

Greene County/Greeneville EMS Employee Newsletter

Current Projects:

NRP Class	East Tennessee Childrens is going to sponsor a blended NRP class for us in May. More details will be available at the March Pedi Trauma classes they will be hosting.
Battle of the Smokies	This annual competition is happening on March 4 th , and we will be sending at least 1 team of 3 again this year. More details will be forthcoming.
Peer support groups	If you attended the Mental Health Resilience training and are interested in helping with peer support groups, please see Myron. We will start building these out to support the defusing guidelines.
Mental Health Defusing Guidelines	This protocol has been finalized and will be included in our new dispatch protocols when they are updated and in use by dispatch. They are attached at the end of this newsletter for your review.
Quarterly survey results	Included after Other Items.
Chuckey-Doak EMR Class	Those interested in helping, we will be meeting at HQ next Thursday, February 5th at 13:00 .
Instructor Opportunities	We are waiting on some paperwork from Dr. Kitsteiner to facilitate this process, and then Training Officer Franklin will start coordinating this effort.
New Ventilators	We are waiting on the money from the state to be deposited, and then we will order these and schedule training.
In-house AEMT class	If you have not already seen Myron for the paperwork to help with this class, you may do so now.
New truck checkoff	The tentative go-live date for the new checkoff is Sunday, March 1st . Changes will be finalized this month, so if you have any questions or issues, let's get them sorted so there's no surprises.
Dashcams	Verizon has been selected as the vendor, and we are in the process of removing the old ones to replace with new.
New polos	The shirts from the vendor we selected do not have universal fitment as expected. We are looking at and are trying out 2 others.
Blood and ultrasound	Although this grant was denied, we are awaiting a meeting to see why and opportunities to reapply or separate the projects.

Blue:
Red:
Green:
12-hr Trucks:

5 Air ambulance transports

In January (as of 1/26), we have run **1,067** calls:

330 calls
282 calls
250 calls
198 calls

Average ER Wait Times:

MHHS : 24 min ↓
HVMC: 13 min ↓
FWCH : 12 min ↓
GCHE: 12 min ↓
JCMC: 11 min ↓

Average Chute Time: **2:36** =

Average Scene Time: **19:40** ↑

Average Response Time:

12:26 ↓

Average Transport Time:

19:15 ↓

January/2026-to-date breakdown:

Med 1: 11%
Med 4: 5%
Med 7: 5%

Med 2: 17%
Med 5: 11%
Med 8: 6%
Med 10: 6%

Med 3: 19%
Med 6: 14%
Med 9: 7%

Other Items:

- I have been asked by HEART staff to share this [Facebook link](#) with you with information and instructions on how to help them be able to provide care for K-9 officers. **This can be very beneficial to us since it is something many have expressed interest in being able to do.**
- If you were unable to make it to one of the Mental Health Resiliency class sessions, **please note that there is a new section in the app for mental health resources.** We hope you can make it to one of the sessions in June.
- Nominations for EMS Board field representative positions are being accepted, and the positions are open to full-time employees only (any employee can submit nominations using [this link](#)). You can only submit your nominations once, so please choose carefully before submitting your nominations. Nominations will be accepted until **midnight this Friday, the 30th.** The top 3 names submitted for each will be voted on by all employees. The available positions are:
 - Paramedic (This can include Lieutenants and Captains)
 - EMT/AEMT
- The deadline for us to turn in paperwork for the annual training stipend for full-time employees is quickly approaching. If you are unsure if you have enough hours or need to submit more to help you get the stipend, have them to Training Officer Franklin by Friday.

Survey Results:

Thank you all for taking the time to fill out this survey. Establishing our baseline at the start of last year and checking in periodically has helped us to engage with each other on ideas to make this a better place to work, which I strongly believe has led to the comparison that you see below:

Question	2025	2026
My work is satisfying to me	82%	83%
I am proud to work here	72%	81%
I believe that our policies and rules are fair	61%	78%
I believe that our policies and rules are applied to everyone fairly	14%	47%
I plan to continue working here for the next 12 months	83%	83%
I feel like my opinion matters	14%	61%
I feel like this is a better place to work than it was a year ago	41%	69%
I have hope for the future of our service	84%	89%
I would recommend working here to other providers I know	69%	83%
I feel appreciated for the work I do	27%	58%

By no means will I say that this is the best place to work, and obviously given some of the numbers above, while we are making positive strides, but still have work to do. I am going to be directing much more attention to that this year now that most of our projects are completed. **We have laid the footers of a strong foundation, and now it's time to build up from it.**

- **MANAGEMENT COMMUNICATION OF INFORMATION**
 - This time last year, **22%** of people said that management **never or rarely** communicates information.
 - This survey, it was 14%, and the areas people involved have been clearly identified.
- **FAIR AND EQUAL TREATMENT OF EMPLOYEES**
 - **A third of people said that management never, rarely, or sometimes** treats all employees fairly.
 - While we have improved to **28%**, again, the people involved have been clearly identified.

- **MANAGERIAL GUIDANCE**
 - **A quarter** of employees felt like they could not approach management for guidance.
 - **This has not changed**, and will be addressed this year.
- **FAIR AND TIMELY CONFLICT RESOLUTION**
 - **More than half** of people didn't think conflict resolution is done fairly and quickly.
 - That number has **dropped to 29%**.
- **PROFESSIONAL GROWTH AND DEVELOPMENT**
 - **It was 50/50** on people that felt their professional growth is supported
 - **Now, more than 90%** feel their growth is supported.
- **MENTAL HEALTH SUPPORT**
 - **89%** of people did not feel that their mental health is supported
 - This number is now **39%**.
- **TREATMENT GUIDELINES**
 - **76% of people rated our treatment guidelines as very good or excellent**

The most common issues mentioned are that parts are too vague or take too much time, or lack certain information that could lead to legal issues. **We will be reviewing these this year** and trying to shore up some of the things we know are missing, but appreciate everyone's willingness to work through it together.

- **TREATMENT GUIDELINE CHANGES**
 - The most frequent request for change in the guidelines is to remove Tylenol as first-line analgesia

I get why a lot of people feel that way, and again, I appreciate your flexibility in making it work. My only ask is that you take some time to read through [this document](#) from the American College of Surgeons, as I think it will help you have a different understanding as to why the guideline is written as it is.

- **NEW DAILY CHECKOFF**
 - **About half (47%)** of those who answered have not yet looked at the new checkoff...

One of the issues mentioned is having the narc sheet reflect the actual number of vials kept, for example, of lorazepam. With the issues we've had in sourcing and keeping medications, we are looking at changing the way par levels are reported (for example, saying 200 mg of Rocuronium instead of 2 vials) to address this problem.

- **ANNUAL AWARDS**

- **The following awards received more than 50% of votes** as something folks would like to see:
 - EMT of the Year
 - AEMT of the Year
 - Paramedic of the Year
 - Provider of the Year

We will share more information on these once selection criteria is worked out.

Upcoming Events:

- **February 2nd - 6th** – ACLS
- **February 5th, 13:00** – Chuckey-Doak EMR Class Meeting
- **February 9th - 10th** – 12-lead Interpretation
- **February 12th, 15:00** – EMS Board Meeting
- **February 16th - 18th** – EVOS

Some Recent Articles:

[Braving the cold: Essential EMS strategies for winter emergencies](#)

[Warm EMS equipment for a warm patient](#)

[Why unified command succeeds or fails before the first unit arrives](#)

February birthdays:

8th – Bill Campbell
9th – Tracy Griffin
17th – Tommy Payne
20th – Ken Lawrence
23rd – Easton Keeton
25th – Michael Lutz

8th – Len Casey
15th – Nancy Repond
19th – Joseph Phelps
22nd – Kassie Stewart
24th – Kirstin Ball
27th – Kacey Seals

Critical Incidents

A critical incident defusing will be automatically initiated following any of the following types of calls or events:

- Provider injury or ambulance crash
- Line-of-duty death or serious injury
- Pediatric death or abuse cases
- Mass-casualty incidents
- Suicide or near-lethal suicide attempt
- Extreme violence or graphic injury
- At the discretion/request of any member of management following recommendation of any field staff member

Notification Chain

When a critical incident occurs, the following notifications shall be made as soon as practical:

1. EMS Field Supervisor/Assistant Supervisor (if not on the call)
2. EMS Assistant Director
 - a. Human Resources / Legal Counsel (as needed)
 - b. Employee Assistance Program (EAP) (as needed)
3. Greene County Chaplain

****These notifications can be made by the Field Supervisor if available****

When a critical incident occurs, the affected crew(s) will be placed out of service following the call until they advise that they are available again.

COUNSELORS CORNER NEWSLETTER



Greeneville EMS | January 2025

Laura Nechanicky-Booth, MS, LMFT, CEC, CIT, CISM



★ Renewal & Forward Momentum

January invites us to trade hurry for intention.

Slow down, breathe deep, and step into the new year with purpose, not pressure. Each small act of care—physical, emotional, or spiritual—builds the resilience you'll carry through every season ahead.

As the year begins, remember you don't have to have it all figured out. Healing, growth, and peace unfold one moment at a time. Give yourself the grace to begin again—and the courage to keep going.



January Wellness Month

FLAG JANUARY RESET TIPS

✳ 1. Warm Up Your Routine

Cold weather slows everything down—your body included. Stretch before stepping into the rig, layer up, and keep your muscles moving to stay loose and injury-free.

✳ 2. Hydrate, Even When It's Cold

You may not feel thirsty in winter, but dehydration still sneaks up. Keep water or electrolyte mix in your bag and sip between calls—it helps energy, focus, and recovery.

✳ 3. Clear Mental Clutter

Start the year by clearing one mental load—organize your gear, clean out your inbox, or set one realistic work goal. Less clutter = more calm.

✳ 4. Focus Forward, Not Flawless

New year pressure can push perfectionism. Progress—not perfection—is what sustains resilience. Celebrate small wins and give yourself the same grace you offer others.

WELLNESS ARMOR

★ Boost Your Immunity (No Cape Required!)★

- Move that body: Gentle movement like walking, stretching, or dancing gets your blood flowing and helps immune cells do their job—bonus points if it makes you smile.
- Sleep like it's your job: Quality sleep is when your immune system recharges and repairs, so aim for 7–9 hours of solid shut-eye.
- Eat colorful foods: Fruits and veggies in all the colors of the rainbow provide vitamins, minerals, and antioxidants that support immune defenses.
- Hydrate like a champ: Water helps flush toxins and keeps your immune system running smoothly—your cells are thirsty, too.
- Stress less (or at least try): Deep breathing, laughter, and short mental breaks help lower stress hormones that can weaken immunity.
- Get adjusted & aligned: Proper movement, posture, and nervous system support help your body communicate and function at its best.

Dr. Lori Monaco, DC
"Need a crack? I got your back!"