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Notes from the Director's Desk

We are winding up summer season and into football season full bore. Hickory County has been busy and, as it is typical in Hickory County when they are busy, there are 2 - 3 calls at a time causing the on duty crew to be on the road for 14 + hours. Service wide, we have been busy this last week after a short lull in call volume.

HIPPA: HIPPA is about patient's right to privacy. If you are not directly involved in the patient care, you should not access patient information and any conversations regarding the call should only be between staff/health care providers that are involved in the patients care. Remember to not discuss the calls you have been on in public, which includes the cafeteria. We need to be very careful about this. Even if you are in the cafeteria with other CMH employees that are not involved in the particular patient care, you should not discuss the incident. Best practice is not to discuss calls or patient care in public or the cafeteria.

LifeNet is live!! All modems have been installed and tested. It will be very nice to be able to send a clear, diagnostic quality 12 lead EKG to the ER when there is a STEMI or suspected STEMI. Sending the 12 lead and having the Cath Lab pre-activated will help us decrease our door to balloon time or keep it low. To this point, we have raised the bar high. We have recently had a 39 and 24 minute ER door to balloon time. That Rocks! As we learn to use the LifeNet system and refine our procedures, it will help us deliver exceptional care to our patients. See a separate section in this newsletter with instructions on the process. These instructions were also provided to you via email.

In the next 2 to 3 weeks, your Operations Manager will be doing your annual evaluation/Performance Center review. We hope to have all annual reviews done by the middle of September.

We still have 5 open Paramedic positions. We keep beating the brush for Paramedics. Please, if you know any Paramedics, let's try to recruit them.

I would like to thank all those that have helped fill open shifts. We appreciate your time and dedication. We recognize the effort and time you spend at work that takes away from family and free time. Thanks for all you do.

Again, thank you all; I appreciate your hard work,

Neal

First of all, I want to thank everyone for their hard work covering all the shifts we have had open. Your quick responses and dedication to our service helps the managers and supervisors get them filled and able to move on to other responsibilities.

Also, a huge Thank you **Steve Keller** for taking care of ordering the supplies in timely manner. Keeping up with 5 trucks and running calls is a difficult job!

FYI: The bridge west of Long Lane on Hwy 32 is now open so if you are going to Rolla or St. Louis area, you may now use the "short cut" to Phillipsburg. **Be aware**, MO-215 in both directions (Polk County) chip & seal overlay is scheduled from Monday, August 31, 2015 to Wednesday, September 2, 2015. Work will be conducted on weekdays only between the hours of 06:00 AM and 08:00 PM. Expect delays when traveling this route.

I am looking for volunteers to help with tasks and extra duties. Send me an email or come talk to me. I have several new tasks and things opening up that need to be taken care of in our station.

We have hired some new **EMT's**. Please make them feel welcome and help get them orientated to our service.

On September 1st, we are back in the fall and winter shirts. This means we will end wearing our summer shirts and will need to begin wearing our French blue button up shirt. During the evening hours, it will be cool enough to no longer justify wearing the summer shirts. Please get with your partner and remind them!

Face sheets: We are finding face sheets in trucks, on tables in the ambulance bay and in break rooms. I want to remind you that face sheets are HIPPA information and should be kept secure (or hidden away from public view) until placed with the daily log. Please refer to **Neal's section regarding HIPPA**.

That's it for this month. Thank you everyone and stay safe.

LifeNet EKG Modem Transmissions

We are now able to use the modems in the Lifepaks for transmitting our 12 leads. No more tablet usage or pictures!

However, we still must be mindful of cell phone reception. Follow the procedure below as best you are able and there should not be a problem. **This is a very rough draft of the process and can also be found in HealthEMS on the left side in the resources panel.

1. **Acquire 12/15 lead as referenced in protocol Section 8-190 12/15 Lead (EKG) acquisition. Page 165.**
2. **Connect Titan modem to data port of Lifepak.**
3. **Push transmit button.**
4. **Select appropriate 12 Lead EKG to send.**
5. **Select appropriate destination that should receive the 12 lead. The choices are:**
 - a. **CMH Bolivar**
 - b. **Mercy Springfield**
 - c. **Cox South**
 - d. **Future Destination: Lake Ozark Regional Hospital**
6. **Select send.**
7. **Wait until "transmission successful" tone heard from Titan modem.**
8. **Observe for "transmission complete" report printed from Lifepak.**
9. **Connect USB Data Cable to Lifepak data port for use with Toughbook/Getacs.**

Our protocols are in the folder Pre-Hospital/resource book/protocols. This will be suggested to be added to our protocols in this area.

Hickory County Chatter: Alice Roberts

It sure feels like fall weather out there and already I have started to see some of the leaves on the trees behind the house turning into their vibrant fall colors. There are some beautiful places to see in our county when the trees really start to turn. If you get a chance to cross over the dam, look to the north. What a sight to behold on a nice crisp fall morning!

Congratulations to **Brice Flynn**, our newest paramedic. Brice will be finishing out the schedule in Hickory working on a double medic truck. We are all very proud of Brice for working hard, studying hard and following this through to the end.

The Hickory Crews would like to say thank you to Polk and St. Clair County for coming to our aid and running calls while we are on other calls. Our run volume has been just right to keep us from being able to run all of our calls. Many times, we have been on another call or transporting to Springfield when another call comes in and it makes us proud to know that you are catching the majority of them we are missing. I don't foresee, in the future, the call volume dropping, but expect to see it continue to climb. We are currently missing 20% of our calls, with the two other counties catching 17% of those, on average. There is nothing like "keeping it in the family." Kudo's and good job to all.

Crews are more than welcome to stop by our base or hang out while we are gone. Please remember that the walk through door in the garage bay needs to be "pushed" shut when you leave. This day and age, I would hate to think one of the "locals" would come in while we are gone and make themselves at home. Ask anyone in my station, and they will attest that I "scream like a girl," when scared.

Starting September 1st, we are back to wearing our French Blue button/or zip down shirts. Uniform allowance started over June 1st. I noticed while at Kelly's last week, they had some shirts hanging on racks and a bunch over in the alterations office, just waiting to be added to someone's wardrobe. Sorry Ladies, I did not see any of the smaller sizes on hand, so expect when you go, yours will need to be ordered.

"In life we're taught that there are seven deadly sins. We all know the big ones... gluttony, pride, lust. But the thing you don't hear much about is anger. Maybe it's because we think anger is not that dangerous, that you can control it. My point is, maybe we don't give anger enough credit. Maybe it can be a lot more dangerous than we think. After all, when it comes to destructive behavior, it did make the top seven." Grey's Anatomy

Cedar County News: Tom Ryan

Hello again from Sunny Cedar County!

I just wanted to take a moment to say thank you to each and every one of you out there that has helped make our organization the EMS organization that it is today. I feel we don't pat everyone on the back enough, so please accept my gratitude and appreciation.

The Cedar County Staff would like to welcome **Tim Shaw and Missi Painter**. Tim Shaw is coming over as a full time EMT-P to the Stockton Base and Missi is coming to the El Dorado Springs base as a full time EMT-B.

Tim and Missi: We welcome you both with open arms into our family at Cedar County.

We also wish to say good bye to **Tyler S. and Victor Nail**, who are both moving from full time to PRN. Tyler is going PRN so he can further his love of teaching and administering EMS education in SW Mo and possibly, all over the state. Victor is stepping down to be at home with his family more. You both will be greatly missed.

STEMI alerts:

The LifeNet system is live! Don't forget to call the ER after you have transmitted your STEMI and advise them with the necessary follow up information. I know we are anxious to use the new process for transmitting the EKG's so please see the section on page 2 for transmitting. Thanks for everyone helping with this new addition to our system.

New Equipment:

Cedar County new ambulances are at Fleet! Hopefully, it will not take long before we can put them into service. We hope to have them displayed in the Black Walnut Parade. If you have not had a chance to check out the new Stryker cot self-loading system, please take a moment when you are in town or when they are at CMH and check out the system.

ROAD CLOSURE:

MO Route 215 Bridge over Stockton Lake to close week of Sept 8th and will remain closed until May 27, 2016 to replace driving surface or bridge deck. Drivers should follow the signed detour by taking MO Rt 39 south at 215 to Dade County Route Y at Arcola then east on Route Y back to Route 215. Cox EMS – Dade County has agreed to cover calls on the east side of the bridge during this closure.

GOOD JOB TYLER AND BRUCE!!

We want to pass along expressed gratitude from a patient you cared for recently in Jerico Springs who experienced a need for an ambulance. The patient was impressed that you guys responded in a such a timely manner and for the great job you did for them, as well as what you do for our community.

Remember - Summer is not over yet. Even though we have enjoyed some Fall weather lately, we still have some hot weather yet to come. Also, school is back in session so keep an eye on those kids going and coming from school and those big, yellow buses driving up and down our roads.

Clinical News:

Stand by for a bunch of new hires. I've got four currently in orientation and another four that have been hired but haven't started orientation, yet.

- 🇺🇸 **Matt Lee** is an experienced paramedic that is going to be PRN in Bolivar.
- 🇺🇸 **Rob Hutson** is an experienced paramedic that is going to be part time in Osceola.
- 🇺🇸 **Doug Crawford** is an EMT just starting orientation that is going to be full time in Bolivar.
- 🇺🇸 **Robert Frye** is an EMT also just starting orientation that is going to be PRN in Bolivar.

We had 63% of our staff attend our RSI roll-out training last month, which is about our average competency attendance. The makeup for that class is the Saturday morning skills. We've already done a bunch of them, but there are 16 people that I still need to get with. I'll be looking at the schedule in the next several weeks and track you down, don't worry. After that, the torture still isn't over, I'm going to continue driving to each station every Saturday morning to throw down some (mostly RSI) scenarios. Dr. Merk is looking at a few protocol updates and is about 50% complete with them. As soon as we get his signature, we'll work on ordering drugs and LMAs and we should be on the way with RSI.

Next month is cardiac competencies on Sept 17th or 18th. Only 53% of the staff have contacted me to be registered. They will be an all day class and seats are limited. Do not expect to just show up and get in the door. Please register as soon as possible by contacting me. There is a no-show fee if you register and do not show up because they are expecting a full house. Check your email for all the details.

The 2015 FTO class has been scheduled for 10/26 and again on 10/30. I would love for everyone to be an FTO that wants to do it. If you want to be an FTO in 2016, you must attend one of these classes. FTO's are the first impression students and new hires get of our department, so quality people are very important. Experience as an EMT or paramedic in addition to experience as a CMH employee is important as well, so we ask you to be a CMH EMS employee for at least two years, have all of your licenses and certifications up-to-date (that even includes NIMS), and willing to do a little extra work. Next year, FTOs will be used as Subject Matter Experts and quality reviewers. Email or text me if you would like to sign up for either FTO class. I'll send an email with more details like times and location.

Every month, on the second Tuesday at 1400 hours in Education Classroom B, we will be having a quality meeting. We've been having them since March 2013 at Polk 9-1-1. The previous topics have been related to improving systems related to communications, dispatch, and first responders. The group has been small and we've identified and fixed some pretty tough issues. Some of the results from these meetings have been text message dispatches, improved secondary dispatches, dispatch tracking of patient contact time, second night ambulance in Bolivar, ability to import times and run data into HealthEMS, radio ID code display on dispatch consoles, pre-tone notifications, implementation of mayday button, etc. Anyway, we are expanding our scope to include all dispatch centers and take a more clinical look at what we do. Each month, we will pick several calls, listen to the 911 call, listen to radio traffic, read first responder and EMS reports, and do followup from the hospital the patient was transported to. If you were on a call that is going to be reviewed, I'll let you know by email the week before. You are not required to attend, but are welcome.



Aaron Weaver	Sept 4 th
Greg Beydler	Sept 5 th
Matt D'Amore	Sept 14 th

Allen Brotherton	29 years
Brian Whalen	21 years
Morgan Young	14 years
Matt D'Amore	1 year
Matt Tucker	1 year

HealthEMS: Morgan Young

Hello CMH EMS,

As I write this, I am planning two more dives here in Stockton Lake. It is exciting for me, but sad to know this wonderful summer is almost over. I could not have bought better weather at the store.

School has started and so have football game standbys. Fall is coming. It will be Christmas soon enough.

We still have 3 issues being worked on with HealthEMS. They have not contacted me about them lately.

Remember, you must reset your password online at <https://healthems.com> and not on the MobileEMS application. This is creating more problems. If you have any questions, contact your Operations Manager.

Lastly, we have an MCI drill coming up in October. I would encourage all of you to read about MCI's, ICS, and Triage. There are several CMH policies that covers those topics PHS 01-34 & PHS 01-32. . If you have questions ask your EMS Operations Manager.

Please make sure to report any problems or outages to your Ops Manager.

Be careful and have a safe shift.

Morgan

St. Clair County - Osceola: Don Stockton

I have just returned from vacation and the station and rigs are in outstanding conditions. Many thanks to the Osceola staff for making my first day back start off on a good note.

Process improvement projects are moving forward and I am excited to see that the improvements to date are working well.

Rodeo Daze is upon us and the dreaded standbys that it entails along with a fairly active football schedule. Thanks to all who have stepped up to help get them covered.

The demolition of the old Sac building is complete and the new view is pretty cool.

Missi was very patient in holding the newsletter until I got back so this is the end of the update for this month so she can get it finished and out on time.

Be safe out there

Upcoming Events For September

Sept 1st	French Blue Button Up Shirts to be worn on shift	All Stations
Sept 14 th 630p-930p	Mercy EMS Education Hemorrhage & Shock	Mercy EMS Education Center
Sept 15 th	Deadline for Registration: Advanced Burn Life Support	Cost: \$185 Limit: 25 seats
Sept 17 th 830a-5p	Bob Page's 12-Lead ECG Interpretation for Acute & Critical Care Providers	CMH Community Rooms
Sept 18 th 830a-5p	Bob Page's 12-Lead ECG Interpretation for Acute & Critical Care Providers	CMH Community Rooms
Sept 18 th 830a-5p	ACLS Renewal	Education Services
Sept 23 rd 830a-5p	PALS Renewal	Education Services
Sept 30 th 800a-12p	Basic Arrhythmia	Education Services
Sept 30 th 1p-4p	ECG & Pharmacology	Education Services

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