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Notes from the Director's Desk

I will make it brief this month. It is hot! When you start your shift, get clocked in, get your truck ready to go, do your station duties, and get inside where it is cool. Make sure to take in plenty of fluids. Keep your ice chest filled up and have plenty of bottled water available. Put a towel or 2 in the top (inside of your cooler) because they will come in handy if you get to hot or you have a patient with a heat emergency.

Jeff Miller and the Operations Managers have reviewed the Employee Survey results. We are working on improving communication. We use email to communicate. **Please check your CMH email on a regular basis.** Jeff will begin writing a section in the newsletter and this month will be his first article. We will continue to do rounding. We will listen and use your input to move the department forward. We will continue to use Staff Meetings as a time to communicate what is going on in the CMH organization and the EMS department. In my discussions with staff, a common theme is it is too long (staff meetings). I will continue to condense it, but still include the high points. We will continue to improve.

Rolling out changes has not been consistent. We are drawn to EMS because we are people of action. The management staff, like you, wants to take action and move stuff forward. We have to learn discipline in making changes and rolling stuff out. We will improve the roll out process. When we have big changes, we will use a 3 to 4 week roll out period. If we have small little tweaks, we will use a 2 week roll out so we can get it in place and move on. With our rotating schedule, this should be sufficient for small changes.

We need legible signatures X2 on all patient care reports. **Both** crew members need to sign the run report. EMS is a team sport and both staff on the call need to sign the run report. This acknowledges that you were part of the team that took care of the patient. Our run report is part of the patient's permanent medical record, so it needs to be thorough and accuracy is important as it reflects how we provided patient care. Your signatures need to be as legible as possible (as it can be) on the touch screen. Your signature should bear a resemblance to the signature on your driver's license.

I want to thank you for the all the kind words and show of support with the passing of my Mother. It means a lot to me. This weekend my family will get together and celebrate my Mother's life and the beginning of a new chapter for our family. Again, Thank you.

Well, that is it for this month. Short, sweet, and to the point. I appreciate what you all do, and I thank you for the job you do.

Please be careful!

Neal Taylor A.A.S. EMT-P

Director, Emergency Medical Services

Message from Jeff Miller

I would like to thank you for allowing me to write and communicate with you in your monthly newsletter. We have taken note of the annual employee satisfaction results and see communication needs to improve, so I would like to update you on a few items. But first, I would like to introduce myself to some of you I have not had the privilege to meet.

First and foremost, I am a Dad to three lovely daughters. I have lived in the Bolivar area my entire life. I love to have fun and surround myself with positive people that enjoy work and life in general. I love anything that involves the water and love to fish. I don't get to do it often enough, but who does! I love to work and consider myself a very driven individual who truly believes we can be the very best healthcare and EMS system in the nation. But, I also know that this is only possible when everyone works as team for the common purpose of providing exceptional, compassionate care on every encounter, no matter the circumstances.

I received my undergraduate and Masters' degrees in Business and Health Administration at Southwest Baptist University. I have worked for CMH for 20 years. I began in Human Resources and Marketing, then moved to long-term care administration for 7 years. I then worked as Administrative Director of Support Services and Home Care Services for 6 years and have been acting as COO for the past 6 years. I choose to work for CMH because it is a great organization that is patient centered and it's a great environment to work where employees are empowered to make a difference in the communities that we serve. I realize it is not perfect; no organization is, and sometimes the lack of financial resources makes it difficult, but it is still a wonderful place to work and receive care because of the great environment and employees we have.

That's more than enough about me. Now for the updates:

- First, congratulations on contributing to the success of the organization. We hit our balanced scorecard goal of 6 and we will all be rewarded with a 1% bonus of your annual compensation last year. This may not sound like much but given the size of our organization this will be approximately a pay-out of \$750,000. That's a huge reward and we are very excited to be able to reward you for your hard work.
- Neal, your base managers and I have been working for quite some time to try and get lunch paid for your department and we were so pleased that this is now in effect and you will be paid for your meals. A big thank you to Neal for his effort to help make this happen during our budgeting process, and of course Mr. Babb and the board for their final approval.
- We were also able to get a BLS ambulance approved during the budgeting process. This should be a great help with mental health transfers, etc. and free up other ambulances to ensure we are able to respond promptly to emergency calls.
- Emergency Management continues to demand more attention with increased regulations and the overall need for more preparedness in the world we live in today. We are excited that Mr. Babb has also approved a position for an Emergency Management Director. We are unsure when this will be posted but we do believe it will be this fiscal year.
- We will be painting the Polk County base in the near future to spruce it up. I know the Polk County base has been in need of a facelift as well as some new furniture. We anticipate being able to remedy this problem this fiscal year. I know that this will be a welcomed update to the department.
- Lastly, I would like to touch base on strategic planning. Your managers and I have been meeting to discuss the future direction of EMS and have created several action plans to move the department forward in a positive manner that should address employee, quality, service, and financial issues. I am sure we will be calling upon several employees to assist with these action plans as we move forward. Strategic plans take time and effort but I know we will be making progress and therefore, making the department better.

Feel free to let me know what you are thinking. You can email me or call me at X6500. Thank you for your time and consideration and most of all, thank you for making CMH a great place to work and receive care!

Jeff Miller,
Chief Operating Officer
Citizens Memorial Hospital

Polk County News: Aaron Weaver

Good news everyone! We will start the BLS truck this month and are looking at an August 3rd in service date. 1790 will run 4 days a week, from Noon to 2200. I'm sure there will be times when the crew must be held over but, based on data gathered, those hours of operation are when the majority of BLS transfers occur.

More good news - we are going to be able to hold LDT psych transfers over night when we have the BLS truck operational the next day. We will continue to follow the psych transfer decision tree. We are happy to have be able to have a BLS truck as it was generated from the rounding form and from employee comments.

Brice, Mike D, Jason, and I are finishing up the tag system for checking the trucks. The policy and tag system should be in place by September. I will send out more details in coming weeks.

I sent out an email the other day reminding everyone to start getting run numbers and documenting service calls. We already get run numbers when we are a dedicated unit on Standbys and we would like to track more of what we are doing in the community. So, if we do non-dedicated standbys, we would like a run ticket done. This includes public relation events at schools, preschools, fairs, and festivals. I would like this started ASAP. I appreciate your cooperation in this matter.

We still need equipment failures reported as well as an incident report done on the equipment. This includes ambulance or mechanical problems. This has dual purpose: We want to track the failures/breakdowns but we also want to cover our own bottoms. Incident reports will help us show a pattern with equipment and enable us to have the proper documentation when asking to replace items that are frequently repaired. Again, thank you for the cooperation.

I will be reviewing PCS forms. I would like for every PCS form copied, with a run number written on it, and placed in my box. I would also like for you all to take it a bit further- if the PCS form is not correct, please make a note on the copied PCS form and put it in my mail box or slide it under my door.

I want to take this time to thank everyone for the extra hours they have been putting in for our service. **Jaymes Hall & Goldie Masters** have picked up several continuous shifts in Polk County and we do appreciate the help. My apologies if I missed mentioning anyone!

Thank you,
Aaron Weaver, Paramedic
Operations Manager - Polk County
CMH EMS

In Polk County, please park in the front (East) parking lot. **Do not park on the south side of the building at any time.** This parking area is for the construction, cabinet shop, and sign shop staff.



Please do not park ambulances against the south retaining wall. Park the ambulances in the front parking lot. This will decrease the likelihood of them being backed into or hit by traffic that uses the front access.

Your cooperation is appreciated.

Upcoming Events for August

Aug 8 th 8a-530p	Advanced Stroke Life Support	*Cedar County Memorial Hospital, El Dorado Springs
Aug 8 th 630p	Mercy EMS Education CEU Night	Mercy EMS HQ/Education 1407 E St. Louis, Spfd
Aug 10 th 830am-1230p	12-Lead EKG	**CMH Education (417) 328-6769 for registration
Aug 11 th 830a-5p	PALS Initial	**CMH Education (417) 328-6769 for registration
Aug 12 th 830a-5p	PALS Initial	**CMH Education (417) 328-6769 for registration
Aug 18 th 830am	Cedar County Staff Meeting	CMH EMS Ambulance Base – Stockton, MO
Aug 26 th 830a-5p	ACLS Renewal	**CMH Education (417) 328-6769 for registration

* Register at www.4944ems.net

**CMH Education Services email: education.services@citizensmemorial.com

**Registration is through CVENT www.memsa.org/conference-expo For more info call (417) 861-1261

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

Next competencies are October 3, 6, 11 Topic: CHF

HealthEMS: Tom Liberty

I hope everyone is having a good summer and getting to spend some of the time with family.

We have a few changes coming in HealthEMS.

- ✓ We are going to change the second signature from "Vehicle Driver" to "Second Crew Member." I know it is a small change, but we MUST have both crew members sign the tickets for not only billing purposes but other reasons as well. Please make a special effort to ensure your signature *closely* matches your signature on your driver's license.
- ✓ We are adding a third signature location for any third crew member on that call. It is for anyone else that rides on the ambulance besides the regular crew. Examples are: rescue, nurses, students, job shadow, new hires in orientation, etc.

The changes will come soon and I will email everyone a few days before they come out.

Thanks!

Tom Liberty

Technology Officer



Congratulations

Total Years of CMH Service

5 years: Theron Becker

4 years: Don Stockton

1 year: Robert Frye



Happy Birthday!!

NEAL TAYLOR AUG 3RD

JOHN SHAVER AUG 6TH

ROB HUTSON AUG 16TH

TINA CRAIG AUG 26TH

CHRISTINA ROTH AUG 17TH

CMH has received the:

Mission Life Line 2016 Silver Plus Award

Criteria:

- * At least 75% of STEMI patients treated:**
- * D2B < 90 min**
- * EMS Transferred – FMC2B < 90 min**
- * ASA within 24 hours of arrival**
- * ASA at discharge**
- * Beta Blocker at discharge**
- * Statin for LDL > 100**
- * ACEI/ARB at discharge for LVSD**
- * Smoking cessation counseling by discharge**

CMH Overall Composite Score for these measures: 85%

PLUS Award – Referring Facility FMC2B < 120 min

Congratulations! EMS is a big part of this. We help by pre-activating a STEMI and decreasing the door to balloon (D2B) time.

Schedule Information!

Next Schedule will be from August 21st through Oct 1st

Schedule will be published on August 12th

Request off Due: PAST DUE

Availability Due: August 5th

PTO Requests October 6th to December 31st

EMT-B's:

Now that we are fully staffed with EMT-B,
all 2016 PTO MUST BE USED by the end of the year.

There will be NO EXTENSIONS allowed.

Plan your mandatory time off NOW!

Please review the Google vacation schedule prior to submitting your request off!

Your Manager can assist you with access.

Why is ^{accurate} data ^{and timely} important to CMH EMS?

Why is data important to CMH EMS?

1. Accurate and timely data reduces risk. EMTs and paramedics perform high-risk procedures and are placed in harms way. We must document these risks correctly so we can recognize and correct problems. (Garza, 2013)
2. Accurate and timely data improves patient care. What medications should we carry on our ambulances? Where and when should we deploy ambulances in the community to be where we are needed most? These are the type of questions data can answer.
3. Accurate and timely data can benchmark our department's performance. If our medical director came to us and said he does not want us intubating patients anymore because paramedics are not good at that skill, how can we respond? If that happened today, we would not have data to refute his claims.

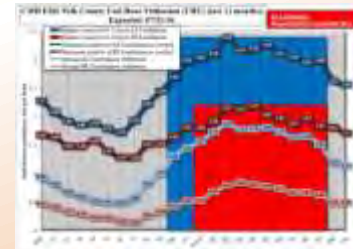
"Accurate and timely completion of patient care reports [is] critical to patient care, quality improvement, and accountability."
(National Highway Traffic Safety Administration, 2015)

Here are some specific examples of how CMH EMS has used data in the past few months:

- Some local fire departments were requesting to no longer be dispatched to Bravo-level calls while other departments were requested to be dispatched to Alpha-level calls. The question was asked if dispatch priority reflected patient condition and was a good indicator if rescue was needed. CMH EMS conducted a retrospective study and determined that there was a strong correlation between dispatch severity and patient severity. Charlie, Delta, and Echo calls had severely ill or injured patients while Omega, Alpha, and Bravo calls had less severe patients. (Becker, 2015)
- We were approved to hire EMTs and staff a BLS truck. As part of the request for these positions, we had to justify the need and demonstrate what days of the week and what times of the day a BLS truck was most needed. Looking at dispatch times is not enough, we needed to know details of dispatch time through in-service time in addition to the location of pickup, destination location, and patient information.

This study can be found at

<https://goo.gl/SYTMZW>



(Becker, CMH EMS Polk County unit hour utilization, 2016)

How can you help improve our data?

1. Understand the importance of quality data and appreciate how good data improves your working conditions and patient care.
2. Be diligent in documenting correctly. Is a lift assist a PRC or a No Care Needed? More than likely, it should be a PRC. Review the documentation protocol to make sure you are documenting correctly.
3. Overall, don't take the easy way out. If you are canceled en route to a call in the middle of the night, it is easy not to do any report because you can get away with it. No one will probably ever know. However, if you want more help at night with more ambulances, it will never happen if the data does not show a need.

Bibliography

- Becker, T. (2016). *CMH EMS Polk County unit hour utilization*. Citizens Memorial Hospital, Bolivar, MO.
- Becker, T. (2015). *Predicting actual patient severity with priority dispatch code*. Citizens Memorial Hospital, Bolivar, MO.
- Garza, A. (2013, August 1). What is data good for? *EMSWorld*.
- National Highway Traffic Safety Administration. (2015, September). Experts discuss the importance of EMS data during NHTSA webinar. Retrieved July 25, 2016, from <http://www.ems.gov/newsletter/september2015/data-importance.html>

Health & Fitness: Brice Flynn

Hello all,

I sincerely hope that the summer has been enjoyable for each of you. There have been quite a few new hires this past month and most of them are very up to speed. I have had several ride with me and I have learned several things from each of them. I reviewed the QuickTrach II with one paramedic and learned several points of importance while doing so. I encourage each of you to take a look at the items on the ambulance that you have never used, hope to never use, or don't know how to use; so that you may learn how to use them and teach someone else what you have learned. We are only as strong as our weakest link and all need to refresh our skills to provide the most excellent care possible to every single patient.

"Every action we take is intended to prepare for or actually deliver service to people who may be facing the worst days of their lives."

--Chase Sargent

With that being said, I have been working with several people on an ambulance equipment/compartments tagging system that should make checking your ambulance simpler. I hear some groans out there, but once the project is complete there should be no question about what is on every CMH ambulance. If there are deficits, it will be easy to track what is missing and get your ambulance fully stocked. The goal is that you will be able to look into an ambulance and know that each cabinet and bag that has a seal on it (like our narcotic seals) is completely stocked. The total ambulance inventory has not been updated in several years and is currently being updated. This will be one of our "growing pains," but will make us a better organized department.

The last update is in regards to health and fitness. You will be receiving links to videos to watch on YouTube to begin the educational process. These videos will include nutrition, posture, lifting techniques, stretches, and exercises to perform while on shift. There will be exercise posters and fitness equipment arriving at all stations soon. I want this equipment and posters to be placed where you will use them. Put the equipment in comfortable places, not out in the Osceola Oven. As you use the equipment, know that it's okay to get sweaty and sore, but if you do have a medical condition or pain when performing the exercises, stop doing them. Pain is a signal your body is giving you that something is "out of whack" and lots of things can be helped simply with corrective exercises or stretches. Don't hesitate to take care of your body, it's the only thing you have complete control over.

Brice Flynn, NRP, AAS, BA
Health & Safety Chief

Special Operations: Morgan Young

Hello CMHEMS,

As I try to catch up on admin tasks, two of the things I need to do today is write this newsletter, and read the intelligence statements and bulletins that have come out lately. Cody and I get these bulletins from the Missouri State Highway Patrol Fusion Center. Neal also gets several of these types of bulletins. I have mentioned "be careful" so many times on social media and in this newsletter, that I wonder if I say it too much. So, I thought I would just list some of the events they talk about.

- Guy fakes motorcycle accident on I-430. Two nurse stop (first respond?) to help and the guy pulls a gun and robs them.
- Pokemon Go is a new app on cell phones that encourages kids to get exercise and walk around outside to find various things. Basically, it's a scavenger hunt/exercise app. However, different agencies have found kids in places they should not be trying to find objects from the game. There are reports of assaults, robberies, injuries, and even stabbings and sexual assaults in the short time since the game's release. One young woman even found a dead body.
- Unmanned Drones (UAS) have been advancing by leaps and bounds. They are now able to be controlled via internet and 4G from anywhere in the world.
- People using vehicles to ram bystanders. This recently happened in Nice, France. This isn't a new tactic; it has been happening since at least 2004.
- Ransomware Attacks: Hospital's entire database/server was encrypted by someone else, and the hackers sent a ransom note.

All of these things together make the world a more interesting place. Be careful and watchful of the things around you. Situational Awareness is always important. There is a large amount of these types of documents that the supervisors get notified of in the F Drive, Pre-Hospital, FOUOFile Folder.

\\appsrv-4\cmhdata\Depts\Pre-Hospital\FOUOFile

Please take note of the following Eight Signs of Terrorism and report suspicious activity immediately:

- Surveillance
- Elicitation or Gathering Information
- Testing Security Personnel or procedures
- Funding/Financing
- Acquiring Supplies
- Suspicious Persons
- Trial Runs
- Deploying Assets

Be Careful,
Morgan Young, A.A.S. CCEMT-P I/C
EMS Special Operations Coordinator

Hickory/Osceola stations.

We are hitting a busy time of the year with standbys galore....Lucas Oil and 6 different high school varsity football game coverage, chuck wagon races, and a Christian Concert. All hands on deck from mid-August to October. Hopefully, we will get a break after that until April. We have really appreciated all the help we have received this year with Lucas Oil.

I want to welcome all of our new hires who have been through the Hickory and Osceola stations. Each one of you bring special talents to our service. I can't wait to see what is in store for you here as you become familiar with our service.

Hopefully, by the time this comes out, we will have some answers from the lab as to why we are having so many failures to our Accuchecks. Please remember to do an incident report every time you have a failure. We have been making some changes to Osceola and will continue to do so over the next several months. Standardization among counties has been a topic of discussion at our meetings and we will continue to strive working towards that.

Remember to make every effort possible to be at competencies and staff meetings. We had some low turn outs at competencies this go around, but had really good attendance at our staff meetings.

I greatly appreciate all the hard work that each of you have put in, covering shifts, station cleaning, and station duties. Keep up the good work!

Until next time,
Alice Roberts EMT-P
Hickory County Ops Manager
St. Clair County Interim Ops Manager

Start spreading the news!

EMS ACADEMY

This class will equip students with all the education needed to be a high-performing EMT and a desirable candidate for employment.

Sept. 7, 2016 - March 8, 2017
Monday and Wednesday Nights, 6-10 p.m.

Cedar County News: Tom Ryan

Personnel: Patient sends Thank You

I wanted to first take a moment and thank Mike Minter and Dawn Sloan (treatment and transport) and Missi Painter and Morgan Young (responded to assist) for the great care they gave a patient in June. The patient took the time and wrote a Thank You card for the crews. As you and I know, we don't get that every day from patients we transport so THANKS! JOB WELL DONE!

El Dorado Springs Picnic has come and gone. Thanks to ALL THE STAFF (Missi Painter, John Shaver, Mike Minter, Charlie Wallen, Cassandra Pruitt, Eric Childress, Tom Ryan, Cheryl Andrew) that made this possible and went above and beyond to pitch in and help with this HOT, HOT event. Thank YOU very much! We could not have done it without YOU!

Stockton Triathlon is now just days away and we can't wait! #1: I hope we have cool weather (ha ha! Right!!) #2: I hope we have all our trucks back from fleet and working. We have the crews, now just need the trucks.

Equipment:

710 was in an accident in July. We are glad crew was not injured. This was just a reminder to "WATCH OUT FOR THOSE DEER!" Slow down and be on the alert, especially where MoDot has not mowed along the ditches. Be Safe.

New Life Vest: Who would have known that only a few months after getting our new life vest, our very own Cassandra P would be jumping into Stockton Lake to help save a life from a Jet Ski accident in July. We are glad all worked out well with that call. Even one of our own Board Members jumped in to help! Thank You!

A Stryker Cot service tech was in Cedar Co last month to do yearly maintenance. They advised to watch when transporting large patients and not to let them push themselves up towards the head of the cot. We had to have one of our cylinders replaced and it took several hours to repair.

New Lucas II units are in and at the stations. As soon as everyone completes their Healthstream, we can put them on the trucks. They are one of those pieces of equipment we are glad we have and hope we never have to use. PLEASE DO your HealthStream. If you come over and fill in on a shift, you will be able to use one of these units properly and efficiently. The Healthstream is very informative and great information to know before you have to use it.

Cedar County new repeater system will be coming online within the next couple weeks with all new equipment and frequencies. We hope this helps dispatch as well as our trucks and is a great start in upgrading the CMH EMS Radio system.

Just a few notes from the Board:

Sue Rice has announced that she is moving away from Cedar County and will be stepping down as a Board Member. We want to thank her for all of her years of dedicated service she has given to be on the board and helped push the District in the direction they are going. I hate to think of where would we be without her! Best wishes Sue!

We also have two new Board members on the Board. Byron Hamilton will be filling Fugate's position from east side of El Dorado, and Keith Kasco will be filling Jerico Springs open position that just opened up due to that board member who became sick and is now in a nursing home at a young, young age. She was only on the board for a couple months before she became sick. We wish you the best!

We are talking to the Board about replacing all the recliners and couches at both stations. This is a work in progress. Cross your fingers; especially if you have ever had to sleep on one of those couches. LOL.

Just a few thoughts off the top of my head from the Vacation Station:

Don't forget school will be starting soon! Keep an eye open for the big yellow buses, and watch out for those "Stop Signs" and little kids who are anxious to get home and don't look both ways!! And, with the beginning of a new year of school comes Football Games!! "GO TIGERS"

Be safe out there!

Tom Ryan, EMT-P

Cedar County Operations Manager