

CMH EMS HOLIDAY NEWSLETTER

2017

Neal's News

As I write this, I look back on the time I spent in the last few days with some of my family. We were able to spend time outdoors together and visit around the camp fire. That is one of my favorite things to do. We are blessed to live in a very beautiful part of the USA. We are in the holiday season. We all have a lot going on as we prepare for Christmas and all the activities around this time of year. Make sure you include time for yourself and family. My hope for you is to enjoy this holiday session.

Dr. Carter has been a big help to us. She is engaged and helping us move forward. She is busy with a lot on her plate; however she is here to support us. We have made some protocol changes a little quicker than we expected. Theron has sent email highlighting the changes. Review the protocols. As EMTs and Paramedics, it is your responsibility to know your protocols. We have provided protocols that are flexible and give you the tools to make the patient better. Continue to put the patient first. It is challenging in EMS; we face changing conditions, broad ranges of socio-economic setting, and unstated expectations. Our goal is to provide Exceptional, Compassionate Care.

Con't on pg 2

Message from Jeff Miller

The work you do is worth-while and saving lives can take its toll on people mentally, physically and emotionally. It is important to take care of ourselves and find a sense of rejuvenation which leads me to Habit #7 from the 7 Habits of Highly Effective People. I thought it appropriate to share during the season of family, fun, community and spirituality.

Habit 7: Sharpen The Saw, is the habit of self-renewal that focuses on continual growth and constantly getting better!



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Neal's News con't

One of the goals we have been working toward is a strong QI chart review process. We were heading in that direction by developing tools and talking about the best way to accomplish this. Due to circumstances, we have put chart review on the front burner. The goal for chart review is to make us better. It will identify educational needs for the department. It will also help us improve our performance and patient care. If you have a chart reviewed and have a question, please follow up with Theron. This is a step in making us better at what we do.

We have had a lot of upheaval recently. As we move forward, we must stay focused on our mission of providing great EMS care to our communities. We are short staffed Paramedic wise. We need help filling open shifts. Please work with all the managers as we try to keep shifts filled. It will take an effort from everyone to do this.

We have hired one Paramedic and he should be in orientation December 18. We are in the process of interviewing two more Paramedics. Please help us recruit. We have strong wages, good schedule, and lots of overtime with no end in sight. Our Benefits are good. Our health insurance cost is low for the area. We have a lot to offer. Help us beat the bushes - we need your help.

I will be on vacation the first part of December. **Tom Ryan** and **Aaron Weaver** will be sharing on call while I am gone. Thank you for the job you do. You help make CMH EMS better.

Merry Christmas!!

Amateurs train until they get it right. Professionals train until they can't get it wrong. -Vince Lombardi

Diagnosis on transports from CMH & Cedar Co. Memorial Hospital

We will be adding a new Flex-Field in HealthEMS. This will pop up when you transport from CMH Hospital. It will happen no matter where you are taking the patient. It will ask for the diagnosis of the patient. This is something that billing NEEDS on the ticket and many have not been putting in the narrative. This information should either be on the paper work or in the oral report you get from the nurse. If they do not have a diagnosis, they will have a reason they were at the hospital and you can use that if no diagnosis is available.

This Flex Field will be added on **Dec 1st 2017**.

Reminder that on Nov 30-Dec 1st, we will be adding the **MH-** in front of the Mental Health Facilities we transport to. I will not get them all the first time I am sure, so let me know when you come across the ones I have not completed.

Tom Liberty
417-761-2770

Message from Jeff Miller con't

During my training for 7 Habits, an individual asked the instructor, "Why sharpen the saw? Why not scissors or some other object?" The reply was, "Because we are multi-faceted individuals. A saw is made up of several teeth as we are made of several dimensions." We are basically made up of four dimensions, physical, mental, spiritual, and social / emotional. If we do not tend to each dimension we are not highly effective which can leave our lives out of balance and our saw dull.

Have you ever tried to use a dull saw? It is very difficult and the saw is more likely to break. Even if one tooth is dull, the saw is more likely to get stuck or stick, making work more difficult. This comparison can easily be made to our own lives and we must tend to each dimension in order to keep each points of the saw sharp and maximize our effectiveness.

A quick review of the dimensions

Physical: Exercise, diet, sleep, etc.

Mental: Reading, attending a seminar, etc.

Spiritual: Does not have to be religious in context. It can be anything that we are passionate about and something we greatly enjoy.

Social / Spending time with family or friends

Emotional

We each have our reasons why we allow ourselves to neglect these dimensions; however, the most common reactive response that is heard is "I don't have time to exercise, eat right, etc." We must remember that we have the power to choose our path and where we focus our attention. Realistically, we all know that time is very valuable and sometimes does present a challenge; therefore, it might be wise to work on more than one dimension at one time when sharpening your saw. An example might be riding an exercise bike while reading a book. This would tend to your physical and mental needs. Or you might want to go for a walk with your spouse and / or children while having a meaningful conversation and holding hands. This might tend to your physical, spiritual, and social / emotional needs. Whatever the situation, it is important to tend to each of these dimensions every week.

In summary, if we truly want to be effective we must take care of ourselves, which will allow us to better take care of others and achieve greater effectiveness. *"A long, healthy, and happy life is the result of making contributions, of having meaningful projects that are personally exciting and contribute to and bless the lives of others."* -- Hanse Selye

We have much to be thankful!! Feel free to let me know what you are thinking or if you would like any more information about the 7 Habits of Highly Successful People. You can email me or call me at X6500. Thank you for everything you do for your patients and making CMH a great place to work and receive care!!

Jeff Miller, Chief Operating Officer

Clinical EMS Education—Theron Becker

A-B-C vs. C-A-B

While I write this, we are teaching a PHTLS class here at CMH, so I have trauma on the brain right now. How proficient are you in using the tourniquets we have on the ambulances? Have you ever used a CAT tourniquet? I urge you to take it off the shelf, take it out of the package, and practice with it.

I'd like to argue that tourniquet application is the most time-critical skill we have. Tourniquets should be easily accessible, already out of the package, and everyone should be very familiar with how to use them.

Let's say **Aaron Weaver** is sitting in a restaurant and a big piece of spinach fully occludes his airway, and no amount of abdominal thrusts is going to clear it. How many minutes until Aaron starts having irreversible brain damage? Most literature talks about something in the neighborhood of three to nine minutes.

Now, let's say **Tom Liberty** is field dressing a dead deer with his knife and accidentally completely transects his femoral artery. The femoral artery can pump somewhere between 500 ml and 1,900 ml per minute. I'm guessing someone with a transected femoral artery is going to be anxious, and the heart rate is going to increase, so somewhere near 2,000 ml could be expected. How much blood loss can an adult tolerate before irreversible brain damage? Most literature talks about something in the neighborhood of 2,000 to 2,500 ml. So, someone with a transected femoral artery is going to be irreversibly dead in as little as one to two minutes.

Maybe AHA has it right, that C-A-B might be more appropriate than A-B-C. As an emergency medical professional, you should know that you have three to nine minutes to fix someone's airway issue but only one to two minutes to fix someone's severe hemorrhage. Point is, be competent in how your equipment works to save someone's life.

Hickory Co & St. Clair Co News

Thanksgiving is behind us and another year is coming to an end. Christmas is looming ahead and it tends to be a busy time of the year. I, thankfully, have all my Christmas shopping done other than the possibility of the last minute surprises that come up.

We are short on Paramedics and that has hampered our schedules for a while. As much as I would like to be able to let everyone off work that wants off for his or her family get together, I am not able to do that this year. I am asking that everyone try and work together as best as you can to keep our shifts covered in our stations. Instead of "shift dumping," you will need to trade shifts or split shifts during the holiday season. We cannot rely on using medics from other stations when Polk Co. is in critical need and we county stations are fully staffed. If you agree to work a shift for someone, I expect you to work it. If you can help out in Polk County, please do even if it is only one shift this schedule, as they really need the help right now. **Steve, Ryan, Amanda, Aaron and Brice** would greatly appreciate it, as these 5 are shouldering the load for Polk Co.

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Schedule

Availability Due:

December 22nd

Time Off Requests:

Department Wide

1 Paramedic allowed

2 EMT allowed

Request off: Currently being accepted for Jan. 7 through July 31st.

**January has limited days for Paramedics.

Remember: All request off should be submitted through Kronos!!



Hickory Co & St. Clair Co News

Managers also made the decision to only approve one Paramedic off at any one given time department-wide. Those who already have approved request off will still get their time off. Please check and make sure NO ONE else has already been approved to be off prior to submitting your request off. PLEASE DO NOT PURCHASE plane tickets, make hotel reservations, etc. until you are sure you will be able to take off. I cannot stress this enough. EMT's: We are currently still approving two off at the same time.

John Frazier has offered to trade out some shifts with me and he will work some of my Hickory shifts and I will work some of his Osceola shifts. We will be finalizing this for the Jan. 7th schedule. This will allow me to spend more time in Osceola.

We all owe **John** a thank you for getting the labeling done in the supply room in Osceola. It looks great and I hope you all are able to find things easier. I hope to have both trucks relabeled shortly.

I want to thank you all, as I know both stations have had a rough couple of months just trying to keep shifts covered with vacations and family events that have occurred. Thank you to all of you who jumped in and helped with keeping coverage in these two counties.

I have been blessed to work with such a wonderful group of co-workers this past year, who have not only kept their patients front and foremost, but who have also watched out for each other. You make my job much easier and I am thankful for each of you.

I hope that every one of you has a blessed Christmas, and to those who will be working THANK YOU!

Alice Roberts BS, EMT-P
Hickory-Osceola Ops. Manager

Polk County News—Aaron Weaver

My paramedic instructor once told the class, "You will be the Paramedics that you want to be." I believe the same thing, but not only as EMT'S or Paramedics, but as employees as well. Everyone knows what needs to be done and how to get things done. You all know that charts need to be completed and exported by the end of your shift. We know trucks need to be cleaned and washed. We know to clean up after yourself along with the completing the chore list and make sure your Healthstream assignments are completed on time. The list goes on and on. My point is, the choice to be the employee that you want to be is in your hands. All of that comes into play if you ever want to change positions or move up in ranks.

BLS B shift has a full time opening. It is on B week. I have emailed that December 5th is when the position is closed. If interested, contact me before the closing date.

Again, thank you to everyone picking up extra shifts. **Ryan and Brice**: Thank you for splitting the over night stuff. You both have been a big help!

Aaron Weaver
Polk County Ops Manager

Health and Safety—Brice Flynn

Happy last month of the year to each of you! I hope that Thanksgiving meals and reflections were a blessing to you as you thought about the year. I know that many of you have already put up your tree(s). As we approach the Christmas season, this newsletter section will be short.

You are all aware of ways that you can keep yourself safe, and your patients safe. Here are some of them, in review.

1. Wear your seatbelt when in the cab of the ambulance and as much as possible in the back with a patient.
2. Use all the seatbelts on the cot. (Review the emails I sent out in November with details from each Styker cot manual.) Make sure the shoulder straps are actually over the patient's shoulders, not to the sides, so they will be caught from sliding forward in the event of a crash or sudden stop. This is your responsibility.
3. Clean your ambulance, as your manager has it scheduled, or when you see things are dirty. I know it's hard to say yes to boring tasks, but details are what make things great. Put on some music or a podcast and keep things clean.

4. Move more. Get up and walk. Find some kind of exercise you like and do it. Mine is bicycling.
5. Eat less trash. You are not a garbage disposal. Eat less sugar and eat food closer to its original source. Some "foods" are not foods, because they do not give you any nutrition. A sugar rush is not nutrition. Eat to get nutrition.
6. Stop using tobacco. It's hard to quit, but continuing to use is harder on you than just about anything you could do to yourself.
7. Focus on how you can implement PRIDE. We all have people and things we can complain about at work, but what improvement does that bring? Being Positive, Respectful, Innovative, Dedicated, and Empowered are things we can each get behind in real ways. No matter how small you think your actions might be, they will still create ripples that will bump into others. Be sure that the things you do are PRIDE focused so that our patients receive the best care and we have a better place to work. I know this is difficult to do, but I challenge each of us to act with PRIDE.

Brice Flynn

December Birthdays

Cheyenne Stone	3rd
Morgan Young	10th
Kellie Burns	16th
Mike D'Agostino	21st
John Smith	22nd
Tyler Slothower	23rd
Goldie Masters	31st

Anniversaries

Bruce Fugate	6 yrs
Jason Stroud	5 yrs
John Smith	2 yrs
Jay Fry	2 yrs



Life and Times from the Beautiful Stockton Lake

As this wonderful year draws to an end, I send these notes to coworkers and friends. So Thankful are we Blessing and Galore to know and work with each and every one we adore.

Thumbs Up: To all the staff this month that stepped forward and help cover open shifts and transfers, not just Cedar County, but all the stations. We couldn't do it without you! Thanks.

Board Notes: Well, the board has received our 2018 budget and now it's the waiting game to see what they will approve for next year. Things will be a little tight due to building the new Stockton station. They did decide to go ahead and purchase you portable suction units for the last two trucks so all the trucks have the same and updated units. We had several items on the budget list but had to scale back so we dropped it from over \$100,000.00 to just under \$60,000.00 so we will see what they decide next meeting.

Speaking of the new station, the project has started. Dirt has been moved, clay brought in and packed, and now the footings have been poured. They will be pouring the floors in the next week or two, then the walls will go up.

Personnel: We would like to welcome two medic's to CMH Cedar County: **Bobby O'Keefe** and **Richard Kowal**.

Bobby will be a PRN Medic and help fill in when available—that's when he is not flying for Mercy out of Joplin. Bobby lives here in Stockton so we are hoping he will be able to help out. He is also very active in the community and he is helping with the Cedar County First Responder class going on at this time.

Richard also comes to us with several years of experience as a medic and as an EMS Instructor. He will be working in El Dorado Springs in Cedar County. He has expressed interest in working some additional shifts to make up his long drive he has from Arkansas, so keep him in mind if you need a break or vacation.

And please keep **Don Stockton** in your prayers and thoughts. He has decided to hang it up after doing EMS for many years. His health has got the better of him and he just doesn't think he should/could do it any more. We wish him the best and will miss him.

MERRY CHRISTMAS & Happy Holidays

Tom Ryan Ops Mgr
Cedar Co



Construction has started on the new Cedar County EMS Stockton Station.

CMH EDUCATION SERVICES UPCOMING EDUCATION

12 Lead ECG Dec 20th 8:30am—12:30pm

PALS Renewal Dec 07 0830—1700

PALS INITIAL Dec 08 & 09 0830—1700

ACLS Renewal Dec 11 0830—1700

PALS Renewal Dec 28 0830—1700

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

Community Training Calendar

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



Local Training



We have some classes coming up for EMT Academy that our employees can get into as well to meet their requirements. If you are able to attend, please complete a registration form at

<http://ozarksems.com/education-application.php>.

Please review the email from Theron to see if you are on the list that need to complete any of these REQUIRED classes for 2017.

Traffic Incident Management [TIMS] (Dec 9). TIMS is just 4-hour morning.

Emergency Vehicle Operator Safety [EVOS] (Dec 9 & 10). EVOS is 2-day (includes the TIMS).

Incident Command System [NIMS 100] & NIMS Intro [NIMS 700] (Dec 6). NIMS 100 and NIMS 700 are 1-hour each.

