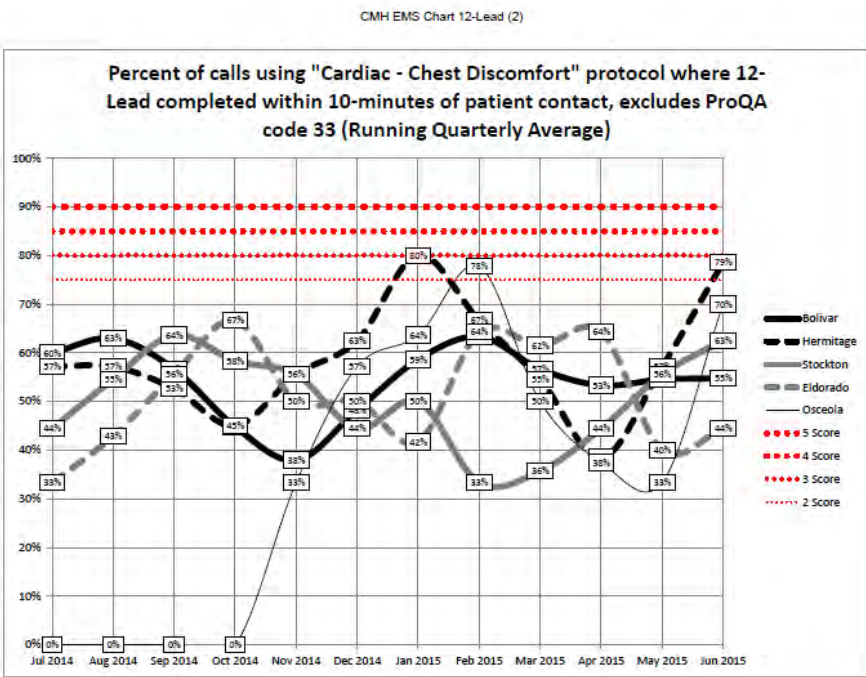
Until we meet again, be safe out there.

Education/Clinical News: Theron Becker

Everyone has done an amazing job of bringing up our pain documentation scores last year. We are going to continue to monitor that, but this year (starting June 2015), our annual evaluations will be based on 12-lead acquisitions within **10 minutes** of patient contact. We've discussed this before and I've shared some numbers and charts. However, it turns out those previous charts included transfers. I've adjusted my formulas so we are now only looking at ProQA codes 0 through 32 where the protocol "Cardiac - Chest Discomfort" is selected. The minimum standard is 90% of the time we should obtain a 12-lead within 10 minutes of patient contact. The sooner we can identify the need for cath lab, the sooner we can relay that information and get the teams spinning up at the destination facility. It can take up to 60 minutes to get a cath lab team ready. If we wait until we get out to the ambulance, get our IV, etc., we aren't giving the patient exceptional care.

The past 12 month's data tells us the following success rates of getting a 12-lead within 10 minutes:

- **Goal is 90% of the time.**
- Eldorado 44% of the time.
- Bolivar 55% of the time.
- Stockton 63% of the time.
- Osceola 70% of the time.
- Hermitage 79% of the time.



I've finished the first draft of the professional development plan for EMS. The team of volunteers that asked to help with the project is meeting soon and we will continue down the road for implementation. Conversations with Neal and Jeff Miller have been very positive and they are supportive of us creating our own plan for a promotional process.

Brice and Steve have been working hard on building a respiratory competency for us in August. It looks like most of our ducks are in line to implement RSI soon after that competency is completed. Some of our hurdles have been protocol approvals by multiple departments and physicians, procurement of paralytics and Ketamine from pharmacy, and failed airways for all patient populations. 100% of staff will have to demonstrate competence in RSI prior to being able to utilize it.

There are two parts of RSI clinical competence:

- The first is successful completion of RSI scenarios at this upcoming competency for EMTs and paramedics.
- The second is live intubation success in the anesthesia department for paramedics. If you miss this competency, you must complete a make-up with me. We will discuss in the competency how the process will work in the anesthesia department.

As in months prior, it is going to be an exciting month for new opportunities to improve providing exceptional, passionate care to our communities.

Thank you for all you do.

Hello CMH EMS,

How is your summer going? Mine has gone by pretty fast. I have been as busy as you can imagine and still managed to dive about once a week. I have gotten to log about 12 hours underwater and I am quite excited about it. It is hard to believe that all of the schools start up again in less than a month. Where does the time go?

I have several things to tell you about. First, we are planning the fall exercise. I am sure this one will be bigger and better than last year. Another thing going on is our radio plans. They look to be exciting in the future. Your radio does more than just talk on the one channel you are used to using. :-)

We updated versions of HealthEMS this month. We have seen two bugs so far. They fixed the error concerning home/residence being critical, however, the other scene descriptions, like street/highway still have the same error. The critical was removed for now until they fix that bug. Also, the vital signs and flow chart keep resetting the time to one minute after patient contact. When you change it, it changes back. That doesn't seem very nice does it? Right now, just try your best to make sure the times are correct and document in your narrative the correct time if the times continually change.

Some of the neat things HealthEMS is doing now is when running a mutual aid call in Polk county you can select, for example, 1740 from the forms view on HealthEMS and the times from Polk Co 9-1-1 are there. This is not a new thing, but I imagine those that work in the counties would not think to look for times when they run a call in a county truck in the big city of Bolivar.

The other thing is a change to the chief complaint field. It now says chief complaint/reason for transport. That might be a better description than chief complaint and help with our documentation for transfers back to a nursing home. We have to document why the patient was seen in the ER, as well as their diagnosis and then document why **they are being transported by ambulance**. It might be that there was no other transportation for the patient to get home.

The last new thing HealthEMS is doing right now is autofaxing. If the receiving facility's fax number is already entered in HealthEMS, it will send the patient report when you export the chart. If you fax it manually and then export it within the next 10 minutes, it will not fax it to the destination facility twice. It will fax it again if there was a change after you manually faxed. Just another neat, new thing to be aware of in HealthEMS.

Have a safe rest of the summer. I hope you are enjoying it.

UPCOMING EVENTS FOR AUGUST

Aug 10 th 630p-930p	Mercy EMS Education Toxicology	Mercy EMS Education Center 1407 E St. Louis Street, Spfd, MO
Aug 11 th 830a-5p	ACLS Initial Day 1	Education Services
Aug 11 th 630p	Respiratory Competencies	El Dorado Springs Base
Aug 12 th 830a-5p	ACLS Initial Day 2	Education Services
Aug 13th 6p	Respiratory Competencies	Bolivar Public Safety Center
Aug 19th 1p	Respiratory Competencies	St. Clair Co – Osceola Base
Aug 21st 9a	Respiratory Competencies	Hickory County-Hermitage Base
Aug 25 th 830a-12p	12 – Lead ECG	Education Services

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