

**From:** [Theron Becker](#)  
**To:** [CMHEMS](#)  
**Subject:** weekly internal EMS status update  
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Here are some notes from recent meetings and discussions:

- Aaron is contemplating keeping C-shift four or five days per week. When we return to normal shifts, move T and U shifts to cover at least one BLS truck seven-days per week.
- Orbcomm coaching is getting turned on June 1<sup>st</sup>.
- We are ordering fit test equipment to size all students and new hires to respirators. Also, we will be moving forward with issuing each employee with a full-face respirator, not just the full-time staff. It is going to be a drawn-out process to keep costs down.
- Aaron and I are working on updates to the transfer policy. Our current thought is a point system similar to most medical decision-making tools (i.e., NIHSS, etc.). The transfer gets so many points for being a TCD, ALS needed, going to an ER, etc. Each priority level requires a certain number of points. Our first draft is looking pretty good, and we plan on showing it to Dr. Nicholes and Neal for suggestions and approval.
- We are working on changing how we issue uniforms. I'll be sending an email after this one describing the options further and asking for your opinions. So, please read it and vote.
- Steve is working on developing the competency in two weeks. Please check your previous email for the education calendar as registration is required to attend competencies. The topic is going to be improving documentation in ESO.
- Tom Ryan is leading a trial to scan face sheets and PCS forms into ESO, so we don't have to interoffice mail them or do daily logs. Progress on that process is coming along.
- Steve developed the first draft of some guidance documents for ESO documentation and review. Check out the updates here:
  - Documenter reference sheet (<http://ozarksems.com/protocol-1-700-01.php>). This is guidance on how to chart in ESO.
  - Documentation reviewer reference sheet (<http://ozarksems.com/protocol-1-450-01.php>). This is guidance for the reviewers that approve charts for billing.
  - Clinical reviewer reference sheet (<http://ozarksems.com/protocol-1-800-01.php>). This is guidance for the reviewers that review for clinical competence.
- Aaron and I are working on a proposal for next fiscal year to add more supervisors (one for each station) and use our two managers as "regional" managers instead of "county" managers. It should save money and give more advancement opportunities for staff. We will see.
- We continue to try to get the Crew Leader position off the ground. Please contact your direct supervisor if you are interested in helping with those shifts.
- Even though our numbers are looking good, we are going to continue to focus on keeping overtime down. One specific area is to ensure staff not "milking" the clock by clocking in before or after your shift too much. Look for some guidance from Aaron on that subject.
- There was some discussion about the difficulty in filling shifts when staff call in on weekends (especially holiday weekends). There are provisions in policy to allow

managers to require a call-in staff member to work the next weekend if they call in on a weekend. Also, look for more on that from Aaron as it rolls out.

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