



## NOTES FROM NEAL

There is a rebel in me. I bristle when I hear patient satisfaction and surveys. What is patient satisfaction? The government/CMS has made the patient satisfaction survey relevant to rating hospitals. What that has done is make healthcare part of a consumer driven business transaction.

Considering that a large population of the patients we take care of do not have the knowledge, insight, or understanding of healthcare, or the situation we have responded to know if they have been satisfied. Now, they are asked in a survey if they were satisfied. What was their experience? Someone in the hospitality industry sold the patient experience to healthcare as a measure. What were they thinking? There are not very many patients that have a good experience, like one you would have at Disneyland. What we must provide is exceptional, compassionate patient care. If we do this, the patient will have as good experience as possible. Exceptional, compassionate care begins with us. It is what we do. It begins with first contact. At times, I question: “Has the healthcare industry, in general, forgotten that the product we ‘market’ is patient care?” Patient care is where the rubber meets the road. That is what we produce. Let us not forget what we do!

My roots in EMS are in Hickory County Fire and Rescue. Rusty and Connie Boller were the founders. Their EMS values resonate in me. Put the patient first. What they taught me was to respond to the call for help and give exceptional, compassionate care. That care took on many different looks depending on the what we responded to: medical emergencies, cardiac arrests, MVA, farm accident, hunting accidents, technical rescues, or scenes that turned into caring for the family because a friend or family member had died.

*Con't to pg 3*

### CMH EMS Medical Director Megan Carter, M.D.

Emergency Medical Response Services play a significant role in the community. They can also be perceived as an indicator of the quality of local healthcare.

I am excited to be a part of this EMS system. I have experience as an EMS director in the Navy and during Operation Iraqi Freedom.

I believe that rural EMS has to be as good, if not better than, EMS crews in bigger cities. You have more contact time with the patient and less resources to work with in some cases - just like forward deployed medics.

Please feel free to reach out to me if you have any questions. My email address is [megan.carter@citizensmemorial.com](mailto:megan.carter@citizensmemorial.com)

Keep up the good work!  
Megan Carter, M.D.

### CMH EMS Mission Statement

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



### INSIDE THIS ISSUE

- Hickory/St.Clair ..... 2
- Anniversaries/Birthdays2
- Health & Safety..... 3
- Notes from Neal (con't).. 3
- Education/Clinical..... 4
- Education/Clinical (con't) 5
- Lucas Oil Standbys..... 5
- Football Standbys..... 5
- Cedar Co News ..... 6
- Polk Co News ..... 6
- Staff in Action..... 7
- STEMI Report..... 8
- STEMI Data..... 9
- CMH Family Picnic..... 10
- Local Training..... 11
- Training in the Region.. 12
- Training in the Region.. 13
- EMS Education Programs.14

### STAFF MEETINGS

- 📅 8-10 @ 830 Hermitage
- 📅 8-24 @ 830 Stockton

### EDUCATIONAL OPPORTUNITIES

#### CMH EDUCATION:

- 8-03 & 04 ACLS Initial  
830am—5pm
- 8-09 12-Lead ECG  
830am—1230pm
- 8-17 & 18 PALS Initial  
830am—5pm
- 8-21 ACLS Renewal  
830am—5pm

\*To register, contact CMH





Summer will soon be behind us and local schools will be starting their 2017-2018 school year. Along with this will be new teenage drivers and younger kids who are now going to be allowed to walk to school on their own this year without adult supervision. Please take necessary precautions if you are on your way to calls and watch out for the little ones or those crazy teenage drivers.

Both Hickory and Osceola will have varsity football standbys to cover and I expect to receive some help from each of you on getting these covered. We will continue with on-duty crews providing coverage at the Jr High and JV level as your call volume permits.

I hope that every one of you have made it through the mandatory Suicide Prevention training. I found a few things informative. Statistic numbers updated and where name changes were made to other things that I was familiar with in the past, but by a different name. Tregg Geren, Jaimie Sprague, and Angela Tucker had a good, solid presentation. I hope everyone came out of this training learning at least one new thing.

On a personal note, I was disappointed in some reactions that I received when contacting you about needing to attend and also how some pre-hospital employees behaved in an unprofessional manner during the training. Remember, you are a representation of our department as a whole. Unprofessionalism will not be tolerated in our department. Mental illness is real, even in EMS, as personnel struggle with PTSD, eating disorders, sleeping disorders, fatigue, and addictive behaviors. Social media has brought it to the forefront and almost every day you see where another EMS provider has taken their life. JEMS and EMS1 have had several articles over the past couple of years addressing the alarming increase of suicides in the EMS field. I would like to extend Morgan’s little quote and add it to our mental wellbeing in our service, “Watch your back, watch your partner’s back.” We take care of our patients; let’s take care of each other also, as I don’t want to see our service be added to the statistics on suicide among EMS providers.

I have been QA’ing ePCR’s and have noticed that there is some very poor documentation that is occurring. Please review and look over your protocols. Medic’s - please make sure you have downloaded and attached your EKG’s. If you are using the generated narratives, any boxes or ( ) that you are not going to use, please delete as it makes your trip ticket appear unfinished and less than professional.

I will be meeting with each of you over the month as I do your Employee Performance Center. (Some may know it as your annual evals.) Please have your assessment side done on Healthstream prior to our meeting.

Until next month,

Alice Roberts EMT-P  
Hickory-Osceola Ops. Manager

**CONGRATULATIONS**

**YEARS OF CMH SERVICE**

**6 Years**

**Theron Becker**

**6 Years**

**Don Stockton**

**2 Years**

**Robert Frye**

**1 Year**

**Josiah Lentz**

**August Birthdays**

**Neal Taylor 3rd**

**John Shaver 6th**

**Rob Hutson 16th**

**Christina Roth 17th**

**John Frazer 25th**



**Schedule**

**New Schedule: Sept 3rd to Oct 14th    Request off: Aug 18th    Availability Due: Aug 18th**

**New Schedule Out: August 25**

**Remember: All request off should be submitted through Kronos!! Two Paramedics and Two EMTs allowed off at a time**

## HEALTH & SAFETY NEWS –BRICE FLYNN

Happy August to you all!

There are a few reminders and updates I want to bring up to each of you this month.

First, some Health-related reminders:

- ☞ Please hydrate the day prior to coming to work and during your shift so that the heat will be less of a problem for you.
- ☞ Drink more water and less soda.
- ☞ When you are on shift and at home, attempt to do at least 30 minutes of exercise. This could be simply getting up during commercials and doing some simple exercises. This could also be taking walks after your meals. There is some information that suggests just ten minutes of exercise after eating a meal helps with glucose synthesis and could help reduce the risk of type two diabetes.
- ☞ I know that I've said this before; but focus on eating foods a close to the source as possible, and eat colorful foods. The bottom line: drink more water, move more, and eat more colorful foods.

Next, on to Safety:

- ☞ I know I have mentioned months ago that we were getting new safety vests, but they are on back order for a couple of months. Sorry about that. Please keep waiting.
- ☞ New ankle and wrist restraints have been ordered in Polk County and should be showing up on the ambulances soon. Look them over and be familiar with how to attach them to the patient and the cot. These are much stronger than our previous type of restraints.
- ☞ For continued safety training, we are also working with an outside agency to schedule emergency driver courses for the fall. These will be mandatory for people that have no driver training on file and would be an excellent reminder for people that have had driver training in the past.

I also have some updates about ambulance cleaning after I spoke with Nancy Nickos, who is in charge of infection prevention at the hospital.

Grey-Top wipes are to be used when disinfecting any items used when caring for a patient. The reason we will be using this is because it is the only hospital-approved disinfectant to be used on patient care items, with the exception of the yellow-top wipes which are to be used when cleaning after a C-Diff patient. The grey-top wipes have a **three-minute** wet time, which means that the surface being disinfected must stay wet for three minutes for it to work.

Here is a top ten list to clean after each patient:

- Cot; straps, mattress, and rails
- Monitor cables, SPO2, BP cuff
- Bench Seat
- Ceiling Hand rails
- Cabinet rails that were opened
- Switches
- Computer
- Radio Mic
- Stethoscope
- Glucometer

We will still be using the ZEP 30 spray disinfectant for cleaning of SMR equipment, bariatric tarps, or any other heavily soiled things such as the floor mats. Keep in mind that ZEP 30 has a ten-minute wet time, which means that the item being disinfected must be wet with the spray for ten minutes for it to be effective.

Finally, on a serious note, with all of the suicide prevention training, I just want to remind all of you that if anyone is having a rough time dealing with any of the stresses in this job there is free and confidential counseling services available. Counseling services are available through the Employee Assistance Program at **877-254-0781**. If you don't feel comfortable reaching out to a stranger, then talk to a friend. Don't think you are alone.

Brice Flynn NRP, I/C, AAS, BA  
Health and Safety Chief

## NOTES FROM NEAL

Con't from pg 1

Now, let's regress a little. There may be a little hypocrisy here. We, in EMS, are surveyed and our patients are asked six questions. We do a very good job of meeting the objectives 80% of the time. I wanted the survey because I know we do a very good job and I wanted us to be able to be recognized for what we do. We also set our bar high.

All that to say: Think about this, please. We should not focus on the patient experience, but on giving exceptional, compassionate care. You have heard me say, many times, to use the rolling narrative of care. What that means is talk to your patient. You want the patient to feel as secure as possible. Let them know who you are. Help them feel at ease. Keep them informed, gain their trust, and make them better. You were called because someone needed help, so go out there and provide exceptional, compassionate patient care.

Thank you for what you do!

Be safe,  
Neal T.

## EDUCATION/CLINICAL - THERON BECKER

In order to improve our data harvesting and meet some quality requirements, please keep the following in mind when you are documenting in HealthEMS. Not only will this improve EMS data, but several of these items are required by CMH's trauma center, STEMI center, or upcoming stroke center designations.

1) If you have a Time Critical Diagnosis (TCD) patient, please indicate so in the Flow Chart. There are five options and these will allow us a better understanding of when a patient is a true TCD. The definitions of what constitutes a TCD can be found on each of the specific protocols.

Flow Chart												
			Call Received	Dispatched	En Route	On Scene	Pt Contact	Left Scene	At Destination	In Service		
Time	PTA	Staff#	Treatment	Medication	Dose	Unit	Route	Att	Una...	Condi...	Comm...	Flex
1618	<input type="checkbox"/>		TCD Notification, STEMI							<input type="checkbox"/>		Add None
1618	<input type="checkbox"/>		TCD Notification, Sepsis							<input type="checkbox"/>		Add None
1618	<input type="checkbox"/>		TCD Notification, Stroke							<input type="checkbox"/>		Add None
1618	<input type="checkbox"/>		TCD Notification, Trauma-A...							<input type="checkbox"/>		Add None
1618	<input type="checkbox"/>		TCD Notification, Trauma-P...							<input type="checkbox"/>		Add None

2) If you have any TCD patient, please make sure you get a complete set of vitals before transport. This set must include GCS, blood pressure, heart rate, respiratory rate, SpO2, and pain level. Please make sure your documented first set of vitals and GCS is before you initiate transport.

**Rhythm 1**

NSR       S. Tach.       S. Brady.

PAC's       SVT       A. Flutter

Atrial Fib.       PVC's       PVC's > 6

Bi / Trigem       AV Block       Junctional

V. Tach       V. Fib       P.E.A.

Asystole       Paced       STEMI

**Rhythm 2**

NSR       S. Tach.       S. Brady.

PAC's       SVT       A. Flutter

Atrial Fib.       PVC's       PVC's > 6

Bi / Trigem       AV Block       Junctional

V. Tach       V. Fib       P.E.A.

Asystole       Paced       STEMI

[Comments](#)

**Glasgow Coma Score**

Time One

<p><b>Eyes Open</b></p> <p><input checked="" type="radio"/> Spontaneous</p> <p><input type="radio"/> To Speech</p> <p><input type="radio"/> To Pain</p> <p><input type="radio"/> Not at all</p>	<p><b>Verbal</b></p> <p><input checked="" type="radio"/> Oriented</p> <p><input type="radio"/> Confused</p> <p><input type="radio"/> Inappr Words</p> <p><input type="radio"/> Inappr Sounds</p> <p><input type="radio"/> None</p>	<p><b>Motor</b></p> <p><input checked="" type="radio"/> Obeys Command</p> <p><input type="radio"/> Localized Pain</p> <p><input type="radio"/> Withdraws to Pain</p> <p><input type="radio"/> Flexes to Pain</p> <p><input type="radio"/> Extends to Pain</p> <p><input type="radio"/> None</p>	<p>Total</p> <p><input type="text" value="15"/></p>
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Time Two

<p><b>Eyes Open</b></p> <p><input type="radio"/> Spontaneous</p> <p><input type="radio"/> To Speech</p> <p><input type="radio"/> To Pain</p> <p><input type="radio"/> Not at all</p>	<p><b>Verbal</b></p> <p><input type="radio"/> Oriented</p> <p><input type="radio"/> Confused</p> <p><input type="radio"/> Inappr Words</p> <p><input type="radio"/> Inappr Sounds</p> <p><input type="radio"/> None</p>	<p><b>Motor</b></p> <p><input type="radio"/> Obeys Command</p> <p><input type="radio"/> Localized Pain</p> <p><input type="radio"/> Withdraws to Pain</p> <p><input type="radio"/> Flexes to Pain</p> <p><input type="radio"/> Extends to Pain</p> <p><input type="radio"/> None</p>	<p>Total</p> <p><input type="text"/></p>
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Vitals														
			Call Received	Dispatched	En Route	On Scene	Pt Contact	Left Scene	At Destination	In Service				
Time	PTA	Staff#	Systolic	Diastolic	PAL	Pulse	Respiration	SPO2	CO2	Blood Sugar	Pain	Temperature	Comment	Flex
1631	<input type="checkbox"/>		120	80	<input type="checkbox"/>	90	12	99			0			Add Add

3) If you have any TCD patient, please make sure you include as accurate as you can onset date and time. If you do not know, please make an educated guess on when the injury or illness occurred.

**Medical History**

<p><b>Medical Need</b></p> <p><input type="checkbox"/> Bed Confined      <input type="checkbox"/> Required Stretcher      <input type="checkbox"/> Unconscious      <input type="checkbox"/> Severe Pain</p> <p><input type="checkbox"/> Needed Restraining      <input type="checkbox"/> Visible Bleeding      <input type="checkbox"/> Non-Ambulatory      <input type="checkbox"/> Other</p>	<p>Illness/Injury Onset Date</p> <p><input type="text" value="07/24/2017"/></p> <p>Illness/Injury Onset Time</p> <p><input type="text" value="1628"/></p>
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PMH

4) If you document stroke symptoms or treatments based on the stroke protocol, obtaining and documenting a blood glucose level is required

Flow Chart													
Call Received		Dispatched		En Route		On Scene		Pt Contact		Left Scene		At Destination	In Service
Time	PTA	Staff #	Treatment	Medication	Dose	Unit	Route	Att	Una...	Condi...	Comm...	Flex	
1618	<input type="checkbox"/>		Blood Glucose						<input type="checkbox"/>		Add	Add	

5) If you document chest pain symptoms or treatments based on the chest pain protocol, documenting administration or attempted administration of Aspirin is required. If the patient took Aspirin prior to your arrival, please document your best guess at the time (it will cause a warning because it will be before your patient contact time).

Flow Chart													
Call Received		Dispatched		En Route		On Scene		Pt Contact 1600:00		Left Scene		At Destination	In Service
Time	PTA	Staff #	Treatment	Medication	Dose	Unit	Route	Att	Una...	Condi...	Comm...	Flex	
1500	<input type="checkbox"/>	Generic, Patient	Medication Administration, ...	Aspirin	324.0	mg	Oral		<input type="checkbox"/>		Add	None	

If the patient is allergic to Aspirin or some other reason why you did not administer it, please document it as "unable."

Flow Chart													
Call Received		Dispatched		En Route		On Scene		Pt Contact 1600:00		Left Scene		At Destination	In Service
Time	PTA	Staff #	Treatment	Medication	Dose	Unit	Route	Att	Una...	Condi...	Comm...	Flex	
1700	<input type="checkbox"/>	Becker, Theron J	Medication Administration, ...	Aspirin	324.0	mg	Oral		<input checked="" type="checkbox"/>		Add	None	

Theron Becker, MMPA, BS-FPE, NRP, Director of EMS Education  
Citizens Memorial Hospital Emergency Medical Services



**Reminder:** All staff are being asked to work at least one Lucas Oil event for the year. This is to help keep the events spread out among all employees. There are still a lot of events left to choose from.

8/05: Lucas Oil 8<sup>th</sup> Annual USMTS [Open ALS/Matt D'Amore](#)

8/19: Lucas Oil Weekly Show #12 [Open ALS/Matt D'Amore](#)

8/26: Lucas Oil Weekly Show #13 [Open ALS/Kevin Schoen](#)

Coming up in September: Lucas Oil Boats Sept. 1—3

- 8/11: Stockton Jamboree [Open ALS/Open BLS](#)
- 8/18: El Do FB [William Walker/Greg Beydler](#)
- 8/18: Pl.Hope FB [Open ALS/Greg Wood](#)
- 8/18: Skyline FB [Open ALS/Peter Holm](#)
- 8/18: Osceola FB [Open ALS/Stormy Mixon](#)
- 8/18: Bolivar FB [Open ALS/Matt D'Amore](#)
- 8/25: Stockton FB [Open ALS/Open BLS](#)
- 8/25: Skyline FB [Open ALS/Kevin Schoen](#)
- 8/25: Osceola FB [Open ALS/Open BLS](#)

**Cedar Co August Standbys**

8/06: Stockton Triathlon Gator #1 [Morgan Young/Stormy Mixon](#)

8/06: Stockton Triathlon Gator #2 [Cassandra P/Lymon Taylor](#)

8/06: Stockton Triathlon Truck #1 [Don Stockton/Eric Childress](#)

8/06: Stockton Triathlon Truck #2 [Open ALS/Open BLS](#)

8/26: Land O Lakes Tractor Pull in El Dorado Springs  
(18:30—23:30) [Open ALS/Open BLS](#)

**St. Clair Co Upcoming Standbys**

9/01 St. Clair Co Rodeo [Open ALS/Stormy Mixon](#)

9/02 St. Clair Co Rodeo [Open ALS/Cheyenne Stone](#)

9/03 St. Clair Co Rodeo [Open ALS/Open BLS](#)

9/30 Chuck Wagon Races [Open ALS/Open BLS](#)

10/01 Chuck Wagon Races [Open ALS/Open BLS](#)

# HELLO FROM SUNNY CEDAR COUNTY TOM RYAN

# POLK COUNTY NEWS AARON WEAVER

## Personnel:

I wanted to, first, take a moment and say Thank You to each and every one that helped out for the Christian Concert in the park in Stockton. Figures show that they are looking at 8,000 people attending this event and it was the HOTTEST day so far this year. Oh my, it was HOT! But, between the great crews and the new misting fans CCAD purchased, I really think everything went very good. Crews saw a lot of heat related patients. And yes, all the ambulances were kept busy, even **Aaron and Goldie** came over and helped. THANKS! JOB WELL DONE! Oh, did I tell you they are now planning a two day event next year? And yes, they plan for it to be in JULY. Really, John???

El Dorado Springs Picnic has now come and gone. Thanks for ALL OF THE STAFF that went above and beyond to pitch in and help with this **HOT, HOT** event. The cooling tent was a popular location for those attendees who were a bit overheated. The event was a success and we could not have done it without YOU!

The 2017 Stockton Triathlon is now just days away and we can't wait! #1 – We hope to have cool weather (ha ha right?), #2 - I hope we have all our trucks back from fleet and working! We still have a few open spots for the gators and ambulance crews. Contact Tom Ryan if you can help.

New 711 is almost done! It's at fleet getting its final touches. The new Stryker cot and power load system are in, the new radio has been installed (Thanks **Tom L!**) So, we are hoping it will be ready for the Triathlon.

"WATCH OUT FOR THOSE DEER" Slow down and be on alert, especially where MoDot has not mowed the ditches. Be Safe.

## Equipment:

The new Life Vests that CCAD purchased last year have come in handy already. We have been kept busy this year with water events. Please be safe out there.

The Cedar County new repeater system is working great. We are getting the final bugs worked out of the system, but I can tell you its 100% better then what we had.

## Just a few notes from the Board:

They are going forward with the new station in Stockton and are hoping to be breaking ground in Sept. or Oct. if everything goes as planned. We are hoping to post pics of the new building in next month's newsletter.

Just a few thoughts from the top of my head from the vacation station:

Don't forget School will be starting soon! Keep an eye open for the big yellow buses and watch out for those "Stop Signs" and little kids. Also, with school comes football games "GO TIGERS!"

**Tom Ryan**, Ops Mgr Cedar Co.

I would like to remind everyone while tagging the ambulances use your DSN, but we also want the date put on the tag as well... In case you missed it, I sent out an email in July. We have noticed someone using another persons DSN to retag cabinets. If and when we catch whoever is doing this, per Jeremy in HR, we will be able to **terminate immediately**. If you would like specifics, read the email I sent out.

The hot days are here. I have noticed several ERs in the area have water available for incoming EMS crews. We also have coolers in the trucks with water. You can fill up with ice in the CMH cafeteria. There is also an ice machine in the ER however it will be slow progress to fill up a cooler, so I suggest the using the cafeteria.

I would like to send out a thank you to **Steve Keller!** I appreciate the amount of shifts you are pulling and also want to say good job on the store room! It looks really nice.

I would like to thank the people that took the time to complete the employee satisfaction survey. Only 9 completed the survey so there were a lot of folks that did not do the survey. Guys, this survey is for you! This will help everyone become better managers and administrators. I really encourage everyone to take time and do the surveys that will be sent to you next year.

Aaron Weaver, Paramedic  
Operations Manager - Polk County  
CMH EMS

*"We have noticed someone using another persons DSN to retag cabinets. If and when we catch whoever is doing this, per Jeremy in HR, we will be able to **terminate immediately**."*

## Route 65: THE REBUILD - Springfield

### Update for Week of July 31, 2017

#### THINGS TO KNOW ABOUT THE PROJECT:

**ALL LANES OF ROUTE 65 OPEN DURING DAYTIME HOURS  
WEEK OF JULY 31**

**NORTHBOUND ROUTE 65 BETWEEN SUNSHINE STREET  
AND CHESTNUT EXPRESSWAY SCHEDULED TO CLOSE AT  
12:01 A.M. MONDAY, AUGUST 7**

### **TOTAL SOLAR ECLIPSE IN MISSOURI AUGUST 21, 2017**

Motorists are advised to expect heavy traffic on Missouri's interstates. For more information on the eclipse, the link below is very informative.

<http://www.modot.org/eclipse/>

# CMH EMS Staff in Action

## Stockton Concert

## El Dorado Springs Picnic



All set up and ready to go!



Misting fans being put to use at the El Do Picnic!



Stormy and Lyman enjoying one of the perks of the El Do Picnic. Now we see why they picked up the standby!!



Cassandra & John cooling off at the Stockton Concert!

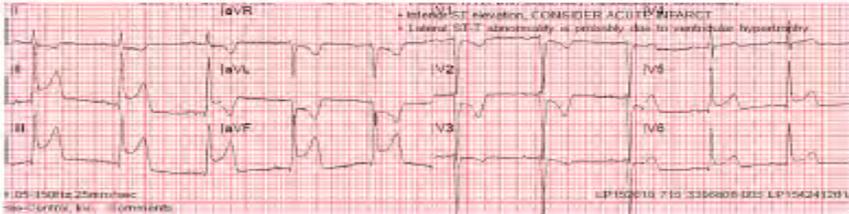
# EMS STEMI of the Month

## STEMI Case Report – H1085537

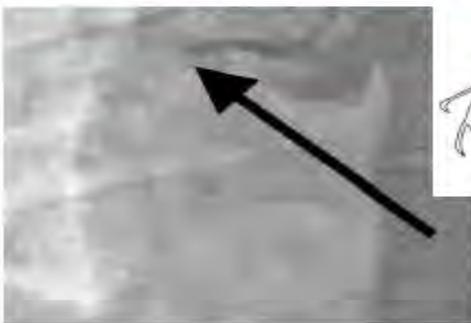
6/27/17

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
36 y/o	19:05	19:05	2 min	21 min	20:38	-57 min	BYPASS	12 min	14 min	95 min	1 hr, 47 min	Best	100%
F	El Dorado Springs	CMH EMS	Goal <10 min	Goal <20 min	MedFlight	PRE-ACTV!	Goal <30		Goal <90	Goal <120	Goal <4 hr		ACC Recommendations Met

Narrative	Chief Complaint	Diagnosis	Outcome
Patient called 911 immediately upon onset. ECG transmission & STEMI pre-activation performed per protocol. CMH EMS met MedFlight for transfer to CMH – Bypassed ED – Direct to CCL	Sudden onset of severe chest pain associated with weakness & diaphoresis.	Inferior STEMI	100% prox-RCA → DES, EF = 40% Discharged home two days later in stable condition



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	Brilinta
Beta Blocker @ D/C	MET	Metoprolol
Statin @ D/C	MET	Atorvastatin
ACE-I / ARB for LVSD @ D/C	MET	Lisinopril
LV Evaluation @ D/C	MET	LV Gram/Echo, EF = 40%
Smoking Cessation Advice	MET	Current smoker
Cardiac Rehab Referral	MET	Phase I CR Ordered



EMS – William Walker, Eric Childress  
MedFlight  
CCL – Dr. Best, Rob Richardson, Joel Thompson, Bryan Inman, Breanna Ledford  
Social Services = Neoma Sanders  
ICU = (Admit) Sonya Hiller, (D/C) Shawn Mock

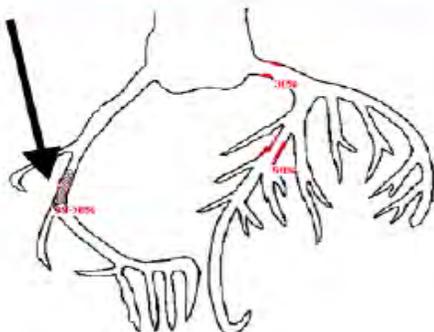
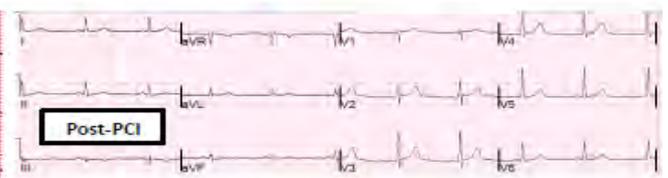
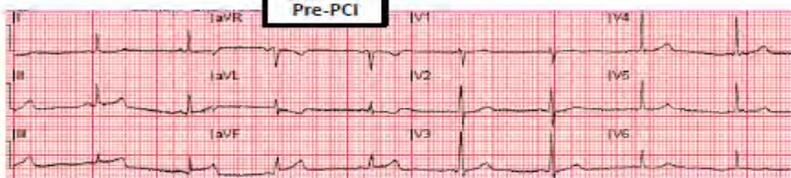
# EMS STEMI

## STEMI Case Report – H1085012

6/26/17

Patient	S/S Onset	911	FMC 2ECG	Scene Time	CMH Arrival	D2 Actv	ED DIDO	CCL Time	D2B	FMC2B (STEMI ECG to PCI)	Ischemic Time for Patient	Dr.	Quality Measures
69 y/o	3:00	3:50	6 min	22 min	5:11	-6 min	26 min	10 min	43 min	57 min	2 hr, 54 min	Moore	100%
M	Stockton	CMH EMS	Goal <10 min	Goal <20 min		PRE-ACTV!	Goal <30		Goal <90	Goal <120	Goal <4 hr	Swinney	ACC Recommendations Met

Narrative	Chief Complaint	Diagnosis	Outcome
Patient called 911 after one hour onset. STEMI revealed en route with serial ECGs. ECG transmission & STEMI pre-activation performed per protocol.	Sudden onset of severe chest pain associated with dyspnea, nausea, & diaphoresis.	Inferior STEMI	90% mid-RCA → DES, EF = 55% Discharged home two days later in stable condition



EMS – Michael Minter, Melissa Painter  
ED – Dr. Swinney, Autumn Beall, James Nation  
CCL – Dr. Moore, Jason Hopkins, Dylan Mayhew, Joel Thompson, Bryan Inman  
Social Services = Neoma Sanders  
ICU = (Admit) Sarah Bolton, (D/C) Kaylee Christian  
CR = Ronda Hardt

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
Beta Blocker @ D/C	MET	Metoprolol
Statin @ D/C	MET	Atorvastatin
ACE-I / ARB for LVSD @ D/C	N/A	EF = 55%
LV Evaluation @ D/C	MET	LV Gram & Echo
Smoking Cessation Advice	MET	Current smoker
Cardiac Rehab Referral	MET	Phase I CR

**CMH**  
**Average**  
**D2B Time**

**2016**

**51 min**

**80<sup>th</sup> Percentile**

Nationally

*(goal < 90 min)*

**CMH**  
**Average**  
**D2B Time**

**2017**

**31 min**

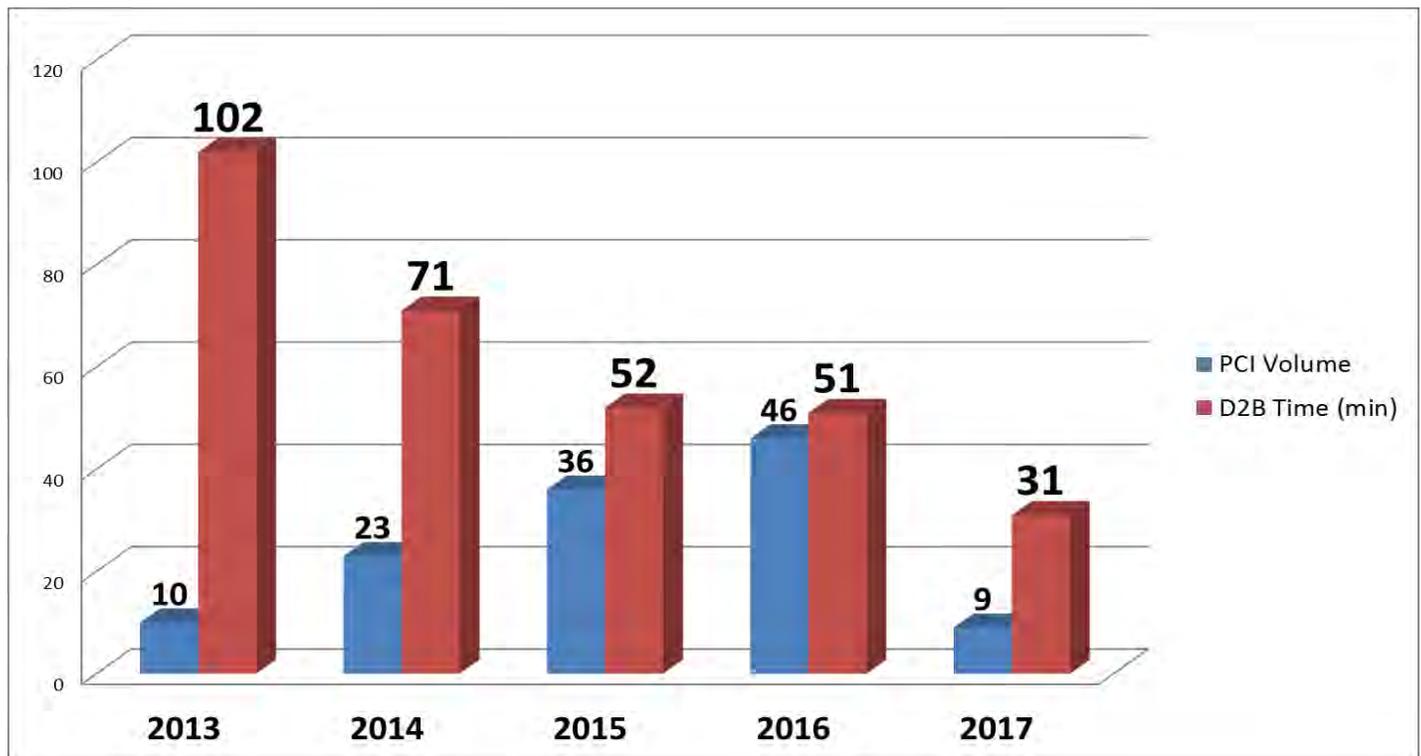
**99<sup>th</sup> Percentile**

Nationally

*(goal < 90 min)*

**CMH STEMI Program Overview**

**2013 – 2017 Q2**



*Trending – STEMI PCI Volume & Annual Average Door-to-Balloon (D2B) Time*



**When:** Saturday, September 9, 2017 from 9:30 AM to 6:00 PM CDT

**Where:** Silver Dollar City 399 Silver Dollar City Pkwy, Branson, MO 65616

[Driving Directions](#)



**Contact:** Wren Hall [wren.hall@citizensmemorial.com](mailto:wren.hall@citizensmemorial.com) Citizens Memorial Hospital 417-328-6318

## 2017 SILVER DOLLAR CITY CMH FAMILY PICNIC

We're celebrating the 35th Anniversary of CMH in a BIG way! Join us on Saturday, Sept. 9 at Silver Dollar City for the annual CMH Family Picnic! It's Country Music Weekend, so stay for the Diamond Rio Concert at the Echo Hollow Amphitheater later that evening. With your ticket you can also attend the next day after 3 p.m. for FREE and upgrade your ticket to a 2017 Season Pass for \$45 plus tax. Park hours are 9:30 a.m. - 6 p.m.

Even if you are a SDC Season Pass Holder and plan to attend the CMH Family Picnic, **STILL REGISTER!** We're giving away door prizes such as drink vouchers and meal tickets. You'll want to be part of that!

Register your family, on-line, from July 10 – August 25. (Unless you are a new employee or volunteer, we **cannot** take additional orders after August 25.)

Park tickets will be valid Sept. 9 thru Sept. 24 to accommodate work schedules and family commitments.

- **CMH Staff/Volunteer - Free**
- **Immediate Family - Age 12 and older (\$10) and Children 4 – 11 (\$5)**  
Additional tickets may be purchased **for family living in your home only**. Single and without kids? We are delighted for you to bring one guest at the immediate family (in this case, immediate family means you can still claim them on your taxes) cost. Sorry! Your grandkids who live across town, your momma from Topeka and little Ricky, the kid next door, are not "immediate family." We do review every order and appreciate your honesty.
- **Guest Ticket - Adults \$46 and Children 4 - 11 \$40** (bring your grandkids, your momma is in town and little Ricky wants to tag along) are available at our per person cost. Sending cash or check? Print on-line order form and send to Wren Hall, marketing. You will receive your tickets one week prior to the event. Questions? Call Wren at x.6318. ***Note: Refunds will not be given, for any reason, once your picnic form is received. Payroll deduct available and will be spread across several pay periods. It will not be entered until September. If you do not receive a confirmation email, your registration may have timed out and not gone through. Contact Wren if you have questions.***

[\*\*Register Now!\*\*](#)

# Local Training Opportunities

## 2017 CMH Haz-Mat Class Dates

- 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.**

This class is one of the best hazmat classes I have ever been to (and I have been all over the country taking hazmat classes). It is coming to Bolivar and is free this September.

<https://training.dps.mo.gov/sematraining.nsf/CourseOfferingWeb?OpenForm&parentunid=763033D8000770B2862580E50055D5CF>

### Hazmat IQ Training

**Start Date:** 09/16/2017

**End Date:** 09/16/2017

**Hours:** 8

**Time:** 8:30am-5:30pm

**Facility:** City of Bolivar Public Safety Center

**Lodging:** None

**POST Hrs:**

Legal studies:

Interpersonal perspectives:

Technical studies: 4

Skill Development: 4

**Sponsor(s):** Missouri Emergency Response Commission (MERC)

**Description:** This eight-hour training is presented by HazMat IQ, LLC. HazMat IQ is a patented HazMat/WMD response system formulated from years of HazMat emergency response experience.

This course describes a response tool that incorporates a series of easy-to-understand job aids called Smart Charts- an integral part of the Hazmat IQ system. These charts enable responders to handle an incident, based primarily on chemical names and associated chemical properties.

Topic covered include:

- 20 Second Above the Line and Below the Line size-up
- Chemical research in under two minutes
- Selecting the correct meters
- Choosing correct Mission Driven Personal Protective Equipment

Target Audience:

This course is recommended for response personnel with all levels of experience- especially those who desire a unique field chemistry refresher and an in-depth review of the National Institute for Occupational Safety and Health Guide

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

**Community Training Calendar**

# Local Training Opportunities

I am pleased to announce that CMH, in conjunction with CoxHealth, will be holding the CMH Mini Trauma Conference August 10<sup>th</sup>. CoxHealth Trauma Services has graciously offered to provide speakers for the conference and we will be offering the CEU's associated with them. The registration process will take place the morning of the conference. You are welcome to email me and let me know that you will be attending so I have a general head count. I anticipate anywhere from 30 to 50 participants. This conference is only being offered to CMH and Cox Aircare employee at this time, but if I find that there is not enough interest, then I will open attendance to outside agencies. Please see the attached flyer and feel free to email me with any questions that you might have. Thank you all for your dedication to the patients and your ongoing education.

Best Wishes,

## **Alicia Zacher, RN, BSN, CEN, NR-P**

Assistant Emergency Department Director  
Trauma Program Manager  
Citizens Memorial Hospital  
1500 N Oakland  
Bolivar MO 65613  
Office: 417-328-6663

## CMH Mini Trauma Conference

presented by CMH Trauma Program and CoxHealth Trauma Services

Thursday, Aug. 10 • 7:30 - 11:30 a.m.  
Bolivar Technical College Conference Room 103  
1135 N. Oakland, Bolivar

Presentations will include educational information on specific adult and pediatric trauma topics, provided by registered nurses with years of knowledge and experience. This conference is scheduled to provide two (2) pediatric trauma CEUs and two (2) adult trauma CEUs.

### TOPICS

**Pediatric Assessment Review:** Shelly Elsey, RN, CEN, EMT-P  
Flight nurse since 1997, 10 years of EMS experience prior to flight nursing, 2 years experience in ER/Neuro Trauma.

**Pediatric Considerations in Care:** Tom Emery, RN, CEN, LCSW  
8 years experience in ER, 20 years experience in social work.

**Airway Management:** Brian Breesawitz, RN, CCRN  
5 years experience in Cardiovascular ICU, full time flight nurse with Cox Air Care for 4 months.

**Traumatic Brain Injuries:** Michelle Bay, RN, BSN  
12 years experience in Neuro nursing at CoxHealth.

**Trauma Jeopardy/Feud:** Tom Emery, RN, CEN, LCSW  
8 years experience in ER, 20 years experience in social work.

### DETAILS

There will be light snacks and drinks provided. Registration and doors will close promptly at 7:30 a.m. and no one will be admitted after. Please arrive early to allow plenty of time for registration. For more information, contact Alicia Zacher, RN, BSN, CEN, NR-P, Trauma Program Manager, at [alicia.zacher@citizensmemorial.com](mailto:alicia.zacher@citizensmemorial.com).

[citizensmemorial.com](http://citizensmemorial.com) 

# Training in the Region

## **Traffic Incident Management 4-hour session (which is POST Certified) and it's FREE**

**Time:** Thursday September 21, 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.

## **Mercy Continuing Education**

### **Basic ECG**

**August 14th**

630p—930p

1407 E St. Louis St, Springfield, MO

# Mercy Joplin Trauma Conference

Friday, August 25, 2017

8am - 5pm

100 Mercy Way | Joplin, MO 64804  
417.556.6939

## REGISTRATION

Continental breakfast and lunch will be provided. Advanced registration is required for this event and attendance is limited. Registrations are accepted on a first-come, first-served basis. A \$15 processing fee will be deducted from all cancellation requests prior to August 18, 2017. No refunds will be made thereafter. **Registration deadline is August 18<sup>th</sup>.**

Register online at [mercy.net/JoplinFallTrauma](http://mercy.net/JoplinFallTrauma)

All Physicians - \$100

Advanced Practice Professionals - \$75

Nurses - \$50

EMS, RT, Students and others - \$25

## COURSE LEARNING OBJECTIVES

At the conclusion of this event, the learner will be better able to:

1. Discuss the advancements in rural trauma care and the "Stop the Bleed" initiative, understanding your role.
2. Recognize the need of fluid volume versus blood products.
3. Describe the resuscitation for the pediatric patient with a penetrating traumatic injury.
4. Think outside of the box.
5. Recognize the management of cardiovascular injuries, blunt, and/or penetrating.
6. Assess a pediatric trauma victim for signs of circulatory compromise and the monitoring of adequate resuscitation.
7. Discuss the treatment of pediatric orthopedic trauma injuries.
8. Explain the management of non-accidental pediatric trauma injuries while discussing updates on literature.

## TARGET AUDIENCE

This course is intended for trauma surgeons, emergency medicine physicians, anesthesia physicians, neurosurgery physicians, orthopaedic surgeons, emergency services personnel, and nursing staff caring for the trauma patient.

## CREDIT

Mercy Hospital Joplin is accredited by the MSMA to provide continuing medical education for physicians.

Mercy designates this live educational activity for a maximum of 8 hours AMA PRA Category 1 Credit <sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in this activity.

Mercy Health Central is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

## 8 Contact Hours

Provider Approval Number M0220-11

This event has been approved for trauma credit by Mercy Hospital's Trauma Department. Participants will receive a total of 4.0 adult and 4.0 pediatric trauma credit hours.

# EMS EDUCATION

## Fall Semester 2017

### EMT Academy

- Jul 1, 2017 @ 5p - Applications and application fees are due
- **NEW DATE** (was 9/4): Sep 7, 2017 @ 6p - First day of EMT Academy
- Dec 20, 2017 @ 6p - Last day of EMT Academy

### Other Opportunities

- Jul 6 & 7, 2017 @ 8a - PreHospital Trauma Life Support 
- **NEW DATE** (was 9/9): Sep 23, 2017 @ 8a - AHA BLS CPR initial
- Oct 5, 2017 @ 8a - Annual Clinical Education Specialist (FTO) class
- Oct 7, 2017 @ 8a - Annual Clinical Education Specialist (FTO) class
- Oct 9, 2017 @ 6p - Competencies (Sepsis)
- Oct 13, 2017 @ 9a - Competencies (Sepsis) at Hermitage Ambulance Station
- Oct 17, 2017 @ 6p - Competencies (Sepsis) at Eldorado Ambulance Station
- Oct 19, 2017 @ 9a - Competencies (Sepsis) at Osceola Ambulance Station
- Oct 28 & 29, 2017 @ 8a - PreHospital Trauma Life Support 
- **NEW DATE** (was 9/23): Dec 6, 2017 @ 6p - NIMS 100 & 700
- Dec 9, 2017 @ 8a - Emergency Vehicle Operator and Traffic Incident Management

**All courses require completion of a registration application.** The link is at the bottom of this announcement. Unless otherwise specified, the deadline for all applications is **two weeks** prior to the start date of the course.

Follow our Facebook page ([www.facebook.com/citizens.ems](http://www.facebook.com/citizens.ems)) for all our education announcements.



All course locations are CMH EMS Headquarters unless otherwise specified.

All CMH EMS classes offer CEU credit through the Missouri Bureau of EMS.

Trauma Life Support and Tactical classes are accredited through the National Association of EMTs.



**For more information:**

**[theron.becker@citizensmemorial.com](mailto:theron.becker@citizensmemorial.com)**

**To register:**

**[www.ozarksems.com/education-application.php](http://www.ozarksems.com/education-application.php)**

