

From: [Theron Becker](#)
To: [CMHEMS](#)
Subject: daily status update
Date: Wednesday, March 25, 2020 6:01:43 PM
Attachments: [eso quick reference \(v02\).pdf](#)



Whole bunch to talk about today:

- THP sent an email to all users today titled "Take Care of You." Please review it and consider EAP as we are all stressed, scared, and not sure what tomorrow brings. We are in this together - reach out to your co-workers to offer support or to ask for help.
- We are moving forward on filling U-shift with "Crew Leaders." Managers have identified staff by reviewing performance data, seniority, FTO status, and other factors. They will be discussing one-on-one with paramedics and EMTs that might be willing to pick up extra shifts, duties, and responsibilities and work the Crew Leader shift. The plan right now is to have open shifts to be picked up in ESO Scheduling. Those eligible can trade regular shifts or pick up extra shifts. We are still mindful of overtime.
 - We discussed noon to 10 pm as many days of the week as we can get it filled. Aaron is working on a list of expectations for that crew to manage the entire system and improve efficiency and make decisions at the lowest level possible. We are going to clean up the front-desk/receptionist area and put a computer there for that shift. However, our expectation is for that crew to be posting most of the time to get the best situational awareness and be able to support any station. We also have a dedicated phone and two radios for that shift.
- We moved the paramedic class online last week, and I still can't keep up with it, so we put it on hold for a couple of weeks. Hopefully, that will let me concentrate on our response activities.

- A focus for the next few days is a protocol addition to put COVID treatments and options in one place. Some considerations to include and get approved by medical direction:
 - Limit your time enclosed in the back of an ambulance with a patient: Do your assessment and as many treatments as possible outside before moving to the ambulance.
 - Utilization of filters in respiratory equipment.
 - Ability to advise patients to avoid the ER, treat-no-transport, alternate transport methods to alternate destinations, etc.
 - Reminder to staff to bring extra uniforms to work and utilize the clothes washers between patients.
 - Communications is critical between agencies right now. Contact the ER as soon as possible with all patients and work with them to do the best we can.
- As far as PPE, we are actually getting a surprising amount of donations of people having a box of N95 masks in their garage to paint in or whatever.
- Our assistance from fire departments and first responders is dropping significantly in all areas (both by policy of the departments and by lower volunteerism). You are not alone, even if you feel like it. Pick up a phone and contact the Crew Leader, Manager On Call, or other EMS Leader for help.
- We have moved to doing in-house documentation reviews on 100% of the ESO charts before they are billed. If you are interested in helping, please contact your manager to get information on how to start helping out. See the attached updated reference sheet for new information about call time entries, closest facility vs patient choice, and how to do a documentation review.

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CMH EMS Mission:

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