

JANUARY 2019

CMH EMS NEWSLETTER

A few words from Neal...

Happy New Year to all! In 2019, Dawn Sloan will be taking over the publishing and editing of the newsletter. I have faith that Dawn will do a great job for us! The CMH PHS newsletter has proven to be an excellent source of communication and forum for the department. I would like to say thank you to Dawn for taking on this huge task!

I also want to Thank Missi for all the hard work she has done! The newsletter was her brain child and she took it, shaped it, and made it into what it is today. I appreciate all she has done to help move us forward.

We had a very busy 2018, responding to **9951 Requests for Service, which is a record**. In January, 2018, we set a record for our busiest month **with 925 responses and 749 patients transported**. We also responded to an MCI in Polk County and covered more special events than we ever have. We graduated CMH's Inaugural Paramedic Class and 2 EMT classes. We will begin to see the results of the Paramedic class this summer as our Paramedic students finish testing and get their licenses. 2018 was truly a great year for CMH EMS!

Our Mission statement is what CMH PHS is all about, it defines our purpose and guides our future actions each and every day.

CMH EMS Mission Statement

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

We are team of EMS professionals that do a great job delivering EMS. As we move forward, there are always things we can do to improve and aim to be exceptional.

This year ,we are working on the on boarding process, which has been taken on by Mike Minter. I agree with Mike that we need to train like we plan to treat. If we train in a thorough, detailed manner, we will be better equipped for the challenges that we face in real-life scenarios. We owe this to our patients and ourselves so that we can deliver the highest quality of care.

I want to thank each one of you for your commitment and dedication to provide exceptional and compassionate care. I always enjoy watching our team collaborate to provide the best possible care to our patients. As care givers, it is advantageous to be critical in order to solve problems. However, it is also necessary to appreciate the hard work that has been accomplish and commend those who took part in its completion. Thank for what you do!

Take it easy and be safe.

Neal T.

NEAL'S NEWS	1
POLK COUNTY UPDATE	2
HICKORY COUNTY UPDATES	3
CEDAR COUNTY GREETINGS	4
SALUTATIONS FROM ST CLAIRE	5
FTO MANAGER NEWS	6
SAFETY TIPS FROM BRICE, BIRTHDAYS AND	7
EDUCATION UPDATES	8, 9
Pictures	10, 11

Polk County News

I appreciate the amount of extra shifts everyone has picked up. We are very close to being full staffed on EMTs so we are going to start decreasing overtime. There will still be overtime opportunities, however we will be making the efforts, as managers, to decrease it. There will still be Regroup messages for call ins and open shifts along with stand by shifts. Again, I really do like the help that was given out when we were short handed.

If you have not received your Christmas bonus, come see me! I have several in my office still left to be handed out. If I am not here, ask Steve and he will get it for you.

I have spoken with Jeff and we are doing a really good job keeping up with our ePCR charts in HEALTHSTREAMS. We really do appreciate the effort to keep the charts exported in a timely manner.

I have noticed some lackadaisical effort in keeping the cabs of our trucks clean. Cleaning up our personal mess is part of EOS. Be sure to clean the INSIDE and OUT, FRONT TO BACK of your truck at EOS. I do appreciate everyone's immediate cooperation.

Now for the oxymoron portion of this newsletter. 704 and 703 have been assessed for remounting. The gentleman who has done the evaluation spoke highly of the condition of our trucks. He stated that he has seen a lot of ambulances in his career and has had nothing but good to say regarding the condition of our trucks. He stated that they are very clean and very well cared for. Good job everyone for making sure our equipment and Ambulances last.

Aaron Weaver, Paramedic
Operations Manager—Polk County
CMH EMS



Cassie Ahlers, RN from the PICC team teaching the Paramedic class about PICC lines.

Hickory County Updates

Due to the Expanse upgrade at CMH please make sure that any request off you have submitted is showing up on the vacation calendar as there was a glitch in the system and PHS were assigned to 14 other manager throughout the hospital. What that means is we may not have gotten your request off. If that is the case please forward me your email notice showing that you had submitted a request off.

REQUEST OFF: Mandatory that all request off be turned in through Kronos. Our staffing is a lot better than it was last year and we are currently approving two requests off, with the same licensure, at the same time again. 3 if we can keep our shifts covered. I already have request off turned in all the way up to December of 2019.. If you have a certain time frame of the year that you like to take your vacation, I highly recommend you do not wait until the last minute to do so. Otherwise that time frame may no longer be available to you.

Please remember **ALL availability request** need to be emailed to me at my CMH email. Please do not text, use Facebook messenger etc. to send me your availability request. My phone does a 2 week sweep and automatically deletes messages.

Thank you for all the hard work you do. I know the call volume has been down the last 45 to 60 days and I hope you have enjoyed your breather. Less than 90 days and the weekenders will be back.

Alice Roberts, Paramedic

Hickory Ops. Manager

Please **ONLY**
EMAIL your
Availability
Requests!!



Lucas Weaver practicing Intubations during Paramedic Class

Greetings from Cedar County!

*As this wonderful year has drawn 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.*

Notes from Me:

Well 2018 has come and gone, and as we set back and reflect on what has happened this last year was ask ourselves, what all do we have to be thankful for in 2018? I don't know about you but next year God willing when I set down to write what we have to be thankful for in 2019, I can tell you one thing already, It is the safe return of our Crews on each and every call they respond to and transfer they go on. Life is so short and precious and in a blink of an eye it could be gone, with the ever changing world out there, you don't know what today or tomorrow brings.

Something to take away from 2018 is that you should take a moment every day to tell that someone special in your life, Thank You, Love You, I'm glad you're in my life, because you never know when your time might be up.

I would also like to remind Staff members to be careful and cautious while working scenes along our busy highways, look out for one and another, park smart, wear your vest, and just be SAFE, and come home to the ones that LOVE YOU! Again THANK YOU LORD!

I would like to Thank each and every one that helped out this last year, if it was working the trucks, covering transfers, working standbys at special events or just coming in and helping around the stations. Thanks for all you do! You are Appreciated.

Notes from CCAD Board Meeting: 2019 Budget for equipment has been turned in, we are not looking for much this year just for example are asking to help complete the training room and update our vents on the rigs, and update or pulse ox's on the trucks.

Everyone stay warm!!

Tom Ryan, Paramedic

Cedar County Operations Manager



Eric Childress
practicing
intubations
during
Paramedic Class

Salutations from the North!

EMR class has started at Sac Osage Fire Department, I want to thank Mike D'Agostino for leading this class, also thanks to Sac Osage Fire for hosting, and of course for CMH for Sponsoring this event. Sac Osage Fire and Lowry City Fire are now under our protocols so this training is vital for their and our future success. The roster for this class filled up quickly and I am looking forward to seeing the outcome for these departments, both play a vital role in our patient care.

Students have started coming thru for their ride time, I have had the pleasure of having two of the best recently, Sandra Browman who was in Ryan McDonald's EMT class and Emma McAntire who was in Theron Becker's Paramedic class. These two have a bright future in EMS and want to wish them the best of luck.

Over the past month I have had the opportunity to meet with the St Clair County jail administrator, Sammy Bowden, He was kind enough to give Cheyenne and myself a tour of the facilities. Dispatch has been great to work with so far and have helped out in a lot of areas.

I want to take a moment to remind everyone to be safe out there, just this morning 1/6/2019, a MEMS ambulance crew was struck head on by a car that was traveling West bound in the East bound lane of I40 just outside of Little Rock, this is down in my old stomping ground and starts to hit a little close to home. As I write this no details other than the driver of the other vehicle was pronounced on scene, and crew had to be extricated from the overturned unit. Both are said to be doing ok with one of them requiring surgery, factors for the cause of the accident have not been released yet. Luckily there was no patient on board.

The New Year is starting off with an increase in call volume in St Clair compared to what it has been the last couple of months, looking forward to a great year!

John Frazier, Paramedic
St Clair County Manager



Dr Scotty Bolleter educating Paramedic Students in a Cadaver Lab at
Crowder

From the Desk of the FTO Program Manager:

Field Training and Evaluation Program (FTEP). I'm sure everyone has heard by now the FTO program has gone through quite an overhaul. Indeed, several changes have been made, like the separation of the FTO's and EMS Educators. The first step in any change is education, that said, the FTEP classes begin this coming February, and completion of all FTEP updates by June of this year. This new way to train and evaluate our new hires, students, and exiting staff will be a marked improvement.

New Hire/On-Boarding process. Starting this year CMH-EMS will be implementing a new procedure for all new hires. There will be a systematic 110-day process consisting of an initial ten-day process of adding the new hire into the many systems we use, like HealthEMS and HealthStreams. Over the next 90-days the new hire will have a primary FTO assigned, rotations with their primary FTO, rotations among the different counties we serve, all the while being evaluated on their performance, behavior, and conduct. There are 30-day stops to conduct overall evaluations on the new-hire, and to carefully move them through to release to field duty.

Competencies. We are back to four quarterly competencies this year. With the first coming in March, so don't forget to look at the Spring Education schedule for dates and times. *(I still need a Polk County Educator for this competency!)* There is new criteria for the competencies that involves our EMS Educators and FTO's to share in the delivery of these classes. Remember, if you are a certified EMS Educator, teaching competencies solves two vital functions, CEU's for the topic taught, plus CEU's for your Educator status.

HealthStreams: As you know from Theron's past e-mail there is a whole on-line HealthStream education package directed to EMS topics. If you would like to be assigned any classes, please let myself or Theron know. Also, Educators, keep in mind you can use them in conjunction with any Competency topic you wish to teach.

If you have ideas or thoughts on system improvements, or classes for development in HealthStream let me know.

Thanks!

Mike Minter, MsEd, Paramedic, I/C

CMH-EMS/Cedar County

"Train Like You Plan to Treat"

A few SAFETY Tips From Brice

As I write this it is over 60 degrees in the garage with the doors open! Amazing breath of fresh air in the middle of winter. I hope the new year is going well for all of you. I don't have much to say this month, just a reminder. We have talked a lot about monitor safety over the past year. We tested out a TechniMount system a year ago, come February. Some liked it and some didn't. In any case, we need to/must keep our monitors secured in the back of the ambulance. When going to a call either secured in a seatbelt on the cot or in a seat; it is the single most expensive and valuable piece of equipment on the ambulance.

Here is an idea to put in your head. It might help start securing the monitor as the normal part of operations that it ought to be. When loading the patient and preparing for transport you and your partner should hear three clicks in the back of the ambulance.

- The cot clicking into the cot mount
- The monitor being secured with a seatbelt
- You putting on your seatbelt before leaving the scene

Of course the patient should already be secured with all safety straps on the cot before being loaded, and the ambulance operator should be seat belted.

Just a simple reminder to listen for 3 clicks.

Do you remember the 6 rights of drug administration? It helps to have an easy and quick reminder to get us all in on keeping ourselves and the patient safe. Give it a try and remind your partner to make safe choices.

Brice Flynn, NRP, I/C, AAS, BA

January Birthdays!

Cindy Bailey Jan 5th
Scott Jenkins Jan 6th
Allen Werner Jan 10th
John Wright Jan 15th
Cody Liccardi Jan 31st
Tim Bradley Jan 31st

January Anniversaries!!

Cheryl Andrew 18 Years!
Lucky Johnson 1 Year
Stormy Mixon 2 Years
Melisa Painter 5 Years
AJ Sherrer 1 Year
Allen Werner 1 Year

2019 Education Updates

Provider License Expiring in 2019

Matthew D'Amore
 John Frazer
 Bruce Fugate
 Cassandra Keller
 Bobby O'Keefe
 Tim Shaw
 Lucas Weaver

The Following Educational Opportunities for this Spring are as follows.

EMT Refresher Course January 19, 20 & 26
Paramedic Refresher Course January 19, 20, 26, 27, Feb 2 & 3
EMS Field Training & Evaluation Program Feb 8 & April 20
PHTLS March 2 & 3
Competencies:
 Polk County—March 5 (9a-1p) or (6p-10p), March 10, 12, & 16
 Stockton— March 14 6p-10p
EMS Safety, TIMS & EVOS April 13 & 14

CPR Expiring in 2019

Bill Walkerr
 Theron Becker
 Ryan McDonald

RSI Expires in 2019

Jeff Beasley
 Theron Becker
 Mandy Flynn
 Cody Liccardi
 Goldie Masters
 Mike Minter
 Tim Shaw

ACLS
Jan 22
Feb 7th
March 14th
March 29th
April 9th
April 26th
May 9th
June 11th
June 27th
July 12th
August 9th
August 20th

PEARS
Feb 5th
April 30th
Oct 1st

PALS
Jan 31st
Feb 21st
March 5th
May 14th
June 20th
July 9th
July 30th
August 13th
Sept 12th
Oct 15th
Nov 14th
Dec 17th

Education Updates Continue

The following people are missing license/certifications from their files. Please get these to Theron ASAP or sign up for the classes!

Christina Akins (PALS, EVOS, TIMS, RSI, Safe Approach, NIMS 100, 200, 700)

Bob Anthony (EVOS, TIMS, Safe Approach, PHTLS)

Cindy Bailey (RSI and Safe Approach)

Jeff Beasley (Just Culture)

Greg Beydler (EVOS, TIMS, RSI)

Kellie Burns-Smith (EVOS, TIMS, RSI)

Ryan Carroll (RSI, NIMS 100 and 700)

Eric Childress (EVOS)

Levi Crews (EVOS, TIMS, RSI)

Mike D'Agostino (EVOS, RSI)

Matt D'Amore (RSI, Safe Approach, PHTLS)

Amanda Dickover (RSI, Just Culture, NIMS 200)

Michaela Fletcher (NIMS 100 and 700)

Mandy Flynn (EVOS, TIMS, NIMS 100 and 700)

John Frazer (EVOS and RSI)

Jay Fry (RSI)

Robert Frye (RSI)

Bruce Fugate (EVOS, TIMS and RSI)

Zane Gore (RSI, Safe Approach, NIMS 100 and 700)

Peter Holm (EVOS, RSI, Just Culture)

Rob Hutson (EVOS, RSI)

Emma McIntire (EVOS)

Scott Jenkins (EVOS, TIMS, RSI, Safe Approach)

Drew Johnson (EVOS, TIMS, Safe Approach)

Comorgan Jones (EVOS, TIMS, RSI)

Cassandra Keller (EVOS, TIMS, RSI)

Steve Keller (EVOS, TIMS, RSI)

Matt Lee (EVOS, RSI)

Josiah Lentz (EVOS, TIMS, RSI, PHTLS, NIMS 100 and 700)

Tom Liberty (EVOS, RSI, Just Culture, NIMS 400)

Cody Liccardi (EVOS, TIMS, Mo BEMS)

Goldie Masters (Just Culture)

Ryan McDonald (EVOS, Just Culture)

Katie McGee (PHTLS)

Taylor McKlentic (EVOS, TIMS, PHTLS, NIMS 100 and 700)

Mike Minter (NREMT, Just Culture, Instructor, NIMS 300 and 400, Bachelors degree)

Stormy Mixon (EVOS, RSI)

Cody Moore (RSI)

Bobby O'Keefe (EVOS, NIMS 200)

Melissa Painter (EVOS, RSI)

Carolyn Ream (EVOS, RSI, Just Culture)

Alice Roberts (EVOS, RSI, FTO, NIMS 400)

Tom Ryan (EVOS, RSI)

Kevin Schoen (RSI)

Stephen Scroggins (RSI)

Tim Shaw (EVOS, PHTLS, NIMS 100, 200 and 700)

AJ Sherrer (TIMS and PHTLS)

Dawn Sloan (EVOS)

John Smith (EVOS, Just Culture)

Adam Stoddard (EVOS, RSI)

Cheyenne Stone (EVOS, TIMS)

Lyman Taylor (EVOS, RSI, Just Culture)

Neal Taylor (Just Culture, NIMS 400)

Bill Walker (EVOS, RSI)

Brent Wallen (NIMS 700)

Aaron Weaver (EVOS, RSI, NIMS 300 and 400)

Allen Werner (EVOS, TIMS, PHTLS)

Greg Wood (EVOS, RSI)

John Wright (RSI, Just Culture)

Allison Young (RSI)

Morgan Young (EVOS, RSI)

The Following People have EVERYTHING turned in!!!

Cheryl Andrew

Jim Clarke

Brice Flynn

Lucas Weaver

Strong work guys!!!

CMH INAGURAL PARAMEDIC CLASS



1st Row, Left to Right; Theron Becker, Instructor. Jim Clarke, Cheyenne Stone, Katie McGee, Cheryl Andrew, AJ Sherrer, Kenny Strobeck, Dawn Sloan, Emma McIntire, Lucas Weaver, Kelsea Brite, Bob Anthony, Wayne Eaglerburger, Eric Childress, Francis Bizzarro



Bobby's EMT Class



Ryan's EMT Class



AJ Sherrer & Cheryl Andrew in ACLS
(above)



Kelsea Brite practicing chest decompressions (above)



(L) IV start Class



(R) Mike D'Agostino guest instructor



(L) Francis & Kelsea L&D scenario



(R) Lucas trauma scenario



Jim Lawrence & Shelly Elsy from AirCare



Combat Medic Class