

# Greene County/Greeneville EMS Employee Newsletter

## Current Projects:

Testing a different tablet for the Mobile CAD	We are still looking at tablets and mounts and waiting to hear back from vendors.
Upgrading to new glucometers	Completed. Please continue to use the old glucometers until you run out of strips, and then we will replace these with another new glucometer.
Updating the 911/dispatch protocols	Completed. We have notified dispatch about our issues with consistency.
Updating our SOG's	Completed.
Updating and expanding our treatment protocols	The Protocol/Research Committee <b>will be meeting in the next couple of weeks</b> . You can give any change/improvement ideas you have to them (keep reading for committee members).
Updating the QA process	Completed. New rubric is attached to this newsletter.
Looking for an online LMS	We are waiting to meet with 1 final potential vendor before making a selection.
Reviewing critical incidents	This continues to be ongoing, and won't be included in future newsletters unless there is a major update/issue.
Working with Danny to establish peer support groups for mental health support on difficult calls	Danny is working on the training for this, and we will be holding Mental Health First Aid classes to supplement this program.
Testing different drug boxes	This is a new project. We have ordered and will be trialing 2 different bags on Med 2/3 selected by the Equipment/Uniform Committee.

## Call Statistics:

Year-to-date, we have run **2,327** calls:

**Blue :** 791 calls  
**Green :** 761 calls  
**Red :** 734 calls

**10** Air ambulance transports

**Average ER Wait Times:**

**MHHS : 29 min**

**FWCH : 26 min**

**JCMC: 22 min**

**GCHE: 17 min**

**HVMC: 16 min**

**Average Chute Time:**  
**2:49**

**Average Response Time:**  
**13:48**

We have added "Day truck" to shifts so we can get a better breakdown of who is running what to give us numbers to use in the future when we talk about adding more trucks.

## Other Items:

- **Congratulations** to Rebecca Jeffers, January's Employee of the Month. Nominations for each month close at the end of business on the 7<sup>th</sup> day of the month after (February's nominations close on March 7<sup>th</sup>).
- Committee formation is complete and is as follows:
  - **Equipment/Uniform:** Scott Sayer, Ryan Brown, Michael Loudy, Ty Lawhorn.
  - **Recruitment/Retention:** Brad Stubblefield, Eric Whaley, Kaylee Jordan.
  - **Protocol/Research:** Ken Lawrence, Easton Keeton, Izaiah Maddox, Katie Payne.
- **There are some things regarding ePCRs that we have been asked to mention:**
  - On scene calls, saying you responded non-emergency in the narrative can cause issues with reimbursement. You can simply put that you responded. You don't need to specify emergency or non-emergency as this is already noted elsewhere.
  - Dates, times, run numbers, and personnel still need to be put on all paper tickets.
  - Unless the patient refuses, please collect their SSN. This will make our database better, because we were not able to import our data from Elevos.
  - Until the County Attorney approves the signature wording in ESO, we have to continue collecting signatures on paper tickets. As soon as he approves it, we will start moving to all electronic signatures.
  - When fixing tickets with issues, after you relock, please send a message back so they know it's ready to bill.
  - As a reminder, the new SOGs (which take effect Wednesday) require tickets to be entered within 24 hours of completing the call. This is a standard set by the state.
  - Please select predefined locations for patient destination as this effects billing and reporting. If you have an issue with it, you can call the office and we will try to get it fixed.
  - For clarification on what service level is provided on a call:

BLS	Non-invasive skills like oxygen therapy (discharges, for example)
BLS, Emergency	<b>Any scene call</b> that receives only BLS interventions
ALS Level 1	IV starts, certain medications, EKG (ALS transfers, for example)
ALS, Level 1 Emergency	<b>Any scene call</b> that receives ALS Level 1 interventions
ALS Level 2	IO starts, >3 doses of any medications, intubation, cardioversion
Specialty Care	Vent transfers
- The county is holding a photo contest for inclusion in the annual employee handbook. They are looking for creative pictures showing what we do every day. Submissions are due by Sunday, **March 25<sup>th</sup>**.
- Website construction has begun. If you have any ideas for what should be included, please let me know, preferably by email or text (so I don't forget). You can also send any pictures you think would be good to show off what we do.
- New digital radios will be installed on all ambulances starting next week.
- Full-time employees, reminder that to avoid a \$50 insurance premium increase, your biometrics blood draw and review have to be done by Wednesday, **April 30<sup>th</sup>**.
- On Saturday, **April 5<sup>th</sup>**, from 12:00-16:00, Greeneville Moose Lodge #692 (728 Kiser Blvd) is holding a First Responders Appreciation Day. There will be lunch, corn hole, karaoke, and coloring for kids. (Flier appears later in newsletter)
- **The new QA rubric is included on the next page.** The calculation will be the number of boxes **actually** completed divided by the number you **should** have completed.

# Greene County/Greeneville EMS

## QA Grading Template

Provider: \_\_\_\_\_

Chief Complaint: \_\_\_\_\_

Trip Number: \_\_\_\_\_

QA Review Date: \_\_\_\_\_

Date/Time of Call: \_\_\_\_\_

Chute Time: \_\_\_\_\_

On Scene Time: \_\_\_\_\_

General	
	Mental status (AVPU, orientation)
	General impression (XABCDE)
	Skin condition
	SAMPLE and OPQRST
	Related symptoms/secondary assessment
	Quality of lung sounds and work of breathing
	Intervention(s) for complaints/findings + success/failure
	Patient securement for transport
	At least 2 sets of vitals <b>or explanation for why not</b>
	Continued vitals at appropriate intervals
	Changes in condition?
	ER delay for transfer of care?
Chest Pain/STEMI	
	12-lead with 10 minutes of contact
	Transmitted if suspected STEMI
	< 15 minutes on scene for STEMI (after confirmation)
Stroke/TIA	
	Last known well
	Blood thinners?
	Onset of symptoms
	Blood glucose level
	Which stroke assessment?
	Code stroke called (This is for Mission Lifeline)
Refusal	
	Decision-making capacity
	Lack of drugs, alcohol, or major injury that could impact decision-making
	Clear explanation of risk
	No advice given outside of scope of practice
	Witness (if possible)

Trauma	
	Mechanism
	For penetrating (as applicable): Type of object, caliber, depth
	For blunt (as applicable): Type (fall, struck), bruising, crepitus
	Head-to-toe findings
Cardiac Arrest	
	No avoidable delays in CPR
	Resuscitation performed on scene
	Correct timing of pulse/rhythm checks
	Advanced airway placed during compressions
	Bicarb only if indicated
Childbirth	
	Length of gestation
	Gravida/Para
	Prenatal care
	Meconium?
	APGAR scores (if applicable)
Airway	
	Positioning/Adjunct
	Bag compliance (if applicable)
	Confirmed effect of sedative/paralytic
	Immediate securement of tube
	Depth and confirmation types
	ETCO <sub>2</sub> /SpO <sub>2</sub> /EKG as applicable
	Continued sedation at appropriate intervals
	Confirmation of placement after patient movement/transfer of care
Vent	
	Tube depth and placement confirmations (>2)
	Monitored for at least 10 min. prior to transport
	Settings (Mode, TV, Rate, PEEP, FiO <sub>2</sub> )

Grading Scale				
Excellent	Very Good	Good	Fair	Poor
100%	90-99%	80-89%	70-79%	Below 70%

Other comments: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_

Review Date: \_\_\_\_\_

Provider Signature: \_\_\_\_\_

## Some Light Reading:

I have included some articles that I thought were interesting and wanted to share. The last one is more for me, but I think there are aspects of leadership that span all positions at our service.

[Does Driving an Ambulance Protect You From Alzheimer's? Apparently So](#)

[6 ways to quickly build patient trust](#)

[Jury awards \\$11.5M to N.J. woman misidentified as drunk during stroke, arrested by police](#)

[When is it time to quit your EMS job?](#)

[Six Leadership Lessons to Build Bridges, Not Walls](#)



### March birthdays:

9<sup>th</sup> – Micah Crigger  
10<sup>th</sup> – Wesley Gray  
13<sup>th</sup> – Jeremy McKibben  
17<sup>th</sup> – Jordy Clark

18<sup>th</sup> – Jenna Stephens  
28<sup>th</sup> – Ty Lawhorn  
31<sup>st</sup> – Kitty Jo Cox

As always, thanks for reading (or skimming 😊).