



# SHOCKING NEWS



©LITTLE PUBLISHING

VOLUME I

ISSUE #3

APRIL 2004

## MEDICAL DIRECTOR'S NOTES



BY DR. STACEY GOUZENNE, MD

Please see my letter to the Rowan County Commissioners, which we will post as soon as feasible. It is the full extent of my literary capability, therefore with as little sleep as I have had...your newsletter is gonna be short...

OR time is still in progress...I think we will be a "GO" soon. It was brought up to me that we "don't have to" and that I can empower you to begin when I wish...not gonna happen. You all know there is a continuum of skill and levels of performance. OR time is a requirement set by me to insure a minimum skill level is met by ALL. The other consideration is...once the "cat is out of the bag", and our "foot is in the door"...it will likely swing wider and when we need additional support from RRMC, it will be easier to obtain. These activities should increase our positive interactions with the hospital so our goals and focus are aligned...You can never have too many friends.

Protocols ARE coming...ask Lenny about his love for technology...

We are beginning a Quality Review process. It's new...will take some time to fully implement and streamline. In the meantime, don't be alarmed if the supervisor comes to you with a "form" to document the FYI or counseling interactions. They are a tool for improvement not censure. In that vein, when our process is in place and we are reviewing the charts monthly - a "Best Case of the Month" award will be posted. Maybe we should then have a "Best Case of the Year" and have a prize or such at the Christmas Party...think about what would be meaningful...but affordable...

*"The clearest way into the Universe is through a forest wilderness." - John Muir*

## FROM THE EMS DIRECTOR'S DESK



HAIL CAESAR ! BY FRANK THOMASON

I couldn't believe that this morning when I started my day, I realized that my first month here has already passed. Wow - where did that time go? Many of you I have already met during weeks past and many of you I have not personally seen. As we move past the "budget crunch time", I hope to have some time to get around to the EMS, Fire and Rescue stations and meet you in the field. Each of you have made my start here very positive and I'm much appreciative for everything.

Speaking of the budget, we completed our submissions to the County and hopefully there are many good things on the horizon for next year. I can see our vehicle fleet continuing to improve over the coming years. The three new units should be here any day and two more units for next year are scheduled. A downtown Salisbury ambulance station is our #1 EMS priority for next year along with requesting staffing improvements on the Fire side of the house. Further automation of our patient reporting and EMS billing processes are also requesting high consideration to streamline these areas. The Fire Marshall is working in this area to also assist the local fire departments improve their record keeping procedures as well. These are just a few things hopefully in store.

Until next time....be safe out there!

Frank

## YO QUIERO TRAINING



BY LENNIE COOPER

Let me start this month with an apology. I am sorry for the inconvenience caused by the cancelled 12 Lead class.

It's almost protocol time. We have received the "stamp" of approval from the state, FINALLY! We will be publishing the documents in-house to save time and money. The printer is ordered, the binding equipment should be delivered by the time you get this edition of, Shocking News. I have had offers to help produce the documents and plan to take advantage of those offers. I guess you all expect a date of implementation. Well, I don't have one. I made a commitment to Dr. G to have everything printed and in your hands no later than May 15. Sooner if possible but I am at the mercy of: Information Systems, Lexmark, CDW, Office Depot, UPS and FedEx. We should be able to implement the protocols within 3 weeks of distribution, after review and testing.

After the protocol issue is settled, our next project will be designing a 4 year training program to be submitted to the state. Our current program, technically, expires in August, but we do not have any "scheduled" training after May. Don't get excited, we will be scheduling additional training. If you have ideas, NOW IS THE TIME TO PRESENT THEM. Please e-mail me any ideas that you may have.

Speaking of e-mail, there are still 10 employees that have not filled out the IS request form to get an address. Please take care of this issue now. I will be using this for the foreseeable future to distribute training information. Some of you have received notification that you have been added to a Yahoo group on Frank's behalf. All of you will be added soon, but you need an email address first. That is something that Frank has requested and will be independent of my mass e-mail distribution list.

In closing remember that we cannot use any of the new technology, procedures or skills until we have protocols in place for them. I understand that some have been running 12 leads after taking the first class. Please do not do this **UNLESS YOU CALL MEDICAL CONTROL FIRST**. It creates "Standard of Care" issues. Thanks for all your hard work and the good jobs that you do.

Lennie

## MESSAGE FROM THE MANAGER



BY BETH CONNELL

*(READ AT YOUR OWN RISK!)*

Greetings! Whew! The budget is in! In our continuation budget I have asked for new dayroom furniture, a microwave and a refrigerator for station 87. Maintenance has received pictures of our repair needs at the satellite stations. Thanks to John Sharp who helped us with the photography. Necessary increases in our most costly line items were recommended. Think Laundry, Fuels and Part Time Salaries here!

We have made several important Expansion Budget requests. Here is a brief description of each one.

- 1 Funding was requested for a new Salisbury ambulance station.
- 2 We asked for an Emergency Services Interdepartmental Training Supervisor. Our intent is to work on the quality of care from the request for service in Telecommunications through EMD and care in the field. Seventy percent of the funding would be allocated to EMS and 30% to the Com Center. Hopefully this unique approach will help garner consideration. Dr. Gouzenne wrote an excellent letter of support added to the proposal.
- 3 We asked for a reclassification of a field medic position to the Assistant Supervisor salary grade. The new position would be Special Teams Coordinator. This officer would direct the SMAT III team. While we have not heard if our application was selected, OEMS got 36 applications and will fund 30 teams. Looks promising!
- 4 An electronic reporting and ambulance billing package was also requested. Details include funding for laptop computers, Internet connections at satellite locations, software, training and maintenance and support for the system. This project involves Finance, Information Systems and ES. So far we have looked at demos on three different systems. Each has had good points.
- 5 Heavy-duty stretcher, winch and ramps were also requested to protect us all! The increasing number of obese patients provides ample justification for this project. Risk Management has backed the project.

Thanks to an excellent suggestion from Lennie Cooper, EMS is purchasing a high-speed color printer and binding equipment. This will allow us to print and bind our protocols in-house. We will save about \$1000 up front. Also we can reprint and update protocols whenever needed!

Rowan SAFE KIDS with Carole Dellinger's leadership is planning for several events in May and June. SAFE KIDS week is in May. Our group will be announcing public education events soon. Again this year Rowan SAFE KIDS will be helping Salisbury Pediatrics with their ADD/ADHD camp. Anyone interested in promoting injury prevention for children is welcome to join us. The next meeting is April 5<sup>th</sup> at 1000 at station 87.

Special thanks to Ed Jones, Lennie Cooper and Jon Jenkins for helping at the North Rowan Middle School Career Day. It was a big success! Ed did a great job explaining a day in the life of a paramedic.

Rowan County has federal money to plan training, tabletop exercises and a drill this year. Lawrence Kersey is our representative on the Training Committee. This is an interdisciplinary committee with law enforcement, fire, college and haz-mat members. They will plan some interesting classes to prepare us for the drill ahead. Charles Jarrell will be working on the Exercise planning group. I appreciate their willingness to step in and help with these committees.

### WHERE'S OUR TRUCKS?



BY BOB TURNER

Our new trucks are TENTATIVELY scheduled for pickup/delivery by May 1,2004.

### REQUESTING CLINICAL DATES



BY TIM MARTIN

EMS personnel must have 6 hours of clinical each year at the RRMC ED. When requesting clinical advance notice of 10 days is needed to schedule your time.

Future clinical opportunities at CMC are being explored, stay tuned for more information.

### \*\* EDITORS COMMENTS \*\*



BY JERRY LITTLE

Firstly, I apologize for the late issue. Just like everybody else I've got a lot going on and have to make time. Anyway, the following issues should be better and better with all the changes going on around here.

The new Yahoo! Group is a success. Please if you haven't logged on and given it a look you should. As of this writing there are over "40" messages and it's growing everyday.

If you do not have a [YOURNAME@CO.ROWAN.NC.US](mailto:YOURNAME@CO.ROWAN.NC.US) address I encourage you to speak with Lennie Cooper about it. Through this address you will receive CE info, employee benefit info, and invitation to our Yahoo site. Posting on the RCEMS site can be anonymous and you can say what you feel, however the site is MODERATED which mean the postings are reviewed by myself or 1 of 3 anonymous moderators I've selected through the site. Please check the site out and give it a try. It's anonymous and may actually help things around here. Only RCEMS employees are invited to join (that includes part-time employees up the ladder to the Director). Management can air their grievances just as well as field staff. If anyone has any questions you can contact me directly through the below e-mail addresses.

Remember, everyone is invited to submit content for the Newsletter as long as it is on topic and beneficial to our service. Acceptable content includes educational opportunities, ideas and yes - even criticisms - if it may promote a better service or work environment.

Please remember the folks contributing content for OUR newsletter are doing so to help keep you more informed as to current and upcoming events that will affect us all.

A 'hard-copy' of the monthly newsletter will be posted at each base. Content for the newsletter can be left in my mailbox or sent to the following e-mail address:

[littlejn@co.rowan.nc.us](mailto:littlejn@co.rowan.nc.us) or [med1171@aol.com](mailto:med1171@aol.com)

- Be safe - J. Little, editor