

From: [Theron Becker](#)
To: [CMHEMS](#)
Subject: dailyish status update
Date: Wednesday, April 22, 2020 6:15:59 PM

All of the paperwork and forms are completed and submitted for Dr. Nicholes to be officially CMH EMS's medical director. If dispatch centers or fire departments need help with BEMS or other forms, please direct them to me as I am happy to help them.

We NEED to be diligent about ESO documentation being ready for Billing. We spent some time with that today finding charts that were sent back to documenters back in March that hadn't been fixed. Also, a couple days of charts that haven't been reviewed. Managers and chiefs are working on making that better but we need your help. Communicate often with your manager to make sure your documentation is good to go. There has been some confusion on required elements in ESO. Here is the official statement from your leadership team:

- There is a reference sheet we sent out weeks ago with guidance on how to document and how to do a documentation review for billing. Follow that guidance. Definitions for CMH and emergency vs non-emergency are clearly indicated on that form and have not changed since we implemented ESO. To make it easier, all reference forms like that are being migrated to one place: Policies and Protocols found on OzarksEMS. Today, I moved those ESO reference documents there:
 - Documenter's reference sheet: <http://ozarksems.com/protocol-1-700-01.php>
 - Documentation reviewer's reference sheet: <http://ozarksems.com/protocol-1-450-01.php>
 - When we get the time, we will build a clinical reviewer's reference sheet. But, not yet. The current focus is documentation reviews to approve them for Billing. At this time, all clinical comments should be directed to managers if they are significant and/or sent as FYI notes to crews to improve their next chart. As time allows and stress is reduced, you bet we will be looking at protocol compliance and clinical competence, but not a focus right now.

Another thing pushed down the road today is turning on driver feedback on Orbcomm. There are still some hardware issues with lights, seatbelt sensors, etc. and some speed limit settings on the map. It is going to be at least another couple weeks before Orbcomm will be asking you for anything besides for the driver to log in.

Your participation in Friday's staff meeting will be appreciated. Again, this coming Friday at 9am. Managers and chiefs will be in the garage in Bolivar and on Webex so you can attend in person or online.

[Theron Becker](#)
[EMS Clinical Chief](#)
[Citizens Memorial Hospital / Emergency Medical Services](#)
cell **417-597-3688** / fax 417-328-7209
theron.becker@citizensmemorial.com

CMH EMS Mission:

Provide safe, exceptional, and compassionate care
to our communities with an emphasis on

highly trained and empowered staff.

From: [Theron Becker](#)
To: [CMHEMS](#)
Subject: staff meeting this Friday (4/24)
Date: Wednesday, April 22, 2020 1:14:08 PM

Please join us on Webex for an all staff meeting this Friday (3/23) at 9 am. Those in the neighborhood can join in person and we will be located in the garage bays at the Bolivar station to provide ample room. Webex link is <https://citizensmemorialmeetings.webex.com/meet/tbecke>

The topic of discussion will be adjustments to our deployment model in this environment of lowered call volume and reduction in reimbursements. Two days of meetings with hospital and EMS leadership has developed a plan balancing financial needs and community response needs. We would like to share the plan with you and ask for your patience, understanding, and flexibility.

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EMS Clinical Chief
Citizens Memorial Hospital / Emergency Medical Services
cell **417-597-3688** / fax 417-328-7209
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