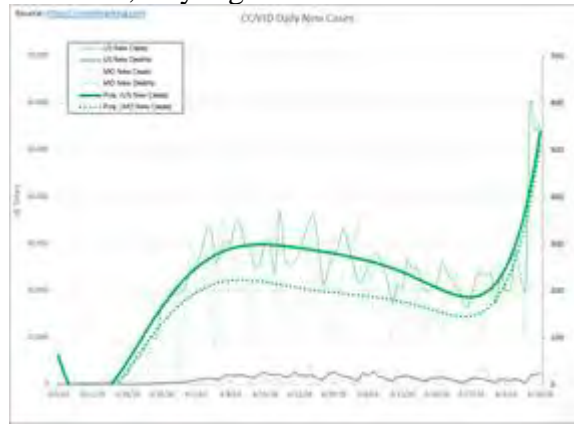


Theron Becker

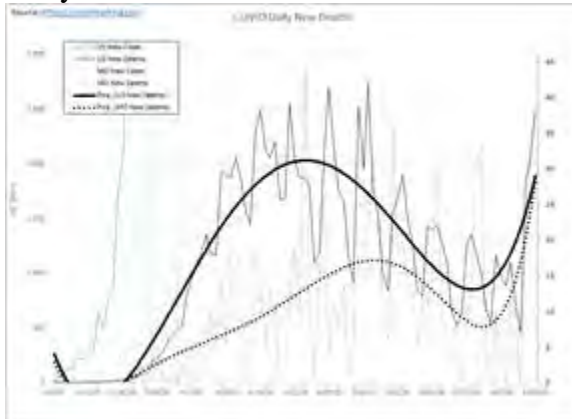
From: Theron Becker
Sent: Wednesday, June 10, 2020 5:59 PM
To: CMHEMS
Subject: weekly internal EMS status update

Here are some recent happenings and notes to share:

- We should anticipate staying at the same recovery phase for a while in the community and the hospital due to the increase in COVID cases over the past few days. Graphs below clearly show a spike in cases and deaths in both the US and Missouri since re-opening. At the worst part of the pandemic in April, Missouri was having around 300 new cases per day, yesterday Missouri had 634. Yesterday, 39 people died in Missouri from COVID. So, stay vigilant and safe.



○ Daily new cases:



Daily deaths:

- We've been making some good progress on updating the ambulance dispatch policy. This policy includes a new calculator to determine the priority of the transfer. Neither of the links below have been approved, just wanted to share what we are working on.
 - Policy 1-200 - Ambulance Dispatching (<http://ozarksems.com/protocol-1-200.php>) - still under construction
 - Policy 1-200-03 - Transfer Priority Calculator (<http://ozarksems.com/protocol-1-200-03.php>)
- Steve Keller is doing a great job with the documentation competency. There are still three sessions left. Please sign up and attend.
- Aaron and I are working on a proposal to finance that will actually save us some money and create some opportunities for leadership roles in designated Crew Leader positions. Look for more in this area as we present it and transition to hopefully having more career advancement levels and more field supervision to have more efficient ambulance coordination.

- We are opening more EMT positions and are still working on hiring full-time and PRN EMTs. It is a struggle to connect people that want a job and are a good fit for CMH. We are working on some changes to the entrance requirements into our EMT Academy to only select those students that want a job at CMH and we will want to hire. It will take a year for those efforts to come to fruition, though.
- We were pretty hopeful we might have access to Health Transit vehicles to do transfers overnight and on weekends that didn't qualify for an ambulance. BUT, that fell through. We continue to pursue acquiring a vehicle that can transport a wheelchair and staffed with only one EMT to keep our ambulances in service. A couple more options are still in the pipeline.
- We identified a firm goal for returning shifts to 12-hours: Over 185 calls per week for three consecutive weeks.
- We identified a tentative goal for the target overtime we are going to keep the department under: 11%. Prior to COVID, we were averaging around 15% OT. During our reduced staffing, we averaged around 7%.
- As soon as we can get an Orbcomm engineer down here to fix our technical issues, we have been asked to build a reward and recognition process for our safest drivers. Hospital administration sees that safe driving will save CMH money and is willing to spend some money to reward staff for safe driving.
- We've asked Jeff Beasley to help staff remember to export, sync, and lock their ESO charts. This was a similar duty he performed excellently when we were using HealthEMS. He will be keeping an eye on making sure charts are ready to be sent to Billing by the end of your shift. This is critical to be able to generate revenue and keep us all employed.

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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.