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# Notes from the Director's Desk

## Food for Thought

When I was working the truck, one of the things I most enjoyed was having a student or new employee ride along. It was an opportunity to teach, encourage, and pass along skills and information that I had learned. It was fun to ask the rider questions and talk about careers. I always tried to share some little known fact at some time during the day. Showing genuine interest in a person is a way to encourage and help them feel welcome; it is the part of building a relationship with someone. My goal was to set a professional example and hopefully start them out on the right foot.

When we hire new staff, we need to invest our time in them so we get to know them as well as how we do our job at CMH. Teaching and explaining the technical portion of the job, protocols, and policies is part of laying the foundation. Some new staff have an EMS background but we need to help them build a CMH foundation so they can be successful here. It is everyone's responsibility to help with this task. We all have a vested interest in helping new staff succeed. Each and every one of us should help prepare CMH EMS to be the best.

## **Four items I always kept on my person: A hand held radio, scissors, stethoscope, and 2" tape**

**Hand held radio:** To be able to communicate with Dispatch. i.e.: request the resources you need, windshield report, request an aircraft, call a report from scene when you have a short ETA. Consider it a piece of safety equipment so you can communicate in an emergency situation.

**Scissors:** They have many uses; especially used to gain access to the patient.

**Stethoscope:** Use to take a BP, listen to lung sound, and help verify a secure airway. As an EMT and Paramedic, your goal should be to be an expert in maintaining an airway in all situations. A stethoscope can also be used a weapon, if absolutely necessary.

**2"tape:** I would put a strip on my right leg and use it to make notes during the call. Once you get to the ER, you can pull it off and put it on a paper towel for reference notes for your documentation. You can use it to hold inline c-spine stabilization and you can secure extremities as a last resort.

## Thank you!

I want to thank each and every one for the job you do at CMH. Our work place is mobile and in all weather conditions. Regardless of obstacles, we always find a way to give exceptional patient care and efficient transport. We make a difference in people's lives every day. Sometimes, a little thing to us can be big thing to some patients. I hope each and every one of you have a wonderful Holiday season.

## St. Clair County/Osceola: Don Stockton

Osceola EMS has had an exciting time up to the Christmas holiday beginning with the move into our new digs formerly occupied by rehab. The new area gives the staff more space and we hope to have it equipped with appliances and furnishings soon.

This week, we also broke the 100 mark in run numbers. I project a yearend total in the 140-150 range for our first two full months of operations.

Our newest medic scored the 1<sup>st</sup> code save for our operation thanks to early CPR by Lowry City PD and great teamwork from all of the responders, including an off duty EMT that saw the lights on scene and stopped to help. Great Job Everyone!!

The staff and I had the honor of adopting a single mother of two young children who were down on their luck. We provided this family with a delivery of groceries, diapers and other necessities along with a few traditional Christmas presents. This is always a humbling experience when you can brighten the lives of others by providing so many of the little things we take for granted every day. We did this on very short notice and the outpouring of love for our fellow man displayed by my little band of friends is one of the proudest moments of my life. This is a memory I will cherish forever. All of the managers can expect to be challenged next year to join in the fun. After seeing what these folks came up with in three days, the thought of giving them an entire month to work on the project is a little scary.

On the 23<sup>rd</sup>, we took possession of 720, the '99 Ford ambulance that Sac was running as their primary unit before the transition. JR and everyone at fleet did an awesome job turning her into a CMH unit. She is now proudly sporting license plates with the Osceola seal and her cab doors clearly show that she is, in fact, an Osceola EMS ambulance. This probably seems like a minor thing to most, but for me, personally, and I think most of the staff would agree, this was a huge step forward for the Osceola team. There is both a comfort and a pride factor involved in running out of OUR ambulance, even if she is a little rough around the edges. She is ours and we are glad to have her.

Many thanks to Alice and the Hickory County crews for the use of 707. Their contribution allowed us to operate at a CMH level from day one until we could put 720 on the road.

We have a roof over our heads and truck to work out of so all is well in Osceola as we bid farewell to 2014.

God bless and Happy New Year to you all!

## Cedar County: Tom Ryan

As this wonderful year draws to an end,  
I send these notes to coworkers and friends,  
So thankful are we blessing and galore,  
To know and work with each and every one we adore.

### THUMBS UP!!!

I received two Thank You's this month - both for the same medic, Cassandra P.!!!

The first one was a gentleman that stopped by the station and wanted to personally thank her for saving his life one year ago. He kept stating that he was so very thankful and he would have missed so much this last year if it had not been for Cassandra & her partner for saving his life when he had a major MI. He was informed by his Cardiologist that if he had not received the type of treatment in the field that he did, he would not survive. This year, he was able to see his first grandchild born and spend Christmas with her, as well as many other events this year.

The second was for Cassandra P. and Jennifer M.!!

This woman's grandmother had fallen and needed help getting up and into her home. She and her husband were not able to do this alone and they called 9-1-1. When the crew arrived, Cassandra identified that the patient had much more going on than just a fall and treated this lady for bi-lateral femur fracture. The crew packaged and transported, which was a chore in its self. The family was very thankful for the treatment and professionalism of the crew. GOOD JOB LADIES!!!

### Board Notes

The board has reviewed and passed the 2015 budget for Cedar County. Several items are approved for the upcoming year with a few items tabled for next year.

Here are few of the items that the Board approved for 2015:

- New Rig
- Electric Cot for the new rig
- Adult Vacuum Splints,
- Child Papoose Boards to all trucks,
- Tank Boss unit for each station,
- Two (2) Lucas Chest Compression systems,
- misting fan for Rehab and PR events,
- new washer and freezer for Stockton base
- 50" Audio Visual training units for each station
- update the training material and equipment

If you see one of the Cedar County Board members, remember to thank them for what they have done and for their help in keeping us on the leading edge of EMS in the area.



## HAPPY NEW YEAR FROM HICKORY COUNTY: Alice Roberts

2014 is behind us and now we are looking for a fun filled 2015 year. It looks like standbys will be starting in March this year, followed by Lucas Oil in April. Of course, there are also vacations, classes, and "OPEN SHIFTS" that will be a concern as well.

Winter should be hitting us with snow, ice, and cold winds that we so enjoy. Please remember to dress warmly. Wool socks will help protect your feet from frostbite and a long sleeve navy thermal shirt or navy thermal pants under your uniform will help keep your body core warm also. I know we all love our coffee on these cold days, but remember also drink water to keep yourself adequately hydrated.

In closing, for those that do not normally read the CMH Rapid Pulse, there was a good section on "The Patient is Your Boss," that I found myself thinking we should try to remember these points. I have included it here for your reading pleasure.

### **The Patient Is Your Boss**

In Chuck Lauer's book, "Soar With the Eagles," he talks about customers and what they mean to any business. Here is his list of the 10 Commandments of Quality Customer Service (substitute "patient" for customer):

1. A customer is the most important person in any business.
2. A customer is not dependent on us — we are dependent on him.
3. A customer is not an interruption of our work — he is the purpose of it.
4. A customer does us a favor when he calls — we are not doing him a favor when he calls.
5. A customer is part of our business — not an outsider.
6. A customer is not a cold statistic — he is a flesh and blood human being with feelings like our own.
7. A customer is not someone to argue or match wits with.
8. A customer is a person who brings us his wants — it is our job to fulfill those wants.
9. A customer is deserving of the most courteous and attentive treatment we can give him.
10. A customer is the lifeblood of this and every other business.

## Polk County: Aaron Weaver

It would be a nice gesture if we could show the ER doctors our appreciation of their Christmas gift we received from them. If anyone has an idea, please let me know.

Reminder: Continue to follow the cleaning schedule as posted and initial when finished. I know a lot more of the chores have been completed than what is indicated on the sign off sheet this month.

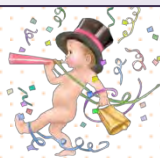
Please don't forget plug the trucks into the shore line when coming back to base now that the cold weather has arrived and will continue for the next couple of months.

For those that have not received the flu shots: You either need to get one or you need to be wearing a mask while on duty. With the confirmed cases of influenza in our facilities, being protected is more important than ever before. If you have any questions, contact me.

Thank you all for getting your shift trades approved and/or working shift coverage out amongst yourselves. By doing so, this helps the manager and the on call manager focus on other issues.

And finally, I want to let you all know that if you have any ideas how to improve efficiency, please don't hesitate to send me an email. I welcome all ideas, big or small.

Have a great New Year!



## Education/Clinical News: Theron Becker

**Quality** - It looks like 2015 is going to be the year of cardiac education and improvement efforts. Cardiology department is spending a lot of money to improve our entire system. NHTSA performance measure #7 says that EMS should have a 12-lead done within **10 minutes** of patient contact 90% of the time. On average, Polk Co is at 55%, Hickory Co is at 52%, Cedar Co is at 59%. Early identification of a STEMI is critical to get the cath lab activated quickly. I know it is a pain to carry that heavy monitor up the stairs, into the back smelly bedroom, and then move your patient with the tangle of wires, but if we wanted an easy job, we would be doing something else and probably not loving it as much. We certainly wouldn't be making the difference in people's lives like we do here on a daily basis.

**New hires** - We are still working Osceola people through the other stations for their orientation period. Goldie Masters has completed orientation and will be working full-time night shift in Bolivar. James Purselley is doing a fantastic job and is working through orientation as his schedule allows. There will also be two experienced medics joining us to start orientation this month: Pat B. and Marvin M.

## HealthEMS: Morgan Young

We have been having issues with computers locking up while in HealthEMS. In the past, this has been associated with poor internet speed. Here are a few tips to help: (1) Make sure truck routers are shut off while parked in the EMS garage, (2) If your computer does lock up, try turning off the router, (3) The last option is to wait until you get back to the station and use station wi-fi for syncing.

On Interstate 49 (Highway 71), there are two notable cell phone dead spots. One between Nevada and Lamar; the other between Lamar and Carthage. In those areas, the HealthEMS chart is not syncing.

We will be taking a step release to version 4 of HealthEMS fairly soon. The date has not been set for this update as of this publication. The update will fix many issues, including some that we are seeing and have reported.

Thank you for your help.

## UPCOMING EVENTS FOR JANUARY

Jan 9	ACLS – Renewal CMH Education 8:30 am – 5:00 pm
Jan 13	ITLS CMH Education 9am – 5 pm
Jan 15	12-Lead class at Mercy Lebanon Hospital Conf Room 10 7:30am – 11:30am
Jan 16	PALS – Renewal CMH Education 8:30 am – 5:00 pm
Jan 21	CMH EMS STAFF MEETING for POLK COUNTY ONLY @ 2 pm
Jan 22	A Day for Children: Pediatric Emergency Care @ Tan-Tar-A, Osage Beach 7a-530p
Jan 23	Basic Arrhythmia CMH Education 8am – Noon
Jan 23	ECG and Pharmacology CMH Education 1pm – 4 pm
Jan 27 & 28	ACLS – Initial 8:30 am – 5:00 pm

# Welcome!

James Purselley

# Happy Birthday!!

Cody Liccardi	Jan 31 <sup>st</sup>
Tim Bradley	Jan 31 <sup>st</sup>

# Congrats!!

Cheryl Rhodes	14 years
Eric Davey	1 year
Missi Painter	1 year
Sarah McAntire	1 year