



# Neal's Notes

Fall is here. My wife is putting up the Fall and Halloween decorations. Pumpkin pie is around the corner. Football season is here. All the Fall festivals are taking place. I look forward to each change in season. All four seasons bring different stuff and beauty. Remember to enjoy life.

On October 17, at 1730 in CMH Community Room #1 there will be a First Responder Appreciation Dinner and Self Care Seminar. I would encourage everyone to attend. You will need to RSVP to Kermit Hargis at 417-326-7250 or by email: [kermit.hargis@polkcountyhealth.org](mailto:kermit.hargis@polkcountyhealth.org) by September 29. A donation was received to be able to provide this dinner.

Growing up in the southwest, the Native American culture was all around my family. We had friends that were Native American and we lived very close to the Queschan reservation. My mother was invited to a wake, which is very rare for a non-native American to be allowed to attend. I also got to spend time on the Navajo reservation and explored the Hopi ruins and culture. We can learn a lot from these people. I have a list of 20 rules they lived by. Here are eight translated to English.

1. Rise with the Sun and meditate.
2. Be tolerant.
3. Search for yourself and make your own path.
4. Treat a guest in your home with much consideration.
5. Do not take what is not yours.
6. Respect all things.
7. Honor other people's thoughts.
8. Never speak of others in a bad way.

All will help bring peace in your life. We live in a time where society pushes for everyone to go all the time. Society promotes lack of respect for each other. Why? What I do know is that it is not necessary. It can make people unhappy and can make people ill.

Take time to look at yourself. Slow down and smell the coffee. Our Native American friends had some of it figured out before there was a United State of America. The United States treated Native Americans badly. History speaks for itself. We need to learn from their great society.

Native American are a very strong and proud people. They have taught us a lot, and have much more to teach us, if we pay attention and take what they have to say to heart. Their leaders were pretty incredible. Chief Joseph of the New Perce, Geronimo of the Apache, Sitting Bull, Black Hoof. All lead their people at a time of great difficulty. If we the white man had taken the time to listen and learn about these great people our country would be different. They all have something to teach us today if we would learn about their way.

Think about these rules. All are great rules and meditation phrases. Begin to find peace in your life. You will be better for it.

Be safe,  
Neal T.

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## Polk County News—Aaron Weaver

Recently, I have discovered that some of our staff do not know that we are to fax our charts to receiving facilities that are not owned by CMH.

So, here is the deal:

- \* If you transport a patient to a facility that is not owned by CMH, we are to fax the completed chart to them.
- \* We fax the completed chart by using the ICON that resembles a fax machine.
  - ◆ Click on that ICON. It will open a pop up box.
  - ◆ On the top of the pop up box, there is a choice of *SANSFAX*. Click on that.
  - ◆ A POP UP box will open already pre-loaded with your destination choice, as noted in the chart DESTINATION section.
  - ◆ Click on the FAX NUMBER drop down. It should have a fax number already noted. Select it.
  - ◆ At the bottom of the pop up box, hit the yes button.
  - ◆ It will give you a confirmation that the fax will be sent.

I would like to talk a little bit about call rotation. The call rotation is based on who is available the longest. We designed it this way to not make crews go back to back on LDT calls or Springfield transfers. This is an attempt to equal out the amount of calls and miles for each truck. Example: One crew runs a transfer to Mercy and the other crew does a PRC in town. The rotation would be that the crew that did a refusal would be back in service quickly and available the longest.

We have hired two paramedics since the beginning of September. **Andrew Johnson** will be filling the full time P shift on B week. **Christina Akins** comes back to us. She initially worked with us up in St. Clair County. She is a full time Polk County float.

I would like to thank some night shift people for picking up extra shifts to keep the night trucks in service. **Lucky Johnson**, thank you for your flexibility to work several extra shifts. **Comorgan Jones**, thank you for picking extra shifts as well. **Ryan McDonald**, we appreciate you doing extra work teaching the EMT class and finding time to pick up some extra as well.

Aaron Weaver, Paramedic  
Operations Manager - Polk County

### October Anniversaries

Neal Taylor 26 yrs!

Alice Roberts 16 yrs

Tim Shaw 4 yrs

John Frazer 2 yrs

Scott Jenkins 2 yrs

*If you transport a patient to a facility that is not owned by CMH, we are to fax the completed chart to them.*

### October Birthdays

Carolyn Ream 21st

Tom Ryan 24th

Jay Fry 26th

Jeff Beasley 27th



## Health & Safety-Brice Flynn

Fall has arrived and October is here! I hope you will be enjoying the cooler days and nights that we have in October. There are only a few things to bring up this month.

The first is securing our ambulances when we are out of the station. The newer AEV ambulances have a numeric door code to the left of the curbside door. Some changes were made on the Polk county ambulances so that crews can easily lock and unlock the ambulance while leaving it running. For locking the ambulance, you can press and hold down the 1/2 button for two seconds. To unlock the ambulance you have to enter a 5 digit code. Example for 701 is enter 7,0,1,7,0 and then press the 1/2 button to unlock the door. The code then to unlock 701 is 701701, to unlock 702 it is 702702, to unlock 704 it is 70470(1/2). Give it a try and start locking your ambulances up whenever you are out and about. If you have any questions, you can get in touch with me. You always have the option of the hidden switch in the battery box as well. So, if your ambulance has a door code, check with your supervisor about getting the code changed and using it while out and about.

The second is a reminder to be sure to take off any unserviceable or defective items off your ambulances. One specific location of these items is the Ped bag equipment that frequently sits in those bags for years. Per our protocols, if an item is defective or more than 5 years old, it needs replaced with new stock. One common defective piece of equipment I have found has been the suction catheters that are in the Ped bag, and some infant BVM's that are more than 5 years old. Please check equipment, as well as drugs, every month to make sure we provide the best care possible.

The third item is about our FTO program. **Mike Minter** is going to be taking the load off of **Theron** and taking that program up to the speed and level we need to be running at. As with any change, this will be painful and we will likely feel the pains of growth and development. For those of you interested in the FTO program and wanting to help our department train new hires and keep us all up to speed, give it all you have. Don't take the easy way out of teaching something, but make sure the one you are training is confident and proficient. We will have several EMT students and Paramedic students riding with us soon. Get ready to teach and show them how to provide the best care possible. Mike has some great ideas and a great vision. Let's all support the growth of our service.

That's all for now. Thank you for your hard work.

Brice Flynn

NRP, I/C, AAS, BA

Health and Safety Chief

Citizens Memorial Hospital EMS

573-220-8126

## Hickory County News—Alice Roberts

We all have them, those frequent lift assist patients. We get to know them pretty well. The ones who will want transported and the ones that just want help up and to be left at home. Have you ever wondered if we are doing those we leave at home a disservice? Are we treating these types of calls as a public service call? Are we just helping them up and not fully getting a medical or trauma assessment done? Are these calls pointing to a bigger medical problem that could lead up to a patient needing admitted to the hospital because it was not caught earlier and treated which could have prevented the numerous lift assist call backs?

When you run lift assist calls, are you taking the extra time to talk with the patient, getting a full set of vital signs including a blood sugar and temperature? How many of our lift assist patients would we have found with an irregular pulse rate, bradycardic, low blood sugar, high blood pressure or a temperature among other things, if we would have just taken that little bit of extra time to fully assess our patients?

We can't force anyone to take a ride to the ER with us, but if we want patients to be fully informed then we ourselves should be getting a solid assessment along with ALL vital sign findings so our patients can make that informed decision. Also remember to check their surroundings for their safety.

If they still choose to not go to the ER, make sure the patient care report is documented well with, patient demographics, dispatch code and refused treatment and transport (never a NO PATIENT FOUND) and the narrative has the who, what, when, why and where in it. WHO: patient age and sex, WHAT: what were they doing prior to the fall? WHEN: how long ago did this happen? WHY: what made them fall, WHERE: location of where the fall occurred. Did the patient have any dizzy spells or weakness prior to the fall? Did they hit their head? Are they on blood thinners? Do they have an altered mental status? Is this new or normal for them?

Make sure risk of refusal for treatment and transport are explained to the patient and also documented what was told to them and their response.

Get down in the nitty gritty in your patient care report and paint a GREAT picture of the call. Also make sure you obtain ALL needed signatures from the patient, witnesses and your partner. Your partner is a GREAT asset to have. Talk about the call afterwards as your partner may remember having heard or seen something that you missed that should also be included in your narrative.

Lift assists just aren't a public service call and should not be treated as such anymore. Treat them like you would any other patient with a medical or trauma complaint.

Alice Roberts Paramedic  
Hickory County Operational Manager

## Life and Times from the Beautiful Stockton Lake

Well, summer is gone and winter is upon us. Just wanted to take a moment to remind each and every one to take time now and to get ready for the cold weather that is moving into our area.

**IV warmers** – Don't forget to plug them in and cover the fluids with a towel to be ready when you need the warm fluids.

**Heavy warm blankets** - Stock up now! Does everyone remember last winter when you couldn't find one if you needed one? And yes we needed them.

**Pre-make a winter bundle** for your cot with a heavy blanket and lay it out on your cot and roll it up and place it on your bench. Maybe two of these, so if you need one you have it ready to deploy on the cot.

Review our **Hypothermia Protocol** now before you need it. Just remember to quickly get those patients laying on the ground up and place a blanket under them, even if you have to place a blanket on the backboard to start the warming procedure.

Don't forget to **protect yourself!** Dress for the weather and bring additional clothes in case you get wet. Dress warm, and don't forget your head.

**Snow chains** - Review this with your partner before you need to deploy them.

Place a jug or two of kitty litter in your ambulance - Sometimes that's all you need to get out of a slippery spot.

**Remember wind chill can KILL!** Even the little things like pocket hand warmers can save you or your digits.

**Keep the heat up in the back.** You might be dressed for the weather, but when you put that patient in the back and you start removing clothes, they will get cold really quickly.

Linen (Blankets, Sheets, Pillows, etc.) Folks, these cost CMH mega bucks each year due to staff leaving them at patients' homes, at receiving hospitals, etc. Do your part and

**Bring them home for the holidays.** The linen that is.

**Staff: John Shaver** has left us and left a large hole in our schedule and our hearts. He will be missed in Cedar County/Eldorado Springs. We hope him the best in his new adventures. With that said, we will be advertising for the position to see if we can find interest from someone to fill this position. If you know of someone wanting a change in their life and is interested in coming to CMH Eldorado, reach out to them and then contact me. In the meantime, anyone wanting to pick up extra hours, we will have several open Medic shifts in Eldorado this next schedule. Please contact Alison or myself.

### **Cedar County Ambulance**

I just want to say THANK YOU! for everyone that helped cover shifts this summer during all the events in Cedar County. "We couldn't have done it without you."

**Cedar County Board: John Wilson**, CCAD Board President, has tendered his letter of resignation effective immediately. John will be missed. He is moving to Bolivar and is taking the Light the Lakes concert to Springfield next year. We hate to see it go. This leaves an open spot on the CCAD Board. If you know of anyone that might want to be on the Cedar County Ambulance Board, the area open is 5<sup>th</sup> ward, or basically Hwy 32 in Stockton and south along the lake to the Dade County line, and west to almost CC hwy. Please contact me if you have any ideas or want to check the location to be sure.

Coming up next month: November 3rd time change. Set your clocks back 1 hour! Mark it on your calendar now.

Thanks,  
Tom Ryan

*November 3rd time change. Set your clocks back 1 hour! Mark it on your calendar now.*



# CMH EMS All Staff Meeting

## CMH FLAG POLES OF EXCELLENCE Employee Recognition

From Jeff

Mandy / Cody, I wanted to let you know that your supervisors recognized you in their weekly scouting report for the excellent job you do each day. Neal informed me that first thing in the morning three days in a row you took transfers to Southeast Missouri and that you also volunteered to do a transfer that kept you over end of shift. I am told you do a bulk of the LDTs and show dedication day after day. Thank you both for your consistency, dedication and good work ethic. We appreciate your efforts and thank you for making CMH a great place to work and receive care!



## CMH FLAG POLES OF EXCELLENCE Employee Recognition

From Kim E. Patient Advocate

We received a call today from a patient and she wanted to share the following about Morgan Young:

She stated " I was very scared and the young man was so kind and caring". She has requested that the way in which he treated her should be recognized-" very loving care."

FYI: she also said that as soon as she felt better would go to the Cedar County Ambulance and try to personally thank him



## CMH FLAG POLES OF EXCELLENCE Employee Recognition

Comorgan, Missi, Christina A., Robert A., Cheryl A., John S.

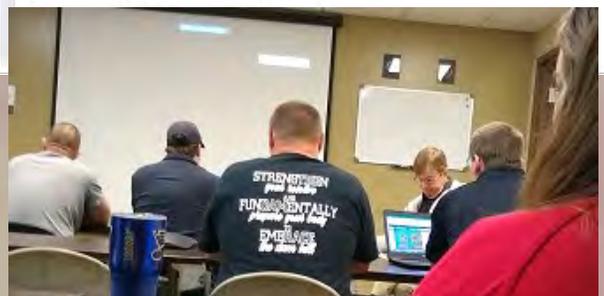
Your co-workers has expressed their appreciation for the strong work you did on the MVA MCI on the morning of the 17<sup>th</sup>.



 Barb Crews ▸ Citizens Memorial Healthcare 56 mins · 🌐

I want to brag on this little hospital a bit.... brought my momma in by ambulance on Friday with severe dehydration, shortness of breath and malaise. She has had the most amazing care from the ambulance to ER to Medsurg. Nurse Michael in the ER YOU were amazing! She just loved you! Dietary staff,housekeeping, nurses all amazing!! We are soo blessed in our little hospital to have such compassionate, kind physicians and providers! She saw PA, Hume was last name (sorry I do not remember the first) in the ER, Dr. Alderfer and Dr. Larimor on Medsurg....A MAZE ING!!!! Mom said "EVERYONE is so kind here!" We have a hidden treasure here at CMH and I am SOO proud to be a part of this CMH Family! CMH PRIDE!❤️

👍 Like    💬 Comment    ➦ Share



# EMS EDUCATION

## Fall Semester 2018

Date(s)	Wkdy	Times	Course Name	Instructor(s)
Sep 3	Mon		Labor Day (No Classes)	
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 13	Sat	9a-5p	Clinical Educator Annual Course - Option 2	 Theron Becker
Oct 23 & 25	Tue & Thu	9a-5p	Pediatric Advanced Life Support (for Paramedic Academy)	 Theron Becker
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 Elsey
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, Liccardi, & 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](mailto:theron.becker@citizensmemorial.com)

To register:

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



# CMH EDUCATION OPPORTUNITIES

## ACLS Initial (2d)

(0830-1700) (CPR & 103)

██████████  
 ██████████  
 ██████████

Nov 7 & 8

## PEARS (CPR)

(0830-1700)

██████████  
 ██████████

Oct 4

## PALS Initial (2d)

(0830-1700) (CPR & 103)

██████████████████  
 ██████████████████

Nov 1 & 2

## ACLS Renewal

(0830-1700) (CPR)

██████████	██████████
██████████	██████████
██████████	██████████
██████████	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)

██████████	██████████
██████████	██████████
██████████	██████████
██████████	Oct 18
██████████	Nov 16
██████████	Dec 13

## ECG Rhythm Interpretation

(0830-1230) (CPR)

██████████ ██████████  
 ██████████

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

- 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

## FIRE EXTINGUISHER

CMH CAMPUS, SECURITY OFFICE:

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Nov 14	0700-0800
Dec 12	0700-0800
Dec 27	0700-0800