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# Notes from the Director's Desk

We are about to move into the warm time of the year. With the weather warmer, we will begin to see more crazy human tricks that turn out to be not so good. Also, there is an increase in the use of farm machinery. Make sure you and your partner have all of your equipment and the truck is ready to meet the day. Always remember to evaluate the scene for safety.

We have a lot going on in our department and I thought I would talk about several items this month.

- 🔧 Jeff and all managers met last week to address our shortage of Paramedics. We discussed the current staffing situation in Southwest Missouri. We talked about all sorts of solutions. This has lead us to look at different ways to address the issue. Jeff and I are working with HR and Marketing to get the word out. Jeff and I are looking at many ways we can begin to attract Paramedics and I know Jeff is talking to Mr. Babb. The managers and I are looking at creative staff patterns and models. We will continue to work on this.
- 🔧 Recruiting Bonus. If you recruit a full time Paramedic that stays with us for **6 months**, you are eligible to receive a \$1500 recruiting bonus. We could all use a little extra money.
- 🔧 We have been working with Bolivar Technical College to begin a Paramedic Program. Things have been moving forward at a good pace and the first class is scheduled to begin in January 2016!

Strategic Planning for our Department: Jeff Miller is leading the group in Strategic Planning for the EMS department. We will share more as we develop our plan. We have already met twice and have another meeting scheduled. When we are finished, we will have a blue print to follow as we move forward. We will be able to revisit the plan yearly and update our plan as needed. A formal EMS Strategic plan has been missing, and this will help us move forward in an organized manner.

**Cody** continues to work with the Rescue Task Force. We will begin training after Cody completes class. CMH EMS will be sending Cody to be trained an instructor for DT4EMS. After he is trained, we will train all staff. This will be a great addition to our training and help each of us have the tools to react properly in an assault or potential violent situation. It will enable us better evaluate each call we respond to and be more confident as well feel safer on scene.

We need **all Paramedics** to go to surgery and do 2 live intubations. These are due on your birthday. As a Paramedic, we must be experts in airway management. There is more than an opportunity to get two tubes. This is an opportunity to learn, and pick up pointers and tips, and ask questions. Completing intubations in a controlled situation will increase your experience level. The more experience you have with a laryngoscope in your hand, the better you will be at intubating in all situations.

I am glad to be back at work full time. My surgery was a success. **Brice** is working on a Health and Fitness plan for the department. I want to encourage you to listen to him. His plan is based on studies and what is proven to work for all of us to be ready to work correctly and decrease injuries. I wish I had this opportunity myself because I might not be in the position of having to have back surgery and making the changes in life style that were required.

Be safe,  
Neal

## Upcoming Events for May

May 5 <sup>th</sup> 830a-5p	PALS Renewal	CMH Education (417) 328-6769 for registration
May 5 <sup>th</sup> 630p-830p	Mass Casualty Drill with Polk Co CERT	TBA
May 6 <sup>th</sup> 7a-530p	Dr. Tom Steele Emergency Care Conf.	Hammons Heart Institute, 1325 E. Cherokee, Springfield, MO
May 7 <sup>th</sup> 830a	Heroes for Hospice 5K/10K Run	CMH Community Rooms (Registration)
May 8 <sup>th</sup>	<b>MOTHER'S DAY</b>	
May 18 <sup>th</sup> 3p	<b>ALL COUNTY STAFF MEETING</b>	<b>MANDATORY CMH EMS HEADQUARTERS</b>
May 20 <sup>th</sup> 830a-5p	ACLS Renewal	CMH Education (417) 328-6769 for registration
May 20 <sup>th</sup>	Advanced Burn Life Support	
May 26 <sup>th</sup> 9a-11a	**Challenges in Trauma Care CEU's	CMH Community Room 1
May 26 <sup>th</sup> 7p	***Pre-Hospital Burn Care	Lake Regional Health System, 54 Hospital Drive, Osage Beach, MO
May 30 <sup>th</sup>	<b>MEMORIAL DAY</b>	

\*For registration information, please contact Mercy Talent Development and Optimization at (417) 820-3005.

For specific program content information, please contact [SPRG\\_TDO@Mercy.net](mailto:SPRG_TDO@Mercy.net)

Register online at [www.onlineregistrationcenter.com/TomSteele2016](http://www.onlineregistrationcenter.com/TomSteele2016)

\*\*To register, please contact Teresa Shull at (417) 328-7238

\*\*\*Registration is requested. To register, contact Marcia Whitter @ 573-348-8717 or [mwhitter@lakeregional.com](mailto:mwhitter@lakeregional.com)

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

**Next Competencies: June 6<sup>th</sup>, 9<sup>th</sup>, 14<sup>th</sup> & 16<sup>th</sup> RSI**

### *Happy Birthday!*

<b>Robert Frye</b>	<b>May 9<sup>th</sup></b>
<b>Nathan Holden</b>	<b>May 15<sup>th</sup></b>
<b>Eric Stevens</b>	<b>May 26<sup>th</sup></b>
<b>Steve Keller</b>	<b>May 31<sup>st</sup></b>



### **Congratulations Years of Service**

**Charlie Wallen 27 yrs**

Lucas Weaver 6 yrs

Ben Houston 6 yrs

Jason Stroud 2 yrs



**Special Operations: Morgan Young**

The Polk Co CERT Team is having a triage class on May 5<sup>th</sup>. @ 1830 hrs. Theron has offered to give CEU's to those that attend the event. There should be several patients to practice triaging and filling out the cards.

Finals are soon, SCUBA diving season is right around the corner. Have fun, stay safe, and enjoy your spring and summer.

Be Careful,

Morgan Young, A.A.S. CCEMT-P I/C

EMS Special Operations Coordinator

# STEMI ACTIVATIONS

EMS Staff: **Amanda Dickover, Bruce Goddard**

Date: March 9, 2016

## EMS:

- Dispatch (9:00) to Patient Contact (9:24): **24 min**
- Patient Contact (9:24) to ECG (9:28): **4 min** *Goal: < 10 min WAY TO GO!!!!*
- ECG (9:28) to Transmission (9:36): **8 min**
- Patient Contact (9:24) to Depart (9:42): **18 min**

52 y/o male complaint of sudden and severe chest pain associated with shortness of breath that began 15 minutes prior. 12-lead ECG by EMS revealed an **acute inferior STEMI** with reciprocal changes. **ECG transmission** was performed via LifeNet and **STEMI pre-activation** was initiated *57 minutes prior to arrival*. Helicopter was not available due to weather, so ground transport to CMH was pursued. Serial ECGs obtained en route.

- Because of pre-activation and the advanced notice from EMS for cath lab preparation, the patient was able to bypass the ED and go direct to cath lab for STEMI treatment.
- In cath lab, patient revealed a **100% occlusion** of his **proximal RCA** – **two bare-metal stents** were placed via radial approach restoring flow without complication. EF = 65%. Patient was transferred to the ICU in stable condition with anticipated discharge two days post-procedure.

## Summary:

- Door to Balloon:** **13 min** *Goal: < 90 min WAY TO GO!!!!*
- STEMI ECG to PCI: **81 min**
- 1<sup>st</sup> Medical Contact to PCI:** **85 min**
- Symptom Onset to PCI: **2 hours, 4 min**

EMS Staff: **Allen Brotherton, Lucas Weaver**

Date: April 17, 2016

## EMS:

Symptom Onset	First Medical Contact	FMC 2ECG	CMH ED Arrival	D2 STEMI Activation	D2 CCL Arrival	PCI	<u>D2 Transfer</u>	<u>D2D2B</u>	Physicians
23:30	23:51	8 min	00:47	4 min	40 min	N/A	74 min	N/A	Marmagkiolis
911 @ 23:41	EMS	Goal <10		Goal < 11	1:27			Goal <120	Riley

**Chief Complaint:** 67 y/o male Left chest pain radiating into left arm, waking patient from sleep, pale, diaphoretic, patient drove to Hickory County Sheriff's Office, who called 911. EMS ECG transmitted – per protocol for LBBB, activation performed in conjunction of assessment for concordance of AMI symptomology & previous ECG review (if available).

**Diagnosis:** (Presumably new) LBBB, (+) AMI symptomology, bedside echo – EF = 20% with anterior & apical akinesis

**Outcome:** CMH CCL X-Ray Malfunction – Emergently Transferred to Mercy via Life Line for treatment → Mercy CCL = 3-Vessel CAD not amenable to PCI → CABG Consult; Moderate ischemic cardiomyopathy; 2 units PRBC for anemia (Hgb 8.7)



## Health & Fitness: Brice Flynn

I have met with Bob Behnke from the PT department recently in discussing the health and fitness program at CMH. Here are a few of the updates.

- \* There will not be a yearly assessment or any new hire assessments that are different from the PCP test we already use now. The PCP has greatly reduced the cost of worker compensation claims due to "weeding out" people who are not strong enough for the job. However, the PCP does not assess or teach quality motion and lifting techniques.
- \* We will be focusing our efforts on movements that we actually do on a daily basis. We have narrowed our patient lifting movements down to several common lifts. There will be education on each lift with specifics of how doing each lift improperly can cause specific injuries and how to lift properly to avoid those injuries. The education will be video-based focusing on muscles used for each lift.
- \* There will also be education on retraction vs. protraction, pivot vs. twisting, chest up vs. slouching, strengthening, and engaging your core.
- \* Each station will initially have an exercise ball and a set of resistance bands. General fitness that can be done with an exercise ball and a set of resistance bands will also be coming out.

As I have said before, the goal of the health and fitness program is not to make you an athlete, it is to help you be better prepared to do your job and reduce your chances of getting injured.

Some other things you can expect to see with the growth of the health and fitness program is:

- \* Nutritional education and practice.
- \* Implementation of a fitness coach in each station.
  - o The fitness coach would be responsible for helping employees understand proper lifting technique, exercises to strengthen proper lifting habits, and nutritional encouragement.

I'll leave you with a question; What healthy food choices are feasible while working a shift on an ambulance?

Thank you for your time. Make the best of your shift.

Brice Flynn  
NRP, AAS, BA

## St. Clair County/Osceola: Don Stockton

Greetings from the Northern Territories!

As I write this, the potential for severe weather up to and including tornadic activity is increasing for the next couple of days. This is a good time to think about severe weather preparedness at home and at work. If the sirens sound in the town you work in while you are on duty, what do you do? Where do you go? In Osceola, our first steps are to get the primary truck out of the garage and down off the top of the hill. There is a storm shelter in house but the preferred response would be to track where the threat is coming from and move in the direction to get the ambulance out of its path. If the unthinkable happens, your ambulance and her crew become an irreplaceable set of resources for the initial response. Take some time to think about the options you have if you suddenly need to mobilize and relocate the ambulance out of harm's way. Can you access a major road? Do you know the resources for a major event in your service area? How can you best secure your safety until the danger has passed? In reality, if it is a major weather event, the dangers will just be starting with the passing of the storm as the triage and rescue efforts begin.

Use your head, use your training, and make sure you and your partner go home at the end of the shift so you can continue to provide exceptional care to your patients.

Be safe out there!  
Don

## Schedule Information!

Next Schedule will be from May 22<sup>nd</sup> through July 2<sup>nd</sup>

Request Off Due: Past Due

Last Day to submit availability: May 7<sup>th</sup>

New Schedule Published: May 14<sup>th</sup>

PTO Requests May 22<sup>nd</sup> to December 31<sup>st</sup>:

Please review the Google vacation schedule prior to submitting your request off!!

## Hickory County Chatter: Alice Roberts

What a wild and crazy month we have had! From crazy calls to calls that have made you earn your money the hard way. I keep thinking we could all retire early if we would just write a book about some of this (no names and locations, of course). Peter and I had a good laugh recently and if you would like to know what Pepsi can do, (yes the carbonated soft drink) just ask. You may never drink another Pepsi again....

Please remember to check your truck in the morning when you come on duty. Summer, and the increase in campers, is upon us. I would hate to see anyone caught without equipment or supplies that you may need and not have on hand.

Deep cleaning schedules are hanging back up on the Hickory office door. Please remember to try and get these done. I know we are busy, but please just do what you are able to over several shifts. Remember to check your email. Lots of information has been sent out as well as some educational classes/seminars that you can obtain some CEU's from for attending.

I have been falling behind on some things, and I apologize. Thank you for pitching in and picking up the slack. It means a lot to me.

Also, thank you **Tom, Tim, Carolyn, and Peter** for stepping up and volunteering to cover the first 2-day weekend races at Lucas Oil and for getting your one for the year out of the way already.

I want to thank each of you for your help in keeping our Hickory Co shifts covered this past schedule. I know working every other day or the 36's can be hard.

Have a safe Memorial Day Weekend whether you are working or at home.  
Alice

## Tips and Tricks

### Time Card 101

Please remember to check your time cards during the last shift that you work for the pay period. We are correcting missed clock ins and outs on a daily basis. We have already **corrected over 100 clock in's and out's this pay period** alone. It is your responsibility as an employee to make sure your time card is correct. If you forget to clock in or out for a shift, we may not see that it is missing. Please contact your manager or myself if you need a correction.

If you are working in a station that is not your home base, please remember to use that station's float code when you clock in. We are having to manually enter these float codes and it takes time to get this done. Only a few employees even try to get this done.

Float codes for each county are listed below.

Polk: 01016240

Hickory: 01016242

Cedar: 01016244

St. Clair: 01016346

If you are working in these stations and it is not your home base, please use that station's float code.

For Example: you are a Full Time employee in Polk but working a shift in Cedar, you would use Cedars float code (01016244.)

How to float to a different station (not your home station)

- Start as you normally would when clocking in.
- Enter your employee number.
- Press 5 to signify you are a float to another base.
- Enter department number (float code).
- Enter # for job class.



## Polk County News: Aaron Weaver

Great job everyone on getting our "12 lead within 10 minutes of patient contact" score up! We still have May left with our measuring. If we meet the department goal, I think pizza would be in order for everyone. Keep up the good work.

The next thing we are looking to measure is shoot times. The shoot time is time of dispatch to en route. One minute or less on priority 1 calls. We would be the only county to be able to measure shoot times.

I will be ordering the remainder of the red backpack style bags for the rest of the trucks. We will have standard bags on every truck. We are getting closer to having the trucks as uniform as we can get them. Our next step is to have a folder in each ambulance with the specific inventory and where everything is located. There will be a check list in each ambulance when this is completed.

I know I am sounding like a broken record but I would I like to continue thanking everyone for their help picking up extra hours and keeping CMH EMS running smoothly

I would like to thank Goldie and Amanda for completing the inventory and also the inventory list for every truck.

We are going live June 1st with the new call rotation that we talked about some time ago. The longest in-service truck with be first out. As we had talked about, there can be some call changing. If you are the closest car, of course you can take the call. If someone volunteers to take a transfer for you at the end of your shift, that is perfectly fine as well.

We are trying to get a softball team together to play different fire and EMS teams. If you are interested in playing, contact Dawn Sloan. There should be flyers at all the stations. With our fitness program getting off the ground, this will give us a starting point and may even bolster team work.

Aaron Weaver, Paramedic  
Operations Manager - Polk County  
CMH EMS

## HealthEMS: Tom Liberty

Everything has become green outside and the weather has warmed up, which makes it so nice to be outside. But, it makes everyone very busy, both at work and at home. I know I am busy with work at home, fishing, and wanting to go diving. With all the warmer weather comes more people outside for work and play. That means we end up busier at work. We also have more special events and need to work areas that are not our home base. Please remember to change to the correct station, shift, and ambulance when filling out your trip ticket. If you have to put in a run number in, please format it correctly with the proper station indicator. The only letters used in our run number are found immediately after the year indicator (16) and they are: C for St. Clair, E for El Dorado, H for Hickory, P for Polk, and S for Stockton.

Take a few minutes to review your chart before you export it to make sure that it is correct. Particularly by **looking closely at the check boxes. Sometimes they don't mark what you intended** on marking and that can cause a lot to change on a trip ticket. It can change it from a billable ticket to a non-billable ticket. When things are not filled in correctly, it delays billing and with some insurance, it could cost us the entire reimbursement.

After meeting with the managers, we made a couple of changes to Treated/Transferred care. I hope those are all going well with this change. If you have any questions, just let me know and I will get back to you as quickly as possible. Your managers can help as well.

**Be safe at work, home and at play! You know you don't want your coworkers working on you. ☺**

Tom Liberty  
CMH Health EMS Coordinator

## Education/Clinical: Theron Becker

We've been pretty busy around here recently not only keeping ambulances on the road and filling shifts but several projects at the strategic level to enable EMTs, RNs, and Paramedics to do their job at the top of their abilities. Sometimes when we get home from work it feels like "Whew, I survived that shift." But wouldn't you rather come home saying: "Wow, I kicked that shift's butt today."?

CMH EMS is a great place to work because I feel like I go home saying I kick butt more than don't. I'm excited to think about many of these strategic projects we are working on. Neal discussed a few of them in his section. For starters, CMH is partnering with Bolivar Technical College to deliver a paramedic program. While you are out there recruiting paramedics for CMH, keep in mind we are also looking for a lead instructor for this paramedic program. Positive attitude and a love for the profession are mandatory (there are a few other things like bachelor's degree, paramedic license, etc.). When we finalize the job description and job posting, we will make sure to share it. This paramedic program will kick butt.

To feed this program, look for us either delivering our own EMT program or partnering with another agency to deliver a high-quality EMT program. So, there will be a lot of opportunities to teach, if you are interested (and would like some extra income). We will be looking first at our field training officers as guest instructors and subject matter experts. To ensure success of these instructors, we are going to offer an EMS instructor class in August (stand by for the formal announcement). EMS education is going to kick butt in the next year.

Every time I go to a STEMI committee meeting, we see that program improving. EMS usually has the best numbers and community education usually has the worst numbers. Makes me proud that every STEMI brought in by EMS has been recognized by EMS and pre-activated in recent years (yes, 100% pre-activation). That directly contributes to our door-to-balloon times going from 102 minutes in 2013 (70% within 90 min) to 45 minutes in 2016 (100% within 90 min). Community recognition of heart attack is our largest area for improvement. When you are out in the community, educate your patients and their family members about warning signs and risk factors. CMH STEMI program is kicking butt.

Specifically, for EMS, we have set the goal of getting a 12-lead within 10 minutes of patient contact 90% of the time. Here are our current numbers as of March 1st:

- 🚑 91% for Osceola.
- 🚑 81% for Hermitage.
- 🚑 79% for Bolivar.
- 🚑 64% for Stockton.
- 🚑 43% for Eldorado.

We aren't exactly kicking butt, yet. But, there has been a steady improvement over the last 12 months.

We have two new hires going through orientation right now. Cheyenne Stone is an EMT and will be working full-time in Osceola. Justine Krueger is a paramedic and will be working PRN in Bolivar. Please welcome them and keep kicking butt.

Theron Becker  
EMS Clinical Officer

**All County Staff Meeting May 18<sup>th</sup> @ 3  
CMH EMS Headquarters**



## Cedar County News: Tom Ryan

Welcome one and all! Hope everyone has survived the winter and ready for summer! School is about to let out for this academic year and the lake activity will start picking up. Please drive carefully and watch out for the kids and bikes.

Thanks to the crews that helped out with LDT's this last month. Without you, it would have made our job on shift much harder.

It was an interesting Cedar County Ambulance Board meeting this last month. The Board decided to go forward with moving the new repeater to the Cedar Co Sheriff tower and they also voted to purchase two Lucas II auto pulse units! These units have arrived and as soon as everyone gets up to speed and completed their HealthStream, we will be putting them on the trucks. The board also approved to start upgrading all of our suction units on the trucks, as well as voted to add some small equipment that had been missing on all 4 trucks. Items like binoculars, bolt cutters, traction splints, and to replace all life vests.

On a personal note: Folks, please watch your partner and coworkers for signs of stress and PTSD. We are losing too many emergency personnel to suicide. Just asking a person if they are ok might make the difference in someone's life. We help so many strangers day in and day out and often forget those we work beside.

Tom Ryan, Paramedic  
Operations Manager Cedar County



*Mothers  
hold their  
children's hands  
for a while,  
but their hearts  
forever.*