



Happy July 4th

CMH Prehospital July 2019 Newsletter

Neal's Thoughts

We continue to focus on safety. Make sure we are safe in all aspects of response and make sure we provide a safe environment for ourselves and the patient. 706 is version 1 getting rid of the jump seat, modifying our work area and putting frequently used supplies close to our seat. This has begun the journey of making our patient care area safer. Over several months Brice and many of us worked on a mock up layout of an ambulance with the goal of improving our safety. We took that layout and when we remounted the box on 706 we made the modifications. This is version 1 and we will be tweaking the design as we move forward.

As a care giver we will have to change our practices to use the area and tools to be safe. If we do not modify our practices we have not done our part. Changes are coming and we have to modify our behavior to take full advantage of the changes. It is hard because we get stuck in our ways. But we must always evaluate how we do things.

We all have our ideas and biases. But we must be open to different and safer ways to do things. We are working to secure equipment to keep it from being missiles during a crash or hard stop. Even a small piece of equipment will hurt.

Kinetic energy = $0.5 \times mv^2$

Layman's terms: the more an object weighs the faster it goes the more energy it will impart when it strikes an object.

Look in the back of one of our ambulances, cardiac monitors, computer, IV pumps, O2 bottle, bags and more. They all will really hurt if they hit you or the patient. The impact could be fatal. Be sure to put equipment away and secure it.

As we move forward there will be disagreements and we will have to compromise but we will continue our trek to make our work environment safer. We will make slow steady progress. We will listen and figure out how to move forward. If you have ideas talk to us, do research, bring us data and studies. Talk is that just talk, takes action and helps us.

Beware of your surroundings, keep situational awareness and change your behavior to be safe.

Quote of the Month:

"I know the voices aren't real, but man do they ever come up with some great ideas"

On that note, Be Safe.

Neal T.

Beautiful Stockton Lake

Personnel:

Wanted to first take a moment and say Thank You to each and every one for all they did this last fiscal year, we couldn't have done it without you. Now with a new year starting please do your part in helping CMH fulfill our goals this new year.

Eldorado Springs picnic is just around the corner there is still slots open for the Thursday, Friday and Saturday event, its not to late contact me if you are interested in helping out.

Stockton Triathlon has been cancelled. Thank you to those that signed up to help. You are appreciated!

Stockton 50th Dam celebration was July 5th and 6th we were hoping for dryer weather, but, unfortunately, due to the weather, the event really did not take off as planned. Where has the time gone really Stockton Lake is 50 years old now, seems like yesterday we were watching them build it and thinking while driving under the mileage long bridge, "it will never be that full" well look at it now, Morgan says he can now touch the bottom of the mileage long bridge while boating under it in his boat.

"WATCH OUT FOR THOSE DEER" slow down and be on the alert, specially were MoDot has not mowed along the ditches. Be Safe.

Equipment

We have not done much in buying equipment this year yet, we are waiting till September / October before we do anything.

Just a few notes from the Board:

They will be taking bids for Cedar County EMS Operations in August so hope and pray everything goes well for CMH PHS.

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

Don't forget School (can you believe it they just got out) will be starting soon, keep an eye open for the Big yellow buses and watch out for those "Stop Signs" and little kids, with Schools comes Football Games "GO TIGERS"

Tom Ryan, Cedar County Manager

Polk County Chatter

I would like to start off thanking everyone for picking up extra shifts and putting in their availability. Last month we had to shut the U shift down a few times. I would like to remind everyone that we are using the BLS trucks in every county, we have used it fairly often in Cedar county recently. I would like to see more people volunteer for those extra shifts besides the usual suspects.

Piggy backing off of Neal's email and remind everyone to get all the applicable signatures on our charting. If your patient is unable to sign, please explain why. I would also like to remind everyone that in order for us to PRC a patient they must have implied consent. Meaning, the patient must know the risks of not being transported, plus they must understand those risks and tell them back to you. This must be conveyed in your chart that is done.

I am still seeing people not cleaning up after themselves. I have talked about this in almost every newsletter. I tried last month giving a break from talking about it, but it still has not completely improved. We are doing a little better, but not as good as we can.

I sent out an email recently about weighing our patients. We are to weigh EVERY patient. I expect us to improve on this. Immediate cooperation is expected.

I want to let everyone know that I have an updated LEM which is my evaluation for the year. We still have 12 lead EKG within 10 minutes of being on scene, the data point used for this will be if you hit cardiac symptoms in the provider impression check box. Decreasing overtime is another LEM goal of mine. So, I will be trying to cut down overtime. Right now this will not be a drastic change, but you will notice I will be doing some different things. I just wanted to let you know that this will be something new I am doing.

Polk County Chatter (continued)

Finally, we are trying to figure out a way to track PCS that are marked no other transportation available. What we have to come up with is a dispatch code. It will have to be selected by the crews. Dispatch does not have this code to import into our HealthEMS documentation.

If you transport a patient that is **NON EMERGENCY** transport and the PCS states no other transportation available we need you to change the dispatch code that was imported.

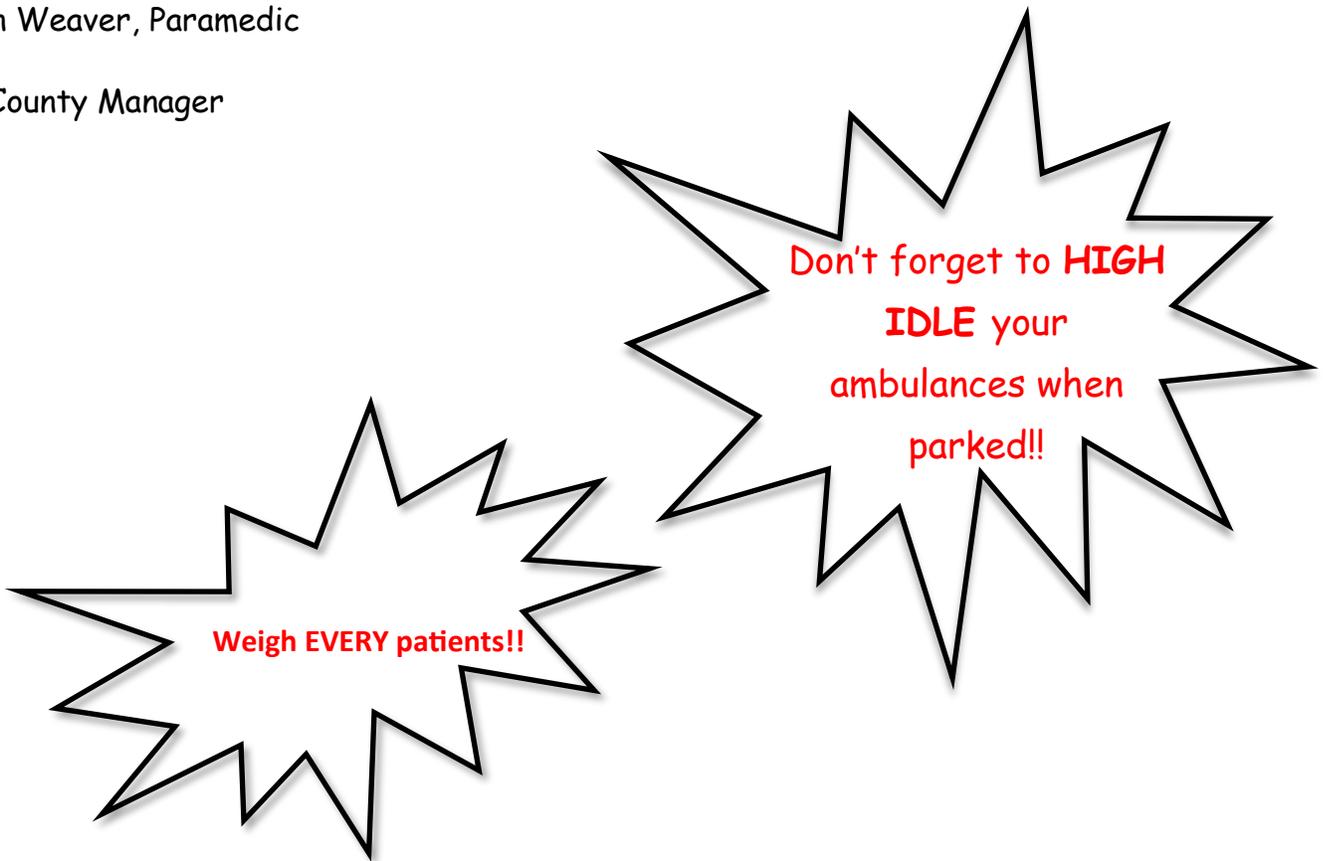
The new code is: 00A04-PCS no other transportation is available.

I appreciate everyone's immediate cooperation. This will help CMHEMS in the long run.

I would like to thank each and everyone of you for the job they are doing. Remember to stay hydrated and cool during the hot months.

Aaron Weaver, Paramedic

Polk County Manager



Hickory County News

We are off and running with some hot weather, and as wet as the ground is, it feels like a sauna on most days. Lake traffic has been down so far this year along with our call volume. We are still having a few days that are busy, but not like it had been in the past years.

Keeping hydrated will be important in this type of weather. I don't want to see anyone get over heated and get sick.

Lucas has finished all his paramedic clinicals' and will be taking his test soon. Please keep good vibes in your thoughts for him as he moves forward. I am excited to see him growing in his skills and knowledge and fathering his education.

6 of us from PHS recently went to a documentation class that was excellent. As you get our QA results back, please look them over. This is for better documentation for our service. Please read comments, suggestions and implement them into your trip tickets. Some of the things will be for billing and coding purposes for better reimbursement and other things to help create solid trip tickets. I know Neal put out an email on needing signatures recently so please get them! If you cannot obtain one please document they "why.

If you would like to help out with QAing of trip tickets, let me know and we will get you added to the list. I would really like to see us spread this out a bit. I personally have learned a few different ways and wording from others that I will be using in my trip tickets in the future.

I hope you all had a great and wonderful 4th of July. I appreciate everything that you all do for our service and for each other. Keep up the good work.

Alice Roberts - Paramedic

St Claire County

Recently several folks from CMH EMS attended a documentation course in Springfield and earned our Certified Ambulance Documentation Specialist certifications. The course was sponsored by the Missouri Ambulance Association and was probably the most informative meeting of any kind that I have ever attended. The knowledge gained will go a long way not only in my own documentation of calls but in educating others and in the roll of QA/QI. Some of you by now may have seen the monthly score cards that Theron has put out outlining your personal QA scores. If not please get with you manager and discuss areas of improvement. We are trying to go from zero to 90 with our QA process overnight, unfortunately the learning curve on some of the issues are not up to that speed yet. So please take comments and scores as constructive criticism and a learning opportunity. Look for areas to improve and / or change in our treatment plans or in our documentation. For the majority of the charts I have personally QA'd recently, I see that we are hitting the high points as far as actual treatment but we are all, myself included, lacking in some basic documentation skills.

One of the high points in the class was something that I really had never associated with documentation. That point being, that proper documentation is actually an ethical responsibility that can assure that there is no unintended or unnecessary financial hardship imposed upon the patient. We more often just hear about the reimbursement rates or lack thereof that improper documentation imposes on the ambulance service, but never have I had it explained from the patient's perspective. We were told that this class would be available in the near future as an online course, I would hope and would like to see this course required for all employees and new hires. Yes that is how informative I felt this class was.

I want to cover just two areas in this letter that needs vast improvement. 1.) **Signatures**, all ePCR's **must be signed by both crew members**, HealthEMS as it is will not allow us to make the second crew member signature mandatory, this makes it the documenter's sole responsibility to make sure all signatures are obtained prior to exporting. If anyone is having problems with getting second signature, please address this with your manager.

St Claire County (continue)

This is a billing REQUIREMENT, not a suggestion. Patient signatures must be obtained for HIPPA and billing, if patient cannot sign it must be well documented in comment box as to why, and just because you didn't feel like getting them is not an excuse. If the patient can only make a mark, that is ok, but will require a witness signature to that mark, and yes it is OK for the provider to be that witness. 2.) The second thing is not a billing requirement but is a requirement that we are imposing as a department. All vital signs must be downloaded from the monitor for every call, this includes 911 calls, transfers, PRC's. The old notion is, if you didn't write it down you didn't do it, well if your documenting vitals and don't have the means to back up what you did, how does anyone know you did it?, we understand that there are those special occasions when taking a manual blood pressure is necessary and that needs to be documented that way, however to cover yourself and / or justify your treatment in the event a complaint or concern is made. The download can be forever referred to on the ePCR.

In other news, water level have finally dropped a bit here in the county but continue to be at or above flood stage. We are starting early in planning for this year's Rodeo Days in Osceola, it will be that time again before you know it. We have a Car Show on the square this month in June and also a Car and Truck show coming up in Collins in July. Will not be long before the Football standby's start, I appreciate the offers I have had from people requesting to help with those this year. The BOY SCOUT CAMP in Iconium is in session for the summer, camp will be in session until mid-August, just as a reminder to anyone who may respond out that way, the camp does have a lot of medical personnel on site, but they are limited to what they can do, due to restrictions. The camp also has a nice Helipad if there is such a need for it. If you respond out that way and get cancelled or obtain a PRC, stop by the Iconium store, **AWSOME ICE CREAM!**

Seems like every month we have more people to congratulate, **AJ, Kellie, Lucas and Emma are MEDICS!** I have to say I have officially passed the torch to Emma, my very first Radio number in EMS was "Delta 81" Emma's Radio number was 1781, now she has taken my old medic number and is now officially 1713. So the torch has been passed, long live the legacy of 1713.

John Frazer

Paramedic, St Clair County Manager

Health & Safety Tips from Brice

Happy July to all of you! We are on the downhill side of the year and the heat is really here now! I only have one reminder this month. Do your truck checks and make sure all your equipment is there. If we don't have it in supply then pull the item off a backup truck, and make sure the person that orders at your station knows about the shortage.

The only new thing I have to ask is related to our back safety. Several weeks ago Aaron and I had a meeting with the Safe Patient Handling Committee. As we listened to the hospital and clinic problems we realized that we must always do manual lifts or moves. One way for us to show that we do manual lifts with data, is to record it in our charting. The easiest way I see for us to record this data is with our flow record. In your flow record please select "movement device:tarp sheet" any time you move a patient from their bed or chair to the ambulance cot. This will likely be in your flow record twice because when we go to a nursing home or hospital bed we typically move them with a draw sheet on two occasions. If you have to carry someone from their bedroom to the cot with a sheet or bariatric tarp please document this as "movement device:tarp sheet" as well. The reason we want to do this is to have solid numbers to show the hospital how often we are required to move patient's manually. Please help yourself and all of us by documenting accurately so that we will know exactly how often we are at risk for back injuries.

If you have any questions please don't hesitate to contact me.

Thank you.

Brice Flynn

NRP,IC,AAS,BA

Health & Safety Chief

Citizens Memorial Hospital

Don't Forget!!

Competencies!!!

July 9th at Polk County

0700-1100

1600-2000

**USE YOUR HEAD
OR LOSE YOUR HAND!**
Follow the Firework Code



July Celebrations!!

Happy Birthday!!

America!! July 4th

James Pursselley July 4th

Alice Roberts July 5th

Bruce Fugate July 11

Cheryl Andrew July 12

Levi Crews July 13

Eric Childress July 15

Lyman Taylor July 16

Taylor McKlinteric July 30

Tom Liberty July 31

Happy Anniversary!!

Thank you for your service to our
communities!!

Ryan Carroll 7 years

Mike D'Agostino 4 years

Bobby O'Keefe 3 years

Kevin Schoen 3 years

Lyman Taylor 3 years

Christina Atkins 1 year

Reminder!!!

Signatures are required on ALL charts!

- ◆ Both Crew members must sign each chart that is done. Your signature must be legible. A line or a mark is not ok unless it is your legal signature on your driver's license or your legal signature..
- ◆ Patients must sign the permission to treat/bill section. If Unable to Sign is checked, assessment documentation in the chart must support being unable to sign.
- ◆ The person receiving the patient must sign.
- ◆ PRC: the patient refusal must be signed by the patient and both crew members must sign. Informed consent must be documented in the chart

WHY:

- ◆ Your chart is an accurate and complete record of the call and patient treatment and both crew members signatures are a fundamental part of the complete record.
- ◆ The patient signatures is documentation of our/your consent to treat and is required unless the patient is unable to sign.
- ◆ Signatures of the both crew members, patient consent to treat, and person receiving the patient are required by CMS to complete the claim for the patient treatment and transport.

Our QA review of charts has shown that as a department we are not consistently getting all signatures as required. As we continue QA review we will address individuals that do not comply obtaining signatures as requested and required.

New Paramedics!!



Congratulations to our newest Paramedics!! Lucas Weaver & Emma McIntire!! We are very proud of your hard work!!



Tell me Something Good

In June, 2019 Logan Thomas, a Polk County EMT went on a Medical Mission trip with her Church through a group called Lifeline. I asked Logan to tell me her favorite memory and describe her tasks while in Haiti. Here is what she what she told me; "I think my favorite memory was how welcoming the people were and how they wanted to just talk to us, tell us their story, and just getting know learn about another culture. I also loved the children's home, we got to play with orphans and love on them for a day. And I also loved the medical side, I got to do stuff I wouldn't get to do in the states, and I learned how to do medical stuff with only a few medical supplies."

Thank you for sharing your Mission trip with us Logan!! And thank you for serving not just our community, but the world!!



Certified Ambulance Documentation Specialist

