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# Notes from the Director's Desk

We are approaching the busy time of year with special events, increased run volumes, and staff vacations. We have 3 open paramedic positions we need to fill. Referring to the e-mail I sent last week, we will be scheduling paramedics one (1) extra shift a pay period. As usual for this time of year, there will be extra shifts available for EMT's as well.

The Polk County Staff Meeting will be moved to May 28, 2015 at 1400 in CR# 3 because the Hospital Command Center Staff will be doing Active Shooter Training on the 27<sup>th</sup>.

In the Department Head meeting, Lisa Stock, Chief Clinical Officer, shared an interesting statistic. The transfers out of CMH to a higher level of care are at the lowest level since 2013. The acuity level of in-patients is the highest it has been in 9 years. The hard work the clinical service departments have done, as well as Dr. Misko's work with our physicians and hospitalist, has made a difference in the number of patients CMH is providing continued care for in house and not transferring to other facilities. This is very important in healthcare today because this helps our organization be successful and a strong community hospital.

## Food for thought:

As EMS providers, when we think of providing exceptional care of our patient, we think of assessing the situation, assessing the patient, treating the patient to make them better, making a differential diagnosis, and transporting them to the hospital. In our EMS minds, we take exceptional care of a patient when we do all the above.

What makes the patient think they have received exceptional care? How does the patient assess the job we do? We need to be **confident**. We need to be a **positive presence**. We need a **good bedside manner**. We need to take care of why they called EMS. Also, remember the little things; A **kind word**, a **kind touch**, assurance, keeping concerned loved ones informed, taking care of patient belongings, locking a door. Remember to use rolling ADIET as you progress through the transport as one way to be a positive presence.

All the highlighted **actions** above are the actions by **one** Med/Surg staff member that is mentioned every time senior leaders round on Med/Surg patients. Are you giving exceptional care?

## What am I working on?

- 🚒 Working with dispatch to move away from the 33 transfer card when patients are transferred out of the hospital. This will help us prioritize transfers more efficiently.
- 🚒 Reviewing the transfer policy.
- 🚒 We signed a 5 year agreement with Sansio for HealthEMS.
- 🚒 We received delivery of Hickory County's new truck on Monday, April 27.
- 🚒 The finishing touches on the new OSCEOLA EMS base are being completed.
- 🚒 The Cedar County Ambulance District Dispatch Contract.

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## Notes from the Director (con't from page 1)

- 🚒 Completing Cedar Counties ambulance order and the shop order.
- 🚒 Replacing the broken cot in Polk County.
- 🚒 And the list goes on...

I am really excited about our stroke protocol and the adoption of the NIH Stroke Scale. This will help us with getting the right patient to the most appropriate facility.

Enjoy this Spring and all that comes with this wonderful season.

Neal

*Amateurs train until they get it right. Professionals train until they can't get it wrong. -Vince Lombardi*

### HICKORY COUNTY CHATTER: Alice Roberts

We took delivery of our new ambulance April 27<sup>th</sup>. We are excited to see this since we have not had a new truck since 701 was acquired in 2008. With almost 400,000 miles on 701, she is starting to show her age with little break downs here and there and a few bigger things we are dealing with until our new truck arrives. When the new truck is ready to go into service, I need a couple of volunteers to help switch equipment over.

The new scoop, which replaced the old one that was almost as old as all of us. Is now on 707. With the friction issues we have had, it was past time to get this changed.

Research for thermometers has been completed and I will be working with Material Management to order at least one to put on our front line truck. Later this summer, I will be looking at getting a second one, as our budget allows.

Brice and Cheryl will have completed their classroom work for paramedic class and will return to their normal rotations in Hickory and Stockton. There have been many EMT's that have helped to make scheduling a workable solution. I am afraid I will miss somebody if I tried to name each of you, so I just want to say you all **ROCK!!!**

Memorial weekend will be upon us sooner then we realize. We will see an influx of people around Lucas Oil and the Lake with our small county seeing up to and over 50,000 plus people on the weekends. Pay attention when you drive and watch out for each other.

Thank you Allen, Tom, Tim, Carolyn, Brian, Brice, Lucas and Chris R. for making this a great place to be and being a TEAM!!!!!!

"It isn't what you do, but how you do it." [John Wooden](#)

### St.Clair County/Osceola: Don Stockton

Greetings from the Northern Territory!

The long awaited move into our new station is complete and we are all very happy with the incredible work done by the contractors and the nice furnishings provided by CMH. Our open house to show off the new station and new ambulance to the local first responders was a great success! I think we will have the leftovers wiped out by, oooh, Thanksgiving; Christmas at the very latest.

We are sad to report that Andy G has resigned and we wish him well in his future endeavors. A 24 hour station in a rural setting creates an environment where your coworkers become family and it is tough when a member of the work family chooses a different path. With that being said, I have no doubt that the empty space on our roster will soon be filled and a new family member will be learning the ropes in Osceola. Hopefully, we can move forward filling that position soon as possible. Boy Scout season is just around the corner and our call volume increases in a big way when their camp is in full swing.

As a manager, I can't say enough about the staff up here and it makes me very proud to finally be able to show them how life in a 24 hour station is supposed to work when you work for a company that appreciates the employees and helps make them successful. If you ever think you have it rough at CMH, come on up and listen to the stories these folks can tell about the life of EMS in a hostile setting that they can finally leave behind them. Working for CMH looks like the promise land to these folks and seeing the world from their perspective is an eye opening experience.

Be safe out there!

## POLK COUNTY NEWS: Aaron Weaver

Spring has sprung! Mushrooms are popping up, crappie are beginning to spawn, and the turkey are gobbling. I recently had the chance to get out and enjoy all of those things. My point being, I know it is about to get busy with the open shifts and stand bys that are coming up. I see it as not so much of a sprint but more like a marathon this summer. Back to my point, don't forget to take time for yourself and your family. The last thing any of we managers want is to burn out all of our employees. Please keep that in mind as we get further into the summer, the season of open shifts, and pace yourself.

There are still some equipment and supply concerns that are not being emailed to me. I know it seems with the squeegies it did not work but it really helped me keep track of the situation so please email me those concerns and problems.

I want to thank everyone that have been picking up extra shifts to help out. I also want to thank you for the shifts that will be picked up in the future; everyone is appreciated.

Well, that's it for this month! Enjoy this beautiful Spring season!

## News from Beautiful Stockton Lake/Cedar County : Tom Ryan

I hope and pray everyone had a great April and you are looking forward to summer, which is quickly approaching. Don't forget to keep blankets on your truck since it is still getting cool at night.

**Personnel:** I would like to congratulate and welcome Tim Shaw, Amber Gust, and Jason Stroud into the Cedar County family. We look forward to the contributions and dedication we know they will bring to better the growth of Cedar County EMS.

I would also like to thank Jennifer Marsch, Amber Gust and Kellie Burns for helping with the Stockton docudrama this month and Linda Kanzenbach and Eric Davey for helping with the Matt Chism Dam Run this month. I want to say thank you for your involvement and dedication to community involvement and education. We **couldn't do** it without each and every one of you.

**Operations:** The info below came across my desk this last week. (Thanks Alice R!)

Tips for better patient care documentation:

**1. Write it down.** We document so we can record, in near real time, the condition of the patient as we found them, the treatments provided, and the patient's response to those treatments. We also record for research purposes, quality improvement, and reimbursement. In another words, there are reasons why documentation is important. Oh, one more reason - because we have to! All states require documentation of health care, including interventions by first responders or paramedics on fire departments.

**2. Be consistent.** There are a variety of mnemonics for documentation — ICHART, and SOAP are just two of them. There isn't only one specific way to document. However, the "best" way is to use the same technique consistently. Don't change it just because you don't transport a patient, or if it's a BLS versus ALS patient. The more consistent you are, the less likely that you will forget anything.

**3. Record your uh-ohs.** Don't let unusual circumstances or events drop off your memory radar. You may have had an extended ETA or on scene time, experienced equipment failure, an unruly patient who made it difficult to record your first set of vital signs or a patient refused transport. Record that information. In the TRANSPORTATION section of HealthEMS, Factors Affecting Delivery, has many options you can check to note these instances.

**4. Document the unthinkableables.** These are the cases that you're pretty certain will involve regulatory or law enforcement, such as abuse, neglect, rape, and violent crime. Take care to document what you saw and heard during these incidents. Police and social case workers will be very appreciative of your efforts.

**5. Write it down right away.** Most EMS systems have transitioned from paper to electronic documentation. This is great for data recording but they can be a challenge to use when trying to document care. While you may not be happy with this type of "progress", it makes sense that you become fully aware of what it produces for documentation after you enter in the information. Remember, it can become difficult to remember information after a call if you return to the station to document, rather than doing it right after the call. Jot down your times and other small bits of information to help jog your memory.

**6. Double check your work.** Before you submit the paperwork, review it. Does your story make sense? After all, remember who is going to read your PCR — physicians, nurses, and lawyers whose intent is to find out if you did anything wrong. Nothing sends up a red flag more quickly than to have a written form that is contradictory. Good documentation is good patient care.



## HealthEMS: Morgan Young

I continue to work on my education in Emergency Management. I look forward to summer break, diving trips and other lake activity with my children. I appreciate all who have helped me while I have been concentrating on my schooling. Sometimes, I feel like my brain is fried from school.

I have not heard from any of the staff directly concerning the new routers in 704, 720 and 721. How are these working for you?

## Education/Clinical News: Theron Becker

### Quality update:

- Many of you probably received a quality review report a couple weeks ago. It's been a while since those have been printed. The main reason is because quality improvement is one area that is re-prioritized when necessary. If you have any questions about a specific patient, your performance, or our system's performance in a certain area, I would be happy to help you find that information.
- We have been having monthly quality meetings with Polk 911 and Polk first responders for about a year and it has been very successful. This year, I plan on having these meetings in each of our four counties. Usually, we review a couple calls where we listen to the 911 call and radio recordings, review patient care reports, and follow-up from the destination hospital. The group comes up with ways to improve communications.
- As you know, first responders are not routinely dispatched to priority two calls in Polk County. We've recently been asked by Polk first responder agencies to look at some of our priority one calls to help them create a policy to only respond to calls where they are of some assistance. We do not know what this new policy might entail. It is very frustrating for the responder when they arrive on scene after getting out of bed, getting dressed, using their personal fuel to get to the station, and driving a fire truck to who-knows-where only to find EMS loading the patient into the ambulance and waving them off because "we got it." Regardless of what county you are in, please change radio channels to the appropriate tower/channel while en route, so you are aware what resources are en route also. If you don't need first responders, please cancel them early.

### Education update:

- From this point forward, all new hires will be required to do a 4-hour shift at Polk Co 911 as an observer. We should expect to see dispatchers riding on ambulances, too. If you are interested in learning more about 911 dispatch, we can set you up a sit-in time as well. I guarantee you will learn something and have a better appreciation for what our dispatchers do for us.
- We currently do not have any new hires going through orientation. Feel free to recruit some EMTs and paramedics for us.
- The CMH attorney, Mr. Hammons, is going to help us untangle questions about mental health transports on June 3rd at 1300 in Community Room 2. If you have any specific questions you would like answered, please send them to Neal so Mr. Hammons can be prepared with answers. This is a great opportunity for this specific training that several of us have been requesting.
- Aaron Weaver: Great job on helping us improve our treatment of stroke patients through our last competency. He provided good information and everyone seemed very interested in adding the NIHSS tool to help identify strokes. He is working on getting some laminated sheets in each ambulance to help with the NIHSS. Our next competency will be in June (9<sup>th</sup>, 10<sup>th</sup>, 17<sup>th</sup> & 18<sup>th</sup>) and will be regarding TXA, tourniquets, hemostatic agents, and patient care in high-threat environments. More info will be in next month's newsletter.

### Protocol update:

- I'm working on printing new protocol books for each station and all ambulances. I also plan on printing and laminating a condensed version of the pocket protocols for each paramedic and EMT. I've had so many EMTs ask for one and I only printed them for Paramedics on the last version. If you don't think you will use it, please let me know and that will help save time and resources. Hopefully, subsequent revisions of protocols will only involve a few pages and not the entire book.

July is my expected release of the next version which will include:

- Some minor revisions to how CPR is handled in the protocol, but not many changes in how we perform CPR.
- Addition of tourniquet and hemostatic agents in several trauma protocols
- Addition of TXA medication
- A specific high-threat protocol to support us when we have to make a tough decision if we find ourselves on an unsafe scene.

- The last major update for the year will probably be in September or October and will include RSI and Ketamine.

- As always, please check the Community Calendar at [www.citizensmemorial.com](http://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/calendar/index.html> This is the website location of the EMS training calendar on the CMH website. ([www.citizensmemorial.com](http://www.citizensmemorial.com) and click on "Community Calendar" on the right)



### Upcoming Events for May

May 2 <sup>nd</sup> 830a-Noon	CMH Heroes for Hospice 5K/10K Run	CMH Community Rooms (Start)
<b>May 10<sup>th</sup></b>	<b>Mother's Day</b>	
May 11 <sup>th</sup> 630p-930p	Mercy EMS Education Night Haz-Mat/WMD	Mercy EMS Education Center 1407 E St. Louis Street, Spfd, MO
May 13 <sup>th</sup> 7am-4:30p	21 <sup>st</sup> Annual Trends in Trauma	Barnes Jewish Hospital Trauma Service**
May 15 <sup>th</sup> 830a-5p	ACLS Renewal	CMH Education
May 21 <sup>st</sup> 8a-Noon	Haz-Mat Module 5 Skills	ER Ambulance Bay
May 22 <sup>nd</sup> 6pm-?	24 <sup>th</sup> Annual EMS Appreciation Banquet	Mercy-Joplin (The Amelie Event Center 102 S. Joplin Street)
<b>May 25<sup>th</sup></b>	<b>Memorial Day</b>	
May 27 <sup>th</sup> 8:15a-5:30p	S.T.A.B.L.E. Program	Golden Valley Memorial Healthcare*
May 28 <sup>th</sup> 2p-4p	Polk County Staff Meeting	Community Room #3

\*Please contact Jennifer Maggard at Golden Valley Memorial Healthcare @ (660) 890-7082

\*\* Please register at [barnesjewish.org/2015trends](http://barnesjewish.org/2015trends) or call (314)362-9175

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



Charlie Wallen 26 yrs  
 Lucas Weaver 5 yrs  
 Ben Houston 5 yrs  
 Jason Stroud 1yr

Nathan Holden May 15<sup>th</sup>  
 Eric Stevens May 26<sup>th</sup>  
 Steve Keller May 31<sup>st</sup>