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Notes from the Director's Desk

I hope everyone had a Happy New Year. As we start the year, it is not uncommon to have a resolution for the New Year. If you do have a resolution for 2016, I hope you accomplish your goal.

Some hints for success:

- Break you goal down to little parts.
 - These parts can be, weeks, months, then 90 days and these little parts all lead you to your goal.
- Write your goal down.
- Chart a path to the goal, in little steps, and mark off the parts as you accomplish them.

It feels good to cross off an accomplishment. This helps you maintain your goal and it does not seem so big (and a goal can get very big and daunting.) I put post- it notes or 3x5 cards with my monthly goals in a place I see every day. This helps me maintain my focus.

There is a lot of stuff going on:

IS/Technology: Tom Liberty is now our IS/Technology Officer. He is transitioning into this position. With this change, your base manager will be responsible for making sure you finish and export your charts and that you follow up on charts that have been sent back to you from QA. Tom will be meeting with Morgan and Katie to get up to speed. Going forward, if you have a problem with HealthEMS, contact him and please, only contact him at night if it is an emergency.

Charting/Reports: Please take the time to proofread/review your chart (from beginning to end) to ensure all information is correct prior to exporting. Be sure to be detailed in your charting and narrative. Ask your partner review the chart because a different set of eyes may find errors you may overlook. This will make a big improvement in the accuracy of our charting

Uniforms: As everyone should know by now, we will begin to transition away from the French blue uniform shirt into a navy blue polo, long or short sleeve, with your name and department embroidered on the shirt. In addition, the Performance ¼ zip pull over has been approved, also with embroidery. Please do not order any more French blue shirts. If you would wait to order the polo's for about a month, we would appreciate it. We are working with our local business, Creator Design, to see if they can carry our uniforms. Each base manager will help coordinate shirt orders; this will allow us get a better price on embroidery. I will be asking the Base Manager to put together a ¼ zip order in the near future.

Transfers for CMH: Stay tuned! We have been in meetings and are updating our Dispatch and Transfer Policies. These two polices have been sent for approval. The focus of these two polices is to maintain coverage for 911 responses. We have met with Dr. Merk and he has approved and signed a dispatch protocol to allow us to deviate from the EMD 33 transfer card for transfers from CMH. If everything comes together, we hope to roll it out in January. I will continue to meet with a group from several areas of the hospital to continue to try to transfer non-emergency patients with the appropriate mode of transportation for their condition. This will be an ongoing task.

Final thoughts: We have been busy. We experienced the normal low volume November, but we are back at it full swing in December. The new Polk County schedule will begin with the next schedule in January. We continue to look for Paramedics and anticipate being short staffed Paramedics for the foreseeable future. I appreciate everyone pitching in to keep ambulances in service and available for calls.

- The recent rains and flooding have been challenging to say the least. These events bring with it situations of working with small volunteer fire departments, who have limited volunteer personnel and budgets that do not have the training or resources to meet the communities need when technical rescue is necessary. This puts us in a very difficult position. We know what needs to be done but the resources are just not available. We persevere, even though it is difficult. Please assess the situation carefully and **do not** put yourself or your partner at risk.

- Education began moving the last week of December. In turn, we will slowly move to our greatly needed additional space. Due to logistics, Education will need to continue to use some of the classrooms for a while longer.

Thank you for all you do!

Be safe,

Neal

Twas The Night Before Christmas – ICD-10 Style

'Twas the night before Christmas, when all through the house, Not a creature was stirring, not even a mouse;

W53.01XA Bitten by mouse, initial encounter

The stockings were hung by the chimney with care, In hopes that St. Nicholas soon would be there;

X06.2XXA Exposure to ignition of other clothing and apparel, initial encounter

The children were nestled all snug in their beds, While visions of sugar-plums danced in their heads;
Y93.84 Activity, sleeping; Y92.013 Bedroom of single-family (private) house as the place of occurrence of the external cause

And mamma in her 'kerchief, and I in my cap, Had just settled down for a long winter's nap,

W93.2XXA Prolonged exposure in deep freeze unit or refrigerator, initial encounter

When out on the lawn there arose such a clatter, I sprang from the bed to see what was the matter.

W42.9XXA Exposure to other noise, initial encounter; W06.XXXA Fall from bed, initial encounter

Away to the window I flew like a flash, Tore open the shutters and threw up the sash.

W13.4XXA Fall from, out of or through window, initial encounter

The moon on the breast of the new-fallen snow Gave the lustre of mid-day to objects below,

Y93.H1 Activity, digging, shoveling and raking; X37.2XXA Blizzard (snow) (ice), initial encounter

When, what to my wondering eyes should appear, But a miniature sleigh, and eight tiny reindeer,

Z01.01 Encounter for examination of eyes and vision with abnormal findings; R44.1 Visual hallucinations

With a little old driver, so lively and quick, I knew in a moment it must be St. Nick.

R54 Age-related physical debility; F22 Delusional disorders

More rapid than eagles his coursers they came, And he whistled, and shouted, and called them by name;

R49.8 Other voice and resonance disorders; R49.9 Unspecified voice and resonance disorder

"Now, Dasher! now, Dancer! now, Prancer and Vixen! On, Comet! on Cupid! on, Donder and Blitzen!

W55.39XA Other contact with other hoof stock, initial encounter

To the top of the porch! to the top of the wall! Now dash away! dash away! dash away all!"

V97.0 Occupant of aircraft injured in other specified air transport accidents; W13.0XXA Fall from, out of or through balcony, initial encounter

W22.01XA Walked into wall, initial encounter

As dry leaves that before the wild hurricane fly, When they meet with an obstacle, mount to the sky,

X37.0XXA Hurricane, initial encounter

So up to the house-top the coursers they flew, With the sleigh full of toys, and St. Nicholas too.

Y93.29 Activity, other involving ice and snow; V96.8XXA Other nonpowered-aircraft accidents injuring occupant, initial encounter

And then, in a twinkling, I heard on the roof The prancing and pawing of each little hoof.

W13.2XXA Fall from, out of or through roof, initial encounter; W55.32XA Struck by other hoof stock, initial encounter

As I drew in my head, and was turning around, Down the chimney St. Nicholas came with a bound.

X02.0XXA Exposure to flames in controlled fire in building or structure (fireplace), initial encounter

He was dressed all in fur, from his head to his foot, And his clothes were all tarnished with ashes and soot;

Z59.0 Homelessness; Z59.1 Inadequate housing

His eyes — how they twinkled! His dimples how merry! His cheeks were like roses, his nose like a cherry!

L71.8 Other rosacea; L71.9 Rosacea, unspecified

And the beard of his chin was as white as the snow; His droll little mouth was drawn up like a bow,

L67.1 Variations in hair color

The stump of a pipe he held tight in his teeth, And the smoke it encircled his head like a wreath;

Z72.0 Tobacco use; Z57.31 Occupational exposure to environmental tobacco smoke

F17.290 Nicotine dependence, other tobacco product, uncomplicated

He had a broad face and a little round belly, That shook, when he laughed like a bowlful of jelly.

E66.3 Overweight; Z72.3 Lack of physical exercise

He was chubby and plump, a right jolly old elf, And I laughed when I saw him, in spite of myself;

R29.890 Loss of height; E66.09 Other obesity due to excess calories

A wink of his eye and a twist of his head, Soon gave me to know I had nothing to dread;

H02.043 Spastic entropion of right eye, unspecified eyelid; H02.146 Spastic ectropion of left eye, unspecified eyelid

He spoke not a word, but went straight to his work, And filled all the stockings; then turned with a jerk,

R49.1 Aphonia (Loss of Speech); Z56.5 Uncongenial work environment; Z56.3 Stressful work schedule;

Z56.6 Other physical and mental strain related to work; G47.26 Circadian rhythm sleep disorder, shift work type

And laying his finger aside of his nose, And giving a nod, up the chimney he rose;

He sprang to his sleigh, to his team gave a whistle,

V00.221A Fall from sled, initial encounter

And away they all flew like the down of a thistle. But I heard him exclaim, 'ere he drove out of sight,

W94.29XA Exposure to other rapid changes in air pressure during ascent, initial encounter

"Happy Christmas to all, and to all a good-night."

Happy Birthday!

Scott Jenkins Jan 6th
Cody Liccardi Jan 31st
Tim Bradley Jan 31st

Shared by Morgan Young



Congratulations - Years of Service

Cheryl Kolody 15 years
Eric Davey 2 years
Missi Painter 2 years
Marlin Matchett 1 year



St. Clair County/Osceola: Don Stockton

Greetings from the Northern Territories!

As of this writing, the Osceola staff is wrapping up the final touches on providing Christmas for the family we adopted this year. I am happy/proud to announce that the Osceola staff has ensured that three little kids will have presents under the tree on Christmas morning and a single mother has one less worry on her mind. On a personal note, my wife and I adopted a senior citizen as well and have thoroughly enjoyed buying him the few things on his list and a little extra.

So far, we have been fortunate that snow nor ice have impacted our daily working conditions but the threat is far from over and I have no doubt that we will have our share before Spring. We do have a threat of flooding rains during the holiday weekend and I hope that everyone travels in safety and enjoys the holiday with family and friends.

Those among you who know me well are aware of the recent civil trial in which I was the defendant and charged with negligence. The jury's ruling in my favor brought an end to 8 long years of trying to prove my innocence. In my case, the event took place while I was working. My employers insurance company provided the legal counsel needed to manage my defense. I share this to lend some weight to my suggestion that **we should all carry our own malpractice insurance** as protection against a lawsuit that might not end as favorably as the one that was filed against me. If you have a license to practice medicine, the risk of legal action is all too real. It is also important to note that my documentation on the call, in a case where I had no clue there would be claims made against me in the future, proved to be a vital part of my defense as it supported my sworn testimony. Document, document, document!

Be safe out there!
Don

Upcoming Events for January

| | | |
|--------------------------------|----------------------------|--------------------------------|
| Jan 9 th 8a-5p | EMS Refresher Part 1 | CMH EMS Headquarters Classroom |
| Jan 10 th 8a-5p | EMS Refresher Part 2 | CMH EMS Headquarters Classroom |
| Jan 11 th 630p-930p | Mercy EMS Education | Mercy EMS Education Center |
| Jan 13 th 830a-5p | ACLS Renewal | CMH Education |
| Jan 16 th 8a-5p | EMS Refresher Part 3 | CMH EMS Headquarters Classroom |
| Jan 17 th 8a-5p | Paramedic Refresher Part 4 | CMH EMS Headquarters Classroom |
| Jan 23 rd 8a-5p | Paramedic Refresher Part 5 | CMH EMS Headquarters Classroom |
| Jan 24 th 8a-5p | Paramedic Refresher Part 6 | CMH EMS Headquarters Classroom |
| Jan 26 th 830a-5p | ACLS Initial Day 1 | CMH Education |
| Jan 27 th 830a-5p | ACLS Initial Day 2 | CMH Education |

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

Request off for new schedule: OVERDUE

Availability Due by: **January 3rd**

New schedule out: **January 8th**

Hickory County Chatter: Alice Roberts

HAPPY NEW YEAR!

What a wild roller coaster ride 2015 was for us all! Did you follow through on your 2015 New Year's resolution? New Year's, depending on your culture and tradition, is different for each one of us. I hear that some eat black-eyed peas in hope of good luck. Other's watch football games with family and friends, or are you one of those that would rather work on the ambulance and spend time with your co-workers and earning that time and a half?

As a youngster, in a time with no internet, cell phones etc., staying up and watching the drop of the ball at the Times Square was a big highlight each year. This tradition was first started in 1907 and the ball is dropped at 11:59pm Est. with millions of people watching and making New Year's resolutions still to this day.

What is your tradition? What resolutions do you make? Do you follow through or give up within a day, week or month? What is your 2016 resolution going to be?

If you do not have one or would like to make one for the first time this year, I have a few ideas and suggestions for you:

- * Getting to work on time.
- * Remembering to clock in or out.
- * Making sure your station duties are done.
- * Finishing your trip tickets prior to leaving .
- * Washing and cleaning your truck at the end of your shift.
- * Managing your time better while at work.
- * Be more encouraging to co-workers.
- * Set aside an hour a day to read educational material that pertains to your job.

The list could go on and on. Pick something or nothing, the choice is yours, but I encourage you to find something that will help make you a better person, a better spouse, a better friend, and/or a better co-worker.

With that said, I want to thank each and every one of you that work for CMH as we say good bye to 2015, and hello to 2016.

"We spend January 1 walking through our lives, room by room, drawing up a list of work to be done, cracks to be patched. Maybe this year, to balance the list, we ought to walk through the rooms of our lives...not looking for flaws, but for potential." -- Ellen Goodman

Education/Clinical News: Theron Becker

A few big events are going on now. We are moving into the old education space in the Bolivar station. New protocols are printed and being distributed to trucks, stations, and individuals. Cedar County board approved \$31k to upgrade their radio system to digital.

We are transitioning to start taking over the scheduling of education classrooms in our building. Over the next several months, education will still be having classes down here but they will be moving more and more to their building as they get licenses and other requirements updated. But, we will have more access to these classrooms than ever before and they will almost fully be "ours" to use, eventually.

The radio upgrade project in Cedar County will take several months but I expect around April to be migrated to a digital network. This will include a completely new repeater in Stockton, upgrades to the Eldorado repeater, and upgrades to Cedar Dispatch. We will pick a day as we get closer that will be the switch-over day. Until then, we will be analog just like we are now (with poor coverage, limited functionality, and the old Kenwoods will work). After that date, we will be digital (with better coverage, increased functionality, and only Motorola MotoTRBO radios will work). *If you are in an ambulance from another county with a Kenwood or old radio, you will need to talk to Cedar Dispatch on the Local Government channel after the switch-over date.* Part of this update is improved hardware and procedures at Cedar Dispatch. They've been adding pre-alerts and will start tracking times, run number, and mileages to get rid of the pen and paper method we are currently using in Cedar County.

As we migrate other service areas to MotoTRBO, we will have several advantages:

- 🔥 Nosy people in scanner land will no longer be able to hear our radio traffic because it has advanced digital encryption, similar to the same standard used by Federal agencies, and will be HIPPA compliant.
- 🔥 You will be able use a handheld radio at the bedside in a residence (in most areas) and talk directly to a RN or MD in the ER to activate cath lab, etc. Even in areas without cell coverage, you will have [a good chance to have] communication ability.
- 🔥 Enhanced text messaging and alerting between radios.

Anyway, if you are interested in learning more, we have several radio nerds throughout our organization you could ask. We nerds don't get to socialize much, so having someone ask us about radios would probably brighten our day.

On a different subject, we have two times that we do a poor job of tracking that I would like to improve:

- 📄 Dispatch time.
- 📄 Patient contact time.

Polk County and, soon, Cedar County, is/will be tracking dispatch and patient contact time for us. Please try to get in the habit of calling patient contact time on the radio on every call, even in counties where they don't track it for us. In Hickory and St Clair, I'm not sure how to fix the problem. It may simply be a piece of tape on your leg, a cell phone app, or carrying the clipboard with you. But, please try to improve those numbers for us.

Cedar County News: Tom Ryan

As this wonderful year draws to an end,
I send these notes to coworkers and friends,
So thankful are we blessing and galore,
To know and work with each and every one we adore.

Winter is upon us and so is the silent killer, carbon monoxide (CO). CO is an odorless, colorless gas that can pass through porous material of finished walls and ceilings to seep from room to room or dwelling to dwelling in a multi-unit building. Approximately 500 deaths occur yearly in the United States from non-fire related CO exposures with the majority occurring in winter.

Carbon monoxide (CO) is generated during the combustion of fossil-fuel by any piece of equipment or machinery with a combustion engine. Home sources include malfunctioning fuel-burning appliances, such as gas furnaces, ranges, or water heaters. In the winter, people get into trouble by bringing charcoal grills, gas space heaters, or fires indoors. Fireplaces with blocked or faulty chimneys or flues can cause dangerous amounts of CO accumulation. Additionally, during power outages, portable generators operated inside a house, crawlspace, or garage cause deaths every year. In some areas, law requires carbon monoxide detectors in every dwelling having a fossil-fuel burning heater or appliance, fireplace, or an attached garage. However, noncompliance and lack of education about the dangers of CO are problematic.

CO causes nonspecific symptoms that require a high index of suspicion to make the diagnosis. CO binds to hemoglobin and blocks the ability of hemoglobin to carry oxygen. Because of the vague symptoms, CO can be misdiagnosed as an influenza-like illness or gastroenteritis. **Common symptoms include headache, nausea, dizziness, ataxia, and weakness.** Prolonged exposure or higher levels may result in confusion, seizures, loss of consciousness, or coma. The gold standard for diagnosis is measuring the blood CO (COHg) level using a CO-oximeter. Since COHg levels decline after removal from exposure, normal or slightly elevated COHg levels do not rule out exposure. Pulse oximetry is of limited value because COHg is misinterpreted as oxyhemoglobin.

In suspected exposures, initial resuscitative efforts focus on removing the patient from the exposure source, stabilization of vital signs, and administration of 100% oxygen. Patients should be transported to the nearest facility for continued care.

Thoughts to remember:

- 🚒 CO exposure is common.
- 🚒 CO is misdiagnosed as the flu or gastroenteritis.
- 🚒 Be vigilant for exposures during Winter if more than one person is experiencing similar symptoms.
- 🚒 If symptoms occur spatially related to a potential source, then consider CO exposure.
- 🚒 Pulse-oximeter is inaccurate for detecting CO.

Board Notes

The board is reviewing the 2016 budget. They will advise during the January 2016 meeting what they want to approve for the next year. We did listen to each and every one of you who submitted ideas from the Stop Light report. The Board did decide in the December Meeting to approve the Auto Insta Chains for both of the new ambulances and to also install the Mass Casualty fasteners in both new ambulances as well. We are contacting ARV and will schedule this in Columbia within the next few weeks.

Personnel:

Please say a prayer for our very own **Bruce Fugate** for a speedy and safe recovery from his illness that bestowed him during the last few weeks which resulted in surgery. He is at home recovering and would love to hear from each and every one of you. Also, we are glad **Greg Beydler** is doing well and back with us!

Cedar County also will be saying goodbye to Tammi Clark as she is stepping down to PRN effective the end of this next schedule and welcome Sheila Day as she will be coming to Cedar County full time and working in the Stockton station.

I want to thank each and every one of you that work for CMH EMS as we say good bye to 2015 and hello to 2016. Please remember to **say a prayer for those that didn't make it to** the New Year.

HealthEMS: Tom Liberty

Hello all,

I hope everyone got to spend time with their family during Christmas. I want to thank you all in advance for your patience while I transition into my new position. It will take me a little while to know more of the "ins and out's" of this system. I may not have the answers for your problem right away but, I will do my best to find out and get back with you as soon as I can.

Remember to be safe on bad roads so you can make it there and back safely.

Thanks,
Tom L.

Polk County News: Aaron Weaver

Good job goes out to the crews that worked the weekend of the typhoon. They had to deal with a double whammy; lots of cold water along with cold air. You guys did very well. Thank you for staying safe and taking care of everything.

I want to touch base again with the performance center (our evaluations). The quality portion of the performance center is 12-lead less than 10 minutes after patient contact. Pay close attention to patient contact time. You can radio to dispatch and state "patient contact" **and** the time will be kept by dispatch. Work as a team on getting 12-leads done. Make it standard practice to take the monitor with you.

It is winter in the Ozarks. Be careful with winter conditions. Stay warm and stay safe.

Missouri Department of Transportation has a phone app that updates road conditions. It's pretty handy app to have.

I would like to thank Steve Keller on the great job he is doing taking care of supplies. He has kept us far enough under budget that we were able to order some new equipment and this is one step closer to standardization.

Thank you to the crews for the hard work and the many hours that you have put in to keep us up and running.

