



NOTES FROM NEAL

Here we are, getting ready to move into Fall. We continue to see few Paramedic applicants. I am working with Jeff and Jeremy to see what steps we can take to overcome our shortage of Paramedics. CMH is a good place to work. Theron hears three things from new hires at his orientation exit interview.

1. Feels like Family
2. Good culture
3. They feel appreciated

This is a direct reflection on all of us. CMH EMS is a great place to work. We have our struggles like every place, but in the end, we are a family, our culture reflects service to the community, and our goal of exceptional patient care keeps us moving forward. You are appreciated for the person you are and the job you do.

I am not a real fan of polices, but we have to have them. They help guide us, state what actions we should take, and they define for what we are accountable. They are directions on the road map of our job.

Would it not be great if we could have only 3 polices? If we are guided by CMH Guiding Service Principle, we only need 3 polices. That is, unless you talk to JCHAO, BEMS OSHA, and a few other bureaucracies.

Ideally, an EMS organization would only have three policies:

1. Be all you can be.
2. Treat all patients like your mother.
3. Feel free to think on your own.

Of course, this is not a perfect world. But... if we do this in our lives and at work, how far could we go? Please add these to your internal policy book. It will take us a long way. As you grow in your profession and the organization #3 becomes easier. Feel free to think on your own can be guided by the goal of providing exceptional compassionate care.

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FROM THE DESK OF THE C.O.O. JEFF MILLER

“If you don’t know where you are going, any road will take you there.” This is a quote by Lewis Carroll. It is very important to plan for your future and to create a road map to get you where you want to be and what you want to accomplish. This is why our organization is in the midst of its strategic planning process. We are creating our road map for success. I will update you on action plans as we create them to move us closer to our destination and achieving our goals.

We are also creating a road map for the EMS Department and assigned action plans to individuals that will be reporting their progress in the near future. More information will come regarding this in the coming months.

We all know that staffing shortages in the EMS world has had a dramatic effect on CMH and each of you as individuals. For those of you that continue to step up and help cover shifts I would like to thank you! In an effort to combat our staffing issues we have initiated several things. We have referral bonuses in place as well as sign on bonus for new paramedics that enter our system. Please take advantage of these referral bonuses and help us recruit. We have a great work environment. We will also be hiring a professional recruiter to recruit positions that are hard to fill. One of their responsibilities will be to recruit paramedics for our organization. We hope this will be a huge help to our department. There will also be a pay increase coming to paramedics in November. We continue to review our pay structure to ensure we are competitive and additional changes may occur in the

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STAFF MEETINGS

- St. Clair County—Osceola
Sept 14th @ 830am
- All County Staff Meeting
Sept 21st at 1500
Bolivar Location TBD

COMPETENCIES

- OCT 3—Bolivar @ 9am
- Oct 6—Appleton City @ 9am
- Oct 11th—El Dorado Springs
@ 630pm

EDUCATIONAL OPPORTUNITIES

CMH EDUCATION:

- Sept 8th PALS Renewal
- Sept 23rd ACLS Renewal

*To register, contact CMH Education Services at 328-6769

MERCY EDUCATION:

- Sept 12th (Burns Trauma)
630p—930p @ Mercy EMS
Education Center, 1407 E St, Louis
Street, Springfield

LIFE & TIMES FROM THE BEAUTIFUL STOCKTON LAKE

So, you are asking yourself “Self, I wonder what is going on in Cedar County these days?” Well, let me tell you!

The Stockton Lake Triathlon **Wild-life Challenge** is in the record books for the 3rd year. There was a great turnout of competitors, and CMH had a great group of staff to help out. With two Gator crews, and two Ambulance crews, and a person in the Incident Command Trailer, all went well. One of the gator crews helped with the first aid tent at the transition area (first beach) and helped with several participants after the race; from cooling them down with the misting fan to offering them snacks and drinks. We treated and released one participant from a bike accident. Thanks to everyone that made this come off without a hitch. We also want to thank Barton County EOC for letting us use their Repeater Trailer for our communications. By using the **VTACH -36** frequency, communications were clear and did not interrupt regular repeater traffic. This was a success in every aspect.

School is back in session! Don't forget to watch out for those little kiddos out running around, anxious to get to class and friends, while waiting on the corner for that “Big Yellow Bus.” And, talking about those yellow busses, watch out for their stop signs during loading and unloading. We do not pass a bus, loading or unloading, even if we are running Priority 1/Code 3. I would rather do CPR on a patient for an extra minute or two then take a chance going around a bus with their stop sign out and striking a child. Folks it's just not worth it - slow down and wait.

“I asked each of you to look around, think about, and discuss with your partner what you would do if a major event happened at your standby.”

SPECIAL OPERATIONS—MORGAN YOUNG

As I write this, I am sad because scuba diving is almost done for the season and my college semester started the third week of August. With the end of August and Labor Day fast approaching, we come upon football season and Friday night lights.

At the beginning of summer, I wrote about doing pre-planning during special event standbys. I asked each of you to look around, think about, and discuss with your partner what you would do if a major event happened at your standby. Did you get the chance to look around these venues and see what is going on?

I want to thank all of the staff for trading shifts around and helping cover shifts back and forth. I hope we all continue to work with each other to keep our shifts covered and everyone at the family functions they want to attend. It can be rough at times, but is still important that we all work together.

We continue to see violence against public safety workers. In the InfoGram newsletter they **reported a particular case of a police officer's duty vehicle being bombed while parked outside his home.** The interesting part is that the officer lives in a town of 6500 people. I just ask that you be aware of your surroundings and be vigilant.

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

Citation: Violence Against Officers Not Limited to Cities. (2016, August 11). Retrieved August 18, 2016.

Cedar County Board Meeting Update: We are working on 2017 Budget so, if you think of something we should have on the trucks or at the station, please contact me ASAP. The new repeater should be up and operational by the end of the month! We hope and pray this helps with communications in Cedar County.

Scene Flights: Don't forget— if you transport someone more than 0.1 of a mile to the LZ, then it is to be documented as **Treated/Transported**, not a Treated/Transferred Care or Treated/No Transport. It seems like we have more trouble with this than anything else on our documentation. If you have questions, please get with one of the Operations Managers or Tom Liberty.

Uniforms: **Missi Painter** is assuming Uniform Ordering for CMH EMS. She has a section on the next page of this newsletter explaining her role in the ordering process.

Jennifer Marsch: Cedar County EMS would like to welcome her back from her recent knee surgery and passing her PCP test. We hope all goes well for you now and in to the future.

Well, I better stop for now.

Thanks for all you do and helping CMH be #1. If there is anything we can do for you, please ask!

Tom Ryan

Operations Manager, CMH EMS Cedar Co.

New Paint @ Polk County Station



OzarksEMS.com

ozarksems.com/index.php

Use CHROME for this website!

☆ NREMT - National ☆ CMH Employee ☆ Bing ☆ OzarksEMS.com

This website is built and maintained by Theron Becker. The primary purpose for this website is to provide online tools for EMS professionals in Southwest Missouri.

Tools available to the public:

- CMH EMS library database
- [CMH EMS classroom booking](#)
- [EMS calculators and formulas](#)
- [Regional EMS training calendar](#)
- [National Weather Service - Springfield](#)
- [MO DOT Traveler Map](#)
- [WebWISER Hazmat Tool](#)

If you are an EMS professional in the SW Missouri area, additional tools are available to you if you log in.

Login:

- Email:
- Password:
-

Request account:

-
-
-
-

UNIFORM ORDERING

The photo to the left shows the [OzarksEMS.com page](#) used to order uniforms. To log into this site, you will need to use your CMH EMAIL ADDRESS and, if you have not logged in before, the password is your employee I.D. number. If you cannot log in, email me and I can reset it for you. A Powerpoint has been created that explains how to navigate the site. It was attached to the email sent out earlier this week.

We all are aware of the delay in receiving our ordered items. I am working with Creator Design to reduce the length of orders as well as ways to help them help us.

We are beginning to build a storeroom for uniforms to issue to new hires. They cannot be expected to wait 6-10 weeks on uniforms before starting their ride times so I talked with Neal and came up with a plan to help them as well as existing staff closet space.

✱ If anyone has extra uniform tops or pants they would like to “recycle” to the storeroom, please bring them in. We will set up a recycle basket at the Polk Co Station for them. If you are at an outlying county, kindly box them up and send via courier to the POLK station to my attention. I will gather them, sort them, and place in the storeroom to issue to new hires for temporary use until after their personal uniforms arrive.

✱ When ordered uniforms arrive, I will send you an email letting you know they are in and ready for pickup. They will be in a CMH Belongings bag with a packing slip attached. I will send anyone in an outlying county theirs via courier. Polk Co staff will find their uniforms in the glass cabinets next to the water cooler.

✱ At the Polk County station we also plan on having a recycle basket for the CMH Belongings bags so after you receive your uniforms, the bags can be used for another persons order.

I know there will be a lot of questions, so feel free to email me and I will do my best to get back to you in a timely manner.

melisa.painter@citizensmemorial.com

POLK COUNTY NEWS

✱ We are running behind our anticipated “Go Live” date with getting the ambulance tag system in place. We are still trying to find the right tag and anchor system best suited for our needs. Brice is still working on getting the anchor system in place and I am working with pharmacy to find the right break strength for the tags.

✱ The Polk County Supervisor position has been posted and we are wrapping up taking applications for the position. I am looking for a few team members to help me with a peer type interview of the applicants. If you are interested in helping out, feel free to contact me.

✱ We are getting Fleeteyes installed in all CMH trucks. There are some trucks that have had the installation completed, but not all. Our goal for getting this system is to maintain better situational awareness of our fleet, and make sure the closest unit is dispatched for an emergency call. Yes, we are able to see the trucks speed, so continue to follow our driving policy.

✱ The Polk County base has a new paint job! The station does look better and much cleaner, but to a color blind person, there is not much of a change. We should be moving onto further remodeling at the base now that has been completed.

✱ I continue reviewing the PCS forms. We ask everyone to make copies of all PCS forms, with the run number written on the form, and send them to your immediate supervisor for review.

✱ I would like to thank everyone for their continued support in picking up extra shifts. **Chris Nickos** has even been so kind to pick up a few over night shifts! I also want to thank **Alice** for coming down and picking up some Polk county shifts, as well as **Tom Liberty** for picking up a few. **Brice**, I want to thank you for going to overnight on this schedule to help with the many over night shifts we had open.

✱ **Lyman and Greg**: Thank you for the great job you guys are doing on the BLS shifts. The truck is working out well, and you guys are working pretty hard for our department. We appreciate you guys jumping on the BLS truck and volunteering for calls that do sound like they are BLS.

Aaron Weaver, Paramedic
Operations Manager – CMH EMS Polk County

CONGRATULATIONS

YEARS OF CMH SERVICE

Allen Brotherton 30

Brian Whalen 22

Morgan Young 15

Sept Birthdays

Aaron Weaver 4th

Greg Beydler 5th

Matt D'Amore 14th



NOTES FROM NEAL

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Communication: We communicate with you several different ways. Please remember to check your email, read our monthly newsletter, come to staff meeting, and check the communication board in your stations. Also, do not hesitate to ask questions of your base manager or myself. We will do our best to answer questions. All of the managers are busy and we have a lot going on working on projects and issues that need to be addressed. We are not too busy to answer your questions, so please ask.

Thank you for all you do. You are appreciated!

Neal T.

FROM THE DESK OF THE C.O.O. JEFF MILLER

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One last thought before I leave you. Some of you may have read the book, 7 Habits of Highly Effective People. In this book Stephen Covey speaks about Habit #1, which is to take responsibility. Responsibility is not just follow-through or taking initiative but also the ability to respond. We all have a choice in how we respond to any circumstances we find ourselves. It's known as the last of the human freedoms. Healthcare is a tough business and I believe it makes you special individuals because not everyone can do what you do each and every day. Sometimes circumstances may make us want to be negative or speak about how someone or something has made us mad or made us angry or made us whatever... The truth is, no one can make you feel anything unless you give them permission to do so. In other words, we each have a choice in our attitude and how we feel. So let us each take responsibility and choose to always be positive and encouraging. It surely makes for a much more enjoyable work environment and is the first habit of being a highly effective person! Thank you for what you do each day to make CMH a great place to work and receive care!

Feel free to let me know what you are thinking. You can email me or call me at X6500. Thank you!

Jeff Miller, Chief Operating Officer

HICKORY/ST. CLAIR COUNTY NEWS

Where has Summer gone? We are already seeing Fall Festivals being advertised and football season is upon us with Lucas Oil still going strong.

We are losing **Tammi** to the East Coast soon. We wish her and her family the best. She will be missed.

The management team has been in several discussions on how to handle the paramedic shortage and what needs to be done in order to keep shifts covered. Paramedic PTO usage has been put on hold. There is no point in turning in any request off as they will be rejected. At this time, those who already have approved requests off will still receive your time off. All county stations (Hickory, Stockton, Osceola and El Dorado) are being asked to cover all their open paramedic shifts in house. We will try to work with everyone the best we can as your need arises. We are hoping you will work with us as much as we will be trying to work with you.

We are fully staffed with EMT's and request off that are turned in, with no more than two during the same time frame, will be approved. EMT extensions will not be given this year, so if you have some to use, check the vacation calendar, and get your request off turned in through KRONOS.

Standardization among our ambulances will be starting in September, along with the tag system for our cabinets. We have a lot of work ahead of us this month as we work towards getting this done.

I am also working on standardizing Osceola and Hickory forms in order to make it a bit easier and less time consuming for me. Both stations will be seeing some small changes here and there as I work towards getting this accomplished.

There are so many of you to thank for helping out with extra shifts and standbys this schedule, that if I tried to name each of you, I am sure I would miss someone. THANKS TO ALL WHO HELP OUT IN OUR TIME OF NEED!

"TOGETHER WE ARE CMH EMS STRONG!"

Until next month,
Alice Roberts BS, EMT-P, I/C
Hickory-Osceola Operations Manager



American Heart Association Mission: Lifeline - EMS Recognition

As a STEMI and Trauma Center, CMH reports to a national database maintained by the AHA called Mission: Lifeline. There are some specific reporting criteria for EMS in that data bank. Agencies that meet benchmark criteria are recognized by AHA. Last year, 540 EMS agencies were identified and those EMS recognitions took up eight pages of the JEMS Magazine (AmericanHeart Association, 2017). Only 13 of those recognized EMS agencies were in Missouri.

Mission: Lifeline Performance Measures:

The minimum score for each measure must be at least 75%.

1. Percentage of patients greater than 34 years old transported by EMS with at least one of the following symptoms who receive a 12-lead within 10 minutes of patient contact:
 - ◆ Thoracic discomfort OR
 - ◆ Arm discomfort OR
 - ◆ Jaw or neck discomfort OR
 - ◆ Shortness of breath OR
 - ◆ Dizziness or lightheadedness OR
 - ◆ Nausea OR Diaphoresis.
2. Percentage of non-traumatic chest pain patients who were transported by EMS who receive aspirin by EMS, first responders, dispatch instruction, or patient self-administration.
3. Percentage of **STEMI** patients transported by EMS directly to a STEMI center.
4. Percentage of **STEMI** patients transported by EMS with hospital notification within 10 minutes of positive 12-lead.
5. Percentage of **stroke** patients transported by EMS with advanced hospital notification.
6. Percentage of **stroke** patients transported by EMS with a documented Last Known Well (LKW) Time.
7. Percentage of **cardiac arrest** patients with sustained ROSC who had 12-lead completed.

Ways CMH EMS can improve:

1. Perform a 12-lead on all patients over 34 years old with any possible cardiac complaints.

Provider Impression

<input checked="" type="checkbox"/> Abdominal Pain	<input type="checkbox"/> Migraine	<input type="checkbox"/> Respiratory Failure
<input type="checkbox"/> Dehydration Symp.	<input type="checkbox"/> Pulmonary Edema	<input checked="" type="checkbox"/> Syncope/Fainting
<input type="checkbox"/> GI-Bleed	<input type="checkbox"/> Psychiatric Emerg.	<input checked="" type="checkbox"/> Weakness
<input checked="" type="checkbox"/> Nausea	<input type="checkbox"/> Airway Obstruction	<input type="checkbox"/> OB/Gyn (comp.)
<input checked="" type="checkbox"/> Vomiting	<input checked="" type="checkbox"/> Cardiac Symptoms	<input type="checkbox"/> Medication Reaction
<input type="checkbox"/> Alt. Level Conscious	<input checked="" type="checkbox"/> Chest Pain	<input type="checkbox"/> Nose Bleed
<input checked="" type="checkbox"/> Anxiety	<input type="checkbox"/> Cough W/Blood	<input type="checkbox"/> Sore Throat
<input type="checkbox"/> Behavioral Disorder	<input checked="" type="checkbox"/> Dyspnea-SOB	<input checked="" type="checkbox"/> Back Pain (No Trauma)
<input checked="" type="checkbox"/> Dizziness	<input type="checkbox"/> Respiratory Arrest	<input type="checkbox"/> Eye Symp. (no trauma)

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2 Please make sure to document medications administrations and treatments no matter who administers it or when. This is even more important for aspirin given to STEMI patients.

PTA	Staff #	Treatment	Medication	Dose	Unit
<input checked="" type="checkbox"/>	Generic, Rescue R...	Medication Administration, ...	Aspirin	324.0	mg

3 Please use the flow chart to record the time you contact medical control via phone or radio. This is even more important with STEMI and stroke patients.

Treatment
Medical Control Contacted

4 Please make sure to document the Last Known Well (LKW) Time in the Illness Onset Time field. This is even more important with stroke patients.

Illness/Injury Onset Date	08/28/2016
Illness/Injury Onset Time	1201

Bibliography

AmericanHeart Association. (2017, August 24). Mission lifeline EMS recognition webinar.

HEALTH AND SAFETY NEWS—BRICE FLYNN

August has been a very busy month for most of us. Several extra shifts, several classes, and school starting back up again. I'm looking forward to Cody, Kelly, and Amanda finishing up their round patch school soon!

I have been working on a couple of projects with help from several in the department. You have probably noticed the installation of some fitness equipment that has finally been placed in each station. You have probably also noticed posters in each of your stations that will give you ideas and tips for stretching, body weight workouts, exercise ball workouts, and exercise band workouts. You will all be receiving a link to a fitness log you may fill out that will simply track your workouts. The form will help us receive feedback on the equipment, see what type of workouts are being done, and work out the kinks of this new perk of working for CMH. You will also be receiving links to the Ferno Injury Free program videos on YouTube which will give you some great information on nutrition, lifting, posture, and EMS focused fitness. Take time to look these videos over. It's pretty amazing that we have been allowed to workout on the job so that we can keep our bodies ready to help our patients! Please make use of this equipment, eat whole foods, talk with your fitness coaches, and review the Injury Free videos.

The why: Your greatest tool is your mind and your body. We want you to take care of both so that you can take care of each patient at your highest level.

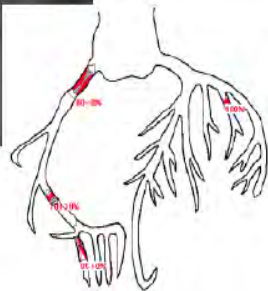
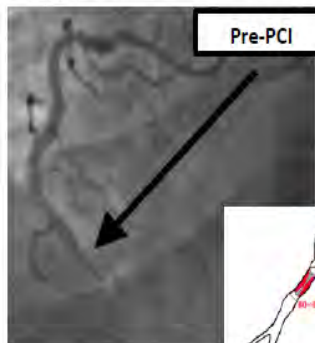
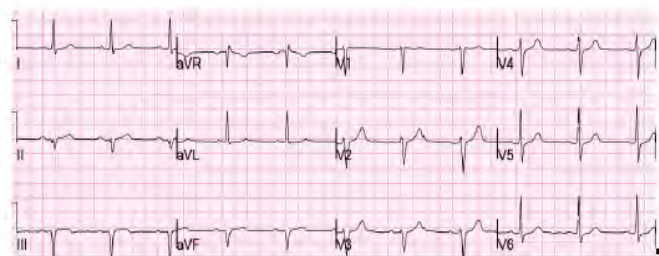
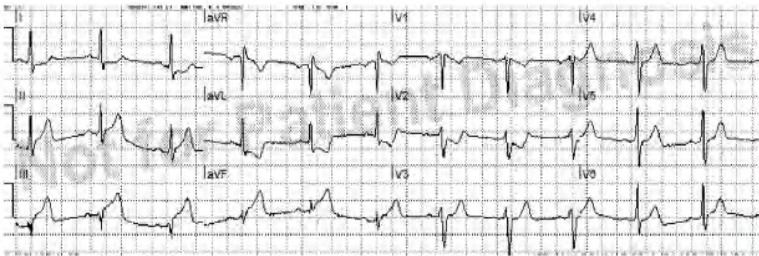
The second project that we have been working on is a revision of the ambulance stock list, and the development of a tagging system. The ambulance stock list revision will help every CMH ambulance have the same equipment on it, with the exception of some equipment (Lucas 2, Dopplers, etc). More importantly, each ambulance cabinet will be labeled with the current stock list items for each cabinet and bag. This seems like a big project, and it is. We will be working to print new cabinet lists and have them placed in each ambulance throughout September. Additionally, you will see numbered break away tags on each cabinet and bag which will allow the truck checks to be more systematic, quick, and accountable. So, over the month of September when an ambulance goes to fleet it will be thoroughly checked for every single item and will be made fully stocked. Additionally, cabinets will have hardware installed for the tagging process and a Google Form document that will be used to check the ambulance at the beginning of each shift. Once again, this is a new process that is designed to save time, assure that we provide the best patient care by having our ambulances in order, and keep proper stock so that we save money by not over stocking. I don't doubt that there will be kinks with this system, but I ask that you help the project work by using it and making suggestions to improve it.

The why: I have seen a deficit in new employees learning the ambulances because the stock is so different from ambulance to ambulance. This tagging process will allow an employee to know what is on and to be on their ambulance.

Thank you for your time.
Brice Flynn, AAS BA NRP

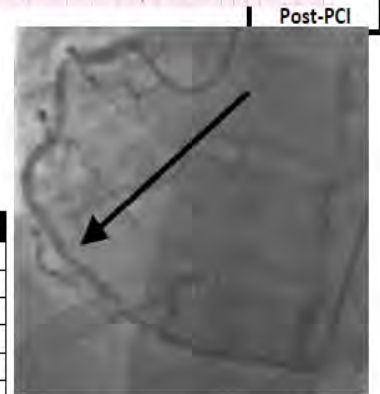
Patient	S/S Onset	911	FMC	FMC 2ECG	Scene Time	D2 Actv	CMH Arrival	ED DIDO	D2B	FMC2B	Ischemic Time for Patient	Dr.	Quality Measures
47 y/o	11:45	12:01	12:17	7 min	13 min	- 12 min PTA	12:43	16 min	65 min	91 min	2 hr, 3 min	Shuaib	100%
M			CMH EMS	Goal <10	Goal <20	PRE-ACTV!		Goal <30	Goal <90	Goal <120	Goal <4 hr	Carter	ACC Recommendations Met

Narrative	Chief Complaint	Diagnosis	Outcome
911 called from golf course; EMS ECG transmission immediately performed; STEMI pre-activation immediately performed; serial ECGs obtained en route	Sudden onset of severe 8/10 chest while playing golf, associated with nausea & diaphoresis	Inferior STEMI	100% distal RCA → DES x3 (prox RCA, distal RCA, RPDA), EF = 60% severe multi-vessel CAD (staged intervention planned)



EMS – A. Stoddard, B. Flynn | ED – Dr. Carter, E. Alexander, D. Rodriguez | CCL = Dr. Shuaib, K. Cantrell, M. Bowden, P. McClure, R. Richardson, J. Menard | **Social Services** = C. Cain | ICU = (Admit) A. Breesawitz, (D/C) K. Christian | CR = K. Stockton

FMC = First Medical Contact | **DIDO** = Door In Door Out | **FMC2B** = FMC to Balloon



Quality Cardiac Care Recommendations		
ASA within 24 Hrs of Arrival	MET	324 mg by EMS
ASA @ D/C	MET	ASA 81 mg
Antiplatelet @ D/C	MET	Plavix 75 mg
Beta Blocker @ D/C	MET	Metoprolol 25 mg
Statin @ D/C	MET	Lipitor 80 mg
ACE-I / ARB for LVSD @ D/C	N/A	EF = 60%
LV Evaluation @ D/C	MET	LV Gram & Echo
Smoking Cessation Advice	MET	YES
Cardiac Rehab Referral	MET	YES

Free CEU's!!

This weekend at CMH EMS HQ Classrooms, the EMS Instructor Class is giving their final presentations. There will be **16 one-hour topics** spread throughout Saturday and Sunday this weekend starting at 8 am each day. You may come and go and be present in as many courses as you would like. However, please do not interrupt a presentation in session. If the door is closed, please wait for a break to enter or exit.

Free CEUs will be issued for topics you attend and successfully complete. You can get up to 16 hours of CEUs this weekend if you attend them all.

Some of the topics include:

- Call management,
- Sports injuries,
- Active shooter incidents,
- Lucas 2 chest compressor,
- Power cot,
- Cardiac emergencies,
- Necrotizing infections,
- Hyperbaric medicine
- Alpha-Gal allergies.