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## Notes from the Director's Desk

As most of you know, Neal is currently off work on medical leave after his recent surgery. While he is off, let's keep him in our thoughts for a quick recovery. His anticipated return date is March 28<sup>th</sup>. We should see this section full of information from him next month.

From all of us at CMH EMS:

# Get Well Soon Neal!

### Upcoming Events for March

March 2 <sup>nd</sup> 830a	St. Clair County Staff Meeting	Osceola (St. Clair) Station
March 3 <sup>rd</sup>	* Trauma Seminar	Mercy, 100 Mercy Way, Joplin, MO
March 4 <sup>th</sup>	Trauma Conference	Mercy, 100 Mercy Way, Joplin, MO
March 8 <sup>th</sup> 8a-Noon	NRP	CMH Education (417) 328-6769
March 10 <sup>th</sup> 830a-5p	ACLS Initial Day 1	CMH Education (417) 328-6769
March 11 <sup>th</sup> 830a-5p	ACLS Initial Day 2	CMH Education (417) 328-6769
<b>March 13<sup>th</sup></b>	<b>Daylight Saving s Time</b>	
March 15 <sup>th</sup> 830a-5p	PALS Renewal	CMH Education (417) 328-6769
March 15 <sup>th</sup> 830a	Hickory County Staff Meeting	Hermitage (Hickory) Station
March 16 <sup>th</sup> 830a	Polk County Staff Meeting	CMH EMS HQ Classrooms, Bolivar
March 17 <sup>th</sup> 830a	Cedar County Staff Meeting	Stockton Station
March 18 <sup>th</sup> 7a – 430p	Tucker Redfern Pediatric Trauma Symposium	Hammons Heart Institute, 1325 E Cherokee
<b>March 27<sup>th</sup></b>	<b>Easter Sunday</b>	

\*Register by calling (417) 556-2303 or emailing [joan.wilson@mercy.net](mailto:joan.wilson@mercy.net)

\*\*Register by March 11<sup>th</sup> <https://www.onlineregistrationcenter.com/register.asp?m=4256&c=10554>

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

**Next CMH Competencies: April 4<sup>th</sup>, 7<sup>th</sup>, & 12<sup>th</sup>**

**The Life and Times of CEDAR County in the Heart of  
Beautiful Stockton Lake:**

**Thoughts for the day!**

If you believe we have done all that we can to advance our service in our communities, then you may not see a need to improve. However, if you believe that our best days are still to come and Four County Service areas can be an even better place to live, work, and raise a family, then we encourage you to take an active role in EMS with CMH!

February was also Presidents Day so how about a little trivia?

Question #1: What U.S. president had the shortest life?

Question #2: What president's face is on a \$100,000 bill?

**From the Cedar County Board:**

Cedar County did not have a January Board meeting due to lack of a quorum. Better luck next month!

**Ambulance Update:**

ARV Ambulance update: I know everyone wants to know what the latest with 710 and 715. Well here it is:

- ❏ Ambulance 710 came back from Lebanon and now has another new transmission. It is now in Columbia.
- ❏ Ambulance 715 went to Columbia to get the Stryker cot holder (mass causality) kit installed and also Auto-Insta Chains installed. ARV also checked the truck to see if everything is working correctly including the AC and heat in the patient area.
- ❏ Thanks **Missi Painter and Bill Walker** for taking them up there.

We are working with Stryker to resolve some issues with the power load system and cots. They have been down and worked on 715's and came to Stockton last week to work on 710's unit. This is a learning curve and we will work through this, even if I have to beat Stryker over the head with one ! LOL! Just kidding (or not!) We will get these figured out with patience and communication as well as Stryker's troubleshooting technician's assistance and guidance. The Power Load/Power Cot system is well worth the time it takes to iron out the problems.

Thanks for all you do everyone!  
Tom Ryan

Trivia Answers#1: J.F. Kennedy #2 Woodrow Wilson

**Health & Fitness Briefing**

We all know the challenges of EMS because we live it. Some of the challenges are not at all related to patient care or other clinical decisions, but are directly related to our health, both physically and mentally. We have all read about and know about the "side effects" of a career in EMS. Even with these known "side effects," not a lot has been done within EMS about the challenges we face.

That being said, I will be taking on a new position as the Health and Fitness Coordinator within CMH EMS. There are many reasons why health and fitness matters for each of our lives. There are reasons why it matters right now, in our daily tasks; and why it matters as we think about our futures and retirement. Does your health and fitness matter to you? I hope it does.

I will be working on developing a health and fitness program that will be specifically related to EMS. The aim of this program is to have fewer injuries and better overall health for each of you. The program will include nutrition, workouts, station equipment, yearly assessments, and the "go ahead" from hospital administration to use our down time as workout time. There will be more details about the implementation of the program at the April competencies.

Thank you for your time,  
Brice



### Congratulations Brice Flynn

CMH PARAMEDIC BRICE FLYNN WAS THE CO-RECIPIENT OF THE BOLIVAR FIRE FIGHTER OF THE YEAR AWARD FOR BOLIVAR FIRE DEPARTMENT. HE WAS ALSO SELECTED FOR THE BFD FIT TO FIGHT AWARD. FIT TO FIGHT IS AWARDED FOR WORKPLACE FITNESS. AT CMH BRICE WORKS FOR PRE-HOSPITAL SERVICES IN POLK COUNTY.

GREAT JOB BRICE!



### Congratulations – Years of Service

**TOM LIBERTY 20 YRS!**

**AARON WEAVER 20 YRS!**

TYLER SLOTHOWER 4 YRS

ERIC CHILDRESS 2 YRS

LEVI CREWS 2 YRS

EMMA IGO 2 YRS



### *Happy Birthday!*

Cassandra Pruett	Mar 7 <sup>th</sup>
Amanda Dickover	Mar 8 <sup>th</sup>
Tim Shaw	Mar 10 <sup>th</sup>
Sheila Day	Mar 14 <sup>th</sup>
Theron Becker	Mar 28 <sup>th</sup>
Lucas Weaver	Mar 28 <sup>th</sup>

### **Congratulations!!!!**

You're the **Fastest D2B Team of January** with **22 Minutes!!!!**

*(Wait?? Whaaaa?!!! Is that REAL?!! That's crazy fantastic!!! Way to go for TEAMWORK!!)*

EMS Staff: **William Walker, Melisa Painter**

ER Staff: Dr. Nix, Summer Hendrickson

Cath Lab Staff: Dr. Marmagkiolis, Pat McClure, Greg Allen, Jeanne Menard, Val Selby, Bill Hoffert

Social Services Staff: Sarah Lake

Thank you for ALL that you do to ensure BEST PATIENT CARE at CMH!!!!

*You make our hearts SO HAPPY!!!! ☺*



I'd like to start my section this month with recognition of a couple people I appreciate. **Missi Painter** has been doing a great job with this newsletter each month for a year and a half now. We started with an open-ended request for "some kind of monthly newsletter." Each month, she tracks down each supervisor for our submissions, organizes them into a professional looking document, proof-reads them, and sends them to each of you to help make us a better department with some of the best internal communications I've seen. How many agencies have you worked in that all the supervisors have up-to-the-minute situational awareness of what's going on in four counties, each employee gets routine emails on what's going on, AND a monthly newsletter that has content from each geographic and subject area? I'm happy to work for CMH EMS and appreciate Missi for her part in making this place great.

Additionally, I appreciate my FTOs for putting in the extra work when they have a rider and, even when they don't have a rider, they still fulfill other requests made of them. They are our go-to people we see as leaders and examples of good EMTs and Paramedics. Specifically, over the last couple months, **Emma Igo** has been mentor for two new hires and done a great job in making sure they were ready to hit the ground running with all the tools and knowledge they needed to be successful. She was a little nervous for that responsibility to begin with but has done a great job. Being one of the only FTOs in the station that has the most number of new hires and students has resulted in her having a student almost every shift. In spite of that, I get reports back from students saying: "I loved my shift with Emma."

**Tim Shaw** isn't a FTO (which I hope he fixes next year) but had a student riding with his partner and had a critical patient. That student contacted me later and specifically asked for another shift with Tim because he was a good instructor and she had some questions for him about the critical call. Tim also contacted me to tell me that student did a great job on the call and wanted to make sure we did some follow up with the student. This is another example of the "exceptional, compassionate care" Neal wants us to provide to our patients, the community, first responders, and each other.

The week of March 13 through March 19 is *Patient Safety Awareness Week*. This is a national campaign for all healthcare, but I want you to think about it on a personal level. For example, two weeks ago, my partner (Todd Farley) and I were taking care of a chest pain patient in a clinic. During assessment the patient reported she was allergic to Aspirin in front of the facility nurse, Todd, and I. It wasn't just a couple minutes later after the 12-lead was done and we were getting ready to head to the ambulance when I had four aspirin in my hand giving them to the patient saying "I want you to take these four aspirin, chew them up, and let them dissolve in your mouth." Both the nurse and my partner stopped what they were doing and said "Isn't she allergic to aspirin?" The patient confirmed she was and I threw the aspirin away. After looking at the 12-lead, packaging the patient, planning how I was going to take care of her, etc. I simply forgot about the allergy and skipped the basic patient rights when giving a medication. What did I learn from this:

- 1) Don't skip the basics.
- 2) Work as a team and trust your partner and other caregivers.
- 3) Write important things down and refer to your notes often.

My assignment to each of you is to think of one patient safety thing you need to improve upon. Then, spend the week of March 13-19 to give your best effort to do that thing 100% of the time for every patient. Here are some ideas:

- Use every seatbelt available on the cot (including shoulder straps) when the cot or the ambulance is in motion.
- Use your own seatbelt in the front and in the back of the ambulance when it is in motion.
- Learn how to properly use a child car seat on your ambulance cot if you have a pediatric patient.
- Research drug interactions for medications we carry that you may not have memorized.
- Carry a handheld radio with you every time you are out of the ambulance. Make sure it is turned on and on the correct channel.
- Improve your personal physical fitness to do your job.
- Do something in your down time to relax and reduce stress.
- Drive below the speed limit.
- Utilize all the tools at your disposal for best patient care. For example, put every cardiac and respiratory patient on capnography, take a blood sugar reading on every patient that gets an IV, or do a 15-lead on every patient that gets a 12-lead.

You could probably shorten the list above to one item: Don't be lazy. It is human nature to take the easy way and I'm just as guilty as everyone else. Our patients, our partners, and you deserve better than "the easy way." EMS is a difficult job and we love it because of that. How many of your friends say with pride "I'm an IT specialist" or "I work at Walmart"? Not only do you say your profession with pride, it is part of your identity. When someone asks your mom about you, she even says "He's an EMT!"

## Hickory County Chatter: Alice Roberts

Winter and Spring seem to be fighting over who will be king or queen of the weather right now. I expect to see some colds, sore throats, and even possibly the flu start to spread out among us. We can help each other avoid any unnecessary illness if we make sure our dishes are cleaned in hot, soapy water and washed well. We have a small dishwasher here that our coffee cups, some plates, and silverware will fit. I know the tap water is not the hottest and we will still need to wash our pots and pans with as hot as we can get it. A solution would be to run water through the Braun Coffee maker and pour the hot water into your dish water or heat up water in a pan on the stovetop.

Our next staff meeting will be on **March 15<sup>th</sup> at 8:30 am.** Chris Leeper from LifeLine3 is planning to attend! Please mark your calendars and plan on being here.

Hopefully, by the time this newsletter comes out, ARV will have been here to get 708's ceiling replaced in the box where it has cracked. After this is done, we will need to do a thorough deep cleaning before 708 goes back into service. I expect there to be a lot of dust inside the box.

Thank you **Tom and Peter** for putting a speaker in the supply room. Thank you **Allen** for working extra shifts this schedule. Thank you **Tom, Tim,** and **Carolyn** for coming in to finish shift and keeping Hickory County covered on short notice.

**Scheduling:** I can currently take request off all the way to October 31, 2016. All request off are on a first come, first serve basis, with only 1 Medic and 2 EMT-B being approved off at the same time.

Our next schedule, that will be out on April 1<sup>st</sup>, will be the very last one that you are able to use any hours remaining of your required 2015 PTO. There are only a few of you left that need to use it before you lose it. I will no longer be sending email reminders out. This is the last notice.

Thank you to everyone who is picking up extra shifts so we can keep them spread out among everyone. It is greatly appreciated....

PTO Requests open through Oct. 31st

Deadline for request off: March 25th

Availability Emailed to staff: March 14th

Availability Emailed back to Alice: March 25<sup>th</sup>

New Schedule Published: April 1<sup>st</sup> \*\*

\*\*Last schedule to use 2015 PTO time

## Polk County News: Aaron Weaver

We continue to have crews that do not call into dispatch when in service/on shift consistently. On duty trucks should be checked and called into service **no later than 15 minutes after the start of your shift!** This will help dispatch work more efficiently as well as help other crews get off shift in a more timely manner.

I spoke with CMHCF administration. They said we are more than welcome to turn the automatic doors on when we have a patient transport to their facility. Hopefully, this resolves any issues crews have had in the past.

We are still working short staffed. I really appreciate each and every one of you who have been filling in and picking up open shifts. Your help is much appreciated by everyone.

I would like to thank **Emma** for changing the white board in the garage to help track equipment and truck issues.

We are trying to get trucks standardized and new truck checks. Mike is helping write a policy for this process. Thank you **Mike D.** for doing this for our department.

That's all I have for now. Thanks again for everyone's help while we continue to work to increase our staffing.

Aaron

## HealthEMS: Tom Liberty

Hello all,

I am still finding out about new things on HealthEMS. It is a challenging process but fun at the same time. If you have any questions or have any issues with HealthEMS, let me know. I am still learning but the best way to learn is to work on the problems as they occur.

There will be a few changes in some of our flex fields coming up this next month. I will pass the information along in an email a week or so prior to it going into effect. Emailing in advance is my plan for all the updates **we have going forward so make sure you check your email regularly. The only time I won't send an email is** when the change has to do with billing.

I sent a couple emails out this last month. Please make sure you read them and if you have any questions, let me know. The information included in them is important for both our department as well as the billing department.

I am working on exporting our tickets (charts, reports) to MO State every month,. The sooner they are completed, the quicker I can get that sent off. Make sure to look for tickets that have been sent back to you **after being QA'd. All tickets sent back after QA should have an email explaining why and who sent it back. If you have problems with seeing the email that explains why it was sent back, let me know. If I don't know the reason why, I will find out for you.**

Thanks,  
Tom L.

## Emergency Mgmt/HazMat: Morgan Young

Hello all,

This month, I wanted to revisit the Polk County CERT Coordinator Kermit Hargis request to set up a practice session for his CERT Volunteers. This session is to allow them to gain experience in doing triage of multiple victims at a scene where the EMS systems would be overwhelmed.

I believe Kermit is hoping for up to 60 different scenarios for triage practice. He has invited our staff to come and practice as well. I am excited about this opportunity for us, local fire departments, and first responders to work along with the CERT Volunteers. Not only will this give them valuable learning experience but also allow them to see how EMS and Fire respond. Training is a vital part of our field and Polk County CERT is anxious to have our assistance.

Another topic I would like to talk about is 2016 Missouri EMS Legislation items that are new, submitted for change or moving:

- HB 1964, Walker...LODD benefit for dependent children/spouse (173.260) providing free education at state university, add EMS to current law....previous sponsor (has passed House x2 in prior years). Lead is MEMSA/MO Honor Guard, MAA, Helio. This passed the House 83 – 76 and now in the Senate.
- HB 1904, Lauer... 9-1-1 Comprehensive Legislation. This has passed the House last 3 years but not the Senate. The Lead groups are 9-1-1 groups, MARC, Fire Chiefs, MAA, ADAM, & MEMSA. This is on the House calendar for formal vote on 2-29 and has been perfected and expected to pass.

I will update more next month of these 2 topics.

Watch your back – Watch your partner's back!  
Morgan



## St. Clair County/Osceola: Don Stockton

Greetings from the Northern Territories!

We are quickly approaching the summer increase in call volume with serious staff shortages. We have hopes that our CMH EMS family from the other counties will be able to lend a hand, even as we strive to help them with their own needs. Change has always been the most enduring factor of our profession; changes in equipment, changing protocols, changes brought forth by science and technology, and sadly, changes in staff. The challenge for those of us who remain is to face the shortage and the long hours so we can continue to provide exceptional, compassionate care to our patients. That type of care should always be our primary focus but it is easy to lose sight of it when the distractions seem to be more that you can overcome. Picking up those open shifts is more than a name in a slot. What it really means is for that 12 or 24 hours, an ambulance will be there when our neighbors need the services we provide.

Working for CMH EMS is really a great opportunity for all of us, from the brand new EMT or medic to long (old) timers like me. Our service is big enough that we have the equipment and protocols to bring the very best of our professional skills to our patients and is small enough to have that family atmosphere, regardless of which station you call your home base. If you take care of the rig and equipment on it with the same level of commitment you **have to watching your partner's back and staying safe, we can all contribute to creating the kind of reputation** that will make people choose CMH EMS when they are looking for a new place to work. Before you know it, we can have those empty slots filled with the kind of professionals we would be proud to work with and, even more importantly, the kind of professionals we would want responding if our family was the one in need.

Stay safe out there.  
Don



### CMH Emergency Medical Services Training Library

**After moving into our new space and acquiring a retired ambulance, CMH EMS is making available our training library and equipment for use by employees, first responders, and friends.**

**We are adding to our list and upgrading our services, so look for improvements as we grow. Or if you have books or equipment you would like made available for use by others, we would be happy to include them.**

**The card catalog can be searched online (<https://goo.gl/m6ERps>). Please see the email from Theron with the flyer attached.**

**Contact Theron Becker for more information, to check out a book, or request training materials: [theron.becker@citizensmemorial.com](mailto:theron.becker@citizensmemorial.com)**