

# CMH Prehospital Newsletter

October 2019

## Words From Neal

**Good news!** We were awarded the contract for 5 years for ambulance operations for the Cedar County Ambulance District. CMH and Mercy responded to the CCAD Request for Proposal. The CCAD board talked about putting out a RFP for about 18 months. I think everyone is glad this drama is over and we can move forward. Over the last 7 years we have improved board and community relations. It was tough for several years. Due to the professionalism, hard work and tenacity of the staff in Cedar County we have very good community and board relations. The board also has all seats filled, as of the last meeting. I look forward to continued working with the board and serving Cedar County residents. (continued to page 2)

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## Important Information!!!

**You MUST take a DRIVING CLASS  
before the end of the year (if you have  
not already had the class before)!!!**

**There are ONLY 2 dates LEFT in  
2019!!**

**November 12th & 13th**

**December 10th & 11th**

**SIGN UP ASAP!!**

When I reflect on the CMH Core Values: *Positive, Respectful, Innovative, Dedicated and Empowered: PRIDE*, I realize that these values have been a part of my life, my whole life. My family; parents, and 4 grandparents, raised me to be Positive, Respectful, Innovative, Dedicated and Empowered. If I was not, I was disciplined or I learned a lesson. Along with my parents and grandparents I had mentors and employers whom also held me to these same values. Life is hard, and there were times that living up to these values were not always the easiest. But, I relied on the lessons and values I learned from my influencers, which has lead me to lead the life I do today. I mentioned the tenacity it has taken for the Cedar County staff (and the whole department) to get to where we are with Cedar County. It took every bit of the elements of CMH core values to get here. Being Positive, Respectful, Innovative, Dedicated and Empowered.

I have mentioned this before but wanted to revisit 3 ideal policies. Policies help guide us. They are like directions on the road map. They state what actions we should take for certain situations. They define what we are accountable for. Would it not be great if we could have only 3 polices? It is unlikely due to CMS, BEMS, OSHA and a few other bureaucracies.

Ideally, an EMS organization would only have three policies:

1. Be all you can be.
2. Treat all patients like your mother.
3. Feel free to think on your own.

Of course this is a perfect world, by following these 3 policies at work, and tying in CMH Core Values how far could we go? Please add these to your internal policy book. It will take us a long way. These 3 policies guide help us to the goal of providing exceptional compassionate care.

Have fun in October! Trees change color, the first frost, local Craft festivals, and Halloween!! Lots of stuff to see and enjoy!!

Be Safe,

Neal T.

Please wear uniforms to the October Staff meeting on the 16th. We will be taking a photo for the CMH calendar.

# St Claire County advice

October is here and with it comes a lot of extra activities. I have always considered October the official beginning of the Holiday season. Halloween, Thanksgiving and Christmas. Standbys are at peak this time of year between ballgames, races, festivals of all kinds. I want to thank all the people who continually and regularly step up to cover these event's to help support our mission and communities. There are still lots of opportunities available to help cover some of these events so please check Google Calendar or get with your local managers for opportunities to help.

Over the next few months we will be seeing several changes in prehospital, we will be implementing a new scheduling program that will make scheduling a lot less tedious and a lot easier to bid and pick up extra shifts as well as requesting PTO. We will also be preparing for the transition to ESO for our Epcr's. Along with the transition to ESO we will be changing and coaching on a new format for writing narratives. The format we are going to is the "DRAATT" narration. A template has already been added to Health EMS. It would be advisable to start learning and using it now. We plan to have all the self-generated narratives off of Health EMS by the first of the year. ESO will not have a self-generated narrative option, so the sooner you become familiar with the new format, the easier the transition will be.

With holiday season among us it is always a good time to remind ourselves of good safe driving habits and increase awareness. Traffic will be increasing on the highways as well as increase pedestrian traffic. Always stay aware of surroundings and get there safe! We all know the focus is on prehospital and driving so please be the solution and not the topic of discussing. Wear your seatbelts, stay off the phones and drive respectfully.

Stay safe out there folks!!

John Frazer, Paramedic

St Claire County Operations Manager

CMH EMS

# Polk County Updates

We are now tracking every time a truck goes to fleet for service or repair of any time. Please send an email to **Kevin Schoen** when a truck leaves pre hospital and when it comes back. please include date and time, truck number, and issue. I also need emails and write on the white board when there are issues with the truck, fuel cards, etc.

I have hired a new EMT for the U shift. **Jerry Daily** is his name, he is on the Urbana Fire and Rescue Department, so he does have a little experience. He has been working as night dispatcher for Dallas County also. He will be in the next orientation class and you will soon see him on the trucks. Please help welcome him.

Starting Saturday, we will be doing week long truck rotations. The why is to keep miles down on the trucks. The rotation schedule will be put on the white board on the west side of the garage. Your cooperation is paramount to make this work.

It has been brought to my attention the condition of the trucks. We all know that part of our job is to make sure that the **ambulances are clean and professional in appearance**. This has not been happening lately. I need this to change immediately.

I know we are comfortable down here in our little area, but, I have noticed that some face sheets are left laying around. We are not the only people in this area. This is a **HIPAA violation** and needs to **stop immediately**. We are not finished with our call until the call is logged and the face sheet is placed in the crew office.

Everyone needs to be signed up for the **driving class**. This is a **MANDATORY CLASS** that needs to be completed before the end of the year. **EVERYONE** needs to be signed up and in a class **before 1/1/2020**. If you have not completed the class before the end of the year, you will be taken off of the truck. Please refer to the class schedules posted in this newsletter. There are **ONLY 2** dates left!!

## Polk County (Continued)

I completed performance center evaluations in September, and I think I will go on a rant here. We do quarterly competencies and we have HEALTHSTREAM education monthly. It amazes me how often the employees are not completing either. We have 4 to 5 HEALTHSTREAMS a month, there is no reason that this cannot be accomplished before the end of the month. Competencies are once a quarter with several opportunities to complete your competency requirements. **Continuing Education is a job requirement.** This is a measure for us to determine if you can care for patients properly, and if not, to educate you on the proper technique. I have worked at other agencies in the past where if you did not do your competencies, they would terminate you. I just feel if this is part of your job it should be a priority to get it done. **I challenge everyone to get in gear and get your HEALTHSTREAMS done on time and to be at EVERY competency this year.**

Aaron Weaver, Paramedic

Operations Manager—Polk County

CMH EMS

Truck rotations have begun. Please refer to the white board on the west wall of the bay as to which truck you will be in for the week.

When a truck goes to fleet or returns please email kevin schoen.

Include date, time, truck number, and issue.

Do not forget to clean your trucks—leave them how you want to find them!!

Flu Shots will be offered at the October staff meeting!!

DON'T FORGET!!!  
Premium Fuel in 706!!

# Life and Times from the Beautiful Stockton Lake

Well summer is almost gone and winter is soon to be up on 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 not if but when you need the warm fluids.
- **Heavy warm blankets** stock up now, does everyone remember last winter you couldn't find one if you needed one, and yes we needed them,
- Pre-makeup 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, you can always take off, so dress warm, and don't forget your head.
- **Snow chains**, review this with you and 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 KILLS**, 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 be cold really quickly.
- **Linen** (Blankets, Sheets, Pillows ect) folks these cost CMH mega bucks each year due to staff leaving them at patients' homes, at receiving hospitals ect. Do your part and

*Bring them home for the holidays.*

The linen that is



So you ask what is going on in Cedar County

**Staff:** we are taking applications at this time for a PRN Medic and EMT in Cedar County this will help curve OT in Cedar County, if you know someone please send them our way.

**Cedar County Ambulance** All units are up and running we are hoping we have now worked all the bugs out of it 714 with the broken fuel lines, otherwise just “WATCH OUT” for Deer

Cedar County Memorial Hospital in Eldorado Springs now has a digital radio and are monitoring Eldorado channel “ONLY”, They can NOT talk to you on this channel, just monitor, Don't ask me way, this is what they wanted.

**Cedar County Board:** Well the long wait is over and Contract has been awarded to CMH for additional 5 years, “YEA” let's make them happy they decided to do this and do our part to fulfill the citizens needs in Cedar County, Thanks for all everyone does and has done in the past several years to make them want us to stay. Well pushing forward with the New Station in Stockton the 1 year warranty is come and past, so now it's up to us and them to maintain the new station and make it keep looking New, A Big thanks to Cassandra and Kellie for coming in this month and going through the entire building their side and ours and getting everything ready for this last board meeting Great Job girls. As far as equipment we are holding off still on any major purchases due to declining taxes this year, the Board did want us to obtain another quote on a power washer for Eldorado station we will see what happens there going forward.

Remember:

**My door is always open.** My house is usually (slightly) dirty with dog hair décor or 13 grandkids lol. Coffee is always on or can be on in minutes or iced tea, and my sofa is a comfy place of peace and non-judgment. Anyone who needs to chat is welcome anytime. It's no good suffering in silence. I have food in the fridge, snacks in the cabinet, and a listening ear or shoulder to cry on. I will always be here... you are ALWAYS Welcome!!

**P.S. Will NEVER SHARE!!!**

Thanks  
Tom Ryan  
Ops Mgr  
Cedar Co

# Hickory County Chatter

Oh, how I love October after the heat wave we had in September. Cooler temps will be a nice welcome as our family will be finishing up working cattle, weaning and shipping calves. I look forward to Chili, stews, soups, hot chocolate and fall recipes that are in the air. I hope with the cooler weather those of us who suffer from allergies and headaches will find some relief.

We are struggling a bit with our OT, due to the loss of a FT paramedic; Christina got a remarkable job offer with Loggers benefits. I wish her the best in her new job.

Thank you everyone for helping keep our shifts and standby's covered the last 2 weeks of the schedule, whether it was moving shifts around or picking up an unexpected standby. Thank you Cindy, Allison, and Lucky for your help as some things could not be covered in house.

We are seeing a lot of changes occurring as we need to tighten our belt. Changes can be hard, and we may not understand all the "whys" behind them. Managers are doing our best to keep you all informed as these changes come up. I am sure a few things will need to be adjusted as we go, but we can do this.

I know we have been under a lot of scrutiny lately in the county from different areas, and some fires we are not in the position to put out. Others, we can with a little communication. I know, and Neal knows we are doing the absolute best we can when 2 to 3 calls all come in at the same time. If you are on a call and you will be PRC'ing your patient, cancel/release rescue from the scene so they can respond to the next call. If it is one of our units from another county, communicate your locations to each other. If you are closer, go. This gets Mercy, Osceola or even Polk back in service in their own response area. Everyone needs to do their part in order to prevent the criss crossing of responders and ambulances and delaying in patient care.

## Hickory county Chatter (Continued)

I am slightly running behind on QA'ing of your charts. The ones you do get back, please look at the notes for improvement. We have had several long on scene times that I am not seeing the "why," signatures and downloading monitor information is also an area we are getting some low scores on. 12 lead times are improving as we are meeting our goal. We still have lots of room to improve that score and we can do it. If any of you would like to take on my personal ePCR's for QAing let me know and I will forward them to you. I also could use some points for improvement in my documentation, and would look forward to any suggestions.

I am not going to tell you what to do in Springfield. Since 65 has construction work going on it seems like traffic is worse than normal on Kansas Expressway going to and from Mercy and Cox. Might consider during rush hour traffic times finding alternate routes then the norm. I have been looking hard at West by Pass, west on I-44 and will scope it out on drive time vs Kansas Expressway. If you have some other idea's let's discuss them and see what we can come up with. Polk Crews have any suggestions for us?

Halloween will be bringing the little monsters out of their houses the last day of the month, in search of candy and other sweet treats. If you happen to swing by the square in Hickory County, you might even see the CMH EMS crew member (s) in some kind of crazy costume handing out candy. If you are working be extra careful and aware of these small little princess', monsters, witches and a 4 legged animals that may be with them. Let's make sure we are at the top of our game and be their guardian angel for the night.

In closing, please remember to make CMH Guiding Principles and using AIDET a habit with each and every call you go on. If it is not a habit by nature, please work on making it one. This helps keep down on our complaints.

Have a happy and safe October, thank you to each and every one of you in the Hickory, Osceola, Eldorado, Stockton and Polk stations for everything that you do and bring to this organization.

Alice Roberts Paramedic

Hickory County Ops. Manager

"Some people could be given an entire field of roses and only see the thorns in it. Others could be given a single weed and only see the wildflower in it. Perception is a key component to gratitude, and gratitude a key component to joy." Amy Weatherly

# 4 DID YOU KNOW?

In 1983, the average life expectancy of a person with Down syndrome was a mere 25-years-old. Today, it's 60!

*October* is Down syndrome awareness month!  
Baskets of Love - Down Syndrome ♡



Aaron and his granddaughter, Sofia. Sofia will soon be a big sister to triplets!!



Greg Wood and his son, Tanner. Tanner will turn 2 years old on October 13th!!



October is Domestic Violence Awareness Month!

What is Domestic Violence? It is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship.

1 in 4 females and 1 in 9 men experience severe physical violence.

Domestic Violence includes physical abuse, Emotional abuse, Sexual abuse & coercion, Reproductive Coercion, financial abuse and digital abuse (tries to control your social media).

Domestic Violence is NOT JUST Physical violence!!

If you suspect a co-worker is in an abusive relationship, please be gentle with them. Offer them support and an ear, but do not belittle or shame them. Do not tell them what they NEED to do...just support them. Leaving an abusive relationship is hard for many reasons.



**Domestic Violence  
Hotline**

**800-799-7233**

**There is help for you!**

October is Breast Cancer Awareness Month!

Ladies!! When was the last time you did a self exam or had a mammogram!? Early dedication is the key to survival!!

Ladies over 40 make your appointments ASAP!

A logo for Breast Cancer awareness. It features a pink ribbon on the left. To the right of the ribbon, the words "Breast Cancer" are written in a large, pink, serif font, and "awareness" is written below it in a smaller, pink, sans-serif font. The background is white with scattered pink leaves.

# Celebrations

**Happy Birthday!!**

Carolyn Ream Oct 21

Logan Thomas Oct 21

Tom Ryan Oct 24

Jay Fry Oct 26

Jeff Beasley Oct 27

NEAL HAS BEEN  
WITH CMH FOR 27  
YEARS!!!!

## October Anniversaries

John Frazer 3 years

James Pursselley 3 years

Tim Shaw 5 years

Alice Roberts 17 years

Neal Taylor 27 YEARS!

Thank you all for your hard work and  
dedication to our community!! You are  
appreciated!!

# 2019 WALNUT FESTIVAL



# John Smith Retirement Party



Thank you for your service!

# All Staff Meeting



## **CMH EMS Mission Statement**

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



Polk County  
Staff Meeting Flu  
Shots will be  
offered!!

Think You Don't Need a  
Flu Shot??

Here are 5 Reasons to  
Change your Mind!

1. You're MORE vulnerable being in EMS.
2. Getting a flu shot is your civic duty.
3. You can still get the flu, but you won't be as sick.
4. Pregnant women who get the flu shot protect their babies from the flu.
5. You cannot get the flu from the flu vaccine

Thursday Oct 3 CR#3 11a-2p

Friday Oct 11 in CR#3 8a-12p

This is a reminder from Jeff Miller as to where we should be parking when on the Main Campus. There have been complaints that employees are not parking in the appropriate places and taking spaces from patients whom may have a difficult time walking long distances to their destination.

Please be kind to patients and park in the appropriate space. When at the cafeteria there are 2 spaces designated for Ambulances. Please utilize these spaces. Thank you for your cooperation!

