



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

How can we do our best to affect patient outcomes? That is a question each one of us should ask ourselves. Our protocols are based on sound research and practices. We have many great tools to help us take care of patients. It is up to us to consistently move our knowledge base and skill level forward. Moving yourself forward professionally comes from study, reading recent articles, attending CMH QA session, and reviewing research. Experience plays a big part also. The more years you have under your belt, the more experiences you have. Research shows experienced EMT and Paramedics have better outcomes.

We do very well with TCD patients.

- ✚ We are very good at recognition and identification of STEMIs and we have a great process in place to take care of the patient.
- ✚ Trauma we do very well too. We recognize how critical patients are, we keep our scene time short, we treat the patient correctly, and we get the patient to the right place.
- ✚ Stroke we do good. Stroke treatment continues to evolve and we will stay on top of the changes. Our job is to identify recent large vessel occlusions and transport the patient to a Level 1 Stroke Center. Also, we need to use the NIH stroke scale to identify the subtle strokes so patient do not fall through the cracks.

The right patient to the right place the 1st time. Remember, we always have medical control to consult.

Out of the Chute times: We have been watching the time it takes from the call received until we are enroute to Priority 1 Dispatches. We need to be out the door ASAP. We continue to work with PCCD to be sure our times are correct. We still have some work to do.

Counties: Be sure to document your times correctly. When you pair solid protocols, skilled and experienced EMS crews, and fast chute times, you see improved patient outcomes. My challenge to you get out door fast, be safe enroute, and take great care of each patient.

INSIDE THIS ISSUE

| | |
|-----------------------------------|----|
| Cedar Co News | 2 |
| Polk Co News | 3 |
| 2nd Quarter Competencies.. | 3 |
| Notes from Neal (con't)..... | 4 |
| Lucas Oil Schedule | 4 |
| Anniversaries/Birthdays.... | 4 |
| Scheduling Update..... | 4 |
| Hickory/St. Clair Co News.. | 5 |
| PRN Staff Message..... | 5 |
| Staffing Changes | 6 |
| Local Training | 7 |
| Training in the Region..... | 8 |
| Nutritional Services..... | 9 |
| EMS STEMI..... | 10 |
| Health/Fitness News..... | 10 |
| EMS Clinical Update..... | 11 |
| Guiding Service Principles 12 &13 | |
| CMH Haz Mat: Operations | |
| Registration form:..... | 14 |
| CMH Organizational | |
| Chart..... | 15 |

POLK CO STAFF MEETING

WEDNESDAY, APRIL 12TH @ 8AM

CEDAR CO STAFF MEETING

THURSDAY, APRIL 20TH @ 8AM

CMH EMS ALL DEPARTMENT STAFF MEETING

WEDNESDAY, MAY 10TH @ 8AM

CMH EMS COMPETENCIES

The next CMH EMS
Competencies will be presented
by Cedar Co FTO's (CES') in
May. See schedule later in this
newsletter.

LIFE & TIMES FROM THE BEAUTIFUL STOCKTON LAKE

Well, another month has come and gone. I hope no one lost any sleep during the time change! Changing your clock means Spring is just around the corner and along with spring comes bugs, spiders, and SNAKES! Don't forget to watch out for those little critters. They will see you when you least expect it. More bugs means we will be washing our trucks more frequently now. There may be times when you might need to wash your rig or windshield more often than once per shift. Remember to keep an eye on the sky during this weather pattern change because when it starts warming up, it brings along with it severe storms and possible tornados. I think we have had more severe weather so far this year than almost all of last year. So please be safe, think ahead, keep an eye on the sky, and an ear to your radio.

Cedar County Board: What has the CCAD board been up to lately? Well, they just had their special February meeting and the regular March board meeting. They have decided to push forward on replacing the Stockton base and have made an offer on land within the city limits of Stockton. We were advised that they don't want to move any of the old stuff to the new building so the Stockton crews are making a list of equipment and furniture for the new station. The new portable radios have not come in yet, so we are still waiting on these. People are asking "*What are they going to do with the old radios?*" As far as we know at this time, they are looking at selling them to the local fire departments.

Trucks – Update on the new truck coming from AEV: It is in production. The Stryker load system/power cot is on order, along with the snow chains. We have been in contact with Ned on a weekly basis and he is keeping us updated on the latest developments with the new unit.

Personnel – I want to welcome **Lyman Taylor** to the Stockton station. He will be filling the position **Jennifer Marsch** vacated when she transferred to CMH ER. Lyman will not be coming over to Stockton until the next schedule. We will be filling his position in El Dorado shortly. At this time, we are helping **Kellie Burns** out by letting her work in Stockton for the next 6 weeks so she can get her clinical times completed for paramedic school, and get her paramedic license. We are striving to have all staff members flexible and comfortable enough to work in either station.

I would also like to take a moment and say a BIG THANK YOU to **Bill Walker** and **Eric Childress**. The other day, they worked an MVA in El Dorado. After the accident, the patient and kids, who were from out of town (>3 hours away), no family locally, and had nowhere to go after the accident. **Bill** called **Greg Beydler** who contacted the Ministerial Alliance and they were able to contact a local church. Members of the church came over and picked up the stranded family, and took them to their home until family could arrive to take them home. Thanks **Bill**, **Greg**, and **Eric** for showing CMH Core Values – Innovative and

Empowered - to go above & beyond to assist this family in distress. Without all three of you, this family would have not been taken in as "family" in a community where they had none. Treating them as you would hope your loved ones would, if the tables were turned.

Thanks to **Morgan Y** for first responding on a STEMI call and to **Cheryl A** for being there, remaining calm, participating in achieving our Performance Center Goal of getting the 12-15 lead in <2 min, getting equipment, the patient loaded, and delivering us to CMH with the patient D2B <16 minutes! WAY TO GO! What an excellent example of TEAM EFFORT.

Also, want to thank to **Missi P** for helping out this month by setting up the Cedar Co First Responder training, and **Mike Minter** for doing working on the CMH Cedar Co. Competency, which is coming up in May. (See section later in this newsletter.)

HazMat – Big Thanks to **Tom Liberty** and **Morgan Young** for coming to Stockton on the 16th and teaching mandatory HazMat class. We had a great turnout with great weather and class went very well. Thanks again.

Thanks for all you do and helping CMH #1. Anything we can do for YOU please ask! Our doors are always open

Tom Ryan
Ops Mgr Cedar Co.



Cub Scouts Stockton Pack 69

Don & Bruce took time out of their shift to give the Cub Scouts the opportunity to see the ambulance and answer questions. Great Job Guys!!

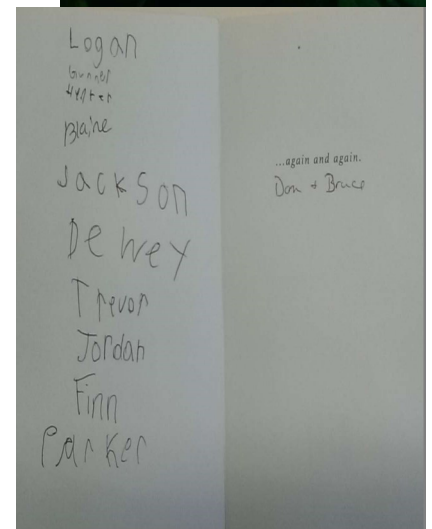
Advanced Radar Image Training for the Trained Professional Spotter

When: **April 6**

Time: 630pm

Where: Cedar Co
Library, 717 East
Street, Stockton
(Corner of J & 32)

The class will feature
information on how to
evaluate Severe Storms
based on Radar Imagery.
Class is 1.5 hrs and free!!



POLK COUNTY NEWS - AARON WEAVER

Great work **Steve Keller, Amanda Dickover, and Kellie Burns!!!** The crew took a call of a patient with COPD. During the transport to Cox South, they had to RSI this patient. Dr. Carter received a call from an ER Doctor at Cox South, and this doctor had nothing but good things to say about how well the crew did with the RSI, and how professional they were upon arrival at the ER. Thank you for the great work that took place.

Starting April 1, Polk County will have a new chore schedule. Emma and Jason took the time to come up with this schedule. It is a rotating schedule, which will be located on the office door, as well as a copy hanging in my window. I expect everyone to follow this schedule. If there is a reason that some or all of the shift chores are not completed, I expect an email in detail explaining why it was not completed. The list includes station chores as well as truck chores. *Clean the patient compartment of the truck* is one of the chores. We expect the tags be broken, everything taken out of the cabinets, and clean the cabinets. If you have any questions about the chore list, feel free to contact me. I would like to thank both **Emma and Jason** for putting together the chore list.

In case you missed it, we are now running the BLS truck on 12-hour shifts. The new times are 0900 to 2100 and the days on remain the same. We hope the change will help in the morning with transfers stacking up. We really do appreciate the BLS crew as they work hard, and do a lot of good here in Polk County.

We are measuring 12 lead times and pain documentation for our performance center evaluations. Just a reminder: every patient needs pain documentation in the vital signs section. Be sure that you are capturing your 12 leads *within 10 minutes of patient contact*. And, May 31st is the last day of this fiscal year performance center evaluation.

We are also watching chute times. We want crews out the door within 2 minutes of a dispatch for a priority one call. The exception are the transfers out of the hospital. We are not doing very good at this; our times are horrible. However, we are noticing some trends from dispatch, so we are changing them. Dispatch is toning us out as soon as they know an ambulance is needed. The crew will be getting generic tones. (ie: medic 4 respond to a medical at 1200 South Springfield Ave.) This helps them speed up their time of call to dispatch. Now, it is our turn to speed up our dispatch to door times. I do appreciate everyone's cooperation in this matter.

I would like to thank everyone who have been helping out by picking up extra shifts. There have been many open shifts lately. We could not keep trucks running without you all doing that for us.

Thank you to the Equipment Committee, I appreciate your dedication to making our system better.

Aaron Weaver, Paramedic
Operations Manager - Polk County

CMH EMS MAY COMPETENCIES

Presented by Cedar Co FTO's

Drowning and Trauma on the Water

- 5/8 in Bolivar 6 pm to 10 pm.
- 5/12 in Hermitage 9 am to 1 pm.
- 5/16 in Eldorado 6 pm to 10 pm.
- 5/18 in Osceola 9 am to 1 pm



NOTES FROM NEAL

Continued from page 1

I am on the Hospital Capital Equipment Committee this year. This is very interesting. When we evaluate capital equipment, we have to keep in mind our strategic plan, what the need is, will the equipment increase revenue, will it make us more efficient, is the current equipment end of life, and will it make the work place better? We are about half way through the process. I am enjoying the work the committee is doing. I hope I can use my experience to improve EMS's Capital process in the future.

Spring has arrived. Daylight Saving time has happened, whether we like it or not. I like this time of year as trees begin to leaf, new flowers come up, and it is fun to watch the new calves buck, kick, and run in the pastures. It means it is a lot more enjoyable being outside and we can think about camping and outdoor activities. Enjoy Spring and get out and be active!

Be Safe

Neal T.



Reminder: ALL staff will need to work a minimum of one Lucas Oil Standby this season. Lucas Oil nightly races require you to be at the track by 1845, unless noted otherwise below. Boat races are usually by 8am, but noted below TBA as they have started later when we get closer to the date.

Other standby's for the counties are listed below as well.

Upcoming Schedule Standbys:

- 5/06: Lucas Oil 6th Annual Impact Signs, Etc.
- 5/06: 10 K Heroes for Hospice - Polk 8-10am
- 5/13: Lucas Oil Weekly Show #4
- 5/20: Chuck Wagon Races - St.Clair 1300-1700
- 5/20: Lucas Oil Weekly Show #5
- 5/21: Chuck Wagon Races—St. Clair 1300—1700
- 5/25: Lucas Oil Show Me 100
- 5/26: Lucas Oil Show Me 100
- 5/27: Lucas Oil Show Me 100
- 6/09: Lucas Oil Boats TBA
- 6/10: Lucas Oil Boats TBA
- 6/10: Lucas Oil Weekly Show #6

CONGRATULATIONS

YEARS OF CMH SERVICE

21 Years

Kellie Burns

3 Years

Cody Liccardi

1 Year

Justine Krueger

Cheyenne Stone

April Birthdays

Mike Minter 2nd

Jennifer Smiley 13th

Brice Flynn 17th

Chris Mumm 26th

[Scheduling Info]

Next Schedule: April 30—June 10

Request off due: April 14th

(must request off through KRONOS!!)

Availability due: April 14th from Full & Part time Staff

New Schedule Posted: April 21st

April 21st to 23rd Please DO NOT CONTACT any manager for open shifts on the new schedule. Allow us to have a weekend free from filling of shifts.

Shifts may be pickup by **PRN** staff starting **April 24th**. Please contact the base manager of the shift you wish to pick up.

HICKORY/ST. CLAIR COUNTY NEWS— ALICE ROBERTS

We have all seen the list people post on social media on what they feel make great qualities of an effective leader. I am sure you have seen these and have passed them on yourself at some point. Not often do we see the tables turned and a list posted or shared concerning what qualities make a “great” employee.

I expect a lot from employees, and maybe at times, I expect too much. Below, I have listed seven things that I feel like make a great employee in an EMS environment. These also follow along with CMH’s guiding principles. I am sure there are more that can be added to the list, but I am going to keep it simple.

1. **Strong work ethic:** Setting and achieving goals for yourself, following through with your job duties and responsibilities.
2. **Dependable:** Consistently following through being to work on time and showing up for your shifts.
3. **Positive attitude:** Creating a good environment for not only yourself, but also for your co-workers.
4. **Self-motivated:** Working effectively, with little direction.
5. **Team-oriented:** Making the most out of collaboration.
6. **Effective communicator:** Understanding the benefits of clarity.
7. **Flexible:** Adapting to changes in a meaningful way.

I feel these seven point set apart the average employee (that are just here to draw a paycheck) from one that will excel in our service.

I would also add caring, compassionate care to our patients and community that we serve. Our community, our patients should always be at the forefront of any shift we work. You may not be the best skilled EMT or Paramedic, but as long as that patient felt like you were caring and compassionate, the likelihood of any complaint made by them tends to be less likely to happen.

Just a reminder (as I have seen some pretty shabby documentation lately): Always document exactly what has happened on a call. Assess your patient and include two sets of vital signs on every patient that you come in contact. Document all findings. This includes all PRC patients. Remember, if it wasn’t documented, then it didn’t happen.

Mark your calendars: Hickory County Staff Meeting on April 13 @ 8:30am

Alice Roberts EMT-P
Hickory-Osceola Ops Manager

Get Well Soon Allen Brotherton!

PRN STAFF: Changes ahead in scheduling

During our last manager’s meeting, we decided to change the way PRN staff are scheduled. We plan to start transitioning our PRN staff from the current process of turning in availability of the open shifts to the PRN picking up shifts once the schedule has been published, picking up shifts when an IRIS notification has been sent out, or picking up a shift when an employee needs a day off and they contact you. This is being done due to lack of interest in PRN staff submitting their availability by the due date. This delay has made scheduling hard to complete, especially when I have to send numerous reminders that your availability has not been received.

In order to maintain employment with CMH Pre-Hospital Services, PRN shift requirements still continue. If you have any questions concerning PRN scheduling, please talk to your manager.

Staffing Updates

OSCEOLA EMT POSITION FILLED

Emma Igo has accepted the full time EMT position in Osceola. She will be starting in her new station at the beginning of the next schedule that starts April 19th.

Thank you to those who also considered the Osceola station and took the time to come and do the peer interviews.

Alice Roberts EMT-P
Hickory-Osceola Ops. Manager



Cedar County Open Position

Cedar County has an open EMT-B position at the El Dorado Springs station. The position will be open on the next schedule. This is a 24 hour on shift /48 hour off shift position.

Anyone interested in this position should contact Tom Ryan by April 11th.

Polk County Open Positions

With **Emma** leaving Polk County to go to the Osceola station, we will have another open EMT-B position in Polk County.

Anyone interested in either of the open positions below should contact Aaron Weaver by April 9th.

- Week B A shift (7a-7p)
- Week B C shift (10a—10p)

Local Training Opportunities

EDUCATIONAL OPPORTUNITIES

CMH EDUCATION:

- 4-6 ACLS Initial 830am—5pm
- 4-7 ACLS Initial 830am—5pm
- 4-18 PALS Renewal 830am—5pm
- 4-25 ACLS Renewal 830am—5pm

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

2017 CMH Haz-Mat Class Dates

- 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; 1 pm to 3pm
 - October 26th CMH Hospital 8am to 10am; 1 pm 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.*

UPCOMING TRAININGS: Register through training.dps.mo.gov. There is a maximum limit on students and some are full or almost full.

- ♦ 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 compete the class will receive a certificate from the State Emergency Management Agency.

MOCERT 1 will be having a 12 hour Outdoor Search and Rescue class on Friday night, May 12 6:00-10:00pm and Saturday, May 13th 8:00am-4:00pm at the Davis Chapel on the campus of Southwest Baptist University. This class will teach students how to assist with locating and rescuing missing people in a wilderness setting. Certificates of Completion will be issued by MOCERT1 to students who complete the class.

Pre-registration is required so please let me (Kermit) know if someone from your agency or plans to attend. I'm expecting CERT Teams from all over S.W Missouri to send people to this class, so I recommend early enrollment.

Kermit Hargis
Public Health Planner/CERT coordinator
Polk County Health Center

kermit.hargis@polkcountyhealth.org

<https://www.citizensmemorial.com/1calendar/index.html>

Community Training Calendar

Training in the Region

Kansas Division of Emergency Management Training

Register online at <https://ks.train.org> • Search for Course ID: 1067267

G400—Advanced Incident Command System Course for Command and General Staff

April 5-6, 2017 • 8am—5pm each day
Leavenworth City Fire HQ

3600 South 20th Street Trafficway - Leavenworth, KS 66004

Mercy Continuing Education

Altered LOC

APRIL 10th

630p—930p

1407 E St. Louis St,
Springfield, MO

Show-Me Airway Conference

Hammons Heart Institute

Thursday, May 4, 2017

Tom Steele Emergency Care Symposium

Hammons Heart Institute

Thursday, May 4, 2017

Register at

www.mercy.net/springfield-talent-development

TIM 4-hour session (which is POST Certified) and FREE

Time: Thursday June 15, 2017 from 12:30—16:30

Location: Greene County Public Safety Center

Address: 330 West Scott St, Springfield, MO

Registration: <http://timtraining-springfield-jun15.eventbrite.com>

This training is being provided free of charge, however, agencies are responsible for all travel related expenses.

Ambulance Strike Team Leader/Medical Task Force Leader

June 27-28, 2017

Hilton Garden Inn, Springfield

This two-day class is designed to prepare ambulance/medical providers with the information necessary to function as an Ambulance Strike Team/Medical Task Force leader in response to local, state, or national disasters.

Registration will be available through June 1.

Register Today!

Nutritional Services Announcements

Overnight Cafeteria Changes

Effective April 1, the CMH Nutritional Services Dept. will be changing a few of the processes by which overnight meals will be served. These modifications are designed to improve fairness for everyone and speed up the serving times for our customers. Here is a list of the following changes:

- **Long Term Care Facilities** will be allowed to fax in their orders via our fax line at 328-6651. Those orders (with the exception of salad bar orders) will be accepted up to and until midnight. *In order to avoid confusion, the LTC representative sent to fill the order will need to bring a copy of the order in order to validate accuracy and the order itself. This will also aide in filling the order in the event the fax machine is inoperable.*
- **Exclusive Long Term Care service will start at 1:00 AM and last until 1:30 AM.** This time will allow for pick up of orders that have been faxed in and will allow LTC the opportunity to fill any salad orders and complete transactions.
- **From 1:30 AM – 3:00 AM the Hospital Staff (as well as the general public) will be served meals** in conjunction with their schedule break times. Once the 1:30 AM time arrives, service will be on a first-come-first-serve basis for everyone.
- **Starting April 1st** Overnight Cooks will be utilizing the menu line in order to inform customers of that night's menu. All customers wanting to inquire about the menu can call **328-6460** after 11:00 PM and throughout dinner service. Note: calls in to the kitchen after 11:00 PM may not be immediately returned or answered due to limited staffing and production commitments in order to meet timelines. Those calling the kitchen to inquire as to that evening's menu may be asked to refer the menu line.

Other minor changes include a revamped menu, new products, and new personnel. Our hope in issuing this initiative is to improve cooperation and service to our staff and customers. We acknowledge the hard work and sacrifices so many make during these long overnight hours and we want to honor this work and sacrifice with quality and timely meals. We also acknowledge that these changes will involve a learning process and we humbly ask for cooperation from the Departments and Facilities that utilize this service.

Coffee & Tea

It has been brought to the attention of Nutritional Services that many employees and supervisors have been directing visitors down to the cafeteria for free tea and coffee. It is according to policy **NS01-02** that free tea and coffee are only provided to the employees and not the visitors.

I know everyone means well by doing this and offering free tea and coffee to visitors may be a discussion to have at a later time, but if you wish to treat the visitors a free beverage, please consider the following:

- Those departments with waiting areas can discuss with Scott Kirchhoff about a station the department can provide free coffee/tea to the visitors at the department's cost. (Much like you do already for your employee lounge).
- I have set up a free voucher/coupon that the department supervisor can provide to the visitor which is redeemable only in the cafeteria and **NOT** at the DJ Bean location.

I know this seems petty, but I want to spare the visitor and the dining room staff the embarrassment of being stopped/having to stop over an assumed free beverage. All of this done in order to be in line with current policies.

Austin McCrickard,
CDM, CFPP

PHOTO OPPORTUNITIES!!

We are entering the season of standby events and we would like to begin a page in this newsletter of photos of the events we cover. These photos can be of the participants, but we would really like to have snapshots of our CMH crew. Use your imagination!! Get creative!! Use good judgement, but make them fun! If nothing else, this will help some of our new staff see who is who and what the standby is all about.

Send them to melisa.painter@citizensmemorial.com or text them to me . (My phone # is on the Organizational Chart on the last page of this newsletter)

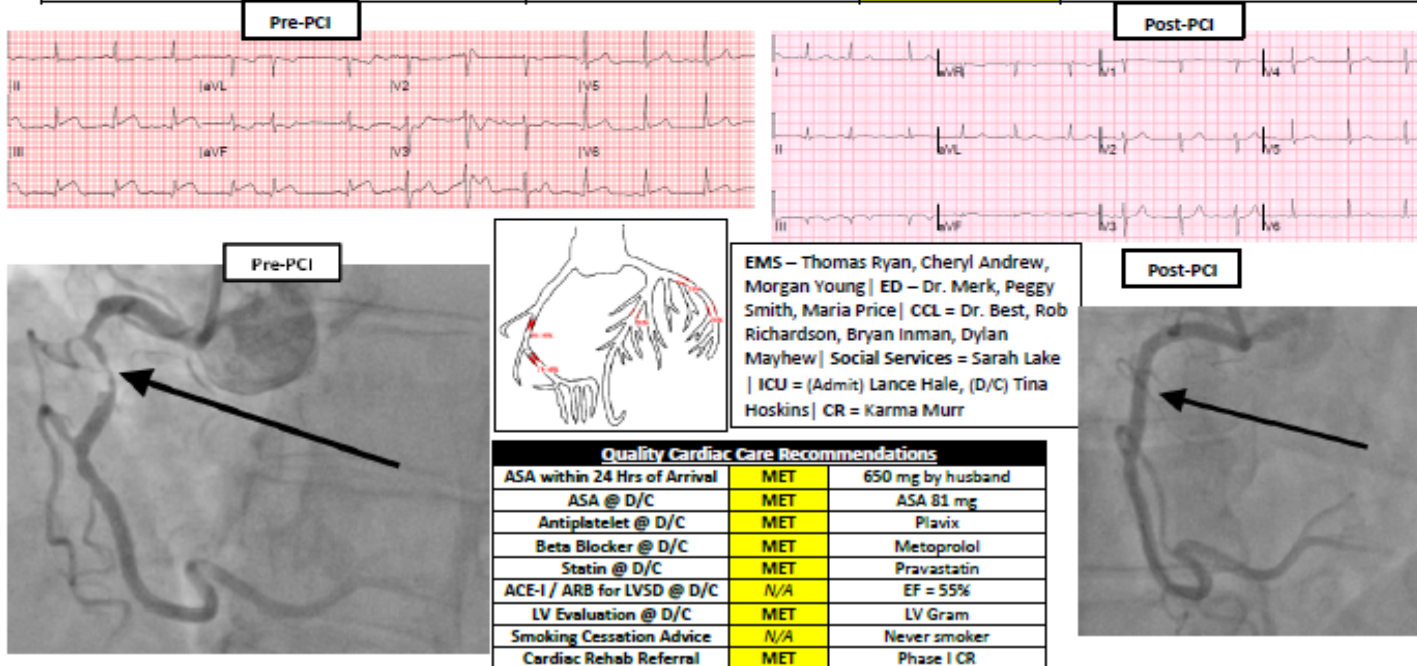
EMS STEMI

STEMI Case Report – H1053375

2/2/17

| Patient | S/S Onset | 911 | FMC 2ECG | Scene Time | CMH Arrival | D2 Actv | ED DIDO | CCL Time | D2B | FMC2B | Ischemic Time for Patient | Dr. | Quality Measures |
|---------|-----------|---------|----------|------------|-------------|-----------|----------|----------|----------|-----------|---------------------------|------|-------------------------|
| 74 y/o | 20:00 | 21:45 | 2 min | 13 min | 22:41 | -38 min | BYPASS | 14 min | 16 min | 63 min | 2 hr, 57 min | Best | 100% |
| F | Stockton | CMH EMS | Goal <10 | | | PRE-ACTV! | Goal <30 | Radial | Goal <90 | Goal <120 | Goal <4 hr | Merk | ACC Recommendations Met |

| Narrative | Chief Complaint | Diagnosis | Outcome |
|---|---|----------------|--|
| 911 called from home in Stockton; ECG transmission & STEMI Pre-Activation performed; EDP provided orders while en route; Upon arrival, ED bypassed & patient went direct to CCL | Sudden onset of 8/10 chest pain radiating into neck, jaw, & left arm. | Inferior STEMI | 95% mid-RCA → DES x2, EF = 55% Discharged home two days later |



HEALTH AND SAFETY NEWS—BRICE FLYNN

Happy April to you all! With much rain and powerful winds, Spring is definitely here. I just wanted to give a thank you to all that have been supportive and involved in the changes we are making in the department related to health and safety. There is someone in each of the stations that has been involved in the recent ambulance equipment stock changes. There are minor changes, but we hope that they help each of you serve your patient's needs better. Please provide us with feedback with what works and what does not. We want to make this the best place to work in EMS, and the small steps we take each day help get us there.

You all have received an email about the new class 3 safety vests. Please come by and try on a vest when you are in Bolivar, or passing through. There is a paper to write your size down on so that we can order them soon. I will begin the process of making an electronic copy of the ambulance truck check forms so that we can stop

using so much paper and that we can have even better accountability. We will be taking delivery of a new ambulance soon and will be adding white reflective tape to outline the ambulance in order to provide better conspicuity when on the roadway. I have also met with Infection Prevention and will continue to meet with Nancy to improve our cleaning and infection prevention processes. Thank you for all you do. Please don't hesitate to make suggestions on changes you would like to see related to health and safety.

Thank you.

Brice Flynn
NRP, I/C, AAS, BA
Health and Safety Chief
Citizens Memorial Hospital
Emergency Medical Services
Polk County

EMS CLINICAL NEWS—THERON BECKER

With the help of several FTOs and a number of employees working light duty, the training library is ready to be used as a resource to check out materials and facilitate training. All the training materials, opened equipment, and expired medications have been organized in the training closet along with over 700 textbooks. The library can be searched and materials checked out by visiting https://www.librarycat.org/lib/cmh_ems.

Anyone can check out materials. All books have barcodes and are organized by Library of Congress number. The computer in the classroom has an attached barcode scanner. To check out a book:

1. Go to https://www.librarycat.org/lib/cmh_ems.
2. Find the book you want to check out by searching, scanning the barcode, or typing the number in.
3. Click “Check Out” and enter your CMH employee number.
4. You will get an email and the standard due date is two weeks but can be extended.



As before, manikins, equipment, and the training ambulance can be checked out by any FTO. The training manikin has been upgraded with the Sim Pad so it is now mid-fidelity with vitals, breath sounds, voice, etc. Just send me an email to reserve the bigger items so two people are not wanting to use it at the same time. A few things to please remember when using training items:

- Please complete a training roster so everyone gets CEU credit and we can track the use of the equipment.
- Please re-stock training equipment into the bins in the closet after you use them. If it is damaged (i.e. torn cuff on King Airway), just let me know. We have backups and expect normal wear and tear.
- Please refuel and clean the training ambulance when you are done, there is an MFA card in it just like all the rest of the ambulances.
- Please use gloves when handling the training manikins. Do not write on your gloves and do not use EKG patches or combo pads on the manikins.
- If you want to utilize a scenario with the manikin, let me know and we can make it happen and get you trained on how to use the simulator.



If you have items or books around the station or at home you would like to donate to the library, we would be happy to take them.

Theron Becker, MPPA, BS-FPE, NRP, **Director of EMS Education**
Citizens Memorial Hospital • Emergency Medical Services
✉ theron.becker@citizensmemorial.com



“Assess your patient and include two sets of vital signs on every patient that you come in contact. Document all findings. This includes all PRC patients. Remember, if it wasn’t documented, then it didn’t happen.”

Guiding Service Principles to Show CMH PRIDE

Positive – We are proud of who we are and proud of what we do.

- Communicate with key words at key times
 - Use AIDET to reduce customer anxiety (Acknowledge, Introduce, Duration, Explain, and Thank)
 - Welcome questions and ask frequently “Is there anything else I can do for you, I have the time?”
 - Utilize Greet and Feet – acknowledge at 10 feet, speak at 5 feet and escort as needed
- Take pride in our appearance and appearance of our facilities
 - Dress to meet customer and CMH expectations (See Policy HR 3.5)
 - Practice good personal hygiene (See Policy HR 3.5)
 - Maintain a clean and tidy work environment
- Interact with others professionally, generously using smiles and kind words
 - Always display a positive attitude
 - Serve as a positive role model to coworkers
 - Leave personal baggage at the door

Respectful – We are respectful of the individual and professionally treat everyone as a friend or family member.

- Respect everyone’s time, apologize for delays and update often when delays do occur
 - Respond to needs in a timely manner
 - Be on time
 - Do what we say we are going to do
- Are sensitive to emotions involving patients, families and coworkers
 - Show compassion and empathy
 - Maintain privacy and dignity
 - Provide words of comfort and kindness
- Communicate respectfully through words, tone and body language
 - Actively listen – we are present in the moment
 - Be courteous on the telephone – answer the phone with a smile, state our department and name and ask “May I help you?”
 - Manage up CMH, ourselves, coworkers, physicians, CMH services and our communities

Innovative – We encourage new ideas and embrace changes to make us better.

- Seek opportunities to be effective, efficient and safe in providing high quality care
 - Anticipate and meet customer needs
 - Apply creativity to improve processes and exceed goals in all Flag Poles
 - Consistently apply and sustain current Best Practices
 - Use the Make it Better Process to drive creative improvement
- Support our ongoing progress in advanced technology
 - Use our technology to its fullest potential

- Manage up our technology
- Use the Patient Bridge approach to connect with patients using the computer and technology
- Take ownership of the team approach and resist saying “It’s not my job”
 - Actively participate in rounding
 - Recognize those who offer new ideas for improvement

Dedicated – We commit ourselves for the common purpose of improving the quality of life for those we serve.

- Commit to personal responsibility and personal accountability
 - Fulfill our responsibilities as scheduled in our departments and serve as a resource as needed
 - Complete education assignments on time
 - Maintain required certifications and licensures
- Are engaged – we go all in
 - Actively participate in meetings
 - Seek opportunities for personal growth
 - Serve as a consistent, reliable, loyal role model
- Are determined to exceed customers’ expectations in all that we do
 - Foster excellence through the use of “HEROES” (Healthcare Employees Reaching for Outstanding & Excellent Services)
 - Commit to a level of excellence in all our care and services
 - Put patients’ and customers’ needs first

Empowered – We take pride in knowing that what we do and how we do it makes a difference.

- Just Fix It! or Make it Better
 - Speak up on behalf of good patient care
 - Brainstorm new ideas to improve processes and solve problems
 - Utilize VOICE\$ (Very Outstanding Ideas Can Earn \$\$\$) and “Tell it to the Chief” to share ideas and offer suggestions
- Are proactive on behalf of our patients, coworkers and the community we serve
 - Actively represent CMH in actions and words to our communities
 - Recommend CMH
- Encourage coworkers to be accountable for CMH PRIDE values
 - Report obvious violations in policy and take corrective actions
 - Promote loyalty in our departments and throughout CMH
 - Always do the right thing, the right way, the first time



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):

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

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