

Inside This Issue

- 1 Message from Neal
- 2 Polk, Cedar & St Clair County News
- 3 HealthEMS
- 4 Hickory County & Education
- 5 Upcoming Events, Birthdays & Congratulations



Notes from the Director's Desk

It is a hot, busy time of year. We have a lot to look forward to in the near future. There are a lot of events going on that require an EMS presence. The weekly races at Lucas Oil and the El Dorado Springs Picnic are coming up. The new Education building is going up fast. I hear the tentative completion time is late this fall. At that time, we will be able to expand the Polk County Base into the current education area. Classrooms A and B will be used during ACLS, PALS and TNCC classes and may be scheduled for meetings. We will be able to expand into the offices and classroom C as well as have regular access to classrooms A and B. Theron and I are working on a process so the rooms can be scheduled. If you have ideas on how we can reconfigure the crew rooms and classroom C, let Aaron W or I know your ideas.

LEM (Leader Evaluation Manager)

LEM is how Managers up to Senior Leader are evaluated on their job performance. The development of LEM begins with strategic planning. Mr. Babb, the Board of Directors and the Senior Leadership team set goals based on the organization's strategic plan. Mr. Babb sets his LEM, the Senior Leaders develop their LEM based on the organization goals and Mr. Babb's LEM. The senior leaders meet with all of those that report directly to them and they develop their LEMS. In my case, I meet with Jeff. The LEMS have 4 areas of focus- all based on our flag poles (Service, Quality, People and Finance). Each goal is weighted and objective. Several weeks ago, all of those who directly report to Jeff met with him and Debbie Venacotter, our Studder coach. As a group, we discussed our LEMS. Our goal was to be sure all of our LEMS aligned. I then meet with all our Operation Managers and we develop their LEMS from my LEMS goals. This year, as in the past, our LEMS are very similar except they are focused on their specific operational area. Aligned LEMS lead us all in the same direction and help us as a department and organization to reach our goals. Once our LEMS are "locked", I will share my LEM with you and the managers will share their LEMS too.

I am working on our Performance Center goals now. Performance Center Goals are developed off my and the Operation Managers LEM. This year, goals will be individual based and county based. All of us will have our goals tied together. As we move forward, I will present the 2016 Performance Center to you. This year, we will do better communicating your performance center status. We will continue to have goals of overall satisfaction of the hospital competency completion and interdepartmental satisfaction. One of the new quality goals will be acquiring a 12 lead within 10 minutes of patient contact when the chest discomfort protocol is followed. We still have another goal we need to develop and we have a couple under consideration. We have to be sure the goals are objective and we can collect the information we need.

We continue to look for Paramedics. Bruce Goddard, FT Osceola, is working on his department orientation. We have 2 candidates that are in the hiring process.

In the coming months, during staff meetings, I will discuss the EMS operational budget and the capital budget. I receive frequent questions about the budgets and I hope I can shed some light on it.

Thank you for all that you do! Be Safe.

POLK COUNTY NEWS: Aaron Weaver

I would like to thank everyone that have picked up extra shifts to help maintain coverage. There are so many of you to thank, I cannot do it individually.

We now have the lock box for narcotics available for paramedics to use in the left hand cabinet in the crew workroom. Now, if a supervisor is not available, paramedics can still lock the narcotics up when the trucks go to fleet or another county.

We have ordered new automatic blood pressure cuffs for the Lifepaks. We have also ordered a replacement case for one of the Lifepak 15. These purchases were all driven by rounding.

Speaking of Lifepaks, we have been approved to get one for Polk County. Once we receive it, we will see what other cases need to be replaced.

Also, we are approved for a new Stryker power cot as well as a stair chair to use with the new power cot.

We have talked about many of the things we need to upgrade. Our budget is fairly limited, so I want to remind everyone that we need to take care of the equipment we have. Equipment and bags are being left on scene. Other equipment is being broken and has to be replaced. All of this takes away from other things that we can purchase, so be careful and make sure we remember our equipment before departing scene and make sure we take care of it as if it is our own.

Stockton Lake/Cedar County : Tom Ryan

Wasn't it just yesterday that we were complaining about the cold? Please be careful out there by keeping yourselves well hydrated. We can't help anyone if the EMS crews are suffering from heat stroke. Water, water and more water!

I want to take a minute to thank everybody that helped in Caplinger Mills, including people on and off duty. It was a bad situation and the extra hands were greatly appreciated. It makes me proud when I see our EMS people respond on their days off and I want you all to know how much you are appreciated.

We want to extend a big welcome to Morgan Young. He is now full time in El Dorado Springs and he brings years of experience. We're lucky to have him. Welcome to Cedar County!

It seems to me that we have been overachievers in the "wreck the ambulance" department. Please be careful by watching for deer, especially at dawn or dusk. Per Neal, we are considering adding a Performance Center goal of one incident that requires a repair every 50,000 miles. We can't have any more incidents until the trucks hit 200,000 miles, which is about 1 year. SLOW DOWN (our policy is 10 mph over posted speed limit) and keep your eyes open. The deer are bad this year and seem to be targeting us specifically. It's a conspiracy! Also, remember to use a backer.

Be SAFE and Thanks for all each of you do!

St.Clair County/Osceola: Don Stockton

Greetings from the Northern Territories!

Hydrate or die season is in full swing and the new summer shirts are certainly appreciated.

Bruce Goddard EMT-P is finishing up his orientation/ride time process and we will soon be fully staffed once again.

We are happy to report that our new lockers are assembled and installed making yet another step towards making our station as user friendly as possible for full time staff.

To date, Boy Scout season has not been too hard on us and our call volume remains about the same for this time of year.

That's it! I kept it short and sweet this month.

Be safe out there and we will talk to you next time.



Happy 4th of July!

HealthEMS: Morgan Young

Hello CMH EMS!

How is everyone's summer going? Are you enjoying the sun, fun and rain? I have been having a blast so far. I am excited to be diving once or twice a week while settling into the 24 hour shift life in ELDO. I took the summer off from college but I have been taking other classes. I am really looking forward to Dive Rescue Class in July.

I am writing this the evening after being at the leadership development class that CMH requires of all the supervisors. **The main thing I can report about is concerning the upgrades to CMH's email system. I was** quite concerned when I initially read the permissions that the new email server was requesting of the android operating system. The server wanted to be able to take over phone management of an android phone, and be able to a complete factory reset without notice to the operator. iPhones do not allow this and are not susceptible to it.

After reading that, and some careful thought, I removed CMH Email from my phone and tablet. I advised several to **not allow that kind of access to someone else. I don't intend** any disrespect to anyone, but accidents and Mondays happen. We all have lost charts on HealthEMS, pictures from phones, schedules, notes, **and emails. I didn't want to lose personal** information off my phone.

At LDI today, Chief Information Officer Denni McColm offered several email tips and tricks in her presentation. Here is a link to that presentation from a CMH computer \\appsrv-4\cmhdata\Depts\All_Depts\Studer Group\LDIs\JUNE 2015\email tips and tricks LDI.ppt The material she presented was similar to "Getting things Done" by David Allen and "Inbox Zero" by Merlin Mann. Both of these are processes that I use to keep me on track and they really help.

The third point of her presentation is what I want to bring to you. It was concerning the android permissions. Denni told all the hospital supervisors that she was not comfortable with that permission and then she presented an alternative android app that would allow you to have CMH email and not have to allow those permissions.

Another option presented was using your phone/tablet mobile browser to go to www.citizensmemorial.com click on employee resource link, and the Outlook web app link. I find that hard to do and hard to read, hence my recommendation for an app.

Denni did make a good point. There might be a point in time where you would want someone to have that permission. Say for instance, your phone is stolen, or you lose your phone, at work even, and you have no idea where in the last 600 miles and 12 hours you lost your phone. CMH I.S. could completely wipe your phone remotely for you so that a thief could not steal your personal information. This is an interesting idea anyway. I sent out an IRIS, and then a CMHEMS email that presented a link to that app. It is <https://goo.gl/wiDv9X> and it **does not** require those permissions. This made me more comfortable about having CMH email on my personal items. Within minutes, I added it back to my phone and tablet. The settings are the same as before.

- Select Microsoft Outlook Exchange and when prompted, enter your email address and password.
- Click on advanced settings, put your username where it asks for it. For instance, mine is *ryoung*.
- After that, enter webmail.citizensmemorial.com for server address.
- The domain is domain1.
- Then, simply click okay.

I am sure Theron will help you with it if needed, and I will help you as well. There are several other tech savvy folks around that lay low who may help as well.



This QR code is also the link to put that app on your android device.

The next thing I wanted to talk about this month is back to our favorite topic- patient documentation with HealthEMS. The Coding and Billing Departments have asked that we double check our work. There are three things on every call that need to be verified: (1) the incident location, (2) the destination location, (3) and the mileage. These 3 items have to be correct in every location on the trip ticket.

After that, I want to remind you of the three things on every intrafacility transfer that **must** be included in our documentation. (1) Why was the patient seen at the incident location, (2) what was the diagnosis from the provider, and (3) why do they have to ride with you in an ambulance. On this item, you may very well be documenting "no other transportation available." On the PCS form, this will be check marked on Box 19.

Finally, the last HealthEMS item is to **please** make certain your charts export. We are aware of the home/residence issue that creates a critical notification but you are still responsible to export the report **by the end of your shift. Don't forget** to click the globe to check for charts that are located on other computers. All charts must be exported by the end of your shift.

Now, for some good news. I anticipate during the third week of July, I will be updating to the next version of MobileEMS. This update will include several bug fixes. One of them is the home/residence turning into a critical (red) error.

Next month, if I have space in my newsletter, I will share the rest of the updates with you.

Have a good month, stay safe and watch your partner's back.

HICKORY COUNTY CHATTER: Alice Roberts

Happy 4th of July!!!! This holiday has got to be at the top of my list for one of my favorite holidays. Not because it is the day I have celebrated my birthday for as long as can remember nor the fact that my siblings and I survived firework wars as children. It's because it is a celebration of our FREEDOM. There is nothing better than to celebrate our freedom with family, friends, fireworks, BBQ, and Grandma's good ole apple pie.

Two great places to see fireworks this year will be at Lucas Oil on July 2nd and the Fireworks at the Dam on July 4th. When you're out and about this holiday weekend, thank a veteran for all the sacrifices they have made so we may enjoy our freedom. (Thank one of our veteran co-workers to an ice cream float or a sweet treat!)

What a wet and crazy spring we have had! Gardens are flooded and hay season is weeks behind schedule. Hot and humid temps have hit with a vengeance. As I was working on the new schedule, I happened to glance at the Skyline Football standby's and realized summer is fast approaching its end. Football season begins at the end of this schedule with fall not too far behind.

I still have plenty of things I want to do before fall, as I know we all do. I know the schedule has been crazy and I want each of you to know just how much I have appreciated your dedication and loyalty to our service. I have had very few complaints about the schedule and most all of you have asked where and how you can help. I have greatly appreciated this but also, want to you to have some down time away from work that you can enjoy with your family doing the things that you want to do also.

Over the next few weeks, I will be sending out emails to let employees know how much of their mandatory PTO still needs to be taken. Currently, we only have 5 employees who have used what they are required to use. We have only three and a half schedules left for the remainder of you to get yours used. As always, I will do my best to honor request off that are submitted, but may be limited at some point to those who will need to get their PTO used. If you have any questions please just ask.

I hope you all have a wonderful holiday weekend! Stay safe, stay hydrated and stay clear of the fireworks.....

Education/Clinical News: Theron Becker

It is my fault this month the newsletter is getting out late. Only have a few updates to share.

My focus for quality improvement this month is correct run numbers. We routinely get bad run numbers that we have to correct by hand. The correct format is YYS#### (YY is the year, S is the station [P, H, S, E, or C], and #### is the sequential number). We get a lot of 15O1234 for Osceola but it should be 15C1234. Also get several E151234 instead of 15E1234.

Two new hire paramedics are in orientation right now: Bruce Goddard and Mike D'Agostino. They are both experienced and will bring some good knowledge to our department. It is also the time of year for a lot of EMT student riders. Thank you to those that are taking on these extra students and helping them learn and experience why we love our jobs.

Thank you very much to Cody Llicardi and Tammi Clark for delivering a great competency last month on trauma. Hemostatic gauze and TXA should be either on the truck already or in the very near future. Next month's competency will be RSI. Brice Flynn and Steve Keller have already started working on it and have some good stuff lined up.

Get Well Soon Hailey!

I am sure everyone knows that Hailey Burns (Kellie's Daughter) was involved in a MVC Monday morning. I briefly talked to Kellie this afternoon. Hailey had surgery today to repair her broken hip. Kellie told me that she had 9 screws and 3 plates placed in her hip. When I talked with Kellie, Hailey was still in recovery. She will probably be at Mercy for the next 4 days. No weight bearing for several weeks. Hailey is in room 3107.

Steve

UPCOMING EVENTS FOR JUNE

July 5 th	Deadline to register for CMH Family Picnic	
July 10 th 830a-5p	ACLS Renewal	Education Services
July 12 th 8a-5p	Rural Trauma Team Development Course	Mercy Hospital, Joplin
July 13 th 630p-930p	Mercy EMS Education Night Trauma Assessment	Mercy EMS Education Center 1407 E St. Louis Street, Spfd, MO
July 15th 2pm	Polk County Staff Meeting	Community Room 2
July 22 nd 7am	1 st and 2 nd Quarter STEMI Review	Community Room 1
July 24 th 9a – 2:20p	Mercy Life Line Morning Out	Community Room 2 (See flyer in Crew Workroom)
July 24 th 8a-12p	Basic Arrhythmia	Education Services
July 24 th 1p-4p	ECG & Pharmacology	Education Services
July 28 th	Grain Bin Rescue Training	Branson
July 29 th 830a-5p	PALS Initial Day 1	Education Services
July 30 th 830a-5p	PALS Initial Day 2	Education Services

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



Diane Eshleman July 1st

Jason Stroud July 1st

James Pursselley July 4th

Alice Roberts July 5th

Charlie Wallen July 8th

Bruce Fugate July 11th

Cheryl Rhoades July 12th

Linda Kanzenbach July 12th

Levi Crews July 13th

Eric Childress July 15th

Chris Nickos July 20th

Tom Liberty July 31st

Sheila Wheeler 5 years

Randi Mattice 1 year