

From: [Theron Becker](#)
To: [CMHEMS](#)
Cc: [Heather Finnell](#)
Subject: dailyish EMS status report
Date: Wednesday, May 6, 2020 6:53:16 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
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[image005.png](#)

The training schedule for the next semester has been released. Specifically, take a look at your life support certifications and sign up for the May 19th class if you need it. If you are an AHA instructor, *please* contact me as we still need help getting that course off the ground.

Orbcomm driver coaching is being pushed off each week at a time while we work through some setup issues in software and hardware. We want it perfect before it starts talking to you in the cab.

A few minor adjustments to ESO we all need to be making:

- “Responding from” field is critical. This is how we know what station you are working in that day. You are ALWAYS responding from the station you clocked in that morning, regardless of your physical location when the tones go off.
- Crew leaders and crew partners doing documentation review: Once the chart is ready to go to billing, ALWAYS select “Approved.” Do not use the option “Approved - Do not bill.” The billing department makes the determination on whether to bill and have many options even if the patient isn’t transported.

Tons of other little stuff still going on, but we continue to watch call volume to stay on top of ambulance scheduling. See below for details, but the summary is:

- Call volume since 3/15/20 is **83.0%** of what it was in 2019.
- Transport volume since 3/15/20 is **77.9%** of what it was in 2019.
- ALS transport volume since 3/15/20 is **69.5%** of what it was in 2019.
- Our response to these drops has been:
 - Hours worked since 4/26/20 is **77.9%** of what it was in 2019.
 - Overtime hours worked since 4/26/20 is **16.0%** of what it was in 2019. Wow! Good job.

We identified a trigger to return to normal operations of about 185 calls per week. Over the last three weeks, we are averaging about 155, so we are still under that goal by quite a bit. Hang tight, we are watching closely.

Citizens Memorial Hospital - Emergency Medical Services - Quality Report

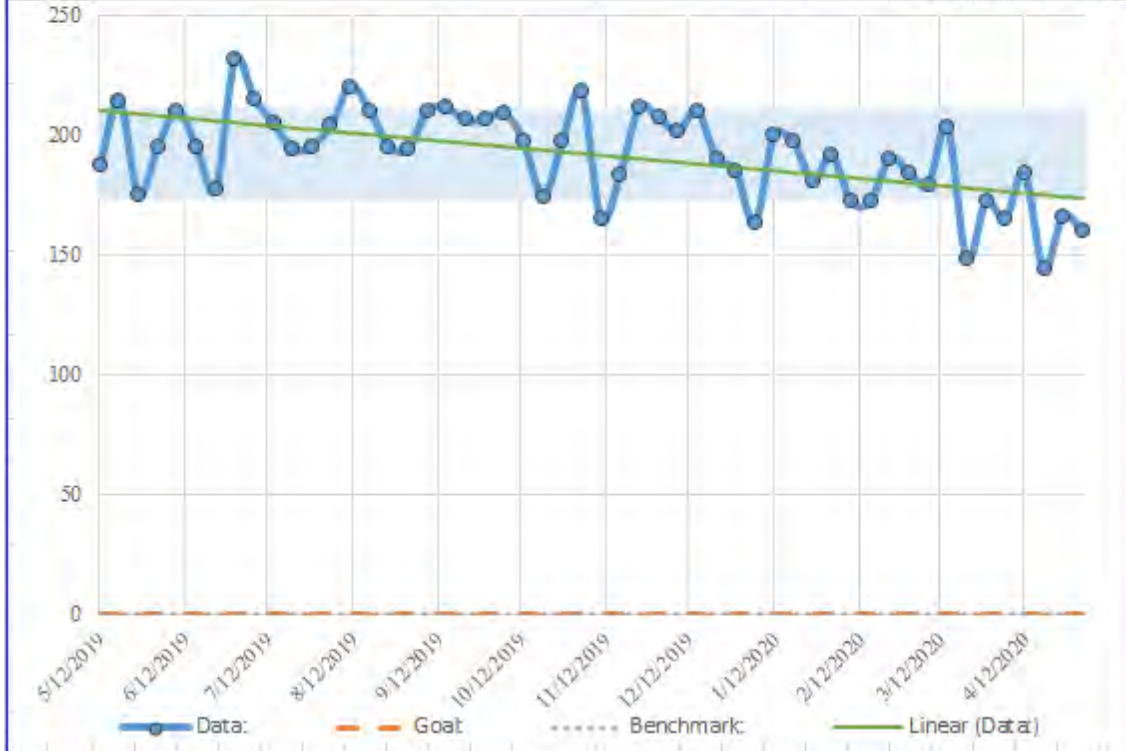
Report name: **2-30** Ambulance responses

Description:

Number of ambulance responses.

Graph:

Higher is better



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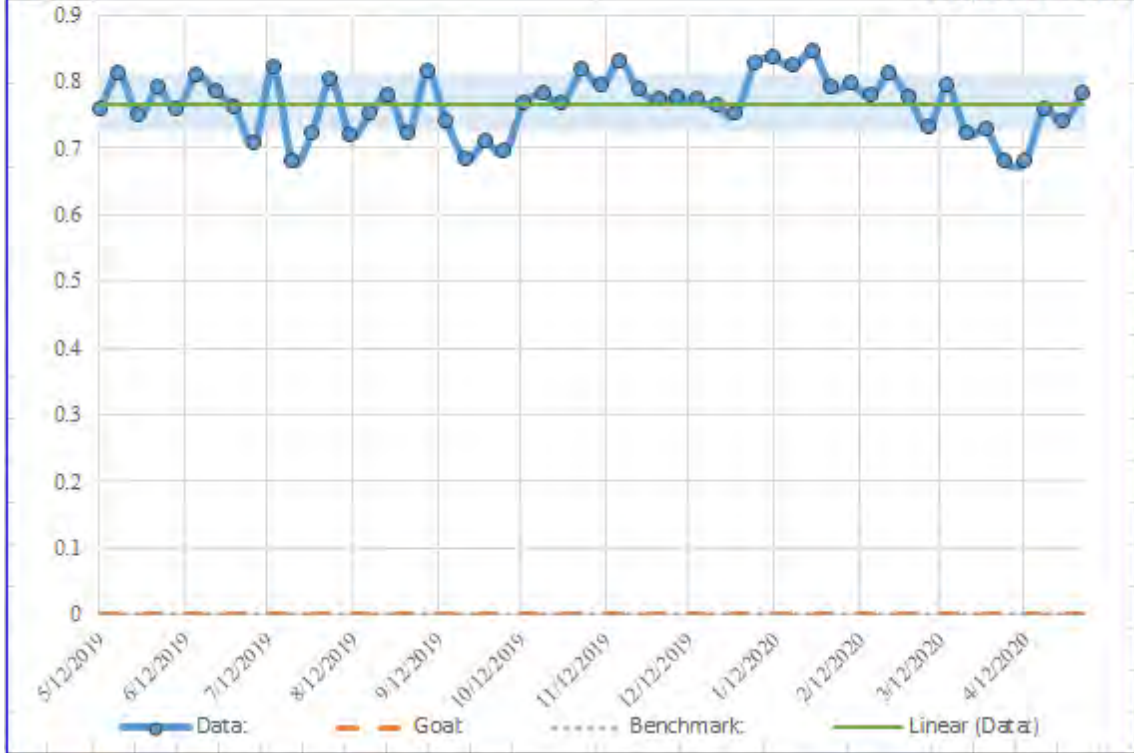
Report name: 2-35 Transports

Description:

Percent of ambulance responses that result in a transport.

Graph:

Higher is better



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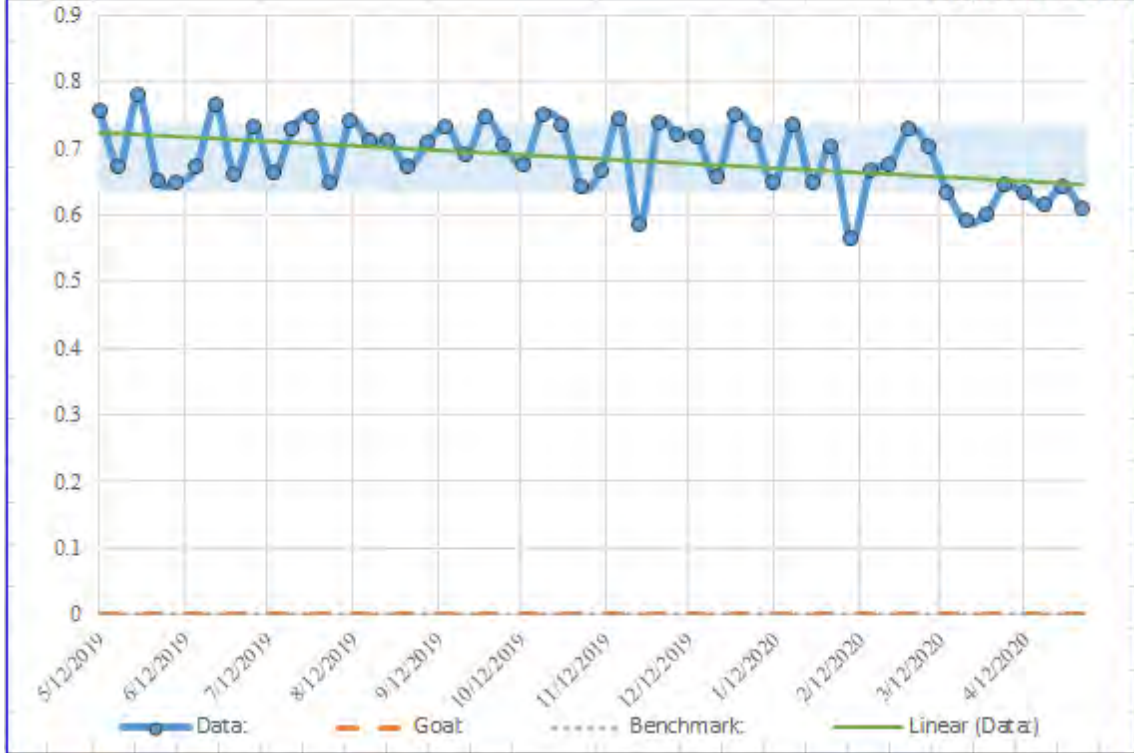
Report name: 2-40 ALS transports

Description:

Percent of transports that are billed ALS.

Graph:

Higher is better



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Report name: **6-36** Hours worked

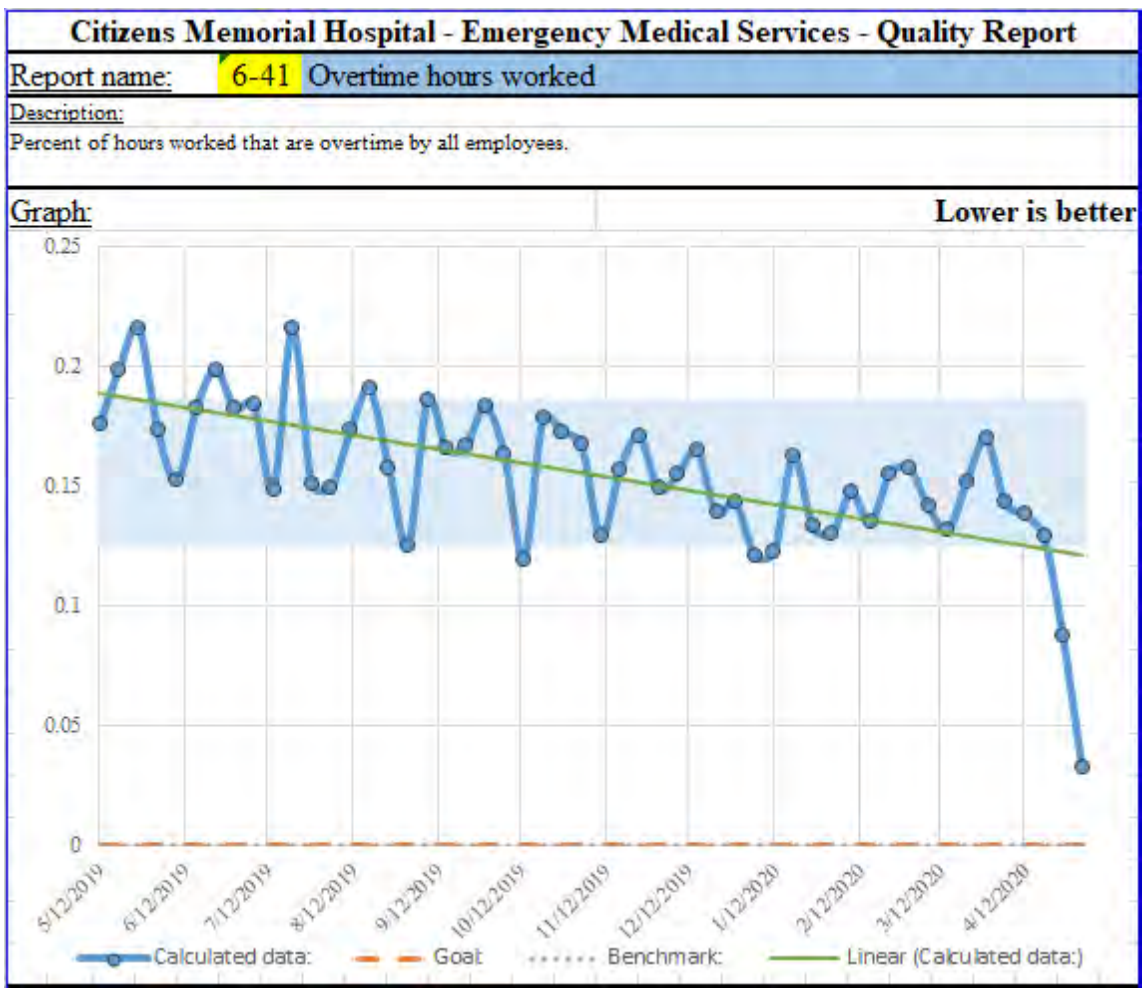
Description:

Hours worked per week by all employees.

Graph:

Lower is better





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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.