

CMH EMS Newsletter



Volume 5, Issue 1

September 2018

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"Thank you for all you do. Remember the all Department Staff Meeting on September 26 at 0830. We will have breakfast."

Neal's Notes

September is here. It is still HOT and humid. I think we are all ready for some cooler weather. The last 5 weeks or so have been very challenging. We have had some very serious and tragic calls, including the church bus MCI. Each county has been touched by events. I know we lean and support each other, which is good. If needed, we do have the **Employee Assistance program. (1-800-624-5544)** It is not a sign of weakness to request someone to talk to. It will help. If you are in EMS long enough, you will be involved in a call or calls that are hard to deal with. It is better to deal with it than to push it into the recess of your mind.

All our counties were involved in the church bus MCI. We all did a great job. Mr. Babb has received **multiple Thank you's** not only directed to CMH, but direct to CMH PHS. Quentin Back, CMH Emergency Manager, emailed me from the State Emergency Management

Conference and he heard about what a good job we did from our peers. You did a great job! We all need to be proud of what we did. Not only on August 10th, but the weeks surrounding the 10th. We did good!

Safety is a conscious choice. You must make a conscious effort to be safe and alert. You must pay attention to what is going on around you. Make it a habit to wear your seat belt in the front and back of the ambulance. You do not want to become a missile in the ambulance and we do not want the patient to either. Be sure to use all the straps on the cot for your patients. Wear your traffic vest when working on a roadway so you can be seen. Pay attention to

the scene as you pull up and always reevaluate the scene and people on the scene. Practice being safe.

We live in a society that puts a priority on taking pictures and videos of all sorts of things, including EMS. Remember to always conduct yourself in a professional manner everywhere you go. You never know who is taking pictures and shooting video footage. You do not want to be the next poor person whose unbecoming comments or actions make it to the trending video of the day out in internet land.

A reminder: If you have to call in and are unable to work a shift, you must call your Operations Manager, or if after hours, call the On Call Supervisor. Do Not Text; you must talk to an Operations Manager.

Thank you for all you do. Remember the all Department Staff Meeting on September 26 at 0830. We will have breakfast.

Take it easy and be safe.

Neal T.



*Stockton Triathlon Participant
CMH EMS Director Neal Taylor.*

POLK COUNTY NEWS

AARON WEAVER

Tragedy struck Polk County this month by a church van rollover with several kids aboard. We ended up with three ALS trucks from Polk Co., one BLS truck, two Cedar Co. units, the St. Clair Co. truck, and we cancelled the Hickory Co. truck. Additionally, a Dallas County Mercy unit arrived on scene but not needed, so we released them. Before leaving the county, they ran a stroke call for us. This call classified as a MCI even though only 10 patients were transported; Seven walking wounded were transported to CMH ER, and three critical patients went to Cox South.

Everyone came together and worked their tails off to clear the scene of all 10 patients in 31 minutes! Everyone worked as a team. Everyone had roles given and they knew what needed to get done. Everyone on scene did a great job! This MCI scene ran smooth as could be expected.

The hospital ran smooth as well. The ED did a great job, especially when they had other patients already in the ED. The rest of the hospital staff and department came together and worked well, just as EMS did on scene. Everyone had roles and responsibilities and fulfilled them.

An EMT asked me *“I missed the initial call, but could I have helped elsewhere?”* The answer is YES! The ED is writing a policy that will allow licensed personnel to come help in the Emergency Room. There are other roles like Traffic Control, help restocking the trucks, etc.

Every fall, for the last couple of years, the hospital has done a surge exercise/MCI. Ambulances and EMS personnel along with the local fire departments would run the scene, and transport to the ER. I encourage

everyone to volunteer to be a part of these exercises. I have found them to be very helpful.

Peer counseling or therapy is a powerful tool that can and should be utilized especially if they had worked the same scene/call. I have not been afraid to run the call over in our mind with others that were on scene with me. I also have external people I can talk with. This is important to be able to do so. This all needs to be possible without fear of gossiping, drama, or using it against one another. I have written about drama and gossiping before. It breaks down trust. I have seen that initial breakdown and it showed up again after this call. I truly apologize to the people who feel concerned about betrayal and they cannot use such a valuable tool as peer discussion. Again, JUST STOP with the drama and gossiping.

I have been impressed with the community and other agencies on scene. We had at least three debriefings. One included a CISD team. The masses really do care for one another. If this call happened again, people will have your back from Hospital Administration all the way to the State Highway Patrol.

Please do your Healthstreams. We are one of the lowest ranking stations in completion of assigned Healthstreams. I would like to see an improvement. Ask your partner if they have done theirs. Set an alert on your personal calendar to remind you to complete them.

Be safe and have a great Labor Day!

Aaron Weaver, EMT-P
CMH EMS Manager, Polk County Station

“Everyone worked as a team. Everyone had roles given and they knew what needed to get done. Everyone on scene did a great job!”

September Birthdays

- Aaron Weaver Sept 4th
- Greg Beydler Sept 5th
- Zane Gore Sept 10th
- Matt D'Amore Sept 14th

September Service Anniversaries

Morgan Young 17 yrs



Health & Safety—Brice Flynn

As I write this, the late rains of August are falling. I am thankful that the drought has passed and the falling temperatures of fall are closer each day. I have only a few reminders this month related to complacency.

Your back is the first topic of complacency. Your back is yours, no one else's. You spend a lot of time with your back, and it helps you out, with everything. Do not put back safety at the back of your mind. Even though your back may be out of sight and out of mind, it is one of your most valuable resources. Please keep a straight back while lifting and use your legs and glutes to do the work of lifting patients and cots. When moving packs and monitors, keep the weight close to you. Do not turn your back to traffic. Back safety matters. Care about yours.

Your backer is the second topic of complacency. When the ambulance goes into reverse, you should have a backer assisting you in backing. Your backing spotter should be seen in either your passenger or driver side mirror. If you cannot see your spotter, you should not be backing up. Backup cameras are great for those situations where it might be safer for your spotter to stay in the ambulance, such as when a patient is loaded for transport, or when road/visibility conditions are poor and standing in the roadway just is not the safest option. Let's get back on track with using backers.

Your backup is the third topic of complacency. Your first backup is your partner; take care of them. Watch where they step. Watch how they lift. Watch if they wear their seatbelt, in the front or back of the truck.

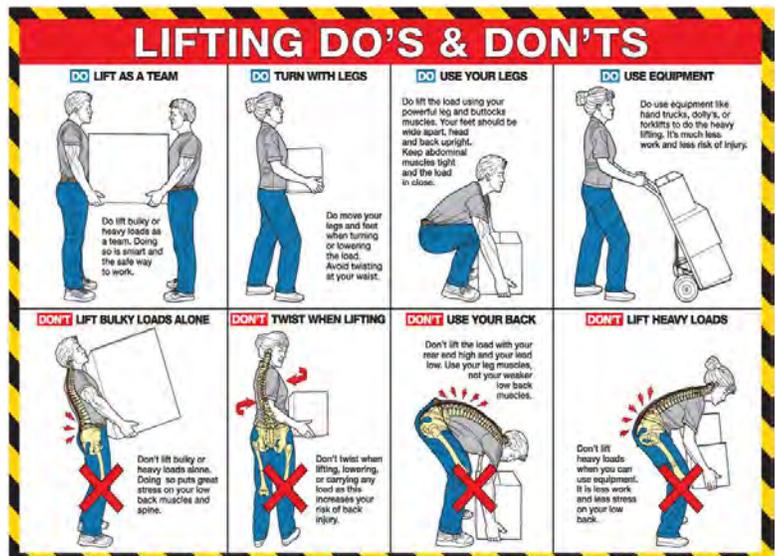
Watch how they act. Are they under more stress? Besides your partner, where is your next backup coming from? Think about escape routes when in a house or working on the side of the road. If you needed help, where would it come from? Keep your backup on your mind and help them out by communicating well with them.

That is all for this month. Let's keep each other safe. Your safety starts with you.

Take care of yourself and your partner.

Sincerely,

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



HICKORY/ST. CLAIR COUNTY NEWS

ALICE ROBERTS

Labor Day, the first Saturday 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 also 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.

Along with Labor Day is the long holiday weekend with increase road traffic on our highways. We will also see the camp grounds full, the lake alive with activity, football games, rodeo and Lucas Oil Boats and car races. The amount of visitors will increase by over 20 to 30 thousand this weekend as families are trying to get the last family vacation in before winter.

I expect to see a higher call volume, 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 and may not see your station. I expect to see mutual aid to be received or given, depending on how the calls come in. Get your patient where they need to go, clean up, restock and be ready to hit the road again. Remember we are a team, and our service area needs to work together with others as a team.

We also need some help with the standbys in both counties. We have Football games on Friday night, Rodeo in Osceola, and Lucas Oil. Please help if you are able. If everyone would work one standby we would have it covered.

The rumor is out and yes it is true, I am stepping **down as Osceola's manager. Lack of time and the oversight** that this station needs is the reason why. Since John Frazer is leaving to go back to Osceola, Aaron and I will be working splitting up the vacant shifts until the time comes that we have someone to take over as manager.

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

Schedule:

New schedule released: September 7th

Vacations: At this time, I cannot approve any Paramedics request off other than from October 28th to October 30th and December 3rd to December 8th. Anything outside of this will need to be discussed with your manager to see if coverage can be taken care of within your own station.

Request off are already coming in for 2019. If you have a certain time frame before August 1st, 2019, that you like taking your vacations, I would suggest you get your request off turned in.

FROM STATION MANAGERS: IF YOU ARE SICK or have a family emergency and will need to CALL IN to work, text messages are not the way to do this. YOU must actually call the “ON CALL MANAGER,” and speak with them in person. Managers may not see your text message in a timely manner and against popular belief; we do sleep once in a while. As a reminder, it is considered a “NO CALL NO SHOW” if you text the managers that you are unable to come in and work your shift.

CMH EDUCATION OPPORTUNITIES

ACLS Initial (2d)

(0830-1700) (CPR & 103)

██████████
 ██████████
 Sept 13 & 14
 Nov 7 & 8

PEARS (CPR)

(0830-1700)

██████████
 ██████████
 Oct 4

PALS Initial (2d)

(0830-1700) (CPR & 103)

██████████████████
 ██████████████████
 Nov 1 & 2

ACLS Renewal

(0830-1700) (CPR)

██████████	██████████
██████████	██████████
██████████	Sept 27
██████████	Oct 11
██████████	Oct 24
██████████	Nov 28
██████████	Dec 6
██████████	Dec 21

12-Lead

(0830-1230) (CPR)

██████████ Dec 12
 ██████████

ECG & Pharma

(0830-1230) (CPR)

██████████ Nov 14
 ██████████

PALS Renewal

(0830-1700) (CPR)

██████████	██████████
██████████	██████████
██████████	Sept 21
██████████	Oct 18
██████████	Nov 16
██████████	Dec 13

ECG Rhythm Interpretation

(0830-1230) (CPR)

██████████ Sept 18
 ██████████

FIRE EXTINGUISHER

CMH CAMPUS, SECURITY OFFICE:

██████████ ██████████
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Sept 05	0700-0900
Nov 14	0700-0800
Dec 12	0700-0800
Dec 27	0700-0800

Hazardous Materials: Operations Level Skills Class 2018 Registration

- September 14, 2018, 8:00 am – 10:00 am,
CMH ER Ambulance Bay
- September 14, 2018, 1:00 pm – 3:00 pm
CMH ER Ambulance Bay
- October 2, 2018, 8:00 am – 10:00 am
CMH ER Ambulance Bay
- October 2, 2018, 1:00 pm – 3:00 pm
CMH ER Ambulance Bay

Hazardous Materials: Operations Level Skills Class **2018 Registration**

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

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

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

Pre-Course Requirements:

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

Class Dates (Please Select One):

- | | |
|---|--|
| <input type="checkbox"/> March 21, 2018, 8:00 am – 10:00 am
CMH ER Ambulance Bay | <input type="checkbox"/> September 14, 2018, 8:00 am – 10:00 am,
CMH ER Ambulance Bay |
| <input type="checkbox"/> March 26, 2018, 1:00 pm – 3:00 pm,
CMH ER Ambulance Bay | <input type="checkbox"/> September 14, 2018, 1:00 pm – 3:00 pm
CMH ER Ambulance Bay |
| <input type="checkbox"/> April 5, 2018, 8:00 am – 10:00 am
CMH ER Ambulance Bay | <input type="checkbox"/> October 2, 2018, 8:00 am – 10:00 am
CMH ER Ambulance Bay |
| <input type="checkbox"/> April 5, 2018, 1:00 pm – 3:00 pm
CMH ER Ambulance Bay | <input type="checkbox"/> October 2, 2018, 1:00 pm – 3:00 pm
CMH ER Ambulance Bay |

Employee Name: _____ Dept: _____

Phone: _____ E-mail: _____

Employee Signature: _____

Supervisor Signature: _____

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

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

EMS EDUCATION

Fall Semester 2018

Date(s)	Wkdy	Times	Course Name		Instructor(s)
Sep 3	Mon		Labor Day (No Classes)		
Sep 8	Sat	8a-5p	EMS Safety (for EMT Academy)		Becker & Young
Sep 12	Wed	7a-8a	CMH EMS Education Advisory Board Meeting		Theron Becker
Sep 22	Sat	8a-5p	Basic Life Support CPR (for EMT Academy)		Brianna Becker
Oct 5	Fri	9a-5p	Clinical Educator Annual Course - Option 1		Theron Becker
Oct 6	Sat	8a-5p	Psychological Trauma in EMS (for EMT Academy)		Morgan Young
Oct 10	Wed	10a-2p	Competencies Option 1 (Endocrine Emergencies)		Hickory FTOs
Oct 10	Wed	2p-6p	Competencies Option 2 (Endocrine Emergencies)		Hickory FTOs
Oct 11	Thu	6p-10p	Competencies Option 3 (Endocrine Emergencies) at Stockton Ambulance Station		Hickory FTOs
Oct 13	Sat	9a-5p	Clinical Educator Annual Course - Option 2		Theron Becker
Oct 20	Sat	10a-2p	Competencies Option 4 (Endocrine Emergencies)		Hickory FTOs
Oct 20	Sat	2p-6p	Competencies Option 5 (Endocrine Emergencies)		Hickory FTOs
Oct 23 & 25	Tue & Thu	9a-5p	Pediatric Advanced Life Support (for Paramedic Academy)		
Oct 27	Sat	1p-2p	Bleeding Control Basic		Theron Becker
Oct 27 & 28	Sat & Sun	8a-5p	PreHospital Trauma Life Support		Becker, Stroud, & Young
Nov 3	Sat	1p-2p	Bleeding Control Basic (for EMT Academy)		Theron Becker
Nov 3 & 4	Sat & Sun	8a-5p	PreHospital Trauma Life Support (for EMT Academy)		Becker, Stroud, & Young
Nov 6 & 8	Tue & Thu	9a-5p	Geriatric Education for EMS (for Paramedic Academy)		Becker, Stroud, & Young
Nov 11 & 12	Sun & Mon		Veterans Day (No Classes)		
Nov 17	Sat	8a-12p	Cox Air Care Landing Zone (for EMT Academy)		Shelly Eley
Nov 17	Sat	1p-5p	Class E Driver and Hazmat Awareness (for EMT Academy)		Theron Becker
Nov 22	Thu		Thanksgiving Day (No Classes)		
Nov 27	Tue	9a-5p	All Hazard Disaster Response (for Paramedic Academy)		Morgan Young
Nov 28	Wed	8a-5p	Hazmat Medic		Michael Schultz
Nov 29	Thu	8a-5p	Hazmat Medic (for Paramedic Academy)		Michael Schultz
Dec 1	Sat	8a-12p	Traffic Incident Management (for EMT Academy)		Brice Flynn
Dec 1 & 2	Sat & Sun	8a-5p	Emergency Vehicle Operator Safety (for EMT Academy)		Becker, Flynn, & Stroud
Dec 4 & 6	Tue & Thu	9a-5p	Tactical Emergency Casualty Care (for Paramedic Academy)		Becker, Llicardi, & Stroud
Dec 8	Sat	8a-12p	Traffic Incident Management		Brice Flynn
Dec 8 & 9	Sat & Sun	8a-5p	Emergency Vehicle Operator Safety		Becker, Flynn, & Stroud
Dec 21	Fri	6p	EMT and Paramedic Graduation Ceremony		
Dec 25	Tue		Christmas Day (No Classes)		

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 unless otherwise specified.

All course locations are CMH EMS Headquarters (1525 N Oakland, Bolivar, MO) unless otherwise specified.

For more information: theron.becker@citizensmemorial.com

To register:

www.ozarksems.com/education-application.php



CLINICAL EDUCATOR COURSE

October 5th (9a-5p)

-OR-

October 13th (9a-5p)

Clinical Educators are used in a multitude of ways in both the Emergency Department and EMS Departments here at CMH. They are known as Field Training Officers, Preceptors, or Instructors, but in practice, they are the senior staff members that fill the most critical part of the leadership hierarchy.

Core components of what Clinical Educators may be expected to do include:

- Apply adult education concepts to dynamic healthcare environments.
- Manage job shadows, students, and new hires to keep them safe, provide patient safety and care, AND facilitate their learning.
- Show CMH PRIDE in everything you do. Your peers are watching you.
- Be the informal leaders taking on “other duties as assigned”

If you are the type of person that works at the top of your ability and would rather be the architect of what your department will look like in five years instead of the tenant... **We challenge you to become a Clinical Educator.** Learn and build your program with your peers in the **ER and EMS departments.**

Prerequisites include:

- Be licensed for at least **two years.**
- Be a CMH employee for at least **one year.**
- Complete this **annual education.**
- Be approved by your **direct supervisor** annually.

This year's course is being offered twice (**Friday, October 5th or Saturday, October 13th**). There are three parts to the course:

- **Part #1 (9 AM - Noon):** This is the “initial educator” portion of the day. If you have never taken this or similar courses or you do not successfully pass the pre-course quiz, you will need to attend this part.
- **Part #2 (1 PM - 3 PM):** This is the “educator refresher” portion of the day. Everyone must attend this part.
- **Part #3 (3 PM - 5 PM):** This is the “quality improvement” portion of the day. If you are interested in quality improvement programs in your department, please attend this part.

Application deadline is 8 AM on Monday, September 24th. You will then, be assigned a HealthStream that must be completed by 8 AM on Monday October 1st. Failure to pass this HealthStream will require you to attend part #1 that starts at 9 AM.

All course locations are CMH EMS Headquarters (1525 N Oakland, Bolivar, MO) unless otherwise specified.



For more information: theron.becker@citizensmemorial.com

To register:

www.ozarksems.com/education-application.php



CEDAR CO NEWS

TOM RYAN

So you ask yourself, “Self, what is going on in Cedar County these days?”

Well, let me tell you! “The Lake” season has almost come to an end, football season is just taking off, Fall is just around the corner as we get our trucks sealed and tagged, and now we are stocking the trucks with Heat Packs and Thermal Blankets in preparation for cooler temps.

Watch out for the deer as deer season is coming. They will be moving more and more during the daylight hours, and not just at night. If you are not driving, you should be helping your partner keep an eye out for the 4 legged creatures. MODOT has been working on 32 Hwy doing their great Chip and Seal, really what is chip and seal? So nothing else please Drive Safely.

Notes from the Board: Well, we are starting to work on our 2019 wish list to the Cedar County Ambulance District board we will be turning it in soon to them and see what 2019 brings us. We are NOT looking at adding another ambulance in 2019, so we are looking at striving to get a power washer for Stockton, new updated vents, Response Vehicle. Just to name a few.

Employees: Well, besides having some great employees with CMH and I would like to say THANK YOU for all you do, **Please Don't forget to take the monitor in the house with you on ALL EMS calls we have to help us get the “patient contact to first 12 lead” down to below 10 minutes.**

Stockton Triathlon/ Duathlon is in the history books as one of the largest turn outs so far, over 160 people participated in the event this year. Thanks to everyone that helped go off without a hitch.

Flu shots will be coming to an EMS Station near you soon, we are hoping to have these by the Oct Staff meetings in each county.

Well, thanks for all you do for CMH. Be safe out there and watch your partner's back.

Tom Ryan,
Operations Manager Cedar County
CMH EMS