



**Theron Becker** 17:22

Notes from a couple week's worth of meetings:

- The results from the patient safety survey are back. CMH paid extra to make sure EMS-specific questions were included. @Aaron Weaver and I are working on developing some action plans to address concerns raised and make our department better. As soon as they are finalized, we will share and start implementing. If you are interested in the full report with all the gory details: F:\Depts\All\_Depts\PI Reporting\Patient Safety Survey\2020\Survey Results\ASC, EMS, Home Care, Outside Pharmacy\EMS
- Another interesting result from the birthday surveys we are sharing at staff meetings is the comparison between employee satisfaction (ranked 10 out of 10) and employee retention (ranked 1 out of 10). These numbers are hospital-wide, not our department. But, still concerning and we should look more into the actual reasons of low employee retention.
- In the last quarter of the year, CMH received eight (8) STEMIs. All of them were brought by EMS. The only STEMIs that need some attention for improvement boiled down to long wait times in lower-level ERs (CCMH and Ellett) before activating 911 for an ambulance. Our performance as a department was AMAZING as usual.
- A few things the STEMI program is working on that affects us includes:
  1. Therapeutic hypothermia equipment and nursing policies are coming to CMH. ROSC, STEMI, hypothermia, etc. will be able to be fully taken care of at CMH, well, less transfers just for hypothermia.
  2. ESO Alerting is on a high priority list to make happen to enhance patient handoff and pre-alerting to the ER.
- We continue to work on trying to get iPads in each ambulance. We have to control our purchases and just get a couple each month. Along with all the other software on the devices, we are working on getting "Freedom" which is basically mobile CAD that links to Polk 911. All kinds of hurdles and obstacles are popping up with Freedom. We are sticking with it, though.
- We have a few new hire EMTs finishing and working through orientation. Please welcome them and help them get up to speed.
- We are starting a summer EMT Academy in a couple weeks. It is a full class and we are excited to have a new batch of potential employees. As a side effect, there will be even more opportunities for CEUs and if you are interested in teaching, we would LOVE to have your help.
- Have made a purchase in conjunction with the TCD groups to facilitate an upgrade to our radio system. A side effect for us is every radio will now have an email address assigned to it so it can receive and send messages with anything on the internet. TCD teams are going to use the system to help page their members to activate TCD teams. No real plans for us to use this feature, yet, but it will be there for us.
- Please check your email for an employee satisfaction survey that was recently sent out. Each employee should have gotten an individual email with a link just for you. We want your honest feedback on how to make CMH a better place to work.