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Notes from the Director's Desk

Here we are in October. It has been a busy few weeks for me. I have put the Newsletter behind the normal publication date. The last week in September, we had a site visit by the Baldrige Quality Award examiners. Only 6 hospitals in the country received a site visit and just getting a site visit is an accomplishment. The survey went well. All the information complied will go to the judges and they will determine if we have met the criteria. If we win the award, it will be a very big deal. We are the only hospital in Southwest Missouri to win the MQA award not just once, but twice. It will be interesting to hear the results from the Baldrige examiners and get the feedback report. Thank you to all that met with the examiners.

It was a very interesting process to be involved in. I always see processes and things we need to do better or need to change. We are very critical of ourselves. You have to be open to make improvements and have the drive to be the best you can. Going through the process was a reminder to me of what we do well at CMH. We offer a lot of services in our communities. We give good patient care. We should be proud of who we are and what we do.

As we move forward dealing with our Paramedic shortage, please help and be patient. Currently, we have 5 open full time positions that need to be filled. The operation managers and I are currently having meetings to evaluate the best ways to handle the shortage, both long term and short term. I am working with Jeff to see what else we can do and there are several ideas we are working on to rectify the shortage.

It is great to be able to transmit STEMI EKG to the ER. Our STEMI program has come a long way and it is improving by leaps and bounds. The STEMI Review Committee meets quarterly. For those who attend, one hour of STEMI Credit goes toward the annual departmental requirements. Please try to make the meeting as it is good education and you can get a look at what is happening. Breakfast is served also. Theron and I will pass on the invitations to the department.

I have had several questions from staff that are not getting their required vacation hours used due to being busy and staffing shortage. I am working with Jeff to get the dead line moved to March or April 2016. There have been vacation requests we have had to deny and there have been staff that had scheduled vacation and picked up shifts either side and did not get to use their required PTO. We do appreciate the help we have had getting shifts covered.

I would like to say Thank You to all the many staff members that have helped and picked up shifts. You have gone above and beyond. Thank you for the job you do. We must be proud of this noble vocation we have chosen. Thank you for giving Exceptional Compassionate Care at times in less than desirable conditions.

Be safe out there!

Upcoming Events For October

Oct 12 th	630p-930p	Mercy EMS Education Scene Safety/Operations	Mercy EMS Education Center
Oct 16 th	7a-7p	Flu Vaccination at Clinical Competency	CMH Community Rooms
Oct 26 th	8a-5p	FTO Class (Option #1)	CMH Education
Oct 30 th	8a-5p	FTO Class (Option #2)	CMH Education

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

Polk County: Aaron Weaver

I am very thankful for the employees we have at CMH. Thanks to you all we have been able to keep the trucks up and running. A special thank you to Cassandra Pruett and Linda Kanzenbach for the amount of hours they will be working at night for CMH. I would also like to thank the staff from other counties who have been coming to Polk to pick some shifts. The teamwork is very much appreciated.

I am still finding face sheets and other paperwork laying around the base and in the ambulances. For one, this is a HIPPA violation. If this is you and it can be proven, you could be terminated and individually fined \$25,000 per violation. Second, this is part of finishing your trip ticket/report. The paperwork needs to be finished completely. We must be vigilant and avoid any unnecessary fines.

I want to remind everyone again that if we have missing or broken equipment, please email me that information. I can move that email into a folder so I can keep this information and track it better. Also, another reminder to email me shift trades so I can keep those filed away also. Text message reminders are fine but I could forget or not get the text message.

Once again, thank you for all the work you are doing in Polk County. It is greatly appreciated.

HealthEMS: Morgan Young

Hello CMH EMS,

The exciting thing happening with HealthEMS is that ICD-10 coding started Oct 1st, 2015.

The introduction of new codes will be quite an adventure. The coding department has asked us to be more specific concerning our documentation into the patient's history. They will want to make certain that when we document the patient's history; it is true history and does not involve the **current ambulance call**. If you document that they have had a stroke in the past, if possible, you will need to document if they have deficits from that past stroke. You are requested to be more specific on all of your history documentation, as well as your description of the incident. It is also important to document left from right, as well as arm or leg. In the past, noting "extremity" was ok but we must be more specific in the future. As we move further into this system, there will be more education will be more specific in explaining what should be done.

Employee Flu Vaccination

Flu vaccinations will be given at the clinical competency fair on Oct. 16 from 7 a.m. - 7 p.m. in CMH Community Rooms. If employees are not required to attend the fair, they can still come by to receive flu vaccination during the fair or at your staff meeting -- please email Nancy Nickos with your October staff meeting dates and times. Clinics can contact Nancy to give flu vaccinations in October at your clinic. Also a date will be scheduled in October to go to the Administration Center.

Hickory County Chatter: Alice Roberts

Halloween will be here before we know it and little ones will be up at the square and around town gathering up a year's supply of candy. Are there any volunteers to dress up and hand out candy Oct. 31st?

CONGRATULATIONS to Brice on getting his Paramedic license. Brice will be finishing up his orientation and starting his new position in Polk County on the new schedule. We will miss you and wish you the best of luck in Polk County.

CONGRATULATIONS to Peter Holm. Peter has accepted the EMT position in Hickory County that is being vacated by Brice. Welcome to Hickory County.

THANK YOU: Tammi, Linda, and Cassandra for working unbelievable hours lately and keeping shifts covered. Truly above and beyond any expectation an employer could even begin asking from an employee.

Station News: Hickory Co. crews will be well over 100+ calls for the month of September. I have lost count of the number of missed calls to go along with it. I had looked and we have been averaging 5 calls a day this past year along with A LOT of buy the night pay. With long transports to Springfield and little to no down time on our shifts, we are still managing. How? I am really not sure but we are doing it! November and December are usually our slow months. Maybe we will catch a break and be able to get back to doing other things needed around the station. Good job every one! I am happy to have each and every one of you at this station.

STANDBYS: Standby's will be winding down around the 2nd weekend in October. I expect to see a few of the High School Varsity Football teams make it to play offs and a few little odd and end things to finish the year. We will keep you posted as the standby need arises.

SCHEDULE: New schedule will be out on October 2nd. We are at an all-time critical paramedic need. **THANK YOU** to everyone, Paramedic and EMT, that has offered to be moved, and cover shifts where our greatest are indicated. Many of you have stepped up and volunteered. I cannot say enough about the CMH family that we have in our department or even begin to know how to thank you.

Linda and Cassandra both deserve a big **THANK YOU!** Both have volunteered and will be working on keeping our P and Q shifts covered on the new schedule. You will also see a new shift that has been added to the schedule. Aaron and Theron will be pulling some 24's in Polk Co. If you can offer to help them out and give them a break, please do. I challenge every medic to pick up at least one night shift this schedule or help cover the IRIS' when we have a shift that needs filled on short notice.

MANDATORY PTO: We still have 22 employees needing to get some time off and use their mandatory PTO. All but 12 have request off turned in at this time. If you are one of the 12, December, January are looking pretty promising at this time. Remember an extension has been given to us past December 31st. I will do everything within my power to make sure you get the time off that you need to in order to get your mandatory PTO used.

Again, I want to thank each and every one of you that have been helping keep our shifts and standbys covered. There is absolutely no way we could keep our department going without your help.

"UNITED WE STAND, DIVIDED WE FALL."

CMH Mission:

Caring for every generation through exceptional services by leading physicians and a compassionate healthcare team.

St. Clair County - Osceola: Don Stockton

Fall has arrived in the Northern Territory! With it comes the season of high school football standbys and in our neck of the woods that includes Chuck Wagon races, which are a spectacle that must be seen in person to fully appreciate. Thankfully, there were no injuries to man or beast this time around, unlike the spring race where a horse dropped dead after its turn on the track.

The weekend traffic and crowd has eased a little but we have our fair share of tourist types buzzing around in our district. We have seen a notable increase in motorcycle traffic as everyone tries to get in as much ride time as possible before the cold weather arrives. This is a good time to think about safety in our driving habits, especially when running hot to a scene or destination. The high percentage of distracted drivers on our roadways puts an obligation on us as emergency responders to use extreme caution when overtaking other traffic when the emergency lights/siren are activated. Give them time to react and give you room to avoid any sudden movements.

Safety is always first in my mind and if it is not the first thing on your mind, you are placing yourself and your partner in danger every time you roll out of the station. I start everyday with the intention of going home to my wife and four legged kiddos and I encourage you to do the same.

Be safe out there and thank you for being a part of our CMH EMS family!



Tammi Clark Oct 2nd
Brandi Turneder Oct 6th
Carolyn Ream Oct 21st
Tom Ryan Oct 24th
Jeff Beasley Oct 27th

Cedar County News: Tom Ryan

Fall is here and with it will come cooler temperatures. Enjoy the great outdoors and changing of the seasons. Don't forget to winterize your personal vehicles before it's too late!

Both Cedar County bases have received their new ambulances and have already embarked on their "maiden voyage". Many thanks go to everyone at both stations who helped prepare them for this exciting time.

With high school football regular season coming to an end, we look forward to the teams going into playoffs in search for a State title. Good Luck to both Stockton Tigers and the El Dorado Springs Bulldogs.

Highway 54 paving project between El Dorado Springs and the Hickory County line is coming close to completion. The road crews are working Monday thru Saturday from 7am until dark to get the project finished. You may want to consider using Highway 32 to avoid any lengthy delays.

The Cedar County Ambulance Board met last month and heard the CMH proposal for upgrading the radio system. Thanks to Neal and Theron for presenting this to the board. We will keep you updated on the progress!

Have a safe and bountiful Halloween! Thanks for all you do!



Alice Roberts 13 yrs
Nathan Holden 2 yrs
Tim Shaw 1 yr
Ryan Carroll 1 yr
Diane Eshleman 1 yr
Jennifer Smiley 1 yr
Sarah McAntire 1 yr

Education/Clinical News: Theron Becker

The last several months I've been building a monthly report with lots of charts and other data to provide to managers. At the last all-department staff meeting, I showed some of those graphs and had a few requests for staff to see them all and to be able to see where they fell, as an individual, with their performance. Therefore, if you look on the F drive in the following location, you can all of the monthly graphs and data that I generate (F:\Depts\Pre-Hospital\Staff Meetings\monthly reports). On many of those reports you can look to see your individual results on many items such as reaction time, 12-lead time, meeting attendance, licenses on file, and uniform allowance.

Many of you will notice your name has changed in many of our databases (i.e. Matt is now Matthew). Because many of our systems are tied together, it was generating errors because computers don't know Mike and Michael are the same person. So, the name that HR has on file for you is now being used across the board in all of our systems. If you would like your name changed, please have it changed at HR and then we will change it here.

Please welcome a few new faces. Staff currently in orientation include: Sarah McAntire, Marlin Matchett, Roberty Frye, Scott Jenkins, Jay Fry, and Jessica Snodgrass.

Field Training Officer class has been scheduled for 10/26 and 10/30. If you want to be a FTO next year, please contact me to register for one of those dates. There is an application form and some prerequisites before attending (was going to have a protocol test but I haven't had time to build it, so that isn't going to happen). We need FTOs and I'd like to have you.

I'm working on competency dates and topics for 2016. Tentative plans are for Neurology/stroke in Feb, Wilderness/disaster medicine in Apr, RSI in May, Sports medicine in Aug, and CHF in Oct. Each topic will be presented three times (Bolivar, Eldorado, and Appleton City). I'm still looking for a few instructors and am still open to suggestions if you have some ideas.

I'm still working on getting a signature on updated protocols for this year's additions (such as RSI and TXA). It is just a matter of needing the time to do it. We think all things are in place and ready to go as soon as I can make a few changes and get a meeting with Dr. Merk to finalize.

November 1st

