

CMH EMS June Newsletter 2019



Spring 2019 has been very active with lots of severe weather. We stood up the PHS Department Operations Center twice last month. Once in response to the weather damage in Hickory County and once to monitor the severe weather moving through Southwest Missouri including our 4 county areas. I want to thank all of you that responded and helped. We were able to put 3 crew members on trucks, put extra trucks in service, have crew members standing by and evaluate the next days 12 hour operational period. We all did a good job, Thank you!

A reminder:

HIPPA: HIPPA in the nut shell is about patient's right to privacy. *If you are not directly involved in the patient care you should not access patient information and conversations should only be between staff/health care providers that are involved in the patients care.*

Remember not to discuss the calls you have been on in public, which includes the cafeteria. We need to be very careful about this. If you are in the cafeteria or in public with other CMH employee that are involved in the particular patient care, you should not discuss the incident. Best practice is not to discuss calls or patient care in public or the cafeteria.

I am excited to get the new 706 in service. The redesign of the squad bench is a project that Brice spear headed and used input from others. As it is used we will refine the design. We will continue to focus on crew safety. We can reconfigure the work area to make it safer, it is up to you to maintain situational awareness and use the equipment and design to keep you and your patient safe. This will require change in how we do patient care. Brice and the Operations Managers will continue to keep safety in the forefront. We all want to remain healthy have long EMS careers and go home at night.

Summer activities have begun. People have begun migrating to our area for vacation and water sports at our lakes. They will be making bad decisions and doing unwise human tricks and call us for help. We are all prepared for all these activities and it is important to keep situational awareness.

Be Safe,

Neal T.

June



Polk County Updates

Pete Holm has suggested a great idea for expired medications the other day while we were doing drug checks. He noticed that the BLS trucks had some medications that would be expiring soon and suggested rotating medications off of the BLS trucks to the ALS trucks 60 days prior to expiration. I think this is a great idea and would like to implement this starting immediately.

I would like everyone to either get with me or IS as we need everyone to sign into Expanse and access Event Reports. We want to encourage everyone to fill out event reports even if you just tweak your back while lifting a patient. We use the event report to recover data. Please log in as soon as possible. Thank you for cooperation.

While filling out HEALTHEMS reports, I need documentation on ALL special events, fire standbys, daycare trips, football games, etc. We need to check the STANDBY box, which is located under EMERGENCY and NONEMERGENCY. We are tracking community service and public relations. In the patient's name box I would like to see the name of the event or location you are doing this standby at so we can find it in HEALTHEMS easier.

Our performance center goal of 12 lead done in 10 minutes of arriving on scene is really lacking and we are not meeting the goal. I feel this is an easy quality measure to achieve, however, I believe the documentation is not helping us out. We are still going to measure this goal for the 2020 fiscal year but there are some changes to this. Number 1, the trigger to find this data is going to be due to checking the box for cardiac symptoms. This is located below the type in box for provider impression. Again, 10 minutes after you call dispatch and say "I am on scene" a 12 lead needs to be obtained. NOT after patient contact. The 2nd quality measure we are doing is **DOWNLOADING EKG AND VITALS**. This is for **EVERYONE** including BLS calls. **WE** now **REQUIRE EVERY** patient to have their vitals downloaded. This will also back you in the court of law.

I hope that this will clear up some communication issues we have been seeing. Thank you everyone for working to reach this goal. I appreciate everything you do for our system!

Aaron Weaver, Paramedic
Operations Manager—Polk County
CMH EMS

From Beautiful Stockton Lake (Cedar County)

Personnel:

Wanted to first take a moment and sorry to Mike Minter for the passing of his father, please keep Mike and his family in your prayers.

EMS WEEK— thanks to one and all for all you do for CMH, hope everyone enjoyed the meal last month in Bolivar Station at All staff meeting. And like their CMH EMS Bags.

Cedar County Board:

Nothing much going on there, they will be putting the Cedar County Ambulance operations contract up for bid in July, so we will see what happens from there.

Operations:

Wanted to say thanks to all of the Cedar County folks for the great job they have done this last year on their HealthStreams, Cedar County ended up with 99.75% completed and 97.74% on time. Keep up the great work and push forward into the next year to be even better. And reminder others to do theirs.

Just a few thoughts from the top of my head, from the Vacation Station:

Don't forget School is out be careful with all those kids out on the roads either walking, biking, or whatever to watch out for the kids.

Standbys lot of events coming up in the near future, please keep an eye on the Google Calendar if you are interested in any of the open events please contact one of the Operations Managers.

Thoughts to Ponder:

Did you know fishing is like life, why you ask? Because it is the kind of activity where even if you do everything perfectly correct, there's no guarantee of a fish, and what else is like that if I'm hearing this correctly is life, one slip up and the spot light comes on hot and fast.

Be safe,

**Tom Ryan, Paramedic
Cedar County Operations Manager
CMH EMS**

St Clair County Ponderings

Every month I think and think about something different to write about in the newsletter, I said from the beginning I would not use this opportunity to single anyone out or discuss local issues that can be handled in house. As a joke someone said “why don’t you write about the flood waters”. I thought it lame at the time but it did get me to thinking as we were riding around Osceola looking at the water levels. If the flooding continues and we were faced with global flooding, would you be ready? If an old man in a fishing boat comes by and he has one job, to save one paramedic and one emt from all the people in the world, would that be you? Now the old man can’t just pick anyone or the first ones he sees, he has to base the decision not only on skill and knowledge but on integrity and professional demeanor. Skill, we perfect and improve by actually doing them, by treating our patient’s, knowledge comes by continuing education, competencies and keeping upon our Healthstreams. Integrity by Webster’s definition is a firm adherence to a code of especially moral or artistic values: incorruptibility. Are we doing what is right even when no one is watching? Do we see things that need to be done and “just fix it” or do we just leave things for the next person. Are we giving our patient’s all the care and treatments that they deserve? Are we getting them to the right place the first time? It is understandable that sometimes things beyond our control prevents the very best from being done, it does not ever excuse our ability to do our very best! In a perfect world the old man in the fishing boat would have a hard time figuring out who to save, I would hope to be selected, how about you?

I really believe that first impression is made when an ambulance pulls onto scene or into someone’s yard, is it clean? Are the crews well groomed, uniforms clean and intact? Do we greet, AIDET? Are we explaining to our patient’s what we are doing and giving them the opportunity to make informed decisions? Do we really listen to the complaint and try to make the patient at ease with treatment options?

I would hope that we all at least think enough of ourselves to present ourselves as the professionals that we are, and to remember that people see, people are watching and people talk about who we are, what we do or don’t do. So always be the skillful and knowledgeable provider that is professional and full of integrity. Be **THE PERSON IN THE BOAT!**

Now with the cheesy stuff out of the way. Things are clicking along in St Clair County, call volume still a little below normal, but thanks to smart work and efficient work, we are still operating below budget for the year. A new sign has been placed on the North end of our building in Osceola promoting our local clinic and pharmacy. We have several projects and improvements planned for FY2020, just waiting on June 1st to get here so we can get started.

John Frazer, Paramedic

St Clair County Operations Manage

Hickory County News

Whatever happened to the quote “in like a lion, out like a lamb” has not lived in tornado alley. What a crazy and wild spring we have had. We have now tied the record of most consecutive days of tornados through the mid-west lake regions. We have had major damage to our Wheatland response area and to Lucas Oil with ongoing clean up.

I want to say a big THANK YOU to all that came in on May 20th after Hickory County had the major “straight line” “micro burst” storm damage. Our community was extremely lucky as there was more than potential for critical injuries and/or fatalities to have occurred. Many homes in the Wheatland to Cross Timbers area were heavily damaged with the majority right there around the Wheatland area.

We are also dealing with historic flooding with our local lakes. Pomme is going to be holding water until next week (June 6th timeframe) while they release water from Truman in order to take water on from Stockton and Pomme. With this in mind, we have camp sites underwater, debris above and below the water line right now. We still have a lot of road closer's and I do expect there to be more in the area before it is all over with. Please be vigilant and remember that ANY road in our county could be flooded over at any time, as many of the counties roads sit lower than lake level.

Just a reminder that if we have any water/rescue accidents, please put one of the life jackets on that are provided to you. Whether you on or near the water you should have one on. Our safety is first and foremost to the best of our ability and a life jacket could save your life.

Conservation has also put out a warning about the increased “SNAKE” activity as they are looking for higher dry ground and we could possibly see them in places that we would not expect them to be. Be aware of where you are stepping and what is lying, hanging, and crawling around you. Copperheads and Water Moccasins have been greatly disturbed with the flooding and there has been increased siting's of them in our area. I would not be at all surprised to see during the storm clean up around the area, someone getting bitten by some kind of snake at some point and time. This would be a great time to review your protocols on snake bites.

Lucas Oil is planning on being back up and running for the June 8th race. The races that were cancelled Memorial Day Weekend will be rescheduled at a later date. Stay tuned....

Our EMS week was slightly disrupted this year, and even though we were busy I would just like to say THANK YOU for everything that you do. You all are greatly appreciated!

Alice Roberts, Paramedic

Hickory County Operations Manager

Safety and Health with Brice

June is here! This is a big month for me. My middle daughter turns three and my wife and I celebrate our eighth wedding anniversary.

Speaking of events in June, 706 is being put in service! 706 looks different on the outside, on the inside, drinks different fuel, and sounds different. We will be retiring 703 and putting 706 in the A-shift/P-shift spot. We are currently looking at monitor mount solutions and various other safety measures. If you are working out of 706 you will notice the curb side/right side of the ambulance has a captain's chair. Please give feed back on the work flow of this different setup.

Here are a few reminders as summer begins;

- Wear your traffic safety vest anytime you are working on a roadway.
- Wear your personal flotation device anytime you are working around water.
- Secure your patient, yourself, and your equipment in the back of the ambulance.

In other news, let us keep encouraging our paramedic students that are working to complete their hours. Let us also keep John Smith in our thoughts and prayers as he continues to heal and deal with his back injury.

As always, watch your back and your partner's back literally and figuratively.

Brice Flynn

NRP, I/C, AAS, BA

Citizens Memorial Hospital EMS

573-220-8126



Please keep Greg Wood and his family in your thoughts and prayers. His mother, Tamara Wood, passed away early Tuesday morning in the home. Tammy was a volunteer EMT for Pleasant Hope Fire Department along with her husband, Chief Wood, Greg and his sister Megan.



DELIVERED



Citizen's Memorial Hospital (MO)
2019 Chevy G4500 Medwerks Remount



June is PTSD Awareness month

Signs and symptoms of PTSD: (according to the Mayo Clinic)

Nightmares or unwanted memories
Flash backs
Agitation
Irritability
Hostility
Self-destructive behavior
Mistrust
Severe anxiety
Loss of interest or pleasure in activities
Loneliness
Emotional detachment
Avoidance of situations that bring back memories of trauma
Heightened reactions
Depressed mood
Insomnia

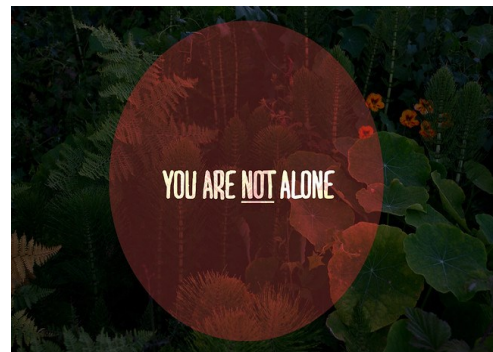
THERE IS HELP!!!

Talk to your co-workers!! We have all been there and are happy to listen!!

NAMI Southwest (National Alliance on Mental Illness)

(417)-864-7119 Offices in Springfield at Cox North

Facebook Groups: PTSD Support, Women with PTSD Support Group



Positive Coping Methods:

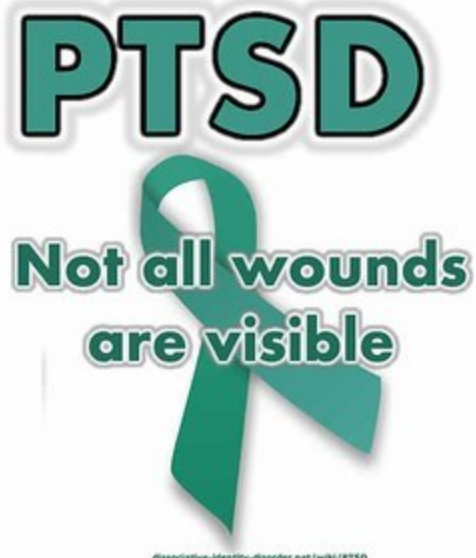
Exercise (kayaking, swimming, running, GET OUTSIDE!!)

Mindfulness Meditation

Aromatherapy

Get those Artistic and Creative juices FLOWING!!!

Snuggle with pet! If you don't have one, the Humane Society has A LOT looking for a friend!! #whosavedwho



June Celebrations!

Happy Birthday Friends!!!

Caleb Dunnaway June 1st

Bob Anthony June 7th

Lucky Johnson June 9th

Bill Walker June 17th

Jeremiah Curtis June 24th

Years of Service!

**Thank you for your dedication to CMH
EMS!! You are appreciated!!**

Steve Keller 29 YEARS!!!!

Goldie Masters 13 years

Bill Walker 7 years

Peter Holm 6 years

Jeff Beasley 4 years

Greg Wood 3 years

Ryan McDonald 3 years

Adam Stoddard 3 years

Brent Wallen 1 year

Bob Anthony 1 year

Guess who is trading in her EMT uniform shirts!!!!



Congratulations Emma!!

All Staff Meeting



EMS BBQ



Thanks for manning the grill Jay Fry!!



Dear Mentor,

Tribute to her Mentor by Emma McIntire

Thank you for being one of my most constant people through Paramedic class. Thank you for teaching me in the ways that I needed, even if it wasn't your language. Thank you for sitting back, but always having my back.

Thank you for helping to make my journey so much more than just a check list.