



# GUILDERLAND EMS

July 21, 2017

NEWSLETTER BY BONNIE-JEAN JOHNSON

## A Message from Jay

The Town of Guilderland paramedics have decided who we are going to be, we have decided to be Emergency Medical Service professionals. As I make my way through this career path I set for myself several decades ago, I've never been more proud to represent an organization than I am to represent Guilderland EMS. You are known as EMS professionals in our industry. I am told that by hospital professionals and other EMS providers from around the state. I recently had a paramedic student request for internship with us from the Syracuse area, stating he has heard great things about our unit. With an extra-ordinary reputation, comes an expectation from our patients, their family members, our colleagues, the hospital staff and the community at large

Professional expectations foster a supportive teamwork as we work together to make a difference in the health of the people and communities we serve. These professional expectations are based on Guilderland Emergency Medical Services commitment to

one another and to those we are privileged to serve. The goal of professional expectations is to provide an employee-driven, management-supported team that stimulates a positive attitude in every paramedic and allows each person to feel valued and respected. I have listed below the professional expectations that visibly demonstrate and support our mission and values.

**PROFESSIONAL IMAGE** - Create a positive environment through personal appearance and the appearance of the Town of Guilderland.

### Personal Appearance

- Adhere to the dress code and wear an identification badge at all times.
- Practice good professional hygiene.

### Vehicle and Equipment

- Keep it clean and in serviceable condition. Notify your supervisor should you detect faulty equipment.
- Be a respectful and courteous driver at all times. (Especially in emergency mode)

**COMPASSION** - Serve your patients with the utmost care and courtesy.

- Listen carefully to what your patients have to say. Avoid interrupting unnecessarily. Treat the patient as if he/she is the most important person on the scene. Rudeness is never acceptable.

- Be present (mind and body) when dealing with your patients.
- Identify and meet the patient's immediate need if possible.
- Recognize that every patient and family member is special.

**RESPECT** - Treat your patients with the utmost respect, dignity, courtesy, and confidentiality (Including but not exclusive of patients, co-workers, physicians and hospital staff). Treat patients as you would want your family to be treated.

- Listen thoughtfully, empathetically, and respond appropriately.
- Respect the patient's values, privacy, environment and confidentiality.
- Recognize and respect differing cultures, viewpoints and beliefs.
- Refrain from personal conversations among EMS staff members within hearing of patients or family members.
- Protect the patient's privacy during all aspects of pre-hospital care. (i.e., knock before entering, close curtains or ambulance doors during exams and procedures.) Explain that: "we are doing this for your privacy."

*(A Message from Jay Continued on Page 2)*

**A Message from Jay Continued .....**

**Treat colleagues and other Town employees as individuals who deserve professional courtesy, honesty and respect.**

- Be a team player.
- Be supportive by offering help and setting an example of the cooperation expected at GEMS.
- Be tolerant of fellow paramedics and EMT's. Recognize that conflicts may exist among coworkers and EMS agencies, but professional courtesy is expected. Set aside differences.
- Do not chastise or embarrass fellow EMS providers in the presence of others. Praise in public, council in private.
- Address problems that can't be resolved on an individual basis, by following the chain of command, hold the leader accountable by requesting follow-up.

**COMMUNICATION**

-Professional radio etiquette with every transmission, messages are to be delivered with courtesy, clarity and care.

-Listen attentively and respond to both verbal and non-verbal messages from your patients in order to fully understand their needs.

**Acknowledge Town Dignitaries and Command Staff.**

- Smile and greet the Town Supervisor, the Chief of Police, Deputy Chief, Capt McNally, etc. when crossing paths. Offer help when they appear to need assistance.

**Practice telephone etiquette**

- Answer calls in a timely manner, identify yourself and department, and ask, "How may I help you?" with a "smile" in your voice.
- Ask caller's permission to place them on hold, minimize hold time and thank caller for holding.

**Service Recovery (what to do when some aspect of the EMS System; does not meet the patient's expectations.)**

- Let them vent without interruption.
- Apologize for the experience.
- Follow through as you promise.
- Report to your supervisor.

**OWNERSHIP / ACCOUNTABILITY-** Take pride, accept accountability.

**Understand and accept responsibility**

- Know and understand the responsibilities of your position.
- Adhere to all Town and departmental policies.

- Accept responsibility for your actions, not placing blame on others. Do the right thing when nobody is watching.
- Assist in making changes when problems are identified or something is unclear.

**Act as an ambassador of the Town of Guilderland**

- Report all safety hazards, accidents/incidents immediately
- Contribute to the safety and security of the working environment.
- Treat the Town's property with care and respect.
- Represent the Town of Guilderland EMS positively in the community.

I would like to thank Capt. McNally for his continued support and leadership to our EMS unit. And thank you, for your service and dedication to our EMS Unit.

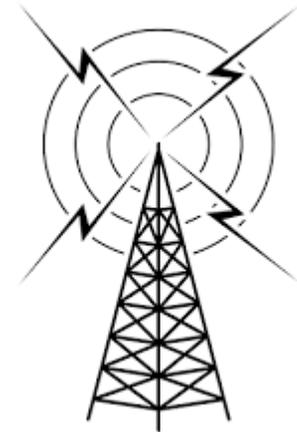
As always feel free to stop in my office should you need to discuss any issues.

Try and enjoy the rest of the summer!

Jay

In this Newsletter .....

Hospital EKG Transmission Page 3



Update on Zoll 12 Lead Transmission to Hospitals

New Vehicle Page 5



New Addition to the Fleet !!!

*Dr Doynow's summer message:*

*Stay cool and enjoy the summer !!*

Narcan Study Page 3



# Operations

## EMS CHARTS

Documentation times have improved with the help of iPads, I AM RESPONDING and EKG Import. EMS Charts can provide valuable information such as training topics and specific trends in illness or locations. The information can also help identify needed equipment and additional staff / resources. This valuable information can only be gathered if it is documented in the chart. In the next few months, there will be additional changes to EMS Charts to help track this data. In the interim, please remember to document the following:

### Times:

The call times should be obtained from IAR. Please document the arrival of your unit as well as the correct arrival time for the ambulance.

### Patient Turn Over:

REMO is still tracking the long wait times at the local Emergency Departments. Please make sure to document the actual time the patient is turned over to the RN/ MD (in a bed/chair and report to the RN)

### Procedures, Medications, etc

All procedures, medications, medical control, etc should be documented in the Activity log by selecting Add Action: and the appropriate option. This helps track administrations; specifically the Narcan.



## ZOLL EKG TRANSMISSION

There was an ongoing issue with the Zoll Monitors 12 Lead EKG transmission to area hospitals. Initially, the failure to transmit was isolated to St.Peters Hospital. However, this issue quickly deteriorated to include all of the area hospitals. Zoll identified two causes for the failure and Bob Bump worked with them to correct the issue. The Zoll monitors have been tested and transmission to every area hospital has been confirmed

## NARCAN STUDY

The REMO NARCAN Study is active and collecting data. The Study packets should be located in your Red First In Bag in the main compartment. The packets should change every Friday. The Green Packet contains the Narcan 2mg (2 doses). The Blue Packet contains the Narcan 4mg (2 doses). This study provides valuable information on the Narcan 4mg. This new concentration and ease of the administration provides many benefits to the public and professional rescuers.

### The NARCAN Study Procedure:

If you arrive on the scene and you note the patient may need narcan. Remove the Stop Watch from the study packet, start the time and then remove the medications – administer as needed (noting the times on the stop watch).

- Please complete all of the information in the study packet.
- The study form should not be added to the chart.
- Please place the form in Bonnie-Jean Johnson mailbox and send an email advising of the Narcan administration.
- The Study can not be completed if the Narcan was administered by Police.

This study will continue throughout the year. If you have expired medications or need a restock on the Narcan 4mg, please let me know.



# Staffing

This year has presented many challenges with our staffing due to injuries, vacations and personal days. I would like to thank everyone in the unit for their help with the open shifts. Hopefully, within the next month, our staffing levels will return to normal. In the meantime, the call volume continues to increase. The increase in calls adds additional strain on the system. The need for additional paramedics vs. the call volume has been noted and is currently under review.

## Payroll / Swaps and Zone Assignments

### The POSS & Payroll

#### Overtime

All Overtime must be entered into POSS and approved by a Paramedic Supervisor, without exception.

The POSS system is utilized to time stamp approval of all overtime. It is a valuable tool and the most important piece of information for the payroll department. Paper payroll should continue to show documentation of Overtime with the written signature of the Supervisor. Overtime must be approved by a Paramedic Supervisor in POSS prior to submitting your time sheet at the end of the pay cycle.

#### Swaps

Reminder: Swap forms must be completed and signed by both paramedics prior to the actual swap. The Swap must be approved and entered into the POSS by the Supervisor the swap affects. You may only swap a shift within the same pay period.

#### Zone Assignments

Regular Zone assignments are determined prior to the start of the year. However, from time to time, your Zone assignment may change due to staffing needs, training, etc. Please make sure to check the POSS regularly and verify your zone assignment for a particular shift. The Paramedic Supervisor has the discretion to change zone assignments as needed.

### Zoll Electrode Study

The evaluation of the Zoll ECG Electrodes is ongoing. Additional Zoll brand electrodes have been ordered to continue the evaluation process and collect more reviews.

Please make every attempt to complete an evaluation form and attach the ECG strips any time a Zoll monitor is used regardless of the brand of electrodes utilized. There needs to be sufficient review and data to determine which brand of electrodes will work best with the Zoll monitors. Your assistance and dedication is appreciated and your reviews valued.





## New Vehicle!!!

A New 2017 Ford Interceptor was purchased for the EMS Department. The vehicle is currently at LaRossa's and should be in service in August

The new vehicle will replace Medic 33.

## TRAINING

### September: Advanced Medical Life Support

Sunday September 10<sup>th</sup> and Sunday September 17<sup>th</sup>

Time: 0900 – 1700

Location: WTRS Station 1

- You must attend the two classes for certification.

\*\* Sign up in the EMS office, books will be ordered and available for sign out

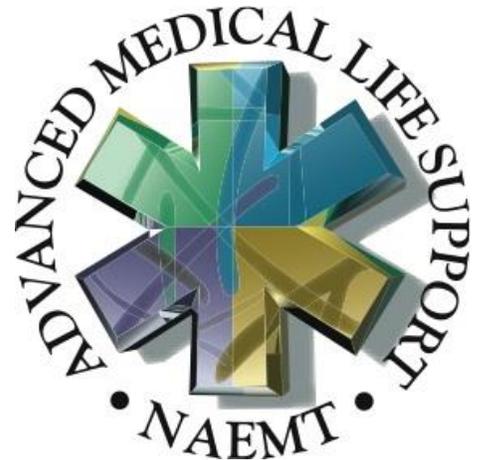
### Hazardous Waste Operations and Emergency Response Team (HAZWOPER)

The Paramedic Action Team will be conducting a Training Exercise with the Elsmere Fire Department in the month of September.

### *Reminders:*

#### REMO Turn Around Documents

REMO Turn Around Documents will be due in December. Please start reviewing your CME documents. Contact Paramedic Supervisor Richard Hughes with questions.



## Future Training in 2018

SAVE THE DATE!!!

March 3 & 4<sup>th</sup> 2018

### Multi-Lead Medics 12 Lead ECG Course

\*Sponsored by Guilderland EMS

Presented by Bob Page, this course is highly requested and provides valuable training in ECG interpretation.



# Ambulance News

## Five Quad

Five Quad is out of service for the summer. They will return to service on Wednesday, August 23, 2017 at noon.



## Helderberg Ambulance

Dave Tiffany, Captain of Helderberg Ambulance spoke with Jay regarding the current staffing issues in the Hilltown area. Helderberg has noted a decrease in membership response during the day. Guilderland EMS will complete the crew on the Helderberg Ambulance if the call requires Advanced Life Support



## Western Turnpike Rescue Squad

A review of the 2016 Call Volume and Mutual Aid requests; a need for an additional ambulance from 0800-2000, 7 days a week was noted. In response to the call volume review, WTRS began to staff a third ambulance 7 days a week from 0800-2000.

WTRS has hired more personnel to support the increase in ambulance coverage. The Paramedic Supervisor will be notified of any issues with the staffing of WTRS ambulances and Guilderland EMS will continue to supplement the crew of the ambulance with a paramedic as needed. Please refer to the ALS Ambulance policies for guidance.

## System Status Management

Over the past few months, the Paramedic Supervisors have increased their management of the EMS System to include movement of the Ambulances. System Status Management is not new in the department. For years, we have moved throughout the course of our shift to insure a prompt response to EMS calls in the Town. The decision to include the ambulances arises from the need to insure prompt response to emergencies and to minimize response times.

The Paramedic Supervisor will continue to monitor the system and move the ambulances as needed to cover a gap in coverage created by an ambulance committed to a call. This may include sending a WTRS ambulance to the Altamont area if Altamont Rescue is on a call.







