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Notes from the Director's Desk

This month I have several short items to mention. It continues to rain. It looks like we will be in a rainy weather pattern through the first week of June. Remember to be careful at low water crossing and bridges. Running water is powerful. Be safe!

Last week, Polk and Hickory County had their BEMS License survey. It looks like we will have two minor items we will need to correct but overall, the survey went very well. I want to thank Aaron and Theron for helping get us ready for the visit. Good Job! Their work made the survey process much easier than anticipated.

We have just received approval to replace the out of service cot in Polk County. We will replace it with a Stryker power cot. Hopefully, we should receive it in the next 4 to 5 weeks.

We continue to receive questions regarding how CMH is going to respond to the EMS salary increase at both COX EMS and Mercy EMS. Last week, the Board of Directors met for final approval of the FY 16 budget. Hopefully, we will know their decision in the near future.






Hickory County just put their new truck, 708, in-service last week. 701 will be used in Cedar County to help with their truck shortage. At this time, I think we will retire 721.

I appreciate everyone that has pitched in and worked extra shifts. We are working diligently to fill all open positions. We have 3 new Paramedics in the pipeline. We hope we can hire all 3. We will continue to advertise and "beat the bushes" for Paramedics. EMT wise, we will fill the open full time EMT shifts in Polk County. Then, we will hire externally for any remaining open positions. Tom will be conducting Paramedic peer interviews for the open Cedar County Paramedic position next week. Aaron will be doing the Polk County EMT peer interviews very soon for those open positions.

June 1

We can begin wearing our summer shirts. Remember as it warms up to stay hydrated and stay cool between calls. But remember that a sick or injured patient can become hypothermic very easily even in the summer time when it is warm outside. You may need to be uncomfortable to keep your patient warm.

What am I working on?

-  Cedar County dispatch contract,
-  CMH transfer procedure change,
-  Reviewing the transfer policy,
-  EMS Communications Plan,
-  And many other things.

Our Goal is Exceptional Compassionate Care.

Be careful; what we do is inherently dangerous.

School's out for the summer, but not forever, as the song goes. I have made it through a very long and challenging school year. I want to sincerely thank Alice and everyone else involved in flexing their schedules so that I could accomplish what is required throughout this past year of paramedic school. I have two months off from school where I will complete my 50 ALS calls and a physician mentorship. I will then be returning to take the final exams for class and prep for the National Registry tests at the same time that several others from within CMH will be beginning their yearlong trial of paramedic school. There are others within our ranks taking classes of other sorts, and we should all be reminded to be constantly involved in education. We must remain sharp for the emergencies we face each day. No matter whom you are, or the shape of the patch on your shoulder, you need to be learning and teaching at any chance you get. Don't expect someone else to do it for you. Pick up JEMS and read an article, teach first responders, watch YouTube videos, and ask tough questions to physicians. Do a complete truck check each day and review equipment you haven't used in a while or have never used.

The bottom line; school may be out, but we are always in business. Sharpen one another.

Brice Flynn EMT-B

HICKORY COUNTY CHATTER: Alice Roberts

BEMS was here for our re-licensure and we PASSED! And YES, they did visit Hickory County this time around. Thank you to everyone for getting the station ready for the inspection.

If Memorial weekend is any indication of how the rest of the holiday weekends will be at the lake, it is going to be a busy summer. All camp grounds were full along with Lucas Oil campgrounds. There was a lot of alcohol consumed with several fights, traumas and medical calls. Summer brings in a different breed of people to our county, as we are well aware. Pay attention to your surroundings and what is going on. Watch your back and your partner's back. If law enforcement is needed, do not hesitate to ask for them.

The new ambulance, 708, went in service on May 23rd. I want to personally thank Tom and Lucas for their work getting 708 stocked and ready to go. 701 will be going to Cedar County for them to use until they get their new one.

Another busy summer with standbys and vacations is underway and it has been crazy. The first time in four years, I have had to deny multiple vacation requests off and ask employees to move to a different time. Thank you Morgan, Cassandra, and Linda for your understanding and helping us keep the needed coverage for our service areas.

Next schedule starts July 5th and all availability needs to be turned in by June 19th. The schedule will be released on June 26th. I hope to have the availability in your email the first week of June. All request off from July 5th to August 22nd needs to be turned in ASAP so I can add them to the availability list. I am taking requests off all the way to December 31st as well.

I want to thank each of you, not only in Hickory, but in all the stations for helping out with coverage and for providing excellent patient care. We could not have even begun to keep our shifts covered without your help!

St. Clair County/Osceola: Don Stockton

The settling in period, arranging and re-arranging of supplies and equipment within the new quarters, and the routine of life in our 24 hour station has settled over all of us in St. Clair County. I recently returned from a badly needed 10 day vacation. This respite, combined with the sense of accomplishment over the pleasant and efficient station we now call home, has given me a renewed sense of contentment. We are in a good position to face the onslaught of business that the summer months (and the Boy Scouts) bring to public safety departments in St. Clair County. In a similar fashion, we have made the final adjustments to 722 to make her an efficient and valued part of the team.

The old hospital is undergoing asbestos abatement procedures this month with demolition slated for next month. The impact the demolition will have on our operating routine remains to be seen, but we hope it will be like the current asbestos work where we hardly even know they are over there.

EMS week is now past and, with the gifts from the department and a bountiful delivery from Lifeline 3, the new CMH staff may have discovered that we are indeed appreciated and valued both within and outside of the organization.

I'm afraid that by the time we meet again this awesome Spring weather will have given way to the hydrate or die relentless Summer heat.

Be safe out there!

POLK COUNTY NEWS: Aaron Weaver

We went through a relicense inspection by the state this past month. It was my first time of going through it so I was slightly nervous. The inspector was very helpful in pointing out areas that can be improved upon.

We are doing well with medications but we did find some expired supplies. Every month, we need to look for expired supplies. We need to be more diligent on checking and replacing expired supplies. If you are not sure what has an expiration date, just remember everything with an hour glass expires.

I would like to thank Chris Nickos, Levi Crews, Matt Tucker and Steve Keller for cleaning the garage and supply closet before the inspection. They pulled everything away from the walls, including oxygen and air tanks and cleaned the walls as far as they could reach.

I would like to thank all the people who helped pick up shifts as third rider with Cassandra. This helped us keep her on a car since we have been short on paramedics on some shifts. There are so many people to mention individually; just know that it was appreciated.

The Pomme De Terre bridge on Hwy 215 east of Pleasant Hope will be closed starting June 1st and continuing through August. We have a mutual aid plan in place with Dallas County. However, with the help of Missi, we have planned a couple routes to get us around the bridge. These should have been shown at the Polk County staff meeting as well as in an email sent out recently. If you did not get either, come check with me and I will show you the routes or see page 5 of this newsletter.

I would also like to thank Brian Carter for setting up the EMS appreciation luncheon, I think the rescue crews that attended really appreciated CMH doing something for their hard work.

News from Beautiful Stockton Lake/Cedar County : Tom Ryan

Did you know EMS week was a result of a 1974 Presidential Declaration, celebrating the (then) new and fledgling field of EMS? I would like to take this opportunity to thank all the men and women in our organization for their exceptional service to our communities.

THANK YOU for all you do!

More Springtime Fun! Birds tweeting, bugs, vegetation revival, and Severe Weather!!

Anyone who knows me, knows that I have a crazy obsession with severe weather. Whether it's a blizzard with 2 feet of snow in December or tornadoes and monsoon rains in April, I get excited with the mere mention of such a possibility. Lightning, hail, high winds, and other severe weather all demand respect and can cause severe damage, which is not good for crops, personal property, and people's wellbeing. Obviously, those points are **not** what I enjoy about severe weather. I think the reason it excites me is because I know how awesome Mother Nature's power is. Now, before you start pointing fingers at me and calling me a "sick person that enjoys seeing peoples' lives ruined," I can assure you that I do not enjoy or wish to see anybody's life affected in a negative way during an adverse weather event. I assume I'm infected with the same thing storm chasers have..... Severe weather is awe inspiring and spectacular to witness, to say the least. I'm sure some of you still think I'm **nuts**. Hopefully a few of you are nodding your head in agreement.

Whether or not you enjoy (or despise) weather in its more dominant form, it is a reality in the lives of us all in Missouri, especially in the Spring time! Weather in Missouri constantly decides to swing chaotically from warm to cold to snow to tornadoes all in a 4 hour period! I have always said "If you don't like our weather, wait an hour and it will change" or so it seems. Sometimes, it's hard to keep track of what is going on out there. Fortunately, we have warning systems in place now and a network of trained weather spotters to help give advance warnings of severe and potentially dangerous weather. It is important to have a plan in place for how to react to potential severe weather and another plan for what to do in the event of a natural disaster, whether it is destruction from a flood or a twister, like the ones that struck Stockton and Joplin. Hopefully, you have a plan of what to do during severe watches, warnings, and in the aftermath of such an event, whether when you're at home with your family or with your coworkers on the job. If you do not, I would recommend that you come up with plans for your family to help keep them safe during severe weather. Another thing to consider is the role of your ambulance if your response area experiences a weather event of biblical proportions. Obviously, if there are injuries or other advanced skills needed by fire and other EMS crews, you will be paged out.

But what about preparedness for such an event? Do you and your partner know what to do and have a plan? Waiting until the disaster happens to make a plan is too late. Everyone should be looking or inquiring into options now before another Stockton or Joplin occurs in our region. A few items to always keep on hand are water and food (for at least 72 hours), **blankets, flashlights, batteries and medications**. The website below is a good source for getting ready. <http://www.ready.gov/document/family-supply-list>

HealthEMS: Morgan Young

Hello all, I hope you are having a good summer. I am desperately trying to go diving every day I am off work, either locally or somewhere far away. If you want to go, let me know. ☺ I am also starting to plan for exercises and drills that are coming up. I know you guys look forward to those drills. ☺

I wanted to ask how everyone is doing with #TriageTuesday? I started sending reminder emails asking you guys to email me back and tell me stories and pointers about it. So far I have not gotten any stories. Let me know how it goes.

For the rest of my article, I decided to continue writing about some pointers for taking care of your HealthEMS Account.

These are the things I get called about once a week or more.

- One of the first things is password resets.
 - You can go into <https://healthems.com> and you can set up a password recovery. There is an option for you to set up your own account details as well.
- The medical home department has requested that we make certain to list the patient's primary care physician.
 - The physician field has always been listed as desired/yellow because we know it is not always possible to find out that information.
 - The medical home department gets a report from us every 30 days. That report lists any patient that has been transported twice by any of our ambulances in the last 90 days. The medical home department follows up with those patients making sure they have a primary care physician and are receiving follow up on for their reason for visit. This is very similar to the Community Paramedic program that you may have heard about. The best part of our program is a licensed clinical social worker (LCSW) is doing it. This is saving one of our paramedics for emergency and non-emergency calls instead. The LCSW is very familiar with programs available to our patients and of the several possibilities for them. The end goal is they no longer need our services.
- As we go to more facilities, people contact me to add a facility to HealthEMS. When you call, I need:
 - A HIPPA complaint fax number, preferably the medical records fax number.
 - We want our record to be actually put into the pt's chart.
 - The true name of the facility,
 - Street address,
 - Town,
 - If you can, get the name of the county.
- The two errors I see the most are
 - Number of patients transported.
 - Please be aware of how the number of patients transported in our vehicle reacts to run dispositions. In the 5 years we have used HealthEMS, there has been a lot of discussion (and confusion) over giving another ambulance your patient. There is a FAQ and a Powerpoint on how to keep from getting a data error.
 - Here is a link to the power point. [\\appsrv-4\cmhdata\Depts\Pre-Hospital\HEALTHEMS\How to PPT's\Completing an ePCR version 2.5.pdf](#)
 - Here is the link for the FAQ: [\\appsrv-4\cmhdata\Depts\Pre-Hospital\HEALTHEMS\Healthems FAQ.doc](#)
 - Documenting a transfer /transfer details.
 - I know that most everyone dislikes transfers. It might be everyone EXTREMELY DISLIKES transfers. Arguably, the worst thing is getting that chart back to correct.
 - Here are the three things we ABSOLUTELY need in your narrative.
 1. First is the reason why they originally came to the Emergency Department.
 - **You can find that on the triage nurse's documentation.**
 2. Second is the Diagnosis that the emergency department physician gave the patient.
 - You can find that in the doctors documentation.
 - You can also find that in the discharge instructions that are given to us to take to the nursing home.
 3. The last thing is the reason they have to ride in the ambulance.
 - **That might be a simple statement of "There was no other transportation for the patient to use to get back to their destination."**

Please remember to be safe and watch out for your partner. -Morg

Education/Clinical News: Theron Becker

It appears there will be at least one new hire in next month's academy. I will share more information next month.

The instructors for next month's competencies have been working hard to deliver some good education for the department. Cody and Amanda are going to start out with some basics of caring for civilians and law enforcement in high-risk situations. This will also serve as in-service education for hemostatic agents and a refresher on tourniquets. Tammi is going to conclude with the use of TXA and Ketamine on trauma patients. After this competency, we will be good to go to order and place hemostatic gauze and TXA on the ambulances. Ketamine will happen after the respiratory competency in August when we put the rest of RSI on the ambulances. Please plan on this month's competencies to be approximately 4 hours. The dates, times and locations are listed in the Upcoming Events for June section on page 4.

Reminder that on 6/3 at 1300 our corporate lawyer will be in the community rooms to answer specific questions EMS has regarding mental health transfers.

Last month, we had a review from the state to update our ambulance license. There were only two things of significance we need to work on improving.

- + The first area of improvement is driver training.
 - o Annually, we need to document that each employee is getting driver's training. Don Stockton is working on a Healthstream to meet that requirement in addition to new hire orientation follow-up paperwork to support new hires getting driver training.
- + The second area of improvement is our protocols do not match what is on the ambulance.
 - o Mostly, this is our desire to make protocols more fluid and able to handle changes in ordering practices and availability of medications and equipment. Apparently, the state does not agree with this method, so we will be adding a page to the protocols with exactly which medications and equipment are currently being carried on each ambulance. If we add or remove an item, the protocol will have to be updated and signed.

Next year, Cedar County's license is up for renewal and we are planning on inspecting all three ambulance licenses as well as the training license at the same time instead of having different expiration dates like we do now.

As always, please check the Community Calendar at www.citizensmemorial.com for upcoming training. If you are looking for something specific, please let me know and I'll see what I can find. <http://www.citizensmemorial.com/1calendar/index.html> This is the website location of the EMS training calendar on the CMH website. (www.citizensmemorial.com and click on "Community Calendar" on the right)

May 23, 2015

Fellow Pre-Hospital Co-workers,

Today is the last day of EMS week. I hope it has been a good week for each of you, as you have been recognized for your hard work in EMS. Whether you have been working in EMS as long as I have been alive, or if you are just starting in EMS, the future is bright in EMS and our profession is only growing. So, with the help of several people, you know who you are, our service's newest ambulance is in service today, ambulance 708.

With the relative short history of EMS, compared to the fire service, we don't have a ceremony to bring an ambulance into service. However, I think it is fitting that we complete our EMS week with gratitude and celebration for the new 708 that will serve the needs of our community, not only here in Hickory county, but service wide.

Thank you to the "white-shirts" for getting us the second brand new ambulance this year.

I hope that EMS week has allowed everyone to reflect on the good side of our job; helping those in need, and being given the opportunity to help.

Thank you for all you do.

Brice Flynn

EMT

Pre-Hospital Services

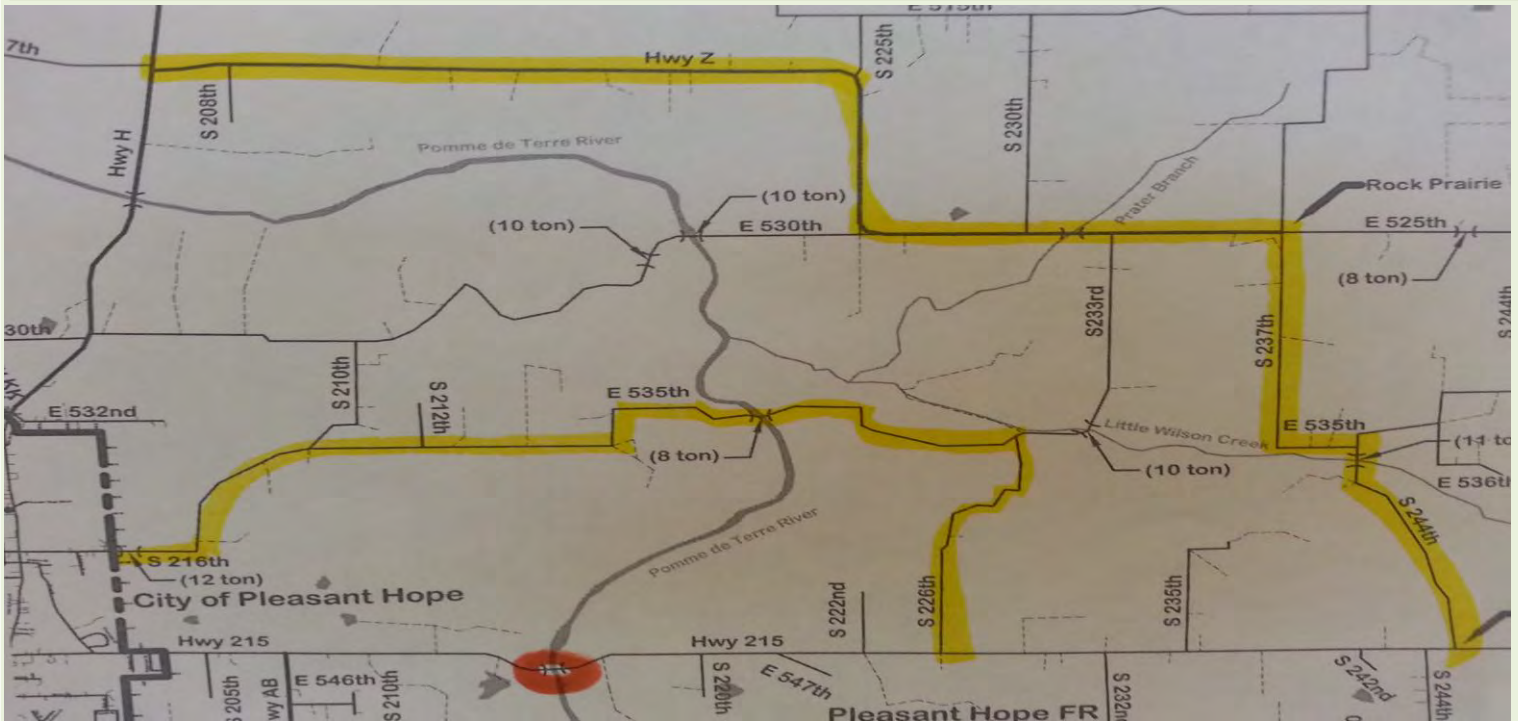
Citizens Memorial Hospital

Upcoming Events for June

June 8 th 630p-930p	Mercy EMS Education Night Pediatric/OB	Mercy EMS Education Center 1407 E St. Louis Street, Spfd, MO
June 9 th 630p-1030p	Trauma Competencies	El Dorado Springs Ambulance Station
June 10 th 6pm-10pm	Trauma Competencies	Humansville Fire Station
June 12 th 830a-5p	ACLS Renewal	CMH Education
June 17 th 9am-1pm	Trauma Competencies	Osceola Ambulance Station
June 18 th 9am-1pm	Trauma Competencies	Hermitage Ambulance Station
June 18 th 8a-Noon	Haz-Mat Module 5 Skills	ER Ambulance Bay

June 21st Father's Day

Find additional training info at: <http://www.citizensmemorial.com/1calendar/index.html>



25 Years: Steve Keller

9 Years: Goldie Masters

8 Years: Brandi Pyeatt

5 Years: Jennifer Marsch

4 Years: Neal Taylor

3 Years: Bill Walker

2 Years: Peter Holm, Chris Mumm, Cassandra Pruet

1 Year: Jeff Beasley, Darrell Norris, Eric Stevens, Christina Roth

Adrian Brantley June 6th

Bill Walker June 17th

Amber Gust June 20th