

CMH EMS Newsletter

December 2016 Volume 3 Issue 4



NOTES FROM NEAL

Fall has almost passed and we are quickly moving into Winter. To me, once the time changes, it **is** Winter. We have had great weather lately and that has made this Fall very enjoyable.

We all know we will have some Winter weather. We are never sure if and when it will happen. A sick or injured patient is already compromised; we need to remember to keep these patients warm. Sometimes, we have to keep the back of the truck very warm and it is not comfortable for us, but we must do what is right for the patient.

This is not new news: CMH and Cox have signed a letter of intent to pursue an affiliation. There is a lot of work that has to be done by both sides as we hammer out an agreement that will work for both organizations. Mr. Babb and John Hammons, CMH's attorney, met with the department heads and delivered a briefing. There are rules we have to follow while we move forward and work on an agreement. Mr. Babb wanted to be sure we understood how we could best serve CMH as both sides move forward. ***There are no plans to merge CMH EMS and Cox EMS.*** I know this has been a rumor and a big concern for many of us. We will continue operate as CMH EMS. With this affiliation, CMH will be stronger and better able to serve our local communities. Healthcare is always changing and we must be ready to meet the challenges that are ahead of us. This is a very positive venture that CMH and Cox are undertaking. **Rumors are just that, rumors.**

Definition of Rumor: Currently circulating story or report of uncertain or doubtful truth.

If you see Brian Carter, you can tell him that I will not be needing the box that he brought to me.

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FROM THE DESK OF THE C.O.O. JEFF MILLER

I know there has been a lot of confusion and misinformation about the potential CMH/Cox affiliation. I wanted to clarify that the signed contract is only a contract to conduct due diligence for discovery and to research each other's financial, employee, and service information, etc. When this discovery is completed, we will then determine if this is a good match between the two healthcare systems. Basically, the discovery will help determine if we want to affiliate with Cox and do they want to affiliate with CMH. Although no one can predict what the future holds, I think it is clear that CMH will still keep its name and identity while being affiliated with Cox. I am sure there will be some changes as time moves along; however, I don't anticipate any major changes now or in the near future, if ever. While we don't anticipate any major changes due to the anticipated affiliation with Cox, let's face it, healthcare is constantly changing and we need to be ready to not only accept change but to embrace it to continually improve as an organization and as a department.

Situations as mentioned above remind me of Habit #3 in *The 7 Habits of Highly Effective People*, which is to put first things first. Putting first things first means that those things that are most important must never be at the mercy of those things that are least important. We sometimes get lost in the thick of things in life as well as professionally. Is the potential affiliation with Cox important? Absolutely it is!

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STAFF MEETINGS

12-15 @ 830 Cedar Co.

EDUCATIONAL OPPORTUNITIES

CMH EDUCATION:

- 12/7 BLS CPR
- 12/8 PALS Initial 830a-5p
- 12/9 PALS Initial 830a-5p
- 12/12 BLS CPR
- 12/13NRP Skills EMS
830a-5p
- 12/15 EMS Dinner—See
inside
- 12/21 ACLS Renewal
830am-5pm
- 12/22 BLS CPR
- 12/23 12 Lead EKG
830am-Noon

*To register, contact CMH
Education Services at 328-6769

MERCY EDUCATION:

- 12/12 Medical
Assessment 630pm-
930pm Mercy EMS
Education Center 1407 E
St Louis St, Spfd

POLK COUNTY NEWS - AARON WEAVER

Just a reminder: We are going to go live with the tagging system December 1. November was our 30 day grace and "work out the bugs" period. Things are going really well with the combination of the tagging system and the truck check list. I have learned a lot of things going on with the trucks by reviewing the truck checks and we are starting to take care of the problems. One specific example: flash lights not working. Fleet will be looking at the flash lights when the trucks rotate through for maintenance.

I would like to thank each one of you for doing the tagging system and doing a good job at it. After reviewing the check sheets, I would really like to see a couple of things.

1. A comment in the comment section if there is not a check in any of the boxes, or you can write a comment out to the side.

2. It was suggested that we use DSN and that day's date when you replace the tag before the end of your shift. Thank you for your cooperation.

I have met with several of the Polk County employees concerning PCS form training. If I have not seen you yet, I will be soon. We are the gate keepers of the PCS forms now and we are going to have some training so we can better take care of the form and the patient.

We now have a survey that is sent out with ambulance questions. The questions are concentrated around AIDET. I would like to remind everyone to use their AIDET.

A. acknowledging the patient.

I. Introduce ourselves and include your years of great service (we are not bragging we are helping with patient comfort and anxiety)

D. duration how long this should take.

E. explain what we are doing to care for our patient.

T. thanking them. We are currently sitting at 81 percentile, but we have a limited number of surveys sent out. We would like to maintain such a high average.

I would like to thank all the FTOs for reviewing charts. I have seen our documentation improve. I would like to thank **Steve** for taking care of the RSI training so we can get that moving forward and get it on the trucks. I would also like to thank **Brice** again for the tagging system. He did put in a lot of work on getting it done and is continuing to make sure the bugs are worked out.

Lastly, we are looking to form another equipment committee and we are going to use people from every county. If you are interested in representing Polk on the equipment committee, let me know.

Thank you for all that you do.

Merry Christmas and Happy Holidays,
Aaron Weaver, Paramedic
Operations Manager - Polk County
CMH EMS

"We are looking to form another equipment committee and we are going to use people from every county. If you are interested in representing Polk on the equipment committee, let me know."



SPECIAL OPERATIONS—MORGAN YOUNG

Hello CMH EMS,

I am writing this on Thanksgiving day. Charlie and I are holding down the extreme west end of our service area as best we can. I am thankful for my situation in general, all the people that are in my life, and for a career that I really don't mind being here at work on a holiday, instead of going somewhere else and being with blood family. I GOT to come to work today; I did not "have to" come to work today. Thank you all for being part of my life.

One of the things I want to address is keeping up your Healthstreams. This is important for you, especially when it comes around to raise time. It becomes important to everyone else when it comes around to balanced score card time. This includes getting your yearly required hazmat class done.

How about in 2017 everyone registers for, and take the very first hazmat class? Just get it off your to-do list in the spring or early summer. Just an idea. I am thinking of this because I am giving up a Saturday of a holiday weekend to teach hazmat. This past Saturday, only 1 person showed up that was not on duty at the time. On the class for Nov 30th, only 2 people were registered. This is a MANDATORY class and there are several who have not completed it at time of publication. We have added extra classes to allow everyone the opportunity to attend and still have some that have not registered. Be aware: Not attending the yearly class DOES reflect on your Yearly Performance Evaluation aka raise.

As things wind down from the general election, we go head long into the holiday season; traffic is going to be a challenge. Consider alternate routes through I-44 & 13 on Fridays and holiday weekends. The diverging diamonds usually handle traffic so much better than the old way, but we are about to need a bigger diamond.

As always be alert to your situation and

keep awareness of your surroundings. On social media, I preach to keep your head on a swivel, watch your back, and watch your partner's back. I believe it becomes more and more important every day. A perfect example of this is the OSU incident on Monday Nov 28th. This just so happened to be at the same time as the Active Shooter Drill at CMH ER. While the assailant at OSU did not have a firearm, he was still able to inflict injury upon 11 people by first hitting them with his vehicle and stabbing them with a knife. Remember that if a person is set on injuring or killing another, there are many ways they can accomplish the act.

Always watch your back and your partner's back.

I am frequently emailed updates from the state of Missouri information analysis center as well as the Department of Homeland Security information analysis center. The important things I have printed at each base. Some stuff I can email or IRIS. The other stuff I put in the FOUO only file on the F drive, [\\appsrv-4\cmhdata\Depts\Pre-Hospital\FOUOFile](#) especially if it is an extremely large file. An example would be the Isis newsletter.

When that Isis newsletter comes from these sources, we can read it and not get put on a list. We probably should read it to understand their mindset. It is something to keep in mind, but not to take fully to heart. Not everyone thinks that way, and shouldn't be treated as such. It just reminds me that we need to maintain that situational awareness.

In closing, I want to thank everyone for what you do for your patients, your community, and CMH. Have a safe shift.

Be Careful,
Morgan Young, A.A.S. CCEMT-P I/C
EMS Special Operations Coordinator
Citizens Memorial Emergency Medical Services
morgan.young@citizensmemorial.com
Radio: KDØISH / 1705



CONGRATULATIONS

YEARS OF CMH SERVICE

5 Years

Bruce Fugate

4 Years

Jason Stroud

2 Years

James Pursselley

1 Year

John Smith



December Birthdays

Cheyenne Stone 3rd

Bruce Goddard 6th

Morgan Young 10th

Kellie Burns 16th

Mike D'Agostino 21st

John Smith 22nd

Tyler Slothower 23rd

Goldie Masters 31st

NOTES FROM NEAL

There has been discussion if CMH ER is an appropriate facility for psych patients of all ages. *Continued from page 1*
The answer is still **Yes**. CMH ER is appropriate and we should transport the patient to CMH ER. Since we are a hospital based ambulance, unless the patient specifically requests another facility, we need to transport the patient to CMH, which is the closest facility for Polk County. Depending on your location in Hickory, Cedar, or St. Clair County, the closest facility is appropriate. It would be an EMTALA violation if we by pass CMH.

I am going to be on vacation December 3 thru 13. Please check the on call Operations Manager schedule. **Aaron Weaver** will be standing in for me if there are situations or questions that the Operation Managers need help with.

Invitation: Becky and I would like to invite each of you and a guest to dinner at El Rodeo in Bolivar on December 15, 2016 at 1830. Please RSVP to me by 12/12/16 if you can attend. We always look forward to getting together and having dinner with those that can make it.

I appreciate all that everyone does to make CMH EMS a quality organization.

With that being said, I want to wish everyone a Merry Christmas and be safe.

Neal Taylor



"Becky and I would like to invite you and a guest to dinner at El Rodeo in Bolivar on December 15 at 1830. Please RSVP by December 12, either by email or my office phone 328-6358. We hope you can join us."

FROM THE DESK OF THE C.O.O. JEFF MILLER

Continued from page 1

However, keeping things in perspective and focusing on those things that are most important means focusing on our patients and the care we provide. We must not let the potential affiliation with Cox distract us from our most important task; Taking care of patients!

Feel free to let me know what you are thinking or if you would like any more information about the 7 Habits of Highly Successful People. You can email me or call me at X6500. Thank you.

Jeff Miller, Chief Operating Officer

HEALTH AND SAFETY NEWS—BRICE FLYNN

Congratulations on making it through Thanksgiving!

There have been a lot of changes within CMH EMS over the past few months with the implementation of the ambulance tagging system, digital radio updates, and the near completion of RSI scenarios for all fulltime employees; we are really moving forward!

Coming up this month in the Health and Safety department, I will be making up a paper version of a fitness log. I am thinking of putting it on the back of the ambulance check sheets so that both partners can have a section to fill out. Please give me some feedback on this idea. I finally had a meeting with the PT department and filmed some short lifting videos. We will push those videos out in the month of December.

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LIFE & TIMES FROM THE BEAUTIFUL STOCKTON LAKE

We are still working on the Stockton base by fixing the ceiling in the bed room, cleaning the duct work, and cleaning the carpets. We are hoping this will be completed soon now that the Thanksgiving holiday is over and before Christmas.

Notes from the Board: Well, we have turned in our 2017 wish list to the Cedar County Ambulance board and are now waiting to see what they approve for this next year's budget. We were hoping that we would hear something at the November meeting, but the Board had to cancel the meeting in November due to no quorum so we will have to wait till December meeting to find out what they are considering. One thing we did find out prior to the November meeting is that we will be losing another one of our Board members. We lost Sue Rice in El Dorado two months ago and have not found a replacement yet for her spot. Now, we will be losing Katie White, who represents the North side of City of Stockton. So, if you know of anyone who resides in either the West side of El Dorado or North side of Stockton, and are interested in representing the citizens of their district, please call or text me.

Cedar County Employees: Besides having some great employees, we have been busy working some Stemi's. Great job to **Bill and Missi**, and now **Rob and Cheryl**. Keep up the great work! Don't forget to take the monitor in the house with you on **ALL EMS calls**. We have to get

the patient contact to first 12 lead down to below 10 minutes. Cedar County is slowly decreasing their times, but we still have a long way to go. This is just good patient treatment! Besides, you need that initial set of base line vitals to help determine the treatment. Also, we need **ALL CREWS** to make sure we are putting a thermal blanket on the cot EVERY TIME now that it is getting cooler, even though it might be cold for you! You need to stop and think about the little old man or lady you are transporting. COVER THEM UP, give good patient care, and also don't forget to check your on hand stock of Heat Packs. Now is the season you will need multiple heat packs to maintain or increase the patients core temperature.

Just something to ponder on as you go through life these days: We see a lot of different people every day, and normally on their worst day of their life. They all have one thing in common - they need another human being to care for them. Do you know what that taught me? We are all exactly the same. They called for a reason, and they felt like they needed YOUR help! They didn't call to be talked out of going, or be talked into helping them to a vehicle to go by POV. Remember that on your next call.

Thanks for all you do for CMH and be safe out there and watch your partner's back.

Tom Ryan
Ops Mgr Cedar Co



HEALTH AND SAFETY NEWS—BRICE FLYNN

Continued from page 4

Also, I have several safety classes this coming year that I would like others to attend with me so that we can have multiple instructors on staff for things like; child safety seat installation technician and emergency vehicle driver trainer. Please contact me if you would like to attend a class related to safety. I am planning for next year and would like to know who is interested in taking a class and helping with instruction.

A more pressing need is to set up a Make It Better team for updating the ambulance stock inventory list. I know there have already been some problems found on the stock list and we need to have a group of team members to give their "two-cents" so that necessary changes can be made. The aim is to have a team ready to go by January so that we can start the process in mid-January. Please let me know if you have items or ideas that you would like addressed in regards to the ambulance stock list. It is the team that makes us better, not the individual.

A few reminders:

1. Use a spotter when backing. You have to get out of the ambulance anyway, so help your partner not damage an ambulance and have to pee in a cup.
2. Decontaminate very thoroughly during flu season; even though it's not blood, it still shouldn't be passed around.
3. Always wear your road safety vest. If you don't wear it on an incident and are struck, you and your family could lose up to 50% of your death benefits because you were not taking the proper precautions.
4. Do some core exercises in your down time. Keep your back healthy by using your stabilizer muscles for planks and bridge exercises.

Sincerely,
Brice Flynn
NRP, I/C, AAS, BA
Health and Safety Chief

EDUCATION/CLINICAL NEWS—THERON BECKER

RADIO UPDATES

By the time you read this, we will be using version 27 of the radio program. I would like to take some time to highlight some important considerations for using radios on the CMH network.

- When you power on radios from now on, it will revert to the home channel for that radio (based on what station you or that radio works out of). This will eliminate the problem of being on scene and your radio on the rescue channel, then after the call missing radio traffic on the primary EMS channel because you forgot to change the channel back.
- When a Polk County ambulance is dispatched, all radios resting on the EMS Bolivar channel will get a text message. IRIS messages about CMH ER diversion will be sent to all CMH radios.
 - o The radio will beep for no more than 60 seconds. I would set that to be shorter, but the smallest setting is one minute. Pressing the "OK," "Home," or "Back" button will silence the beep.
 - o Also, we have been told that once the inbox is full (30 messages), it will no longer receive messages, so please delete messages from the radio on a regular basis. Accessing the inbox is easy from one of the front buttons.
- You can now use your handheld radio in the house to contact CMH ER if you are near Bolivar, Stockton, or Eldorado. This should include most of Polk and Cedar Counties where you can get the 12-lead, transmit the STEMI, and call medical control from inside the house without the use of your cellphone.
 - o Best practice is to have one radio on the CMH ER channel and the other on a dispatch channel throughout the rest of the call and transport after you contact CMH ER. This will allow both Dispatch and Medical Control to contact you back with questions or directions.
- We now have operations channels for discussions between staff. I do not expect these channels to be used very often, but they are there for your use. Neither of them are in the scan list, so traffic on them will not be heard unless the radio is resting on them.
 - o "CMH Ops 1" uses the same timeslot as "CMH ER." This means that a handheld radio in El Dorado Springs can talk to a handheld radio in Bolivar. It also means that while you are talking on Ops 1, someone else cannot talk on CMH ER.
 - o "CMH Ops 2" uses the same timeslot as dispatch channels. This means that while you are talking on Ops 2, someone else cannot use the dispatch channel. Ops 2 in Bolivar will talk to other radios on Ops 2 in Bolivar. Stockton to Stockton. Eldorado to Eldorado.

Theron Becker, EMS Clinical Chief
Email: theron.becker@citizensmemorial.com
Phone/text: 417-597-3688
Radio: KA5YTH / 1702

HICKORY/ST. CLAIR COUNTY NEWS

Another year is almost behind us with the New Year looming ahead. Reflecting over the past year and where we started and where we are ending should be as different as night and day. But is it, or has it been?

The 2 counties to the north (Hickory and St. Clair) are as different as night and day, and for me, finding that balance on where I want each to be at by the end of the year, has been a bit of a struggle. I am someone who likes to get things done as soon as they come up. I try not to procrastinate or otherwise it gets put on a "to do" list, and then it becomes part of the "too many irons in the fire" problem.

As we continue forward with the standardization between the two stations and the tagging system to the cabinets, I see two different groups of employees. Those who are all in and want to help get this up and going, and the other group that is very resistant to change. This makes it appear they are lazy and uncaring. Think about what group you fall into and where you would like to actually be. Are you allowing your partner or another co-worker to drag you under and making you a part of the resistance to change??? Be a leader! Anyone can be a leader. Just as anyone can be a follower. Keep your station moving forward and holding each other accountable to their job requirements. It takes more than one or two people to keep up with the daily things necessary to make your workstation your home away from home.

On a lighter note....It is December and it is the month of giving. One of the things I truly love doing is sponsoring a child or family for Christmas. I love shopping for someone I don't even know. Down side to this is not being able to watch their happy faces as the things that was out of grasp for the parents is found under the Christmas tree. For one year at least, Santa is very much alive and well. If this is something that remotely interests you, get with some co-workers and sponsor a child or family as a group this holiday season. There are many opportunities to find someone to sponsor.

I am wishing each and every one of you a Merry, Berry Christmas! Be safe in your travels, and for those of you who work this Holiday Season. Thank you!!!!

Alice Roberts EMT-P
Hickory-Osceola Ops. Manager



Schedule

**Next Schedule will be
from Dec 25 - Feb 4**

Availability Due:

Dec 9th

New Schedule Out:

Dec 16

Request off:

Jan 1st thru June 30th

**One Paramedic and 2
EMT's at a time**

**Remember: All request
off should be submitted
through Kronos!!**

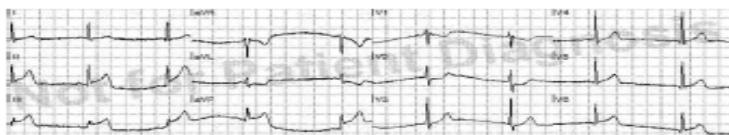
EMS STEMI

STEMI Case Report – H1033956

10/31/16

Patient	S/S Onset	FMC	FMC 2ECG	D2 Dispatch	DIDO	CMH Arrival	D2 Actv	ED DIDO	D2B	ECG2B	Ischemic Time for Patient	Dr.	Quality Measures
64 y/o	AM	Golden Valley Medical Clinic	TBD	TBD	TBD	14:03	1 min	16 min	26 min	92 min	5 – 7 hours (estimated)	Best	100%
M		Awaiting Records	Awaiting Records	Goal <20	Goal <20	CMH EMS + LifeFlight	Goal: PRE-ACTV	Goal <30	Goal <90	Goal <120	Goal <4 hr	Jones	ACC Recommendations Met

Narrative	Chief Complaint	Diagnosis	Outcome
Sought care at Golden Valley Medical Clinic for chest pain; GVMC did not have a cardiac monitor – so dispatched for possible heart attack; CMH EMS performed ECG with STEMI; CMH EMS met LifeFlight Eagle for expedited STEMI transfer to CMH; ECG transmission not performed	Onset of severe chest pain in morning; Inferior STEMI per EMS ECG	Inferior STEMI	99% distal RCA → DES, EF = 60% Discharged home the following day



Pre-PCI



Post-PCI

GVMC - | EMS - Hall, Goddard | LifeFlight - Hubbard, Jones, Lee | ED - Dr. Jones, Hensley, Ackels | CCL = Dr. Best, Cantrell, Ornelas, Bowden, Menard, Richardson | Social Services = Sanders | ICU = (Admit) Green, (D/C) Fellers | CR = Spear

Quality Cardiac Care Recommendations

ASA within 24 Hrs of Arrival	MET	by EMS
ASA @ D/C	MET	ASA 81 mg
Antiplatelet @ D/C	MET	Brilinta
Beta Blocker @ D/C	MET	Metoprolol
Statin @ D/C	MET	Rosuvastatin
ACE-I / ARB for LVSD @ D/C	N/A	EF = 60%
LV Evaluation @ D/C	MET	LV Gram, EF = 60%
Smoking Cessation Advice	MET	Patient Refusal
Cardiac Rehab Referral	MET	Phase 1 CR

