

State of Maine
Dept. of Public Safety
Board of Emergency Medical Services
45 Commerce Drive Suite 1
152 State House Station
Augusta, ME 04333-0152

Atlantic Partners EMS, Inc.
Progress Report

July 1, 2013 -December 31, 2013

Kennebec Valley Regional Advisory Council
(Includes Atlantic Partners Board Meeting documentation)

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Medical Control and Direction

Describe activities designed to improve the understanding of EMS for online Medical Control as well as work with services to increase Medical Control involvement at the service level.

As indicated in our work plan, we scheduled a half-day session at the EMS Conference in November designed create a communication and networking pathway for Physicians and mid-levels in Maine who are involved in providing Medical Control for EMS services. The session was led by Matt Sholl. Attendance at this program was sparse, (3 additional physicians and 3 paramedics) but the group had a good discussion and were able to develop a plan moving forward that included additional meetings and the implementation of a Medical Directors listserv.

In concert with the protocol rollout, we developed an abbreviated version of the update that was intended to be delivered to ED staff. Tim Pieh delivered this program to the Physicians at MGMC and Mike Holcomb was able to do an orientation for the staff at SVH. The program has been offered to Inland, RFGH, and Jackman, and we hope to get to those ED's soon.

We have attached a spreadsheet showing the number of ED Physicians, PA's, and NP's employed in each of our ED's, as well as how many have completed some version of the online Medical Control program in **Appendix "A"**.

The majority of our transporting services now have Physician Medical Directors. We continue to assist services with the development of their QI Committee with Medical Director oversight/coverage extending to the non-transporting services. A list of Service Medical Directors is also found in **Appendix "A"**.

Medical Control Work-Plan:

For the FY 14 contract with Maine EMS, we will do the following to improve the understanding of EMS for emergency physicians and others who provide Online Medical Control.

- a. Continue to work in conjunction our Regional Medical Directors and Matt Sholl to improve Medical Director Communication.
- b. We will schedule another round of meetings in the spring of 2014 as follow up to the fall protocol meetings.
- c. We will continue to push the development of EMS service chief/leadership sub-regional quarterly meetings as a way of increasing communication between EMS services and the Hospitals. We have had reasonable success so far piloting this concept in Bar Harbor, Millinocket, Bangor, Camden, and Augusta.
- d. We will continue to encourage sub-regional ED physicians to partner with local EMS services, and continue to encourage EMS services to establish a relationship with a Medical Director.

Quality Improvement

Describe the regional plan for providing technical assistance to their EMS services in developing an integrated quality improvement plan. Assist with QI Data collection and reporting as requested by the Maine EMS QI committee

Our revised APEMS and KVRAC QI system is partially integrated in that each hospital holds quarterly QI meetings with the EMS services in their catchment area, Hospital contact list found in

Appendix “B”. This program is well established in the KV Region, and we have been able to increase participation in the Meetings by using wider distribution e-mail system to advertise the meetings.

During these meetings they discuss the results of the quarterly QI audit, interesting calls that had occurred during the previous quarter, and other relevant issues. CEU's are awarded for attendance at these sessions, and each service was required to send one representative to 3 of the 4 QI sessions each year. For services that fail to participate with the Regional EMS QI system, we established the following procedure:

1. Non-compliant services will receive a letter from the Regional Medical Director and Regional Coordinator reminding them of the participation requirements.
2. If the service remains non-compliant, we will request a letter from the State Medical Director and State EMS Director reminding them of their responsibility to participate.
3. If the service still refuses to participate, we will refer the service to the Maine EMS Board for investigation.

As previously mentioned, we continue with an agreement with Capital ambulance in Bangor to contract with their Quality Manager (Kerry Pomelow) to provide QI services to the Services throughout the APEMS service area. The goal of this arrangement is to have this person work to further develop the regional QI system and continue the work with our EMS services on the development of their Regional Quality Improvement committees and encouraging the inclusion of transporting and non-transporting services on the respective committees. They will also serve on and coordinate the KVRAC APEMS QI Committee and represent APEMS (NE RAC) on the State QI Committee.

We have established a link on the APEMS website to QI documents that can be used by the EMS services to develop and improve their QI programs.

We have been working with a software programmer with EMS background (AFD Paramedic) to integrate a program he developed into our process. The program allows us to mine data from MEMSRR and easily review calls that apply to the audit. Included in **Appendix B** are the audit criteria that we have established for this year and will be inputting into the program once we have it established.

We remain active with the MEMS QI Committee, and are currently involved with the development of the Cardiac Arrest study which takes place early in 2014.

Additionally, we conducted the following QI activities:

1. We integrate the MEMSRR program into our EMS programs and use the report entry system by the students in order to improve data collection for the QA and data collection system.
2. We continue to follow up with services regarding timely completion of the Maine EMS Run Report through education and QI audits when indicated.
3. We continue to work with EMS services and hospitals on the creation and implementation of a written summary report for use by the EMS services.

Quality Improvement Work Plan:

During the FY 14 contract with Maine EMS, APEMS will:

- a. Continue to employ a part-time QI Coordinator who will provide QI program development assistance to regional EMS services as requested.

- b. Add resource QI documents to the APEMS webpage for use by EMS services.
- c. Continue to encourage service participation in the sub-regional QI process
- d. Work with a local EMS provider/computer programmer to expand the use of a data mining program connected to MEMSRR that will enhance the production and evaluation of QI reports.
- e. Review the data from the following regional QI indicators and develop educational programs as appropriate:
 - 1. Spinal Assessment
 - 2. Patient refusal
 - 3. Time to 12-lead
 - 4. Stroke
- f. Work with MGMC to evaluate the effectiveness of the Regional Stroke program, particularly in regards to field code stroke activation vs. hospital stroke diagnosis.

Training Coordination

APEMS continues with its licensure and specialty/continuing education agenda with the KVRAC areas. Scope of work completed includes all three objectives called for as well as fulfilling all work plan goals. In addition to programs offered within the KV RAC central locations, we are often asked to provide specialty education in remote areas and have been available to do so.

EMS Training Work Plan:

- a. Conduct our annual education needs assessment and develop our licensure and training schedule based on the feedback received. Regional licensure needs are assessed through a variety of mechanisms. First, all existing classes are evaluated both at the midterm point of the semester and by the accrediting community college at the conclusion of the semester. Both of these assessments include evaluation of program strengths, weaknesses and necessary changes. In addition to class evaluations, feedback is obtained through regular meetings of the regional education committees (comprised of local faculty and staff) and program advisory committees (comprised of local stakeholders including employers, graduates and representatives of our various communities of interest). These meetings allow us to hear from not only the instructors teaching classes, but from the end user of our educational product. Program and curriculum recommendations are made and overseen by these committee members. In addition, regular surveys of our membership are done by Kelly Roderick as a “needs assessment” tool for licensure courses as well as specialty training. [A Licensure Level and Specialty Education Survey for the KV RAC as well as a Service Level Education Survey](#) are included in **Appendix “C”**. In addition, we regularly announce course offerings with brochure attachments through emails, post education program solicitation on the website, and Facebook.
- b. Continue to approve CEU requests as well as enter the rosters/scan appropriate outlines into the Maine EMS licensing program under the pilot program with Maine EMS.

All CEH requests from any agency in the Kennebec Valley EMS RAC catchment area are approved through the NERAC office in Bangor through the process aforementioned. We approved 154 total CEH program requests for Kennebec Valley between July 1 and December 31, 2013

- c. Continue with our program of Licensure/specialty/CE training programs as requested /needed for the members of the APEMS regions. A listing of all Licensure Programs and Specialty Training opportunities are in **Appendix C**. A Training Center summary report relative to these goals is included following this work plan section.
- d. Continue with the annual EMS seminar offered at the Samoset resort in Rockport; see the MCRAC Report for a complete listing of programs offered.
- e. Work with Maine Ambulance Association to sponsor management/leadership training programs around the region.

On Line Registration utilized for Specialty Training

APEMS continued the on line registration process to include all Specialty programming for the KVRAC areas using an Event Management Program. A complete listing and registration information can be found on the APEMS website www.apems.org. This program continues to provide easier, 24-hour registration availability, payment processing, confirmations, and program tracking / reporting. A listing of programs made available to the KVEMS RAC providers is in **Appendix "C"**. Where possible, Specialty Training classes are scheduled remotely at various EMS host agencies as requested if minimum registration numbers can be met.

Licensure Programs / Training Centers

Although the relationship of educational oversight is slightly different at each college, APEMS is ultimately responsible for the application of training center policies and for the enforcement of Maine EMS guidelines for all licensure students in our 3 regions. Even though specific policies vary slightly between colleges, all training center guidelines are uniformly enforced for all APEMS students and instructors. In 2013, we introduced standardized student handbooks, syllabus templates and clinical handbooks for all students regardless of the college affiliation.

With an Educational Agreement in place, APEMS and Kennebec Valley Community College, offer licensure courses throughout Somerset and Kennebec counties.

Accreditation

In November, the KVCC paramedic program hosted its accreditation site visit and was fortunate enough to experience and reflect upon the guidance given to us by the site visitors. Even though our official findings and accreditation status will not be finalized until later next year, we viewed the fact that only one citation was assigned as a tremendous success. Furthermore APEMS was extremely pleased to see the site visitors endorse our partnership with the community colleges as an efficient and successful method of providing licensure education in a limited resource setting. This was extremely important as it provided for us and for the community colleges outside validation that our delivery model was not only working but flourishing. This validation also allows us now to move on to programmatic changes we see as secondary steps in improving this model.

Maine EMS Protocol Rollouts

To assist with the transition to a new set of Protocols, APEMS offered the first open session KV RAC Protocol Roll Out on Oct. 18 at KVCC in Fairfield which included a Train the Trainer segment and also offered throughout the region per request as follows:

11/12 & 13 –Augusta

11/26 – Canaan

11/27, 12/2 (x2) – Skowhegan

12/3 – Anson Madison

NREMT Transition Courses

APEMS continues to offer a series of NREMT/Education Standards transition courses. Starting last spring and continuing into 2014, these courses are offered for both continuing education and as approved MEMS transition courses to fulfill the NREMT re-registration requirement. Course offerings for the past six months are listed in the Specialty Programming table in the **Appendix “C”**.

Tactical Combat Casualty Care Program Courses (TCCC)

TCCC programs have been offered through our on line website open to all services as well as specifically designed to meet local needs in the NE RAC area upon request.

AHA Training Center

APEMS provides services as an “Approved American Heart Association Training Center” - including the Kennebec Valley RAC area and carries forth and maintains Emergency Cardiac Care / Chain of Survival initiatives as per AHA guidelines / curricula updated to the new 2010 standards. The Training Center Coordinator, Sally Taylor, also serves on the AHA Regional Faculty and is involved with ME-NH-VT regional committees, recently completed regional faculty training /updates. The Center supports all APEMS public safety / hospital activities as requested. Annual certification involving all AHA levels exceeds 5,000 students per year.

On Line/Distributive Training Programs

Offered through the APEMS website currently includes:

- Code Stroke Rollout Program
- Bath Salts & EMS
- Global Harmonization
- FEMA Public Information Officer

Rural Trauma Team Development (RTTD)

We continue to offer the Rural Trauma Team Development (RTTD) program to our Rural Hospitals as an additional enhancement to the Maine EMS Trauma System and to increase communication between our Hospitals and EMS providers.

Regional Councils

Conduct Regional Council meetings on a quarterly basis and expand attendance at council meetings to increase information dissemination

Atlantic Partners EMS, Inc.

Minutes from APEMS Board meetings and a membership listing are in **Appendix “D”**. We continue to utilize Regional Advisory Council meetings, Web Page, and Facebook to communicate Regional

Activities. We will also be implementing a regional listserv in order to increase information dissemination.

Regional Council Work Plan:

1. Continue to schedule quarterly Regional Council meetings and offer alternative ways to participate (Teleconferencing) for those who request it.
2. Develop the utilization of a Regional Council listserv for individual providers in the region as a means to more widely distribute information from the Regional Office as well as provide a forum for providers to seek additional information.
3. Continue to seek representation from an elected official, educator and the general public on the RAC. Membership included in [Appendix "D"](#)

Public Information, Education, and Relations
Activity/Progress Report

We have been actively encouraging services to designate a member to be the public information office and develop a PIER program for their department. We have encouraged these individuals to take the basic online public information program and are working with Mike Grant from MEMA to schedule advanced Public information programs for the spring. We also have a meeting set up with the American Red Cross in January to talk about helping services develop local partnerships with the ARC on community preparedness.

In addition, we changed the award recognition criteria for the EMS Conference this year to recognize services in the State that had active community outreach programs. We have a listing of these programs in [Appendix E](#).

Public Information, Education, and Relations Work Plan:

1. Continue to support the involvement of the Executive Assistant with the injury prevention inhalant abuse education program and the program she conducts, meeting "Project Aware" goals, and Drug Overdose programs through the Task Force. Kelly continues to be one of two Inhalant abuse educators to teach statewide and conduct train the trainers when needed for the Office of Substance Abuse. We offer this program to services for utilization in their communities, but participation has dwindled. APEMS maintains 2 Inhalant Training Kits located in the KVRAC office.
2. Continue to encourage service to promote "Hands Only CPR" programs in their communities.

AHA Training Center

As previously mentioned within the education section, APEMS with the three RACs provide support and resources for all levels of CPR training and advanced life support AHA education throughout our communities, within our hospitals, as well as with our EMS services. APEMS provides a Team of AHA Instructors, including regional faculty, coordination, instructor trainers, instructors, and support staff. APEMS staff continues work on the re-introduction of a Community Outreach project which would be able to provide the "Hands Only CPR" 2-step program to the public, as promoted/recommended through their local EMS through open houses, advertised availability, or as a co-sponsored community event. APEMS provides the initial training and resources for the project(s). In addition to increasing survivability in their community, this is a valuable tool to increase their exposure within their community other than within an emergency setting.

3. Partner with Maine EMS, Maine Communications Bureau, and the other EMS Regions to publish our fourth, statewide, EMS week supplement that will be inserted in every daily newspaper in the State of Maine on the Friday before EMS Week.
(Spring 2014)
4. Continue to support and administer the Seat Belt Education program in Maine through a sub-grant with the Bureau of Highway safety.
Occupant Restraint Safety

APEMS carried forth Occupant Restraint Safety Education programs through a Sub-grant with the Bureau of Highway Safety. These are available upon request to assist EMS services in the KVRAC area with enhancing the awareness and importance of use of safety belts throughout their Communities, as well as increasing the visibility of the EMS services in the community:

The Sub-grant description of goals included the following which can be utilized in concert with EMS Community projects:

- to enhance awareness of the importance of occupant safety devices
- to provide education on the types of occupant restraints and correct usage
- to educate the public about the results of injury and death as a result of nonuse of safety restraints
- to educate the public about safety restraint statutory requirements for all age groups
- to increase the usage rate (law compliance) of occupant protection devices

Curricula and resources include the following:

- Convincer demonstration units. A portable display/charting is also utilized.
- PowerPoint and other educational aides that are directed toward elementary, middle school, and high school students and adults, including Air Bag Safety

This project received the following requests for Occupant Safety Awareness programs at an EMS/Fire sponsored event from July – December for the KVRAC area:

7-3-4-13 – Winslow

7-20-13 – St. Albans

5. Work with Regional Services to encourage members to take the online NFA PIEO training program. Information has gone out to services via the listserv, email notifications, discussions at all regularly scheduled meetings, and provided as a resource on the APEMS website.
6. Finalize the schedule for 2 – 3 Advanced PIEO programs within the APEMS Region

Community outreach through safety training.

This is a new course APEMS IS offering with two programs held recently for a total of 25 students. BLAST! (Babysitter Lessons and Safety Training), Second Edition is an important training program for potential babysitters and parents considering hiring a babysitter. The BLAST! Program is exciting and interactive, providing extensive training in pediatric first aid, household safety, and the fundamentals of childcare

APEMS has been recognized and approved by ECSI (Emergency Care and Safety Institute) as a training center. And Kelly has become a certified BLAST Instructor through them.

Maine EMS Memorial

We have also continued our support of the “Maine EMS Memorial and Education Site” by actively participating in the generation of donations. We were able to collect another \$15,000 at our auction in November, which has made it possible to continue with Phase II of the project.

Attendance and Participation at Maine EMS Meetings

APEMS staff actively participates in the Maine EMS system meetings. The Executive Director is an active participant in the Operations Team, MDPB, MEMS QI Committee, HART Committee (when applicable), and MEMS Board Meetings. The KV RAC Medical Director participates in the MDPB meetings as well as subcommittees of the MDPB. The Education Director is the chair of the MEMS Education Committee and the Clinical Coordinator for APEMS is also a member of this Committee. The Education Director and the Clinical Coordinator also actively participate in the MDPB, MEMS QI Committee, and MEMS Board meetings. The Executive Director, Specialty Training Coordinator and Executive Assistant for APEMS are members of the MEMS Exam Committee. In addition, we require all ALS students to complete an 8-hour Leadership component of their class, and many have satisfied their requirement by attending MEMS Board or MDPB meetings.

Maine EMS Meetings Work Plan:

1. Continue to actively participate in local, regional, and state EMS committees as well as work cooperatively with Maine EMS and APEMS/Regional staff to provide support to EMS providers in Maine. All obligations of participation and related work tasks have been completed.
2. Ensure that staff, volunteer committee members, and the Medical Directors notify us if they cannot attend a meeting so that we may secure an excused absence.

Other EMS Projects

Activity Report

Other Project Work Plan:

Continue our support of the Maine EMS system by participating in additional requested projects where possible and authorized by the APEMS Board when necessary.

- APEMS works with Maine EMS and the CP Steering Committee on the development and implementation of the Community Paramedic Pilot Project(s) as the Coordinator chosen for the project from July 1, 2012 – June 30, 2014. To date, there have been 12 pilot programs either approved or nearing completion. Dan Batsie (primarily) and Rick Petrie continue to meet with the CP steering committee and work with those agencies seeking to participate in the program.
- APEMS works with the Maine Committee on Trauma (MCOT) and provide assistance and technical support for the Maine Trauma Advisory Committee (TAC) on the refinement and ongoing delivery of the Maine Trauma System, specifically as the Trauma System Manager (Rick Petrie) chosen to administer such services from July 1, 2012 – June 30, 2014.
- APEMS maintains / updated website resource for information, orientation and introduction to EMS, documentation resources, on line training, course registration, and communication.
- Assist hospitals/EMS with any issues related to medication shortages. (website and RAC meetings)

- CISM: APEMS provided Critical Incident Stress Management “Services” to all emergency agencies and hospitals within the Kennebec Valley RAC areas; four Debriefings were held over the last six months.
- Coordinate the offering of PSE’s for all students attending Community College licensure programs throughout the nine counties served by APEMS.
- Assisted KV RAC with the transition to, and understanding of the Dec. 2013 Maine EMS Protocols.
- Stroke Project -We continue to support stroke criteria and education for EMS providers, encouraging services to develop public outreach programs in their communities on stroke recognition as well as risk factors. We do not have a process in place to determine how many services use the resources we provide to them, but will attempt to establish a mechanism for future programs. The APEMS staff participates on the MGMC stroke committee as well as the NECC Prehospital Stroke Committee, and serve as a resource for KVRAC hospitals and EMS agencies.
- APEMS took a lead role in the group purchase of IV pumps to assist EMS service with meeting the Maine EMS requirements in an organized and financially reasonable manner.

Appendix A – Medical Control and Direction
Supplemental information

Hospital Provider Count and OLMC Training

Hospital	Region	MD	PA	NP	Complete OLMC
MGMC	3	19	12		28
Inland	3	9	4		10
SVH	3	8	2		7
RFGH	3	7	4		10
Jackman	3	1	1		2

Service Medical Control Resource

KV RAC – Services	Contact	Medical Director
Sebasticook Valley EMS	Mike Holcomb	Jo-Nell Martin, MD
Redington Fairview EMS	Barbara Demchak	Donald Zarfos, MD
UKVAS	Tim Pomelow	Donald Zarfos, MD
Delta Ambulance	Tim Beals	Steve Diaz, MD
Augusta Fire Department	Roger Audette	Tim Pieh, MD
Gardiner Fire Department	Mike Minkowsky	Doug Boyink, MD
Winthrop Ambulance	John Dovinsky	Tim Nuce, MD
Clinton Fire	Gary Petley	Guy Nuki, MD
Unity Volunteer EMS	Bruce Cook	Mike Palumbo, DO
AMS Ambulance	George Demchak	Donald Zarfos, MD
Belgrade Rescue	Lisa Day	Tim Pieh, MD
Jackman Ambulance	Mike St. Peter	Patricia Doyle, MD
Jefferson rescue	Jill Huber	Roy Miller, MD
Mt. Vernon Rescue	Pat Rawson	Doug Boyink, MD
Newport Rescue	Christopher Lindsey	John Baker, MD

Appendix B – Quality Improvement – supplemental information

Hospital QI Resource

Hospital	Contact	Activity	Action Plan
Sebasticook Valley 487-4151	Mike Holcomb 487-5141	Support of Quarterly QI Meetings	Encourage participation in collaborative QI committees with EMS services and Regional QI meetings/initiatives
Redington Fairview 474-5121	Ginny Brockway 474-5121	Support of Quarterly QI Meetings	Encourage participation in collaborative QI committees with EMS services and Regional QI meetings/initiatives
MGMC-Thayer 872-1000	Stephanie Cull 872-1307	Support of Quarterly QI Meetings	MGMC is currently in the process of merging their 2 hospitals into one. They have been very active with quarterly, sub-regional QI Outreach, and recently instituted a regular EMS chiefs meeting to facilitate communication and identify common issues
MGMC-Augusta 872-1000	Nancy Jackson, RN 626-1301	Support of Quarterly QI Meetings	See above
Inland Hospital 861-3000	Hope Pendexter, RN 861-3206	Support of Quarterly QI Meetings	Inland collaborates with MGMC to host the quarterly sub-regional QI sessions with local EMS services

12 LEAD EKG

QA VERSION OF MEMO

Who needs a 12 Lead EKG done?

Any complaint that could be caused by a STEMI. Examples include:

- Chest pain
 - QA: non traumatic
 - QA: greater than 18 yo
- Shortness of breath
 - QA: drop bronchospasm (asthma, COPD)
 - QA: >40 yo
- Syncope or presyncope
 - QA: syncope (defined as LOC <5 min and return to baseline LOC in <5 min)
 - QA: drop dizzy, lightheaded, unresponsive, seizure
- Upper abdominal pain (in people > 40 years old)
 - QA: non traumatic
- Your clinical suspicion warrants it be done
 - QA: drop this for QA

Please mount 12 Lead EKGs on EKG form and submit with other run report attachments. Please fill out every line on the form.

NOTE: The intention of narrowing cases to be reviewed is to make the process of QA more efficient and objective. These changes do not reflect best clinical practice. For example, a 12 Lead EKG is clinically warranted and should be obtained in cases of traumatic chest pain and presyncope. Just because we are not reviewing these does not mean they should not be done...

STROKE

If you suspect possible stroke, document all of the following:

- **Last Time Normal**
- **Blood Glucose Level**
- **Cincinnati Stroke Scale**
- **Glascow Coma Scale**

Call Code Stroke. It is critical to communicate these four details to the emergency department as soon as possible as they will help determine if thrombolytics are indicated.

SPINAL ASSESSMENT & TREATMENT

Who needs their spine cleared?

Any mechanism that could lead to a spinal injury. Examples include:

- Axial loading (diving)
- Blunt trauma (particularly to head and neck)
- MVC or bicycle
- Falls greater than 3 feet
- Falls of adults from standing height (syncope)
- Patient “found down”

In order to clear a patient’s spine, we must document ***ALL*** of the following:

1. PATIENT IS “CALM, COOPERATIVE, NON-IMPAIRED, AND ALERT”
 - a. “non-impaired” = no slurred speech, answers questions appropriately, not intoxicated
2. NO DISTRACTING INJURIES
3. NO NUMBNESS, TINGLING, OR WEAKNESS
4. NO NECK/SPINE PAIN OR TENDERNESS
 - a. Any pain/tenderness along the entire spine requires immobilization
5. NORMAL MOTOR AND SENSORY EXAM
 - a. “Normal motor exam” is equal bilateral strength distally, upper and lower extremities
 - b. “Normal sensory exam” is equal bilateral sensation in all four distal extremities to sharp and soft sensation

PATIENT REFUSAL OF CARE

****EMS should never initiate a patient's refusal of care/transport****

In order to completely record a patient's refusal of care/transport, we must document ALL of the following:

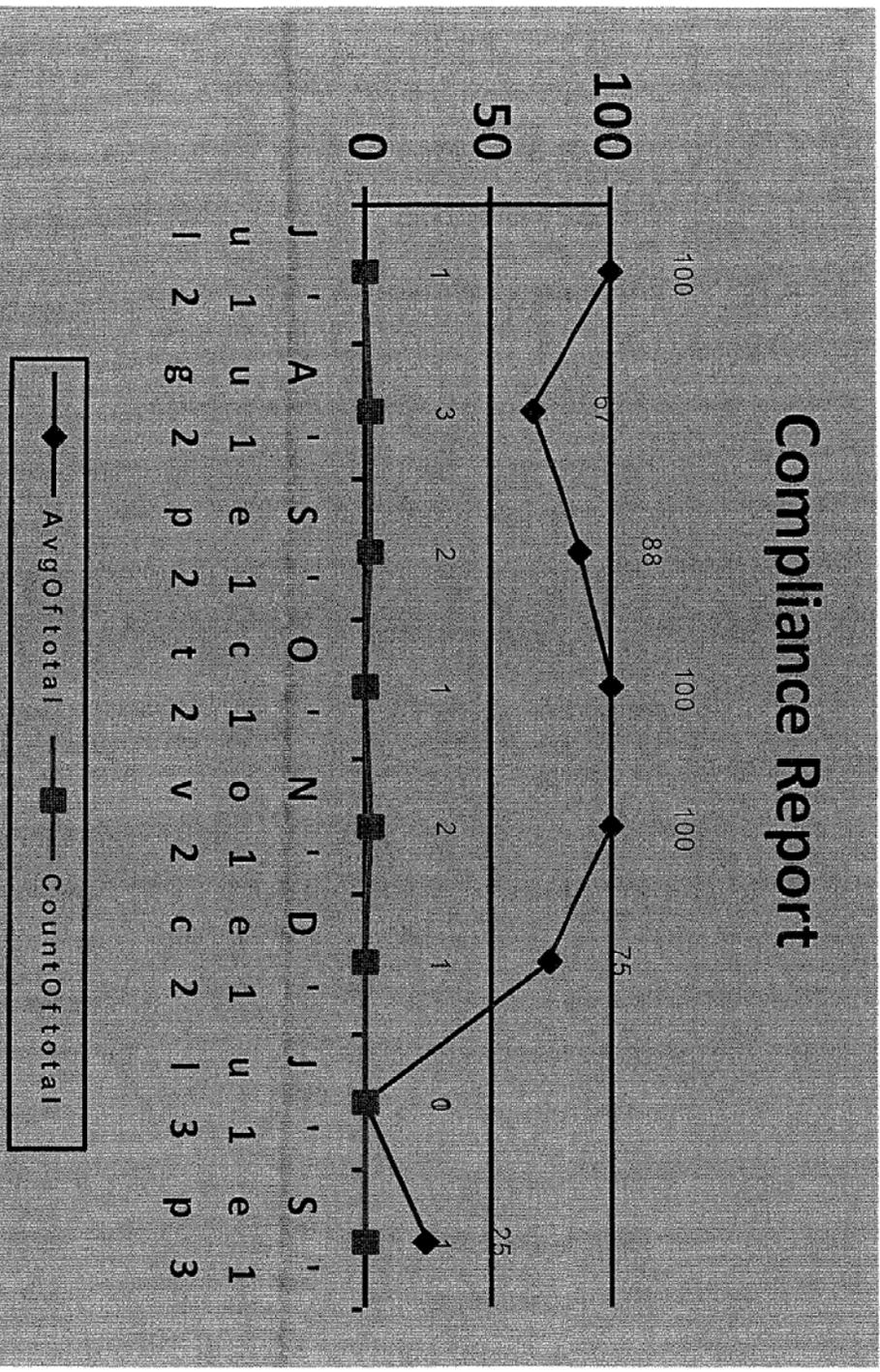
1. List specific treatment refused (i.e. transport to the hospital)
2. List patient's/guardian reason for refusal
3. List patient's alternative plan
4. Who (family/friends) is with patient now
5. Patient oriented to person, place, time, and event
6. Patient unimpaired by drugs or alcohol
 - a. "UN-impaired" = no slurred speech, answers questions appropriately, not intoxicated
7. Patient is competent to refuse care
8. Patient has been advised that they can call 911 to be reassessed
9. Discuss risks and complications of refusal of care/transport
10. Patient is greater than 18 years old or emancipated (or contact made with guardian)
11. Patient's signature or statement that the patient refused to sign



Region 4 Stroke Report

Wednesday, September 11, 2013
9:40:39 AM

Compliance Report



QI Minutes
APEMS – KV RAC
QUALITY IMPROVEMENT COMMITTEE
Thursday, September 12, 2013
Meeting Minutes

Attendance: D. Groder, G. Brockway, T. Pomelow, S. Evans, T. Pieh, M. Holcomb
Staff: Rick Petrie, K. Pomelow

I. Called to order at 8:30am

II. Approve minutes motion to approve (Brockway, Evans) All in favor

III. Old Business

A. MEMS Protocols

Protocols have been finalized and we are waiting for the final education product from Maine EMS. The committee has been working on it over the summer and will wrap it up soon. There will then be a rollout in each region with a Train-the-Trainer included. Paramedic I/C's that attend the full program can then teach the program. There will be an online version as well as there was for the last protocol update.

B. Statewide QA Aspirin Study

All of the information from the study has been sent out and Maine EMS is working with their QI committee to determine the next study, which will probably be Cardiac Arrest.

IV. MEMSRR Updates

Jon was not available to attend the meeting and asked Rick to relay any questions or concerns.

V. Regional/State QI Initiatives

A. We have found a programmer with an EMS background (Augusta Firefighter) who has developed a program that makes it easier to mine the data from MEMSRR and review calls that fall within a prescribed audit. Our initiatives for this fall and spring will be spinal immobilization, 12-lead, Stroke and patient refusals. We will do the audits at the regional level and provide the information to the services, as well as any appropriate follow up education.

VI. Other Issues

Long discussion about the pending MGMC move and the logistics involved. Delta will handle 100% of the patient moves between Augusta/Waterville campuses and the new Alford Center for Health. Delta will be contracting with other outside EMS providers to provide 911 coverage in Delta's typical coverage area. Rick and Tim had reviewed the plan and agreed that this was the best way to handle the situation (rather than use MCI mutual aid) so that our resources would not be tapped out if there was an actual MCI

Adjourn at 10:00am

QI Minutes
APEMS – KV RAC
QUALITY IMPROVEMENT COMMITTEE
Thursday, December 12, 2013
Meeting Minutes

Attendance: D. Groder, G. Demchak, T. Pomelow, T. Cousins, S. Evans, T. Pieh (phone)
Staff: Rick Petrie, K. Pomelow

VII. Called to order at 8:30am

VIII. Approve minutes Motion to approve (Demchak, Groder) All in Favor

IX. Old Business

C. MEMS Protocols

Protocols went into effect December 1, 2013. We have done several rollouts around the region, and the program is available online (MEMSEd). We also have an abbreviated program that we can deliver to each of the hospital ED staff if interested. Tim Pieh has delivered this to his ED physicians with good results.

D. Statewide QA Aspirin Study

All of the information from the study has been sent out and Maine EMS is getting ready to implement their new study.

E. Run Sheet Compliance

Services are beginning to get notices from Maine EMS if they are non-compliant with timely submission of the run reports. This will hopefully encourage them to meet the requirement.

X. MEMSRR Updates

Jon was not available to attend the QI meeting today and asked if there were any issues that they be given to Rick and he would forward them to Jon. The group talked about how slow the MEMSRR system was lately, and that people were getting kicked off in the middle of the report. Rick indicated that Jon was aware of the issue and that he was talking with Imagetrend.

XI. Regional/State QI Initiatives

B. We are working with Jon Powers and the programmer to work out the bugs for the new program that will make mining the MEMSRR data for information easier. Once ready, we will begin processing the spinal, 12-lead, Stroke and documentation audits. We are also trying to develop the audit for patient refusals.

C. Based on feedback we have received, we will update the documentation educational program and make it available for the 1st quarter case reviews.

D. The state QI committee is developing the criteria for a statewide Cardiac Arrest study. The goal will be to gather information on Maine out-of-hospital Cardiac arrests and identify areas we need to target in order to improve cardiac arrest survival in Maine.

E. WE have an EMS stroke meeting scheduled with MGMC for the end of December to develop the stroke audit. More information after the first of the year.

XII. Other Issues

A. Dave Groder brought up an issue getting demographic forms from the new MGMC. Tim indicated that they knew about the problem and were working to fix it.

B. Tim also spoke to the group about the need to bring patients being transferred for mental health admission to the ED so that security could escort the crew to the appropriate department.

C. We have had an issue at MGMC again with ED physicians refusing to sign off on the drug form for narcotic use if the drug was given according to protocol and not by direct physician order. Tim is addressing this with each physician individually. In the interim, if a Physician refuses to sign off on a standing order, he will sign the form.

Rick then also updated the group on the IV pump requirements and steps that were being taken to help services comply with the rules.

Adjourn at 9:45am

Appendix C – Training Coordination – Supplemental Information

Specialty Course Name July 1 – Dec. 31, 2013 (offered in the NE RAC area)	Registered
NREMT Transition Course – September 13-15, Litchfield Fire Station, Litchfield	7
ALS NREMT Transition Course – Oct 26 – 27 (Gardiner Fire)	15
AVOC – Nov 1 & 2, 2013 (Winthrop Ambulance)	10

AHA Combo Pro 9/17-19/13 Augusta Fire	36
TCCC 10/23-24/13 Augusta Fire	25

For licensure programs, identify by program those educational and training sessions that have been conducted, or will be held before the end of the contract period.

COURSE OFFERED	DATES	LOCATION	OUTSIDE REGION	UNDER 18	TOTAL	SPECIAL REQUEST
EMS 111 – EMT (SUMMER)	5/28-8/3	KVCC/FAIRFIELD			22	
EMS 113, 115, 117 AEMT	8/26-12/14	KVCC/FARFIELD	4		12	
EMS228, 229 PARAMEDIC	8/26-12/14	KVCC/FAIRFIELD	4		11	
EMS111-EMT (Fall)	8/26-12/14	KVCC/FAIRFIELD			21	

Educational Survey – Directors –KV RAC – August 2013

Attached as separate Document

Educational Survey – Providers – KV RAC – August 2013

Attached as a separate Document

Appendix D – APEMS Board Membership/Minutes & KVRAC Membership/Minutes

APEMS Board Membership

Board of Directors

<u>Name</u>	<u>Representing</u>	<u>Term expiration</u>
Timothy Beals, Chair	Delta/Kennebec Valley RAC	2016
Judy Gerrish, Vice Chair	Mayo Hospital/Northeast RAC	2015
Michael Holcomb, Secretary	Sebastcook Valley EMS/KV RAC	2014
Dennis Brockway, Treasurer	NEMH/Mid-Coast RAC	2014

Regional Advisory Council Representatives

Brent Melvin,	Brewer Fire/Northeast RAC	2014
Warren Waltz	CLC Ambulance/Mid-Coast RAC	2015
Dave Lafountain	Waterville-Winslow Rescue/KV RAC	2015
David Buccello	SWH/Tremont Ambulance/ Northeast RAC	2016
Mike Poli	Waldoboro EMS/Mid-Coast RAC	2016
APEMS Medical Director (ad hoc) Jonnathan Busko		2014

Financial Committee

Dennis Brockway, ©; Mike Holcomb, Treasurer; Dave Lafountain; Brent Melvin; Bill Zito (Staff)

Human Resources Committee

Pending ©; Mike Poli

Education Committee

Judy Gerrish ©; Rep from each RAC Education Committee

Seminar Committee

Rep from each RAC & Staff

Business Development

Warren Waltz, ©; Dennis Brockway, Mike Holcomb; Timothy Beals; Judy Gerrish

Quality Improvement Committee

PENDING

APEMS Board Teleconference July 15, 2013

PRESENT: Warren Waltz, Dennis Brockway, Judy Gerrish, Tim Beals, Dave Lafountain, David Buccello

Staff: Rick Petrie

Phone: **Excused/Absent:** Mike Holcomb (vacation), Brent Melvin (structure fire), 3rd MC RAC seat currently vacant

Call to Order 3:00pm *Tim and Judy recused themselves from discussion or voting on the single agenda item: MEMS Contract*

I. Minutes

Deferred

II. Finance Report

Deferred

III. Old Business

Deferred

IV. New Business

Each Board Member received a copy of the proposed MEMS contract that we received from Jay on Friday, June 28th, 2013. The contract was effective Monday, July 1, 2013.

Rick and Dennis had met to review the proposed contract and realized that there were enough changes that the Board should review/approve the contract. Rick took the group through the contract, with discussion about the differences from last year's contract. Rick also indicated that he had spoken with Jay on the 8th when Jay returned from vacation and had sent Jay clarification questions on the 15th based on the earlier meeting with Dennis.

Consensus from the group was that Rick and Dennis would review the answers provided by Jay to the questions posed by Rick and then Dennis was authorized to make a decision as to whether or not APEMS would be comfortable signing the contract.

Next meeting: Thursday August 22, 2013 at 3:00pm

Motion to adjourn at 3:47 Lafountain/Buccello. All in favor

Submitted by:

Rick Petrie

APEMS Board August 22, 2013 Revised

PRESENT: Warren Waltz, Dennis Brockway, Judy Gerrish, Mike Holcomb, Brent Melvin, Dave Lafountain, Tim Beals,

Staff: Rick Petrie, Bill Zito, Kelly Roderick

Phone: **Excused/Absent,** Dave Buccello

Call to Order 3:05pm

I. Minutes

Motion to accept the June minutes as presented, motion carried.

II. Finance Report

Bill presented a brief close out of FY13. *Tim made a motion to accept report as presented, seconded by Brent. All in Favor Motion Passed*

III. Old Business

Business Development:

Warren reported on the Business Development activities. The group is looking at other areas of educational offering as well as management and billing. They would like to suggest to the board an annual follow-up to last year's strategic planning meeting. Discussion on who would facilitate.

MEMS Funding:

We are expected to be flat funded.

MEMS Contract: When reviewed we have had a work plan request added to cover specific items:

- Having MEMS Medical Directors for each Service
- Developing a Medical Directors List Serve
- Protocol Updates to the ED's
- Re-Establishing Sub regional Chiefs meetings

Legislative Update:

LD1247 passed but is currently not signed but it is expected to be soon. LD1405 in the Senate is the MAA Bill that restores funds back into Medicare reimbursements is ongoing.

Camden Office:

We are currently still located there and the Sale is pending with the bank. We have been able to purchase a few pieces of equipment to use for training.

Seminar: Moving forward with planning. Brochure and flyer ready for print and mailing. All is on schedule for an exciting seminar again this year.

Staff Update: Staff is having a gathering on Sunday at Mark Kings Home in Winthrop. He had invited us to join him in celebrating a year of hard work and accomplishment. All board members and lead instructors are invited. Let us know if you need details.

IV. New Business

Board Officers:

Reminder that our next meeting we will be holding elections for officers, so anyone interested in an officers role please let us know.

Meeting schedule:

It was discussed that we would move away from monthly meetings and look at a different schedule. Suggestions are Bi-Monthly or Quarterly? Discussion followed. A motion was made by Judy to move APEMS Directors meetings to a Bi-Monthly Schedule following the September meeting. Seconded by Dennis. All in favor.

Next meetings: Thursday September 25, 2013 at 3:00
WE WILL BE MEETING IN THE ADMINSTRATIVE BOARD ROOM

Motion to adjourn

Submitted by:

Judy Gerrish, Secretary

APEMS Board September 26, 2013

PRESENT: Dennis Brockway, Judy Gerrish, Mike Holcomb, Brent Melvin, Dave Lafountain, Tim Beals, Dave Buccello

Staff: Rick Petrie, Bill Zito, Kelly Roderick

Phone: **Excused/Absent,**

Call to Order 3:00pm

I. Minutes

Motion to accept the August with a few typographical corrections, motion carried.

INTRODUCTION: David Buccello was introduced as the new NE RAC representative. He is with Southwest Harbor/Tremont Ambulance and Capital Ambulance.

II. Finance Report

Nothing to present at this time.

III. Old Business

Business Development:

Warren reported on the Business Development activities. The group is looking at other areas of educational offering as well as management and billing. They would like to suggest to the board an annual follow-up to last year's strategic planning meeting. Discussion on who would facilitate.

Legislative Update:

Dennis reminded folks to get letters and calls to their representatives asking for support of the current bills facing the house and senate.

Camden Office:

We are currently still located there and we await word from the bank on what the status is on sale.

Seminar: Registration is going great with 160 registered in just two weeks. All in all it is looking very good for all classes.

Staff Update:

We are working to finalize plans for the CCEMTP program for November that will run for 12 days. This is a UMBC program and will be coordinated by Kalem Malcolm. Chief will get notices of this.

Rick has been working for month with Upper Kennebec Valley Ambulance on the development of a subsidy plan that all contributing towns would agree to and keep UKVAS open. It appears to be nearing a close at this time.

Brian and Dan have been working on accreditations for both KVCC ALS Programs and EMCC ALS Programs. KVCC will have their final review in this fall and it would appear that EMCC would have theirs in the spring. Lots of hours of drafting reports, submitting data and curriculums. This is a much needed process that will allow us to continue offering NREMT Approved Programs.

Dan has worked with the Maine National Guard to make APEMS an Approved Training Site in Bangor, currently the only one in New England.

Protocol updates with Train-the-trainer segments added into them for Paramedic Level Instructors will start at the Seminar and be offered three times within APEMS area, and then those Trainers will go out to services to provide training.

IV. New Business

Board Officers:

ELECTIONS: Nominations of Tim Beals Chair; Judy Gerrish, Vice Chair; Mike Holcomb, Secretary; and Dennis Brockway as Treasurer. Dave L made a motion to close nominations. Seconded by Brent. Nomination Closed. Dave L made a motion to have the current secretary Judy Gerrish cast one ballot for the four names presented. Seconded. All in Favor.

Meeting schedule:

Reminder meeting schedule change is bi-monthly, making our next meeting December 12, 2013 to avoid the holidays. Finance will meet at 1:30 followed by Directors at 3pm. Location to be announced.

Other:

Affiliate member request have been submitted by Saco and a MOU is being drafted. Windham has inquired an information has been sent to them.

Mike Poli will be representing the Mid Coast Rep at our next meeting.

Reminder that the new APEMS Directors Chair will need to appoint committee chairs.

Bill asked we start looking at planning for our next strategic planning meeting and maybe look at January 2014.

Next meetings: Thursday, December 12, 2013 at 3:00

Motion to adjourn
Submitted by:

Judy Gerrish, Secretary

KVRAC Membership

MEMBERSHIP LIST

Service Name	Chief Name
Albion Fire-Rescue	Andrew Clark
Anson Madison Starks Ambulance Service	George Demchak
Augusta Fire Department	Roger Audette
Belgrade Rescue	Lisa Day
Canaan Municipal Fire & Rescue	Raymond Small
China Rescue Squad	Justin Cerbarano
Clinton Fire Dept Ambulance Service	Gary Petley
Delta Ambulance	Tim Beals
Detroit Fire & Rescue	Kathy Walston
Fairfield Fire Dept Rescue	Duane Bickford
Gardiner Fire & Ambulance Department	Mike Minkowsky
Harmony Regional Ambulance Service	Brian Bagley
Jackman Area Volunteer Ambulance	Mike St. Peter
Jefferson Fire and Rescue	Jill Huber
Litchfield First Responders	Tina Gowell
Maine State Police Medical Unit	Don Shead
Mt Vernon Rescue	Pat Rawson
Newport Fire Department	Amanda Chretien
Oakland Fire – Rescue	Dave Coughlin
Palermo Rescue	Deb Langis
Plymouth Fire Department	Laurine Farrar
Redington Fairview EMS	Barbara Demchak
Rome Rescue Squad	Gary Foss
Sebasticook Valley Hospital Ambulance	Mike Holcomb
Sidney Rescue	Rachel Williams
Smithfield Rescue	Melanie Thomas-Winegardner
Unity Volunteer Ambulance Corps	Bruce Cook
Upper Kennebec Valley Ambulance	Tim Pomelow
Waterville Rescue	Jeff Brazier
Whitefield Rescue	Lynn Talacko

Windsor Fire & Rescue	Ray Chavarie
Winslow Fire Department Rescue	Scott Higgins
Winthrop Ambulance Service	John Dovinsky

Kennebec Valley Regional Advisory Council September 12, 2013

PRESENT: NO QUORUM

Staff: Rick Petrie, Kelly Roderick, Brian Chamberlin

I. State Updates

- a. MEMS Board
- b. MDPB
- c. State Education
 - i. .
- d. State QI QA
 - i.
- e. Regional Update
 - Sub regional QI
 - EMS Seminar
 - Maine General Move
 - EMS WEEK
 - Regional Education
 - KVRAC Representative to APEMS Board

Submitted by: _____
Kelly Roderick, Executive Assistant

Kennebec Valley Regional Advisory Council December 12, 2013 DRAFT

PRESENT: Tim Beals, Dave Groder, Mike Minkosky, Tim Pomelow, Mike Holcomb

Staff: Rick Petrie & Kelly Roderick

I. State Updates

a. MEMS Board

- i. Tim gave the update on Maine EMS Board activities including the Community Paramedicine Program and Protocol roll outs. Discussion followed on CP and the roles of providers in the field and how it pertains to scope of practice.

b. MDPB

- i. Rick talked about the work he and the staff has been doing with regards to IV PUMPS Group Purchase. The first order has arrived and is being distributed. Seconded and third orders are being prepared.

c. State Education

- i. The state Education Committee is currently looking at the revision to the Instructor Coordinator training and licensure. They are looking to adopt a national model very soon.

d. State QI QA

- i. Cardiac Arrest Study was most recently reviewed by the State QI Committee. Results will go out to services to see how they did up against regional and state averages.
- ii. Discussion on the Cardiac Protocol and the 20 minute time on calling codes. Information was shared by all.

e. Regional Update

Sub regional QI

1. Continue to work on Cardiac Study and development on next study. Working on Sub regional Cases.

EMS Seminar

2. APEMS will be working with MAA on Leadership Training Seminars for middle management staff. Geared to newly hired managers with a focus on transiting to that level from Provider. Speaker has a program called Supervisor Boot camp.
3. Also looking at revamping our EMS Services focus on Infection Control and the need to have solid DICO and a strong plan for the event of small and large exposures. Will coordinate a program with various hospitals to work on developing a working relationship on Infection Control.
4. Looking at working to bring an AHA Group in to do a three day program on Cardiac Arrest later this spring.
5. Continuing our push to get services to have a member complete the Basic Online Public Information Officers Training so we can follow with the advanced program later this spring. Very important.

Licensure Programs

1. KVCC/APEMS has completed its Accreditation for Paramedic Program and it went very well. Waiting for final report but all in all it was quite successful with only one

recommendation. We were asked to have an exam that encompassed Paramedic Training from Day one to Final day. Has since been completed. Waiting now for EMCC/APEMS Accreditation to take place this spring.

Specialty Training

2. We have added new programs to our Specialty offerings. We now offer Tactical EMS that is decided for Law Enforcement, Fire and EMS to work together in Tactical Situations. We have many more scheduled in the near future. We are also adding Human Trafficking and a few new Cardiac based programs.

Regional Education

KVRAC Representative to APEMS Board

Submitted by: _____
Kelly Roderick, Executive Assistant

Appendix “E”; Public Information, Education, Relations

2013 EMS Conference

Community Outreach Award Winners

St George Ambulance

Do you have a “Heart of a Dragon”?

What is the “Heart of a Dragon” Initiative?

In short, it is a new initiative by the Ambulance Service to help reduce the number of Cardiac Arrest and Stroke incidents in town, educate the community to improve early recognition of these conditions, training more members in the community in CPR, increasing the number of available AEDS, and improve our cardiac arrest save rate by implementing High Performance CPR.

We are invested in the health of the community. This new initiative is a community-wide effort to improve the health of our community.

Citizens Assist program for Pre-Registration for Shelters or home checks.

Community CPR

Community Coordination with CART Group, Fire Department and Red Cross for Disaster Planning

Med Care:

Western Maine Sudden Cardiac Arrest Association Recognized with HERO Award from HeartSmart AED

FLASH MOB CPR Demonstration at public events to raise awareness of CPR

Free Ski Patrol Shifts at Black Mountain

Co-Sponsor of Walk Laugh Get Healthy Fair in Rumford. Healthy Eating, Fun Ru/Walk and FUN.

Sparky’s SAFETY HOUSE for demonstrations and Education of Elementary Kids

Caribou Ambulance:

Team up with Caribou Fire on Home Safety: Kitchen Safety-Fire Safety- Fall Safety

Blood Pressure Screens

Distribute AED around Caribou Community (28 total to Date)

CPR Training to community, civic and school groups

Augusta Fire:

CPR Training for the Community & Schools

AED Placement around Capital City

Increased CPR Training for Personnel to Improve Cardiac Outcomes

Northeast Mobile Health:

Healthy Eating program for staff and families with Local Chef coming to base and teaching
Toys for Tots Sponsor
Safe Halloween Sponsor with Local events for kids incorporating Safety
Drug Take Back Day Host and Working with Community
Open House –Ambulance Tours for Area Youth Groups
Simple FA and CPR Training for youth and Adult Civic Groups
Standby Safety Coverage at various LARGE SCALE events (Beach to Beacon, Run for Your Life, Local Go Karting Track, etc.)

NorthStar Ambulance

Life Line Program
CPR & AED Training and Distribution
Bike Medic Team for Large Scale Events
Operation Santa- Providing Gifts to families in need
Helmet Fittings and Bike Rodeos
Mock Crash Trainings for Local High Schools
Winter Special Olympics FA Coverage
Stroke Prevention Trainings

Appendix “F” – Financial Information

Included as an attachment

State of Maine
Dept. of Public Safety
Board of Emergency Medical Services
45 Commerce Drive Suite 1
152 State House Station
Augusta, ME 04333-0152

Atlantic Partners EMS, Inc.
Progress Report

January 1, 2014 - June 30, 2014

Kennebec Valley Regional Advisory Council
(Includes Atlantic Partners Board Meeting documentation)

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Medical Control and Direction

APEMS is fortunate in the KV region to have an active group of Medical Directors at each of our hospitals who understand the value of active physician involvement in prehospital care.

Medical Control Work-Plan:

- a. After discussion with the Regional Medical Directors, we will develop and implement 4 major initiatives to increase the understanding of the clinicians who provide medical control.
 1. Work in conjunction our Regional Medical Directors and Matt Sholl to schedule an EMS Medical Directors ½ day session at the Samoset EMS Conference. As a result of that conference, we anticipate scheduling additional (at least annual) sessions and develop an EMS Medical Director listserv.
 2. We will develop an abbreviated version of the protocol education session for the new (2013) protocols that we will attempt to deliver at Hospital ED staff meetings (nurse and Physician)
 3. We will attempt to schedule another round of meetings in the spring of 2014 as follow up to the fall protocol meetings.
 4. We will continue to push the development of EMS service chief/leadership sub-regional quarterly meetings as a way of increasing communication between EMS services and the Hospitals. We have had reasonable success so far piloting this concept in Bar Harbor, Millinocket, Bangor, Camden, and Augusta.
- b. We will continue to encourage Sub-regional ED physicians to partner with local EMS services, and continue to encourage EMS services to establish a relationship with a Medical Director
- c. We will develop a spreadsheet detailing the number of Physicians, PA's, and NP's providing medical direction through the emergency department, and attempt to track how many have completed the online medical director program.

APEMS Medical Control Work plan update

- a. APEMS scheduled a session for EMS Medical Directors at the EMS conference in November 2013, and we will schedule another for the conference schedule for November 12 – 16, 2014. One of the key requests that came from the November 2013 was the creation of an EMS Medical Director Listserv to increase communication and provide a forum for Maine EMS Medical Directors. This initiative was discussed and a follow-up MDPB meeting and Maine EMS indicated that they would take the lead on creating and implementing this listserv.
- b. We developed protocol rollout materials (both an education session and overview documents) which were distributed to each of our hospitals through our sub-regional QI process.
- c. We have conducted follow up meetings through our sub-regional QI and Council meetings to identify any issues with the protocol rollout, as well as notify all hospitals that the process will be starting again. The majority of the issues surrounded the purchasing, distribution, and training on the IV Pumps, in which APEMS took a lead role.

- d. We have distributed the On-line Medical Director training disks to all of our emergency departments and encouraged the ED Directors to have all providers complete the program because it has been updated since many of them took the training. **Appendix "A"** contains a chart listing the number of providers in each Emergency Department as well as the count of providers, reported to us, who have completed some version the Online Medical Director Program. MGMC has been transitioning with a move to a new hospital in Augusta and re-alignment of personnel, but have agreed to renew their efforts at compliance in the fall.
- e. The majority of our transporting services now have Physician Medical Directors. We continue to assist services with the development of their QI Committee with Medical Director over-sight/coverage extending to the non-transporting services. A list of Service Medical Directors is also found in **Appendix "A"**.

Quality Improvement

APEMS is fortunate to have an actively involved Medical Director in the KV Region who specifically reviews advanced airway and cardiac arrest calls, and provides feedback to services. We are also fortunate in that we have a solid core of sub-regional contacts who conduct regular case-reviews and training for the services in their area. Our active sub-regional committee proved valuable during the MGMC transition to a new hospital.

Quality Improvement Work Plan:

During the FY 14 contract with Maine EMS, APEMS will:

- a. Continue to employ a part-time QI Coordinator who will provide QI program development assistance to regional EMS services as requested.
- b. Add resource QI documents to the APEMS webpage for use by EMS services.
- c. Continue to encourage service participation in the sub-regional QI process
- d. Work with a local EMS provider/computer programmer to expand the use of a data mining program connected to MEMSRR that will enhance the production and evaluation of QI reports.
- e. Review the data from the following regional QI indicators and develop educational programs as appropriate:
 - 1. Spinal Assessment
 - 2. Patient refusal
 - 3. Time to 12-lead
 - 4. Stroke
- f. Work with MGMC to evaluate the effectiveness of the Regional Stroke program, particularly in regards to field code stroke activation vs. hospital stroke diagnosis.

APEMS QI Work plan update

- a. During the 2013-2014 contract year, APEMS employed a part-time QI coordinator whose responsibilities included staffing the regional QI committees, development of Regional QI Audits, and QI related technical assistance to services in the Region.
- b. We have added a section of the APEMS website that includes reference material for services to use when developing their QI process.
- c. We continue to work with our sub-regional QI Nurses to promote the quarterly case QI reviews, and have seen an increase in attendance. Particularly helpful was the modification of the traditional case review format in several locations to include an ED-

EMS communication piece to improve the flow of information between agencies and head off issues before they became unmanageable.

- d. The implementation of the computer data mining project has taken longer than expected because of difficulties including multiple services in the process. We continue to work with the programmer and anticipate having it fully up and running by the fall of 2014.
- e. The APEMS QI Committee made a decision to change the audits that were conducted for this contract year for the following reasons:
 - a. Changes in the management of spinal trauma are being discussed
 - b. Stroke team leadership changes at EMMC, a delay in the MGMC stroke center process, and changes in the stroke program at PBMC.
 - c. A decision made by the Medical Directors to attempt to develop a QI process to look at patients who refuse EMS transport but then call 911 or present to the Emergency department within 24 hours

The new audits with the finalized data for this contract year:

- d. ASA Documented as given in the medication field for all chest pain and STEMI patients.
- e. Blood Glucose check documented in the procedures field for all altered mental status patients.
- f. Success/failure appropriately marked by provider for all advanced airway procedures.

Audit	Total Calls	Documented	% Success
ASA Study	4554	2033	45
AMS/BG Study	1538	796	52
Adv. Airway Study	310	255	82

This information was sent to services along with data showing their service documentation success rate. The plan is to re-run these in the next contract year in addition to the new studies.

APEMS was also actively involved in the MEMS cardiac arrest study, and we have collated the data from the study and distributed the results to the sub-regional QI committees and services. Much of the data requested by the State for this study was provided in writing instead of electronically, which required manual entry from APEMS office staff. We have utilized the data from the study to conduct educational programs at sub-regional QI meetings in Skowhegan and Augusta.

- f. We remain a member of the MGMC stroke committee. However, their stroke evaluation program took a break this spring because of the move to the new hospital. We have met with Dottie Carroll to discuss the re-start of the program over the summer of 2014.
- g. Hospital contact is list found in **Appendix "B"**.

Additionally, we conducted the following QI activities:

1. We integrate the MEMSRR program into our EMS programs and use the report entry system by the students in order to improve data collection for the QA and data collection system.
2. We continue to follow up with services regarding timely completion of the Maine EMS Run Report through education and QI audits when indicated.
3. We continue to work with EMS services and hospitals on the creation and implementation of a written summary report for use by the EMS services.

Training Coordination

APEMS continues with its licensure and specialty/continuing education agenda with the KVRAC areas. Scope of work completed includes all three objectives called for as well as fulfilling all work plan goals. In addition to programs offered within the KV RAC central locations, we are often asked to provide specialty education in remote areas and have been available to do so.

APEMS Training Work plan

- a. Conduct our annual education needs assessment
- b. Continue to approve CEU requests as well as enter the rosters/scan appropriate outlines into the Maine EMS licensing program under the pilot program with Maine EMS.
- c. Continue with our program of Licensure/specialty/CE training programs as requested /needed for the members of the APEMS regions.

APEMS Training Work Plan Update:

- a. APEMS conducted our annual education and training survey, the results of which were included in the report for the period ending December 31, 2013.
- b. Continued to approve CEU requests as well as enter the rosters/scan appropriate outlines into the Maine EMS licensing program under the pilot program with Maine EMS. APEMS approved and entered 884 CEU programs between January 1 and June 30, 2014. All CEH requests from any agency in the APEMS catchment area are approved through the NERAC office in Bangor.
- c. Continue with our program of Licensure/specialty/CE training programs as requested /needed for the members of the APEMS regions. A listing of all Licensure Programs and Specialty Training opportunities are in **Appendix "C"**.
- d. Continue with the annual EMS seminar offered at the Samoset resort in Rockport.
- e. Work with Maine Ambulance Association to sponsor management/leadership training programs around the region.

Regional Councils

APEMS KV-RAC conducts Regional Council meetings on a quarterly basis and continually works to expand attendance at council meetings to increase information dissemination.

APEMS Regional Council Work plan

- a. Continue to schedule quarterly Regional Council meetings and offer alternative ways to participate (Teleconferencing) for those who request it.
- b. Develop a Regional Council listserv for individual providers in the region as a means to more widely distribute information from the Regional Office as well as provide a forum for providers to seek additional information.

APEMS Regional Work plan Update

- a. APEMS conducts Board meetings every other month, and regional council meetings are scheduled quarterly. The minutes from these meetings are included in **Appendix "D"**. We continue to utilize our Web Page Facebook, and electronic communications to communicate Regional Activities. Membership lists are also included in **Appendix "D"**.

- b. Establishment of a regional listserv as a way to increase communication and encourage participation has been delayed, but it is anticipated to be rolled out in the fall of 2014.

Public Information, Education, and Relations

We have been actively encouraging services to designate a member to be the public information office and develop a PIER program for their department. We have encouraged these individuals to take the basic online public information program and are working with Mike Grant from MEMA to schedule advanced Public information programs for the spring.

APEMS Public Information, Education, and Relations Work Plan:

- a. Work with Regional Services to encourage members to take the online NFA PIEO training program
- b. Work with MEMA to schedule 2 – 3 Advanced PIEO programs within the APEMS Region
- c. Develop a relationship with the American Red Cross to encourage joint EMS service/ARC community preparedness programs in their communities.

APEMS Public Information, Education, and Relations Work Plan update:

- a. We have advertised, and encouraged participation in, the NFA PIEO training program sponsored by MEMA. We have also created a link on our webpage listing resources available for EMS services for public outreach and education. A listing of these resources is listed in **Appendix “E”**. We also make PIEO a topic at all Council meetings and sub-regional QI meetings.
- b. MEMA has scheduled 2 Advanced PIEO programs in the APEMS catchment area, one in KV.
- c. The program development with the American Red Cross was delayed because of winter storm activities, and meetings for re-starting the process have been scheduled for June.
- d. The Executive Assistant continues to deliver inhalant abuse education programs as requested
- e. APEMS with the three RACs provide support and resources for all levels of CPR training and advanced life support AHA education throughout our communities, within our hospitals, as well as with our EMS services. APEMS provides a Team of AHA Instructors, including regional faculty, coordination, instructor trainers, instructors, and support staff. APEMS staff continues work on the re-introduction of a Community Outreach project which would be able to provide the “Hands Only CPR” 2-step program to the public, as promoted/recommended through their local EMS through open houses, advertised availability, or as a co-sponsored community event. APEMS provides the initial training and resources for the project(s). In addition to increasing survivability in their community, this is a valuable tool to increase their exposure within their community other than within an emergency setting.
- f. APEMS Partnered with Maine EMS, Maine Communications Bureau, and the other EMS Regions to publish our fourth, statewide, EMS week supplement that will be inserted in every daily newspaper in the State of Maine on the Friday, May 16.
- g. Continue with the delivery of the BLAST! (Babysitter Lessons and Safety Training) program through ECSI
- h. APEMS carried forth Occupant Restraint Safety Education programs through a Sub-grant with the Bureau of Highway Safety. These are available upon request to assist

EMS services in the KVRAC area with enhancing the awareness and importance of use of safety belts throughout their Communities, as well as increasing the visibility of the EMS services in the community:

The Sub-grant description of goals included the following which can be utilized in concert with EMS Community projects:

- to enhance awareness of the importance of occupant safety devices
- to provide education on the types of occupant restraints and correct usage
- to educate the public about the results of injury and death as a result of nonuse of safety restraints
- to educate the public about safety restraint statutory requirements for all age groups
- to increase the usage rate (law compliance) of occupant protection devices

Curricula and resources include the following:

- Convincer demonstration units. A portable display/charting is also utilized.
 - PowerPoint and other educational aides that are directed toward elementary, middle school, and high school students and adults, including Air Bag Safety
- i. We have also continued our support of the “Maine EMS Memorial and Education Site” by actively participating in the generation of donations. We were able to collect another \$15,000 at our auction in November, which has made it possible to continue with Phase II of the project. We also helped organize the inaugural wreath-laying ceremony as part of the Maine EMS awards ceremony during EMS week.

Maine EMS Meetings

Maine EMS Meetings Work Plan:

1. Continue to actively participate in local, regional, and state EMS committees as well as work cooperatively with Maine EMS and APEMS/Regional staff to provide support to EMS providers in Maine. All obligations of participation and related work tasks have been completed.
2. Ensure that staff, volunteer committee members, and the Medical Directors notify us if they cannot attend a meeting so that we may secure an excused absence.

Maine EMS Meetings Work Plan Update:

APEMS staff actively participates in the Maine EMS system meetings. The Executive Director is an active participant in the Operations Team, MDPB, MEMS QI Committee, and MEMS Board Meetings. The KV RAC Medical Director participates in the MDPB meetings as well as subcommittees of the MDPB. The APEMS Education Director is the chair of the MEMS Education Committee and the Clinical Coordinator for APEMS is also a member of this Committee. The Education Director and the Clinical Coordinator also actively participate in the MDPB, MEMS QI Committee, and MEMS Board meetings. The Executive Director, Specialty Training Coordinator and Executive Assistant for APEMS are members of the MEMS Exam Committee. In addition, we require all ALS students to complete an 8-hour Leadership component of their class, and many have satisfied their requirement by attending MEMS Board or MDPB meetings.

Other EMS Projects

Other Project Work Plan:

Continue our support of the Maine EMS system by participating in additional requested projects where possible and authorized by the APEMS Board when necessary.

Other Projects Work Plan Update:

- APEMS works with Maine EMS to provide assistance and technical support for the Maine Trauma Advisory Committee (TAC) on the refinement and ongoing delivery of the Maine Trauma System, specifically as the Trauma System Manager (Rick Petrie) chosen to administer such services from July 1, 2012 – June 30, 2014.
- APEMS maintains / updated website resource for information, orientation and introduction to EMS, documentation resources, on line training, course registration, and communication.
- Assist hospitals/EMS with any issues related to medication shortages. (website and RAC meetings)
- CISM: APEMS provided Critical Incident Stress Management “Services” to all emergency agencies and hospitals within the Kennebec Valley RAC areas; three Debriefings were held over the last five months.
- Coordinate the offering of PSE’s for all students attending Community College licensure programs throughout the nine counties served by APEMS.
- Stroke Project -We continue to support stroke criteria and education for EMS providers, encouraging services to develop public outreach programs in their communities on stroke recognition as well as risk factors. We do not have a process in place to determine how many services use the resources we provide to them, but will attempt to establish a mechanism for future programs. The APEMS staff participates on the MGMC stroke committee as well as the NECC Prehospital Stroke Committee, and serves as a resource for KVRAC hospitals and EMS agencies.
- APEMS took a lead role in the group purchase of IV pumps to assist EMS service with meeting the Maine EMS requirements in an organized and financially reasonable manner.

Reports

APEMS will provide the required financial reports to Maine EMS prior to December 31, 2014.

Appendix A – Medical Control and Direction
Supplemental information

Hospital Provider Count and OLMC Training

Hospital	Region	MD	PA	NP	Completed OLMC
MGMC	3	19	12		31
Inland	3	9	4		10
SVH	3	8	2		7
RFGH	3	7	4		11
Jackman	3	1	1		2

Service Medical Control Resource

KV RAC – Services	Contact	Medical Director
Sebasticook Valley EMS	Mike Holcomb	Jo-Nell Martin, MD
Redington Fairview EMS	Barbara Demchak	Donald Zarfos, MD
UKVAS	Tim Pomelow	Donald Zarfos, MD
Delta Ambulance	Tim Beals	Steve Diaz, MD
Augusta Fire Department	Roger Audette	Tim Pieh, MD
Gardiner Fire Department	Dan Guimond (Interim)	Doug Boyink, MD
Winthrop Ambulance	John Dovinsky	Tim Nuce, MD
Clinton Fire	Gary Petley	Guy Nuki, MD
Unity Volunteer EMS	Bruce Cook	Mike Palumbo, DO
AMS Ambulance	George Demchak	Donald Zarfos, MD
Belgrade Rescue	Lisa Day	Tim Pieh, MD
Jackman Ambulance	Mike St. Peter	Patricia Doyle, MD
Jefferson rescue	Jill Huber	Roy Miller, MD
Mt. Vernon Rescue	Pat Rawson	Doug Boyink, MD
Newport Rescue	Christopher Lindsey	John Baker, MD

Appendix B – Quality Improvement – supplemental information

Hospital QI Resource

Hospital	Contact
Sebasticook Valley 487-4151	Mike Holcomb 487- 5141
Redington Fairview 474-5121	Ginny Brockway 474- 5121
MGMC-Thayer 872- 1000	Stephanie Cull 872- 1307
MGMC-Augusta 872- 1000	Nancy Jackson, RN 626-1301
Inland Hospital 861- 3000	Hope Pendexter, RN 861-3206

QI Minutes

APEMS – KV RAC

QUALITY IMPROVEMENT COMMITTEE

Thursday, April 10, 2014 (Rescheduled from March because of snow storm)

Meeting Minutes

Meeting Cancelled because of anticipated low attendance

QI Minutes

APEMS – KV RAC

QUALITY IMPROVEMENT COMMITTEE

Thursday, June 19, 2014

Meeting Minutes

Attendance: G. Demchak, T. Pomelow, T. Cousins, S. Evans, M. Holcomb, T. Pieh

Staff: Rick Petrie, K. Pomelow

- I. **Called to order at 8:40am**
- II. **Approve minutes** Motion to approve (Demchak, Evans) All in Favor
- III. **Old Business**
 - A. State QI Cardiac Arrest Study
We are wrapping up the statewide 2013 CA study, and entering the data into the Utstein spreadsheets. Information and education programs should be available this fall
 - B. Protocol review process
Reminder that the MDPB has started the protocol review/update process, and services/providers are encouraged to send in comments/questions/suggestions to either Rick or Tim. The MDPB will also be conducting informational webinars about each protocol section; dates/times will be announced by Maine EMS as they are scheduled.
 - C. On-line Medical Control Program
We continue to encourage each hospital to have their ED providers complete the online medical control program, and have provided CD's with the program and the ability to print a certificate after completion...
- IV. **MEMSRR Updates**
Jon was not available to attend the QI meeting today and asked if there were any issues that they be given to Rick and he would forward them to Jon.
- V. **Regional/State QI Initiatives**
 - A. Once we finish up the work on the Cardiac Arrest data, we will begin work on updating the Regional QI Manual and starting the regional audits, with quarterly newsletters. Audits we are considering:

1. Stroke Care – Looking at the CT scan times between patients who did and did not have a code stroke called by the EMS crew.
 2. O2 Sat measurements pre- and post CPAP
 3. Patient refusals – who calls 911 or presents to ED within 24 hours
 4. Pain relief – Documentation of pain scores before and after treatment
- B.** Rick passed out copies of the proposed Maine EMS rules. The only proposed rules changes from Maine EMS this year will be regarding QI, and rules hearings will be held in the fall (dates will be published as soon as the drafts are approved by the Governor’s office). Please review and make any comments, either to your Board reps or directly to Maine EMS.
- VI.** Rick passed out a copy of the deliverable section of the contract with Maine EMS. Maine EMS really wants us to drill down on the service level QI in this contract year. Discussion followed.
- VII. Other Issues**
- A. Mike Holcomb asked if it was possible to change the AMA language in MEMSRR to patient refusal. He felt it was creating confusion. Rick will mention it to Jon.
 - B. Tim asked if we could get some clarification on Liability for service medical directors. There is a little concern from some of his Doc’s about potential exposure, even though it appears to be limited.

Adjourn at 9:30am

Appendix C – Training Coordination – Supplemental Information

Course Name	Start Date/Start Time	Registered
PHTLS Provider Course - Jan. 11 & 12, 2014 (Bethel Fire Station, Bethel)	1/11/2014 8:00	4
PHTLS Refresher - Jan. 11, 2014 (Bethel Fire Station, Bethel)	1/11/2014 8:00	8
ACLS Provider - Jan 23 & 24, 2014 (FMH, Farmington)	1/23/2014 8:00	8
ACLS Refresher Jan 24, 2014 (FMH Farmington)	1/24/2014 8:00	7
NREMT Transition Course - Feb 7, 8 & 9, 2014 - Knox County EMA, 301 Park St Rockland, ME	2/7/2014 8:00	1
PALS Provider - Feb 10 & 11, 2014 (St. Mary's Hospital, Lewiston)	2/10/2014 8:00	5
PALS Refresher - Feb 11, 2014 (St. Mary's Hospital, Lewiston)	2/11/2014 8:00	11
AHA CPR Instructor Course, Sally Taylor, (Feb. 13, 2013, Winslow)	2/13/2014 8:00	7
EMS Supervisor Boot Camp, March 22 & 23, 2014 (Augusta City Center)	3/22/2014 8:00	11
Instructor's Workshop - Apr 7, 2014 - KVCC, Fairfield	4/7/2014 8:00	8
PHTLS Refresher - Apr 25, Gardiner Fire, Gardiner, ME)	4/25/2014 9:00	18
ACLS Provider - May 5 & 6, 2014 (FMH, Farmington)	5/5/2014 8:00	15
ACLS Refresher May 6, 2014 (FMH Farmington)	5/6/2014 8:00	13
PHTLS Provider Course - May 31 & Jun 1, 2014 (Unity Ambulance, Unity, ME)	5/31/2014 9:00	8
PHTLS Refresher - May 31, 2014 (Unity Ambulance, Unity, ME)	5/31/2014 9:00	2
PALS Provider - Jun 19 & 20, 2014 (FMH, Farmington, ME)	6/19/2014 8:00	2
PALS Refresher - Jun 20, 2014 (FMH, Farmington, ME)	6/20/2014 8:00	1

For licensure programs, identify by program those educational and training sessions that have been conducted, or will be held before the end of the contract period.

Completed and in Progress Classes Winter/Spring 2014:

License Level	Dates Offered	Where Held	# of Students	# <18 years old	# Outside Area	Requested
EMT	1/6/14-1/30/14	Colby Campus	36	1	36	XXXXX
EMT	1/6/14-5/10/14	Mid-Maine Tech Waterville	18	15	0	XXXXX
EMT	1/6/14-5/10/14	KVCC Campus	22	0	0	
EMT	1/27/14-5/31/14	Foster Tech Farmington	11	0	11	XXXX
Paramedic	1/10/14-12/12/14	KVCC Campus	9	0	1	

Also of note KVCC received their CoAEMSP Accreditation this spring for the Paramedic Program.

Proposed Classes Summer/Fall 2014:

License Level	Dates Offered	Where Held	# of Students	# <18 years old	# Outside Area	Requested
EMT	6/2/14-8/11/14	KVCC Campus	17			
EMR	6/14-8/14	Mt. Vernon	12			XXXXX
EMR	6/14-8/14	Jefferson	10			XXXX
AEMT	8/26/14-12/12/14	KVCC Campus	10			
EMT	8/25/14-12/12/14	Newcastle Fire	15			XXXX

Appendix D – APEMS Board Membership/Minutes & KVRAC Membership/Minutes

APEMS Board Membership

Board of Directors

<u>Name</u>	<u>Representing</u>	<u>Term expiration</u>
Timothy Beals, Chair	Delta/Kennebec Valley RAC	2016
Judy Gerrish, Vice Chair	Mayo Hospital/Northeast RAC	2015
Michael Holcomb, Secretary	Sebasticook Valley EMS/KV RAC	2017
Dennis Brockway, Treasurer	NEMH/Mid-Coast RAC	2017

Regional Advisory Council Representatives

Brent Melvin,	Brewer Fire/Northeast RAC	2017
Warren Waltz	CLC Ambulance/Mid-Coast RAC	2015
Dave Lafountain	Waterville-Winslow Rescue/KV RAC	2015
David Buccello	SWH/Tremont Ambulance/ Northeast RAC	2016
Mike Poli	Waldoboro EMS/Mid-Coast RAC	2016
APEMS Medical Director (ad hoc) Jonnathan Busko		2014

Financial Committee

Dennis Brockway, Chair; Mike Holcomb; Dave Lafountain; Brent Melvin; Bill Zito (Staff)

Human Resources Committee

Mike Poli, Chair; Tim Beals, Dennis Brockway, Judy Gerrish

Education Committee

Judy Gerrish, Chair; Rep from each RAC Education Committee

Seminar Committee

Judy Gerrish; Rep from each RAC & Staff

Business Development

Warren Waltz, Chair Dennis Brockway, Mike Holcomb; Timothy Beals; Judy Gerrish

Quality Improvement Committee

PENDING

APEMS Board January 23, 2014

PRESENT: Dennis Brockway, Judy Gerrish, Brent Melvin, Tim Beals, Mike Poli, Dave LaFountain, Mike Holcomb

PHONE: Dave Buccello-Called in

Staff: Rick Petrie, Bill Zito, Kelly Roderick

Excused/Absent: Warren Waltz

INTRODUCTIONS

Call to Order 3:02pm

I. Minutes

D. Brockway, Motion to accept the December, Seconded by M. Holcomb. Motion carried.

II. Finance Report

Year to Date:

Dennis reviewed what the Finance Committee had previously discussed. Financial Reports were distributed. Reports were distributed and reviewed. Motion by Mike Poli to accept Finance committee report, seconded by Judy. All in Favor.

Samoset Finance Update:

This will be deferred to Feb/March Meeting.

III. Old Business

Camden Office:

Office contents have been moved and secured in a storage facility. Continued search for location and have a lead and preliminary discussions with PenBay on space. Mid-coast chiefs have been assured that APEMS Staff and supplies continue to be available from Winslow and Bangor as we go through this transition.

Staff:

Sally has worked very hard at establishing and scheduling over 103 AHA ACLS / PALS course that in hospital based programs. This is in addition to the ongoing EMS Scheduling. Sally is also working on establishing a schedule for national recognized RESUSICATION ACADMEY after returning from the Train the Trainer. Keep watch for those programs.

Brian has been undergoing officers training with his department and has brought a great deal of leadership to the office as a result.

Heather and Kelly continue to work online with programing, approving and advertising trainings in conjunction with MEMS and our Website.

Maine Ambulance Association:

The MAA is working with APEMS to bring a series of Supervisors Boot camps to the area. Jon Politis from New York is a nationally recognized present with a great deal of

experience and materials to share. We will have him here for 4 days offering a two day session in Augusta and again in Bangor in March.

Pumps:

Well over 200 pumps have been ordered and partial distributed. The APEMS office has worked to order, distribute and offer education related to the group purchase. Every service ordering a pump gets related supplies, training DVD, and Use Algorithm.

Fiji:

Rick will be returning to Fiji with a team to present ACLS and Program Development for EMS Systems. He will be taking a team of 4 to make presentations.

Passing of Leroy McDonough: Rick shared that SMEMS Training Center Manager passed away earlier this week following a cardiac event while at home. Leroy was 45 years old and leaves behind his Wife and two daughters (14 & 17) as well as his Limington Fire-EMS Family.

IV. New Business

MEMS Regional Letter:

It is the time when we submit letters of interest to MEMS for Regional Coordination. We are preparing our letters for Regions 3 Kennebec Valley; Region 4 Northeastern Maine and Region 6 Midcoast. D. Brockway made a motion to support the letters of interest to MEMS for these three regions, Seconded by Brent. All in Favor.

Other:

Warren Waltz, Chair of Business Develop Committee had asked Rick, in his absence, if there was any interest in discussing submitting for Region 1 as well. There was great discussion by those in attendance on the pros and cons and feasibility of such a request. After discussion, Brent made a motion to ask the Business Development Committee to develop a timeline and work plan for expanding the activities of APEMS, to include resources needs, risks involved and financial gains if any, Seconded by Dennis. All in favor. Rick as also asked to speak to MEMS about the process for who can submit regional letters, can more than one submit and what is the process if that should happen, and also what if NO letter is submitted for a region.

OTHER:

Judy asked the status of the Directors Retreat and when it would be rescheduled. It is hoped to reschedule for March but staff will keep Directors informed.

Next meetings: Thursday, March 27, 2014 at 3:00

Motion to adjourn

Submitted by:

Mike Holcomb, Secretary

APEMS Board March 27, 2014

PRESENT: Judy Gerrish, Brent Melvin, Tim Beals, Mike Poli, Dave LaFountain, Warren Waltz
Dave Buccello-

Staff: Rick Petrie, Bill Zito, Kelly Roderick

Excused/Absent: Dennis Brockway, Mike Holcomb

INTRODUCTIONS

Call to Order 3:08pm

I. Minutes

Warren Waltz, Motion to accept the January minutes, Seconded by Brett Melvin. Motion carried.

II. Finance Report

Year to Date:

Reports were distributed and Rick spoke on the decrease in numbers for licensure programs and the plans for increasing those numbers with Marketing with the Community Colleges, and adding additional programs.

Samoset Finance Update:

This will be deferred to May.

III. Old Business

Camden Office:

Continue to work with PenBay on space. Working with various offices and trying to get them all together to discuss future plans. This will continue to be ongoing.

Fiji Wrap Up:

Judy, Rick and Scott Smith recently returned from a very positive trip and again all the students were eager to learn and are anxious to use new skills. ACLS was presented to both nursing and physicians on staff and at the College. Judy found them to be very bright and full of excitement for the topics covered. She and Scott were asked to meet with the faculty of the nursing school which was very exciting. They are considering hiring an ACLS Provider to work with them to develop Emergency Nursing and EMS programs at the college and we will be working with them on this. Weather from typhoon did result in ½ of programs to be canceled and will be rescheduled.

Pumps:

Well over 200 pumps have been ordered and partial distributed. The APEMS office has worked to order, distribute and offer education related to the group purchase. We still have services seeking to purchase pumps on this group plan.

Community Paramedicine:

The grant for administrative oversight has ended with MEMS after 12 month. Currently there are 12 programs running.

Trauma Grant: MEMS is looking to renew our contact for the Trauma Grant. They have expressed they are happy with our work and we look forward to working with them again.

Staff Update:

Brian was recently promoted to Lieutenant at Augusta Fire and we are very proud of him. Work continues on the accreditation for NE programs and should be finalized in August of this year. MAA and APEMS sponsored two supervisor trainings with Jon Politis and they were very successful. We are looking to bring him back to the seminar in November.

IV. New Business

SMEMS Meeting:

Members of the APEMS Board were invited to attend a meeting of the SMEMS Board, so Members of the Business Development Committee attend and were prepared for anything. There was potential for a hostile meeting but overall it was open to discussion and conversation. One area of discussion was CISM and charging for the use of it by nonpaying members. After discussion it was decided by SMEMS not to charge for use of CISM. They were curious what kind of calls we were getting from Southern Maine services and how we were reacting to them. We let them know that on many occasions calls were redirected to their office for assistance.

They asked about AHA Training status with them and Judy again explained the process to them and that it remained the same process as previously discussed. They were interested in hearing if we were going to apply for Region 1 with MEMS and it was explained that it was a discussion for business and decided not to after discussion process and options with MEMS. Meeting ended on positive note and will continue to monitor into the future.

MEMS Contract:

Slight change to this year's contract in that it is asking for Deliverables for each heading.

Other:

Red Cross Partnership:

Pat Murtagh is the new Executive Director of the Red Cross in Maine. She would like to talk to us about a trade for services in the area of Disaster Planning with EMS Agencies. Rick would like to follow up on this as a way to compensate her for doing our RETREAT of the board. He also sees the benefits of using this to better our relationship with ARC

and to better prepare communities as a whole. ***Brent made a motion Allow Rick to explore this option with Pat and to develop a relationship with ARC. Seconded by Judy. Discussion: Tim suggested we have an alternate in case Pat is too busy with ARC to facilitate our Retreat. Motion Carried.***

Electronic Options for Meeting:

David B. asked if we could explore other electronic options for meeting. Rick will check on our Go to Meeting Account and Google Groups.

Next meetings:

Motion to adjourn

Submitted by:

Mike Holcomb, Secretary

APEMS Board May 31, 2014

PRESENT: Judy Gerrish, Brent Melvin, Tim Beals, Mike Poli, Dave LaFountain, Warren Waltz, Dennis Brockway, Dave Buccello-Phone
Staff: Rick Petrie, Bill Zito, Kelly Roderick
Excused/Absent: Mike Holcomb

INTRODUCTIONS

Call to Order 3:00pm

I. Minutes

Dennis Brockway, Motion to accept the March minutes, Seconded by Judy Gerrish. Motion carried.

II. Finance Report

Year to Date:

Discussion in Educational Income and Equipment Supplies and why they are off from projected budgets. Bill explained that sometimes the invoicing/payments cross over budget years, but will balance at year end. The Board was also brought up to speed on the Pumps Project and how that was represented in the budget.

FY15

Rick distributed a handout on the FY15 Budget for Discussion. Rick and Bill explained the

overall reduction in income with projected \$60,000 less in income to remain conservative. This also reflects that the contract with BHS is coming to the end in September and we believe that they will have to go out for RFP, and may be moving in a different direction.

Expense lines will see a change in Personnel line item because of the staffing change of Brian leaving in December and Heather assuming the role of Clinical Coordinator. The QI Contract with Capital has been cancelled and there will be plans to hire an Administrative Assistant to work in Bangor.

Dennis suggests that Human Resources committee meet to discuss upcoming staffing changes and salary increase request. It was decided to have the HR Committee meet to make a recommendation to the full board, send the revised budget out to the Board with the proposed changes, and then arrange a phone vote on the final budget proposal.

III. Old Business

Business Development:

Warren reported that the group met last month and had a productive meeting. A summary of potential growth areas was discussed.

Looking to reduce the dependency on Maine EMS because of uncertainty in future funding

Expand Specialty Training to match needs of providers; develop new programs

Explore Canada and New England Markets

Health and Safety for private industry Needs

Wider marketing for APEMS

Consider a second seminar in the spring on smaller scale in a larger population center

Discuss and explore how to develop better alignment with Maine hospitals

Explore a Purchase Cooperative.

These topics will be examined at the Retreat this fall.

Summer Schedule:

No meeting in July, next full face to face meeting will be September.

Staff Update:

Sally, Dan and Kerry have completed the Resuscitation Academy in Maryland and will be bringing that back to add to our specialty course offerings.

Eastern Maine Community College Paramedic Program will be undergoing its accreditation in August.

We have secured a contact to teach at Fort Hood for DMI, as we have done in the past.

Rick will be leaving for FIJI for 10 days (using vacation time) to complete the program that was cut short in March by the cyclone. Dennis suggested that the Board have a larger discussion about the Fiji project and future plan. Discussion followed.

IV. New Business

Staff retreat is scheduled for this fall and he has heard from Pat who with her new position is not able to assist us this year. Discussion followed on retreat Time, Location and Facilitator.

Kelly will look at possible location including Alumni House at Colby for a full day retreat in October.

Next meetings: September 25, 2014

Motion to adjourn

Submitted by:

Kelly Roderick for Mike Holcomb, Secretary

APEMS Board Conference Call June 17, 2014

PRESENT: Judy Gerrish, Tim Beals, Mike Poli, Dave LaFountain, Warren Waltz, Dave Buccello, Mike Holcomb, Dennis Brockway

Staff: Rick Petrie, Bill Zito, Kelly Roderick

Excused/Absent: Brent Melvin

INTRODUCTIONS

Call to Order 10:39am

I. Minutes

Deferred until the next regularly scheduled Board meeting

II. Budget

The purpose of this conference call was to give final approval to the proposed FY 15 Budget. The final draft was presented to the Board at their May 29th meeting. The Board gave it tentative approval, and sent it to the personnel committee for recommendations about employee raises. The personnel committee met on June 2nd, and recommended an across the board raise based on the following:

1. The staff did not receive a raise in this last fiscal year.

2. The CPI for this year is 1.6%, and last year was 1.6%, which would have totaled 3.1% had we given raises for each of the years.

3. The staff has performed well this year and the treasurer feels comfortable with the current fiscal position.

Motion to approve the budget as presented with a 2.5% increase for staff. (Brockway, Gerrish/Buccello)

All in favor, no abstentions

Conference call adjourned at 11:46am

Submitted by:

Mike Holcomb, Secretary

APEMS – KV RAC

Regional Council

Thursday, April 10, 2014 (Rescheduled from March because of snow storm)

Meeting Minutes

Meeting cancelled because no quorum

Kennebec Valley Regional Advisory Council June 19, 2014

PRESENT: Tim Pomelow, Mike Holcomb, Tim Pieh, Tim Beals, George Demchak,

Staff: Rick Petrie, Kelly Roderick

I. Old Business

a. State Updates

i. MEMS Board

1. MEMS Board reworked the Regional Work Plans for the Regional Contracts. Highlights Include:
 - A. Continues to work on the Medical Control Training and getting it out to all ED Providers and Service Medical Directors.
 - B. QI Plans for service levels need attention
 - C. Looking at studies on Return to spontaneous Circulation, Pain Management, 911 Refusals and CPAP
2. Rules changes are underway and they are looking at a QI Chapter be added.
3. Looking at creating a subcommittee to review the future of Regional Offices.
4. Regions will be required to submit Meeting minutes within 30 Days to Maine EMS

5. PIER Training needs to be more than the Resource we have provided and must be more focused on TRAINING
6. There is a new MANDATORY REPORTING LAW on Suspected Child Abuse

b. State Education

- i. . Currently the attrition rates for course by Training Center and instructor are now being posted in our reporting to MEMS and then published on their website.

c. Regional Update

Subregional QI

1. We will have two audits this fall and two this spring and both will include an educational component.

EMS Seminar

2. The seminar is moving along schedule and the Keynote speaker and presenters have been selected and follow work is in process. Looking to change evening events to a Wine Beer Tasting JAZZ night and the Banquet.

Regional Education

3. Looking to establish a Daylong Seminar series to help with educational needs and to generate more income.
4. Public Information Officer Training is now a part of our contract and we will be working to find specialized programs to offer services and post to our Website.
5. Summer Semester is underway and enrollment is back up.
6. Specialty Training IS VERY VERY BUSY

KVRAC Representative to APEMS Board

7. Election of KVRAC Rep to the APEMS Board was discussed.
Dave Lafountain & Mike Holcomb continues to be interested in serving.
No other Nominations.
Tim Beals motioned to cast one ballot for APEMS Representative to be Dave LaFountain. Seconded by Tim Pomelow. All in Favor
Tim Beals motioned to cast one ballot for APEMS Representative to be Mike Holcomb. Seconded by Tim Pomelow. All in Favor.

Submitted by: _____
Kelly Roderick, Executive Assistant

KVRAC Membership

MEMBERSHIP LIST

Service Name	Chief Name
Albion Fire-Rescue	Andrew Clark
Anson Madison Starks Ambulance Service	George Demchak
Augusta Fire Department	Roger Audette
Belgrade Rescue	Lisa Day
Canaan Municipal Fire & Rescue	Raymond Small
China Rescue Squad	Justin Cerbarano
Clinton Fire Dept Ambulance Service	Gary Petley
Delta Ambulance	Tim Beals
Detroit Fire & Rescue	Kathy Walston
Fairfield Fire Dept Rescue	Duane Bickford
Gardiner Fire & Ambulance Department	Dan Guimond(Interim)
Harmony Regional Ambulance Service	Brian Bagley
Jackman Area Volunteer Ambulance	Mike St. Peter
Jefferson Fire and Rescue	Jill Huber
Litchfield First Responders	Tina Gowell
Maine State Police Medical Unit	Don Shead
Mt Vernon Rescue	Pat Rawson
Newport Fire Department	Amanda Chretien
Oakland Fire – Rescue	Dave Coughlin
Palermo Rescue	Deb Langis
Plymouth Fire Department	Laurine Farrar
Redington Fairview EMS	Barbara Demchak
Rome Rescue Squad	Gary Foss
Sebasticook Valley Hospital Ambulance	Mike Holcomb
Sidney Rescue	Scott Routhier
Smithfield Rescue	Melanie Thomas-Winegardner
Unity Volunteer Ambulance Corps	Bruce Cook
Upper Kennebec Valley Ambulance	Tim Pomelow
Waterville Rescue	Jeff Brazier
Whitefield Rescue	Lynn Talacko
Windsor Fire & Rescue	Ray Chavarie
Winslow Fire Department Rescue	Scott Higgins
Winthrop Ambulance Service	John Dovinsky

Appendix “E”; Public Information, Education, Relations

Item Description	Comments
April is 911 Education Month (http://www.know911.org/)	Link to website where EMS services can get material on 911 Education Posted FB
Information for Health staff in your long-term care facilities	Link for Webinar for Services to share with their long-term care facilities EMAILED
Security Risk Assessment (SRA) Tool	Office of the National Coordinator for Health Information Technology Posted FB
Mission Lifeline recognition for EMS services	Dissemination of mission lifeline recognition criteria for recognition and management of STEMI patients
ACEP "writing a press release" guideline	Tips to writing a successful press release written by ACEP
Press Release Template	Provided a template for writing a press release
How to implement a social media strategy	Provided a link to this article from EMS World
Public Information Officer Awareness	Provided information about this online program from MEMA
May is stroke Month	Posted and sent information about Stroke Month; encouraged services to work with their hospitals.

Appendix “F” – Financial Information

Financial Report will be provided prior to December 31, 2014