



NOTES FROM NEAL

August was a record month for the number of responses: 871 times, we went out the door. I would like to thank each of you for the job you do. Without hustling, keeping moving, and teamwork, we could not have done it. Polk County call volume is up 5%, Hickory is up 13%, and Osceola is up 29% this fiscal year. Cedar County is holding steady. We are now in football season. Please help by picking up a football game or two.

I am working with Mr. Babb, Jeff, and Heather Finnell on multiple options to add more trucks. We are looking at additional BLS coverage in Polk County and possibly additional ALS coverage in Hickory County at peak times.

We have signed a sale agreement for delivery of a new ambulance for Polk County in January. It will be similar to the last several trucks we have purchased. With 707's engine being in bad shape, we are looking at replacement options. We are interested in CCAD's old 712. We will wait and see what decision the board makes in handling the surplus ambulance.

I lost a good friend this month. Tully, our 10 year old bulldog, succumbed to cancer. I had a dog growing up but she was a family dog. Tully was my bud. He was happy and would bark at me and wag his little stubby tail when I got home. At home, we would hang out together; he would sit almost on top of me as I did my abdominal workouts. He loved to play with the "light" - he chased the laser dot and would about tear up the house trying to get to catch it. When he was ready to play with the "light", he would sit in front of me and bark at me until I played with him. We would sit on the front or back porch together. He loved to watch what was going on down the street or lay and sun on the back porch. As he got sick and struggling, I was able to return the *Con't to pg 4*

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EDUCATIONAL OPPORTUNITIES

CMH EDUCATION:

- 9-07 ACLS Renewal
830am—5pm
 - 9-14 PALS Renewal
830am—5pm
 - 9-18 ACLS Renewal
830am—5pm
 - 9-27 PEARS
830am—5pm
- *To register, contact CMH Education Services at 328-6769

CMH EMS Clinical Educator (FTO) classes coming up!

SEE PAGE 3 FOR MORE DETAILS!

CMH EMS Competencies in October! See pg 10 for dates.

REMEMBER THESE ARE MANDATORY FOR ALL STAFF!!

CMH EMS Mission Statement

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

STATION SECURITY

We must be sure to secure our bases. All base security should be a top priority.

- * **At night after 1700, the public doors must be locked and remain locked until someone is in the office.**
- * **At night, we need to be sure the base is secure when we are not present.**

I would consider keeping the bay doors closed late night or when crews are in the day rooms. Someone can come into the building, hide, and then have access after we leave or cause trouble for us while we are here.

There are bad and crazy people out there. Please take this very seriously.



I have always found history intriguing and more so after the events we have seen taking place around the United States. One of the things I wanted to research was the history behind Labor Day and how it became a federal holiday. Many see it as a day off work or a long weekend, or if you work Labor Day, holiday pay at time and a half.

Labor Day, the first Monday in September, marked the unofficial end of summer for agriculture in most of the U.S. It appears the time of the year was perfect to, in order to set aside a day to honor workers who contributed to the strength, prosperity, and the wellbeing of our country. President Cleveland, in 1884, made this a national holiday. There is much more to the history of Labor Day as you read of American workers who sacrificed their life in the factories that later improved working conditions for others. Whether you are a history buff or not, you might find some other interesting facts that surrounds our American history. Pick a topic and start reading.

Along with Labor Day is the long holiday weekend. We will see the campgrounds full, the lake alive with activity, football games, and Lucas Oil. The amount of visitors will increase by over 20 to 30 thousand this weekend in Hickory as families are trying to get the last family vacation in before winter.

I expect to see a higher call volume this weekend like we always do, so I ask that you come into work well rested, cooler full of water, snacks on the truck, and the plan that you are going to run several calls during your shift. I expect to see mutual aid to be received or given, depending on how the calls come in. Remember, we are a team and our service/stations need to work together as a team.

I also need some help with the standbys in both counties. We have football games, Chuck wagon races, and Lucas Oil that still need coverage.

I have enjoyed working with all of you this past year. We have seen some changes in both stations with personnel, equipment, and ambulances. I thank each of you that have helped either orient new to us employees, offered ideas and suggestions, and getting the ambulances swapped out and up to stocking rates. Each of you have played a key role in making these two stations a great place to work in.

Until next month,
Alice Roberts EMT-P
Hickory-Osceola Ops. Manager

“All Labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.” Martin Luther King

CONGRATULATIONS

YEARS OF CMH SERVICE

31 Years

Allen Brotherton

16 Years

Morgan Young

2 Years

Jay Fry

1 Year

Dinshaw Silva

September Birthdays

Aaron Weaver 4th

Greg Beydler 5th

Matt D’Amore 14th

Schedule

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

Request off: Spaces are filling up fast for the next schedule. Get your requests in a.s.a.p.

New Schedule: Oct 15th to Nov 25th

We have been putting some mileage on all the trucks. I would like to thank everyone who has volunteered to come in and take some long distance transfers for us. It really helps everyone on the CMH team.

Now on to some housekeeping items. I have noticed we are not picking up after ourselves at the station. Dirty dishes are being left in the sink. We are leaving used cups and trash everywhere. I would like to thank everyone who has cleaned up after these people, but you should not have to pick up after everyone. Remember: This is not your home! We share this space with other coworkers and team members. **PICK UP AFTER YOURSELVES.**

Neal and I recently went to a meeting regarding PCS forms. I would like everyone to review the PCS form you receive before each transfer, to make

sure it is completed correctly. If it is not, be respectful and polite, but tell them we cannot leave with the patient until it is correctly completed. Offer to help them fill it out correctly. Once again, I ask you to be professional, be respectful, and polite. We will still take the transfer and we will not refuse to take the transfer. If none of the choices are appropriate for this patient, then mark "no other transportation available." If you experience any problems, contact your supervisor or manager. If you run into a PCS that is not filled out correctly and we were not able to get it filled out correctly, make me a copy along with a note about the patient, why it was not filled out correctly, etc. You can slide it under my door.

ER Priority Dispatch: If you feel a patient was dispatched Priority One and it truly was not a Priority One transfer, email me the run number and date, along

with a brief description of the call. If it something we can explain why it was Priority One, we will do so. If it needs to move up the chain to Dr. Carter for her review, we can do that as well. However, we need to know about it. If we hear of this a few weeks later, we are not able to effectively correct the situation.

I would like to thank everyone for the long hours they have been putting in and the amount of shifts everyone is filling. In addition, thank you for helping the other counties fill their open shifts.

I believe we have the best group of EMS workers in the state!

Thank you for all that you do.
Aaron Weaver, Paramedic
Operations Manager - Polk County
CMH EMS

EDUCATION/CLINICAL - THERON BECKER

Clinical Education Specialist (or FTO) class is coming up. There are two dates to choose from this year (October 5th and 7th). Classes are 8 am to 5 pm. If you want to be an FTO, you must take this class annually. To attend class, you **must register** at www.ozarksems.com/education-application.php. If you meet the minimum requirements below and have a desire to do something more, please join us.

Minimum requirements to be an FTO:

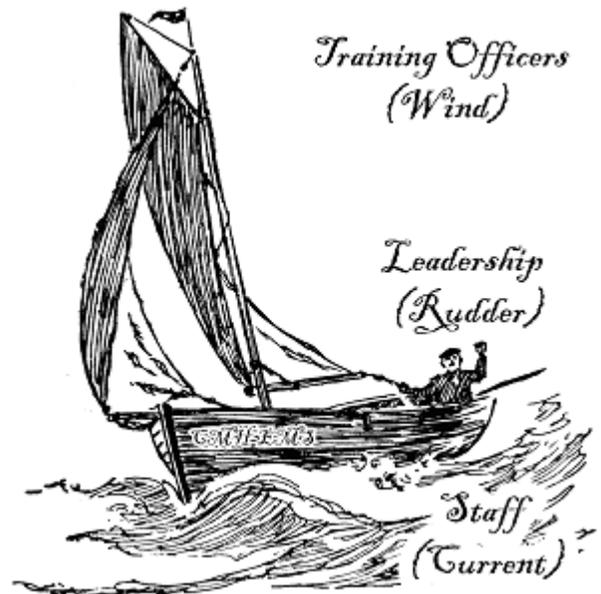
- Be a CMH employee for at least one year.
- Complete Clinical Educator training annually.
- Be licensed for two years as EMT or paramedic.
- Be approved by your direct supervisor annually.

Duties of FTOs (you may pick and choose):

- Perform peer quality reviews.
- Mentor new hire EMTs and paramedics.
- Teach classes (EMT, paramedic, or competencies).
- Supervise EMT and paramedic students riding on ambulances.

Traits of great FTOs:

- Communicate well.
- Provide positive reinforcement.
- Have a focus on life-long learning.
- Demonstrate excellent clinical skills.
- Have high expectations of those around you.
- Hold yourself and others accountable clinically and professionally.



In my opinion, our Clinical Educators are the most important program we have here at CMH EMS. They are the **critical link** between new employees and successful employees. Additionally, being a Clinical Educator is your first step to leadership positions. New hires and junior EMTs and Paramedics look to the FTOs as examples of what they should emulate. To paraphrase Neal, "Do you want to be the architect or the tenant of how this department looks in five years?" Clinical Educators set the example and steer the entire organization.

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

HEALTH & SAFETY NEWS –BRICE FLYNN

The hot days of summer are coming to an end as the first day of fall approaches. With the end of summer comes the return to school and cooler weather of fall Friday night games. I encourage all of you to get outside, on shift and off shift, to walk and enjoy some fresh air. It is great for you in countless ways.

I have an update from Materials Management about the safety vests; they are in stock and we will be receiving them shortly. Take care of and keep track of these vests. Besides your awareness around a roadway, they are one of the best resources you can have. I heard a great quote a few years ago about safety vests, *"When your feet are on the street, your vest is on your chest."* We wear dark uniforms and people are not looking at us - they are looking at all the flashing lights. Wear your vest when working on a roadway, and keep your head on a swivel.

In addition to wearing your vest on the roadway, we are having some classes coming up regarding roadway safety. One is Traffic Incident Management class and the other is EMS Vehicle Operator Safety class. TIMS goes over working together with everyone involved in a traffic incident from dispatch to towing that focuses on quick clearance of roadways to prevent secondary crashes. The EMS Vehicle Operator Safety class is a new and up-to-date class from NAEMT regarding all aspects of ambulance safety from a driving course, to reflective graphics, to the inside of the patient compartment. EMS VOS class will be held in-house. One is scheduled for November 4-5 and another on December 9-10. Please attend if you have never been participated in a hands-on driver class. No matter your time in the service, I think you will learn something from attending the classes. You will be paid to attend. This will be a job required class soon.



Con't from pg 1



Tully was dedicated and loyal and liked what he was doing. Dedication makes you good at what you do. Dedication helps you focus. Tully was a great dog as he was dedicated and focused. When we prepare to respond, we must be focused to make sure our equipment and supplies are ready to go. When you do that, you are setting yourself up for success and being an advocate for the patient in preparing for whatever you confront. You need to be focused to provide exceptional, compassionate care. We are dealing with a bunch of extra noise right now, with the complaints and issue at CCMH and the increasing number of extra-long distance psych transfers. At times like this, we need to stay focused on what we do. Please do not be lulled into a sense that nothing big will happen. Be ready! You never know what is next. Be prepared; be loyal to yourself and the people that call us for help. We have promised society that we will respond at the time of their request and to the location of their request. Be ready. We provide good EMS care - lets don't lose our focus.

Thank you for what you do! And, thank you for listening to me talk about Tully. It was good therapy for me.

Be safe,
Neal T.

Once again, I want to remind you all about some basic nutrition tips.

- 1) Eat as many colorful fruits and vegetables as you can in a day.
- 2) Drink 8 eight-ounce glasses of water per day, or 2 liters per day. You will need more if working in the heat.
- 3) When eating out of a gas station: eat nuts and low calorie drinks like coffee, tea, or water.
- 4) Eat smaller portions of sweets. One cookie instead of four.
- 5) Do a little exercise before and after you eat.
- 6) Eat foods as close to their whole form as possible.
- 7) Think about what you eat. Only you control what goes in your body. Make good choices.

Theron and I attended a Patient Safety class at the end of July and we learned several things about how we can improve our focus on patient safety. I remind you that our department mission statement is *"To provide safe, exceptional, and compassionate care to our communities with an emphasis on highly trained and empowered EMS staff."* To provide safe care should be at the top of our list, no matter what the call is. I encourage you to look up the 10 topics related to EMS that will help move patient safety.

<http://www.centerforpatientsafety.org/emsforward/wp-content/uploads/sites/4/2017/01/EMSForward.pdf>

We will be focusing on implementing these items to improve our patient care. Take a look at these topics and think about how you can implement some of them.

Enjoy the cooler weather and take time with your family.

Thanks for all you do to keep yourself and your partner healthy and safe.

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

NOTES FROM NEAL

"When your feet are on the street, your vest is on your chest."

Hickory Co September Standbys

9/1: Lucas Oil Boats @ 0800	Ti.Sh/Wi.Pi.
9/2: Lucas Oil Boats @ 0800	Ca.Pr/Ro.Fr
9/2: Lucas Oil Larry Phillips Memorial @ 1845	Ca.Pr/MaDa
9/3: Lucas Oil Boats @ 0800	Ty.Sl./Ca.Re.
9/15: Skyline FB @ 1845	Open ALS/Open BLS
9/15: Lucas Oil Pro Pulling Nationals @ 1845	Open ALS/MaDa
9/16: Lucas Oil Pro Pulling Nationals @ 1845	Open ALS/Pe.Ho.
9/21: Lucas Oil JH/DM Memorial @ 1845	Open ALS/MaDa
9/22: Lucas Oil JH/DM Memorial @ 1845	Open ALS/Jo.Sm.
9/23: X-Country Races @ 0800	To.Li./Pe.Ho.
9/23: Lucas Oil JH/DM Memorial @ 1845	Open ALS/MaDa
9/29: Skyline FB @ 1845	Open ALS/Open BLS
9/29: Lucas Off Road @ 0800	Open ALS/Ma.Da.
9/30: Lucas Off Road @ 0800	Open ALS/Ma.Da.



Polk Co September Standbys

9/1: Bolivar FB @ 1845	Th.Be./MaDa.
9/1: Pleasant Hope FB @ 1845	Ar.We./Gr.Wo.
9/8: Bolivar FB @ 1845	Open ALS/Jo.Le.
9/8: Pleasant Hope FB @ 1845	Open ALS/Gr.Wo.
9/9: SBU FB @ 1745	Open ALS/Me.Pa.
9/22: Bolivar FB @ 1845	Open ALS/MaDa
9/23: SBU FB @ 1345	Open ALS/Jo.Sm.

St. Clair Co September Standbys

9/1: Osceola FB @ 1845	Al.Ro./Ry.Ca.
9/1: St. Clair Co. Rodeo @ 1845	Ti.Sh/Lu.We.
9/2: St. Clair Co. Rodeo @ 1845	Al.Ro./Ch.St.
9/3: St. Clair Co. Rodeo @ 1845	Al.Ro./Ry.Ca.
9/8: Osceola FB @ 1845	Open ALS/Open BLS
9/19: Osceola FB @ 1845	Open ALS/Ry.Ca.
9/30: Chuck Wagon Races @ 1245	Open ALS/Ry.Ca.
10/01 Chuck Wagon Races @ 1245	Open ALS/Open BLS

Cedar Co September Standbys

9/1: Eldorado FB @ 1845	Go.Ma./St.Mi.
9/1: Stockton FB @ 1845	Th.Ry/Jo.Wr.
9/8: Stockton FB @ 1845	Th.Ry/St.Mi.
9/9: Meals on Wheels @ 1100	Open ALS/Open BLS
9/15: Eldorado Rodeo @ 1845	Open ALS/Open BLS
9/16: Eldorado Rodeo @ 1845	Th.Ry/St.Mi.
9/27: Black Walnut Festival @ 1700	Open ALS/Open BLS
9/28: Black Walnut Festival @ 1700	Open ALS/St.Mi.
9/29: Black Walnut Festival @ 1700	Open ALS/St.Mi./Ch.An.
9/29: Stockton FB @ 1845	Th.Ry/Jo.Le.
9/30: Black Walnut Festival @ 1200	Open ALS/Ch.St./Open BLS



THE LIFE AND TIMES OF CEDAR COUNTY IN THE HEART OF BEAUTIFUL STOCKTON LAKE—Tom Ryan

So, you are asking yourself "Self, I wonder what is going on in Cedar County these days?"

Well, let me tell you. The Stockton Triathlon is in the record books for the 4th year. They had a great turnout and we had a great staff to help. With two Gator crews, two Ambulance crews, and one person in the new Incident Command Trailer - all went well. We did not have much use for the new misting fan due to the rain, rain, and more rain that day. Luckily, the rain stopped as the event started. The swimmers had it rough but within an hour of starting, the wind calmed down and everything went great. We had one of our very own entered into the event this year. Neal (Go boss!), we hope you had a great time! We were on the sidelines cheering you on. Thanks to everyone that made this come off without a hitch.

School is back in session. Don't forget to watch out for those little kiddos out running around or waiting on the corner for that "big yellow bus." Talking about those yellow busses, watch out for those stop signs being out during loading and unloading. I would rather do CPR on a patient for an extra minute or two than take a chance going around a bus with their stop sign out and striking a child. Folks, it's just not worth it. Slow down and wait.

Cedar County Board: We are working on the new Stockton station. They have had several meetings to go over plans and now they have a special meeting scheduled for the end of August to hopefully finalize what they need to do. We are working closely with CCSD to make sure we have coverage in the county and trucks are moving patients in and out of our county on timely basis. We will continue to monitor this and push forward in maintaining what is best for the citizens of our county. Thanks to Polk and St. Clair County for coming over and helping these last couple of weeks as it seems like Cedar has been popping with several calls.

LZ's for patients: The Stockton airport is closed down to all flights until the first of September, so use the Stockton Base LZ if needed. *If flying someone in El Dorado Springs, we are now using the El Dorado Airport and NOT the CCMH helipad.*

Uniforms: Please look over your winter attire and consider placing an order now if you need winter uniforms. Do not wait! Contact **Missi Painter** if you have any questions on using the Ozarksems.com website for ordering. Winter is only a few months away and if you will need a coat or long sleeved duty shirt, you need to be looking at ordering it NOW! Remember there is an extended delivery time for winter apparel right now. Nights are already starting to cool off and football game standbys have already started.

Please keep **Eric Childress** in your prayers as he is recovering from burns from an accident at his home. He is recovering but it is a slow process. Also, keep your thoughts and prayers for **Don Stockton** as he has to take for FMLA and will be gone until the middle of November due to his health. We are praying for both of you guys for a complete and speedy recovery.

With these two being off in Cedar County, there will be some OPEN shifts in El Dorado Springs, so please look at the new schedule coming out and contact Tom if you can help with some or any of these shifts until these guys can come back.

Well, I had better stop for now. Thanks for all you do and helping CMH be #1. Anything we can do for you, please ask!

Tom Ryan
Ops Mgr. Cedar Co.

" If flying someone in El Dorado Springs, we are now using the El Dorado Airport and NOT the CCMH helipad. "

CMH EMS Staff in Action

Great Job Aaron!



Polk County Manager Aaron Weaver successfully completed his Diving Instructor certification at C & J Sports last weekend!



Stockton Triathalon



Local Training Opportunities

2017 CMH Haz-Mat Class Dates

- 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

Training in the Region

Mercy Continuing Education

Toxicology

September 11th

630p—930p

1407 E St. Louis St, Springfield, MO

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.



Make a connection. Help save a life.

Suicide is preventable. Anyone can make a difference.

- Half-day training in suicide alertness skills
- Learn four basic steps to create a life-saving connection
- Widely used by professionals and the general public

Thursday, September 14, 2017 1pm - 4:30pm

Friday, September 15, 2017 8:30am - 12pm

Hammons Heart Institute, Mercy Hospital Springfield

Registration is limited to 45 participants per course.

Cost: \$25

Register online:

www.OnlineRegistrationCenter.com/MercysafeTALK

Questions? Contact SPRG_TDO@Mercy.net

safeTALK works. Learn more and see the evidence at www.livingworks.net/safetalk



EMS EDUCATION

Fall Semester 2017

EMT Academy

Sep 6, 2017 8p-10p First day of EMT Academy
Dec 20, 2017 8p-10p Last day of EMT Academy

Other Opportunities

Jul 6 & 7, 2017	8a-5p	PreHospital Trauma Life Support (PHTLS)	
Sep 23, 2017	8a-3p	Basic Life Support CPR initial	
Oct 5, 2017	8a-5p	Annual Clinical Education Specialist (FTO)	
Oct 7, 2017	8a-5p	Annual Clinical Education Specialist (FTO)	
Oct 9, 2017	8p-10p	Competencies (Sepsis)	
Oct 13, 2017	8a-1p	Competencies (Sepsis) at Hermitage Ambulance Station	
Oct 17, 2017	6p-10p	Competencies (Sepsis) at Eldorado Ambulance Station	
Oct 19, 2017	9a-1p	Competencies (Sepsis) at Osceola Ambulance Station	
Oct 28 & 29, 2017	8a-5p	PreHospital Trauma Life Support (PHTLS)	
Nov 4, 2017	8a-12p	Traffic Incident Management (TIMS)	
Nov 4 & 5, 2017	1p-5p 8a-5p	Emergency Vehicle Operator Safety (EVOS)	
Dec 6, 2017	6p-10p	Intro to Incident Command System (NIMS 100) Intro to National Incident Management (NIMS 700)	
Dec 9, 2017	8a-12p	Traffic Incident Management (TIMS)	
Dec 9 & 10, 2017	1p-5p 8a-5p	Emergency Vehicle Operator Safety (EVOS)	

All courses require completion of a registration application. The link is at the bottom of this announcement. Application deadline is two weeks prior to the start date of the course.

Follow our Facebook page
(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.

Prehospital Trauma Life Support (PHTLS) is the continuing education program developed by the Prehospital Trauma Life Support Committee of the National Association of Emergency Medical Technicians (NAEMT) in cooperation with the American College of Surgeons Committee on Trauma (ACS-COT).



For more information:
theron.becker@citizensmemorial.com
To register:
www.ozarksems.com/education-application.php

