

# CMH EMS Newsletter

February 2017 Volume 3 Issue 6



## CMH EMS Mission Statement

To provide safe, exceptional and compassionate care to our communities  
with an emphasis on highly trained and empowered EMS staff.

## NOTES FROM NEAL

We set another record in December 2016 for the most requests and the most patients transported. We responded to 837 requests and we transported 645 patients. If you want to keep an eye on our numbers, you can see our Board Reports in the Pre-Hospital folder. In the last 5 weeks, we have had instances where we have responded over 200 times in a 7 day period. We are growing and getting busy. I want to thank all of you because we could not do it without each of you doing your part.

On Monday of this week, we received the go ahead to begin a CMH EMS Paramedic Program. We will be working with BTC on this endeavor. Theron will be the Program Director. He will still help us with QA and education. Steve Keller will be heading up the FTO program and working on staff education. This is a very exciting time for CMH EMS.

**Steve Keller** has moved into the role of Paramedic Supervisor in Polk County. He will be working the opposite week as Aaron. Steve will be over seeing the daily operations and personal matter during his week. Aaron and Steve will continue to work on defining Steve's role and both will work to develop strong teams.

I have just finished putting together our Capital Requests for FY 18. I will share our requests with you in upcoming staff meetings. I am now beginning to work on our Operational Budgets. Over the last several years, we have been fortunate to have

*Continued on page 4*

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

I hope everyone had an enjoyable holiday season! We are getting ready to begin our budgeting process for the organization. We will be seeking to increase our supplies budget as well as many other areas of our budget. We always try to improve our budget each year and we have been very successful doing so the past several years. In recent years, we have added a third shift ambulance as well as a BLS ambulance, purchased two or three ambulances, we no longer deduct lunches, and have increased paramedic wages. We will continue to work hard for you to improve resources available to the department; however, it is always important to realize there are a limited number of dollars each year that every department is vying for, which leads me to discussing the next Habit of Highly Effective People.

“Always seek to understand before being understood.” This is Habit #5. I think sometimes when discussing our point of view with someone that differs from our own, we immediately begin formulating our response while the other person is speaking so we are not really listening to them or seeking to understand their position. We must always seek the truth and never judge a book by its cover.

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## EDUCATIONAL OPPORTUNITIES

### CMH EDUCATION:

- 2-8 PEARS  
830am—5pm
- 2-16 ACLS Initial  
830am—5pm
- 2-17 ACLS Initial  
830am—5pm
- 2-23 PALS Renewal  
830a-5p
- 2-28 ACLS Renewal  
830am—5pm

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

## 2017 EMT & Paramedic Refresher

Sat. Feb 4<sup>th</sup> & Sun. Feb 5<sup>th</sup>  
\*\*Class starts at 8am each date

### CMH EMS

## COMPETENCIES

- Feb 6<sup>th</sup>, 1800-2200 @ CMH  
Community Rooms
- Feb 10<sup>th</sup>, 0800-1200 @  
Hermitage Station
- Feb 14<sup>th</sup>, 1800-2200 @ El  
Dorado Station
- Feb 16<sup>th</sup>, 0800-1200 @  
Osceola Station

**REMEMBER:  
ATTENDANCE AT ONE  
SESSION IS REQUIRED!**

# LIFE & TIMES FROM THE BEAUTIFUL STOCKTON LAKE

**CCAD Board:** CCAD Board meet on Dec 27th and voted to purchase an ambulance from AVR. The new truck will be similar to 710 & 715, with a few changes, additions, and alterations. They signed the sales agreement and expected delivery will be sometime in late summer or early fall. The board also approved the Stryker power cot and power load system with this unit. The board is also looking at land in Stockton to build a NEW station. Neal and I are looking at building specs to show the board and give them some ideas. If you have a thought or idea, please get with Tom A.S.A.P.

ServPro has finished their work at the Stockton station. They have corrected the mold issue in the bedroom. With the completion of this service, they have signed a statement that the base is mold, mildew, and fungus free!

On Dec. 30<sup>th</sup>, in the wee hours of the morning, **Cassandra P.** and **Cheryl A.** delivered a healthy baby boy in the back of 714! We are happy to report both baby and mom are doing GREAT! Way to go TEAM!



One day a school teacher wrote the following on a chalkboard:

9x1=07  
9x2=18  
9x3=27  
9x4=36  
9x5=45  
9x6=54

When he was finished he looked to his students and the class began to laugh. When he asked them why, one student pointed out that the first equation was wrong. The teacher responded by saying, "I wrote the first one wrong on purpose to show you something very important. **THIS IS HOW THE WORLD WILL TREAT YOU.....**

You can see that I wrote 5 other RIGHT answers, but none of you gave me recognition for that. You all laughed and criticized me for the one wrong thing that I DID! The world will not always appreciate the good that you do, but it will put you down for the one wrong MISTAKE you make. **ALWAYS RISE ABOVE THE CRITICISM AND STAY STRONG!** "

## **5 costly EMS documentation mistakes**

**Here are the five EMS documentation mistakes that deny patients coverage they deserve and EMS agencies fair compensation for their service.**

### **1. FACTS SURROUNDING THE DISPATCH UNDOCUMENTED**

In chart reviews or audits, we find no dispatch determinants or other clear indication of the patient's reported condition at the time of dispatch. Dispatch information, including the patient's reported condition at the time of dispatch, is a critical component of good quality patient care documentation. An easy way to remember this is to note the secondary dispatch information.

### **2. INSUFFICIENT NARRATIVE OF THE PATIENT'S CONDITION AT THE TIME OF TRANSPORT**

For every transport, whether emergency or non-emergency, the PCR narrative must state the facts accurately, objectively, and completely so that the reader can answer the question: Was transport of this patient by means other an ambulance contraindicated?

Other questions that should never go unanswered for the reader include:

- 🔊 The patient's mobility status.
- 🔊 The patient's ability to assist with the transfer to and from the stretcher & how that transfer was accomplished and why.
- 🔊 Also answer, what prompted the patient to call for an ambulance?
- 🔊 When did the patient's problems start?
- 🔊 How have the patient's symptoms evolved?

We suggest that ambulance services obtain, and crew members read the hospital admission summaries for the patients they transport. That doesn't have to be all the tests that were performed, and the final diagnosis, but simply the history of present illness and summary of the patient's condition upon arrival. These admission summaries will often provide concrete examples of how professional medical records are expected to be written and the information that may be missing from their PCR for that same patient.

### **3. VAGUE EXPLANATION OF SPECIFIC INTERVENTIONS AND PROCEDURES PERFORMED**

Many times we find nothing more than "per protocol" to explain why a cardiac monitor was applied, an IV was initiated or some other procedure was performed. Just like the ambulance service must be medically necessary to be reimbursed by Medicare and other payers, the treatments provided must also be medically necessary.

Interventions and procedures should be performed in response to specific patient assessment findings, not simply because some protocol exists. Crew members must understand that the patient's PCR is part of that patient's medical record, not simply an internal document.

*Continued on page 3*

## 5 costly EMS documentation mistakes

### 4. NO EXPLANATION FOR EMS-SPECIFIC CARE AND TREATMENT

Simply stating, "Transported patient for higher level of care" tells the reader nothing. The PCR must make clear the care the patient required at the destination facility and why that care could not be provided in the facility of origin. In addition, the PCR must show what professional medical care the patient required during transport to that facility.

This is important with regard to two areas. First, is clearly explaining the transport itself and the service or care the patient required during the transport that could not be provided other than by trained medical professionals in an ambulance.

Second, in the case of a patient being transported from one facility to another, what specific services does the patient require that are not available at the facility of origin?

### 5. INADEQUATE DESCRIPTION OF PATIENT COMPLAINTS OR FINDINGS

The most common example of an inadequately described or quantified complaint or finding is with regard to a patient's pain. EMTs and paramedics should always describe a finding or complaint of pain by documenting completely the Onset, Provocation, Quality, Radiation, Severity and Time (OPQRST), as well as the patient's pain rating on a scale of zero to 10. The word "pain" on a PCR is a trigger to remind the EMS provider to fully describe and document that pain.

Hemorrhage is another common finding that is inadequately described. Always describe the location and size of any wound, and quantify of blood loss.

Again, these are just two examples. Good PCR documentation will not just state conclusions or findings. It always describes and quantifies those findings accurately, honestly and objectively.

These five mistakes represent the most common documentation shortcomings seen on PCRs. Sadly, it is due to poor or incomplete documentation, and not an actual lack of medical necessity for an ambulance, that far too many patients are deprived of the coverage they deserve and too many ambulance services are deprived of fair compensation for the care they provide.

Tom Ryan  
Ops Mgr Cedar Co.



## SPECIAL OPERATIONS—MORGAN YOUNG

Hello CMH EMS,

How are things going? Things are going well at the El Dorado Springs station. We have two major events going on.

First, we have a new CMH clinic here in town. We are very excited about that. We hope it provides some needed medical care to the community. We also have walk-in clinic hours 7 days a week.

Our second event is that Charlie is retiring. Personally, my feelings are mixed. I will miss Charlie, but I am happy that he is going to be able to go on new adventures. One of my favorite things to do with Charlie is map out most of the calls we hear on the scanner- even the ones we hear in the other counties. There have been several times where we both know the house another crew is going to. I will definitely miss that level of experience that Charlie has. Maybe we can talk him into coming to our "shift change breakfast" once a month or so.

**Jason Stroud** & I attended DT4EMS this last month. It is a good class. I am truly glad that our EMT students got to attend as well. This class might be a repeat for some of us with advanced experience, or you might have picked up this knowledge the hard way. I hope you will enjoy it as much as we did.

I just returned from a short diving trip and would love to tell you about it, until then I need to write some papers. Have a safe shift.

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

## NOTES FROM NEAL

*Continued from page 1*

have developed strong operational budgets with the help of Jeff and Heather. We are a growing service and have many opportunities in front of us. I will continue to work to improve our deployment and work to shore up our service to make it stronger. We do have a guide using our strategic plan.

I have been reflecting back on my mother and father's life recently. They taught me, tenacity, don't quit, set goals be respectful of people, be happy and positive, love mankind, and enjoy life. These are all things I have done in my life. These are values and ideals that have served me well. Life and work can get tough. The challenges we face at work, and in healthcare today, are abundant. But we need to keep our heads up and be positive; don't let other attitudes affect us. I challenge you to take a look at tenacity, goals, being happy and positive, being respectful, and enjoying life. How can you do those things?

We are charged in EMS of taking care of people in their time of need. To be exceptional at taking care of people, you need a love and appreciation of mankind. We may not agree, or like lifestyles or choices people make, but we are called to help them at the time they ask us and at the location which they ask. Our product is patient care. We are where the rubber meets the road and are our patient's 1st contact with the medical community. This is a privilege. I said all this to share that what my parents taught me served me well and I would like to pass those values and ideals on to you.

Spring is getting closer. We have not had a bad winter yet. Stay prepared. There is a lot to look forward to this year. August is going to be pretty cool with a full solar eclipse that will pass though Missouri. We are about 75 miles from the area to total eclipse. These are just a few stray thoughts.

Be safe,  
Neal T.

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

*Continued from page 1*

I will share a TRUE short story with you. There was once a man and woman that went to Harvard to meet with the President of the institution. The man was dressed very poorly and the woman in an old faded dress. The President, seeing this, told his secretary to send them away as he had no time for such people. The couple told the secretary they would wait until he had time. Finally, realizing they would not leave until he met with them, the President called them in to his office. The old man told the President that they had lost their son in an accident and their son had attended Harvard, which he dearly loved. They asked if they might donate to a monument in their son's name. The President smirked and told the old couple that they don't do individual monuments - only buildings were erected in the name of those that donated, and it was extremely expensive. The couple asked how much it would be to build a building in their son's name and the President laughed at them and stated it would be at least several hundred thousand dollars (at this time in history). The old couple whispered to each other and asked, "Is that all it would cost for one building?" The President was confused, but smirked again and told the old couple, "Good day!"

The old man and woman went back to their hometown and erected their own monument in honor of their son, since the President of Harvard did not listen. Turns out this couple, while they looked very poor, were loaded. The monument they erected is what we now know as Stanford University.

That's right; Mr. and Mrs. Stanford poured millions of dollars to build their own university in their son's name. Wow! What an opportunity Harvard missed. Pretty cool story and one we should all remember. Never assume that we know others until we seek to understand who they really are, what they are trying to do for us, or have us understand!!

I wish you all a wonderful day, week, and month!

Feel free to let me know what you are thinking or if you would like any more information about the 7 Habits of Highly Successful People. You can email me or call me at X6500. Thank you.

Jeff Miller,  
Chief Operating Officer

## EDUCATION/CLINICAL NEWS—THERON BECKER

This year's competencies are in your hands. I am looking forward to see what our FTOs come up with. Competencies are **mandatory** and your attendance is reflected on your annual evaluation. Additionally, competencies can be a great learning experience that is specifically targeted to CMH EMS.

### First quarter topic: Pediatric

- Coordinated by Bolivar FTOs
- Feb 6th at 1800 hours in the lower-level classroom of Bolivar Technical College.
- Feb 10th at 0900 hours in the Hermitage Ambulance Station.
- Feb 14th at 1800 hours in the Eldorado Ambulance Station.
- Feb 16th at 0900 hours in the Osceola Ambulance Station.



### Second quarter topic: Unknown - If you have an idea, contact an FTO.

- Coordinated by Cedar County FTOs
- May 8th at 1800 hours in Bolivar.
- May 12th at 0900 hours in Hermitage.
- May 16th at 1800 hours in Eldorado.
- May 18th at 0900 hours in Osceola.

### Third quarter topic: Unknown - If you have an idea, contact an FTO.

- Coordinated by Hickory and St Clair County FTOs
- Oct 9th at 1800 hours in Bolivar.
- Oct 13th at 0900 hours in Hermitage.
- Oct 17th at 1800 hours in Eldorado.
- Oct 19th at 0900 hours in Osceola.

### Fourth quarter topic: RSI skills

- Each employee must complete an RSI skill scenario annually. Check the F drive (staff meetings \ monthly reports) to see if your name is on the list. If it is, please get with an FTO to complete the skill and get credit.

**Theron Becker**, EMS Clinical Chief  
Citizens Memorial Hospital

## Guardians of the Heart Conference

Registration for the Guardians of the Heart Conference at Downstream Casino, Quapaw, OK (just across the state line from Joplin, MO) is now open. Registration fills up quickly, so early registration is strongly encouraged. There is **NO COST** to attend the Conference. EMS CEU's from MO, KS, OK and AR will be offered. Nursing CE's will also be offered. You may attend 1 or both days. The agenda is attached to this e-mail and how to register is listed below. Discounted hotel room rates are available at the Downstream Casino Hotel – just mention you are attending this conference.

Registration can be done by going to the Guardians of the Heart Facebook page or by going to the [www.4944EMS.net/guardians](http://www.4944EMS.net/guardians) website. I have also attached a hyperlink below. Conference updates can be found on their Facebook page.

<https://docs.google.com/.../1FAIpQLSctZhKnsUYPtIpLA.../viewform...>

## POLK COUNTY NEWS - AARON WEAVER

I previously sent out a message about an equipment committee. We have decided to start that in March, after the February competencies. One to two people from each county is what we are looking for with this committee. **Jeff Beasley** is going to be one of the representatives from Polk. We need one more so if you are interested, contact me.

I was talking to some people the other day about being a team and I honestly believe we do a great job of being team players here. However, there are some occasions that I have noticed (or was brought to my attention) about not playing as a team. I know that we can't always help what is going on but if one crew has 400 miles on the truck and the other crews have 15, even though your car is not up, why would you not help the crew that just got back from a long distance transfer? Again, I know it always isn't going to work out where we can do that for one and another, but effort will go a long way with helping everyone feel like we are working as a team.

When I returned from vacation, I was walking around the garage and I noticed linens all over the place. I understand that we are going to have down time, but clean up your linens, and after yourself when

your shift is over. No one should have to pick up other people's messes. I do expect this to get better.

I would like to give a shout out to **Brice** for picking up this competency and running with it. We do have several FTOs in this county, so feel free to jump in and volunteer to help **Brice** get this pulled off. (Teamwork!!)

Now that **Steve** has become a supervisor, dispatch will also use him as a duty officer. This means when he is here and on duty, they will call him to approve transfer and other things. When I am here, it will be the same kind of thing. When we are both here, unless dispatch is instructed differently, dispatch will contact me. Thank you **Steve**.

I would like to let everyone know that I appreciate their patience and cooperation with the tagging system. Everything seems to be getting better all the time. I know we still have some hick ups and we are tweaking the system a little bit every day but I feel we have accomplished a lot. Thank you.

Aaron Weaver, Paramedic  
Operations manager - Polk County  
CMH EMS



### CONGRATULATIONS

#### YEARS OF CMH SERVICE

**23 Years**

**Carolyn Ream**

**17 Years**

**Matt D'Amore**

**2 Years**

**Bryan Albright**

**1 Year**

**Jaymes Hall**

#### February Birthdays

**Gregory Wood 13th**

**Allen Brotherton 16th**

**Josh Ward 17th**

**Ryan Carroll 18th**

**Don Stockton 19th**

**Peter Holm 19th**

**Dawn Sloan 28th**

By now, I hope everyone has received their Christmas bag with the CMH EMS t-shirt. If you haven't, contact your station manager. (PRN staff should contact Aaron Weaver.)

I have received approval from Neal to sell the extra t-shirts we have to the staff for \$8 each. We have limited quantities on some sizes. In the near future, I will be sending out an email with an order form attached. I will also schedule a couple of different dates to allow staff to pay for and pick up their ordered shirts. Please check your email for the details.

Missi Painter  
CMH EMS Uniform Coordinator

## HEALTH AND SAFETY NEWS—BRICE FLYNN

Hello all. We all survived the ice storm of 2017 with relative ease. Thank you to all who worked extra shifts and pitched in to help serve our community over that weekend!

I just have a couple of items this month. First of all is food. We talk a lot about food, and eating well while on the job, at home, when eating out. For the past 31 days, my wife and I followed an eating plan known as the Daniel Fast. The Daniel Fast is essentially based on the biblical character Daniel who did not eat the Kings food when ordered to and challenged the King that he would be stronger by only eating vegetables for a period of time. So, my wife and I have only eaten food that comes out of the ground such as; fruits, vegetables, nuts, whole grain brown rice, and whole grain sprouted bread. We have cut out meat, dairy, eggs, sugar, and leavening baking agents. I did use coffee and tea, which is not on the strict Daniel Fast meal plan, but I work nights and could not live without caffeine. After having done this for a month, I can honestly say that is completely possible to eat clean while working in EMS, it only takes a little foresight. I have noticed that I don't feel the surges of energy and blood sugar spikes I

used to get when drinking sweet tea or energy drinks. Don't get me started about sleeping better! It's great! Ask me about it if you are interested in how you can really eat better in EMS.

Second of all, there are several TIMS classes coming up in our area. If you have not been to the Traffic Incident Management System class, I suggest you take it. It's only four hours long. You can visit the MODOT website: <http://www.modot.org/safety/TIMTraining.htm> and follow the link near the bottom of the page for their training calendar.

Take responsibility for your health and safety and you will help make our job a safer place to work.

Thank you for your time.  
Brice Flynn  
NRP, I/C, AAS, BA  
Health and Safety Chief

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*"Take responsibility for your health and safety and you will help make our job a safer place to work."*

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# Charlie Wallen Retirement Party

**Charlie Wallen** recently retired from CMH after 27 1/2 years. Let's give him a grand farewell party on Thursday, February 16, 2017 6:00 PM-9:00 PM at the Boat House in Stockton, MO.

PHONE: 417-276-5361

16100 S. 39 Hwy

Stockton, MO 65785

<http://www.boathousebbq.net/>

# Training in the Region

UPCOMING TRAININGS: Register through [training.dps.mo.gov](http://training.dps.mo.gov). There is a maximum limit on students and some are full or almost full.

- ◆ 3/1-3/2- Local Volunteer & Donations Management- Bolivar
- ◆ 3/13-3/17- All Hazards IMT- Springfield (Invitation only)
- ◆ 3/30- JIS/JIC Planning for Tribal, State, & Local PIOs- Springfield
- ◆ 3/30-4/1- ICS 300 Intermediate ICS-Marshfield (Local Only)
- ◆ 4/5-4/7- ICS 300 Intermediate ICS- Bolivar (Local Only)

\*\* The Polk County Health Center will be holding an ICS-300 class on April 5,6, and 7th at the Polk County Health Center. There is no charge for this class and you must enroll on the Missouri State Emergency Management Agency training website. *You must have completed the following classes in order to take the ICS-300 class: ICS, 100, 200, 700 and 800.* This class is limited to twenty people because of class room space. All students who successfully complete the class will receive a certificate from the State Emergency Management Agency.

These are only the trainings in Region D; a full list can be found at [training.dps.mo.gov](http://training.dps.mo.gov). Those trainings listed as "Local Only" do not provide lodging and reimbursement for meals/mileage.

## Mercy Continuing Education

Feb 13th Intro to TEMS 630p—930p

1407 E St. Louis St, Springfield, MO

## 2017 CMH Haz-Mat Class Dates

- February 16th CMH Hospital 8am to 10am; 1pm to 3pm
- March 9th CMH EMS Hickory Co 830am to 1030am; Osceola after Hickory Co is finished
- March 16th CMH Hospital 7am to 9am
- March 23rd CMH EMS Cedar Co (Stockton Base) 10am to Noon
- April 28th CMH Hospital 7am to 9am
- May 18th CMH Hospital 7am to 9am
- August 17th CMH Hospital 5pm to 7pm
- September 21st CMH Hospital 10am to Noon; 1pm to 3pm
- October 26th CMH Hospital 8am to 10am; 1pm to 3pm

☛ *Remember to register for your class in advance. If you do not attend the class you have registered for, there will be a \$30 payroll deduct from your check.*

## *Hazardous Materials: Operations Level Skills Class* **2017 Registration**

**To register:** Please submit this completed registration form to CMH Education Services by interoffice mail, fax (417.328.6649), or e-mail (Education.Services@citizensmemorial.com).

Once processed, you will be notified of your registration status and any additional class details prior to the class date.

**Note: If you are registered for a class and do not attend without giving Education Services or your supervisor advanced notice, a \$30.00 administrative fee will be applied to your next pay check. This will be reflected as an absence on your work schedule. Additional disciplinary action may be taken by your supervisor.**

**Pre-Course Requirements:**

The online Hazardous Materials: Operations Level Post-Test must be completed before attending the skills class.

**Class Dates (Please Select One):**

- |  |  |
|--|--|
| <input type="checkbox"/> February 16, 2017, 8:00 am – 10:00 am<br>CMH ER Ambulance Bay                       | <input type="checkbox"/> August 17, 2017, 5:00 pm – 7:00 pm<br>CMH ER Ambulance Bay      |
| <input type="checkbox"/> February 16, 2017, 1:00 pm – 3:00 pm,<br>CMH ER Ambulance Bay                       | <input type="checkbox"/> September 21, 2017, 10:00 am – 12:00 pm<br>CMH ER Ambulance Bay |
| <input type="checkbox"/> March 16, 2017, 7:00 am – 9:00 am<br>CMH ER Ambulance Bay                           | <input type="checkbox"/> September 21, 2017, 1:00 pm – 3:00 pm<br>CMH ER Ambulance Bay   |
| <input type="checkbox"/> March 23, 2017, 10:00 am – 12:00 pm<br>Cedar County Ambulance Station, Stockton, MO | <input type="checkbox"/> October 26, 2017, 8:00 am – 10:00 am<br>CMH ER Ambulance Bay    |
| <input type="checkbox"/> April 28, 2017, 7:00 am – 9:00 am,<br>CMH ER Ambulance Bay                          | <input type="checkbox"/> October 26, 2017, 1:00 pm – 3:00 pm,<br>CMH ER Ambulance Bay    |
| <input type="checkbox"/> May 18, 2017, 7:00 am – 9:00 am<br>CMH ER Ambulance Bay                             |  |

**Employee Name:** \_\_\_\_\_ **Dept:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

(Supervisor's signed approval is required to complete employee registration for this training.)

For any questions regarding the registration process, please contact Education Services at 328-6769