



Aroostook Region 5. EMS-Regional Summary Report for the Board of EMS

January 1, 2022-June 30, 2023

Contract # CT-16A-20210628*3822

Summative update and current status:

At a national and state level, EMS is facing unprecedented challenges. This reported contract period proved that Aroostook County is not immune to such challenges and obstacles. However, in this section of the report I would like to highlight some of these challenges and innovative solutions that have either been implemented or are in the process.

- **Personal Updates:** Chase Labbe, the former R 5 EMS coordinator, resigned his position. Due to the uncertainty regarding future and ongoing contracts between EMS regional offices and MEMS, this position was not immediately replaced. Rather, AJ Gagnon, President of Region 5, assumed the interim responsibilities until clear direction is obtained from MEMS regarding the possibility of ongoing contracts/funding. The Vice president's position remains open on the AREMS executive board and work has begun to fill this position.
- **Collaborative/innovative personal solution:** With the contract extension approved by MEMS, Aroostook Region 5 EMS (AREMS) has decided to move ahead with working to fill the coordinator position. Historically, it has been difficult to fill this position with a qualified applicant due to the workforce shortage and extensive required qualifications. Taking this into consideration, AREMS has begun work with the Northern Maine Community College (NMCC) for an innovative and collaborative solution. Soon AREMS will advertise and fill this coordinator position with an applicant who will meet all the contractual requirements of the coordinator but will also be employed by NMCC as a lead BLS instructor. This will essentially result in the formation of a "blended" position and will foster a closer relationship between NMCC and AREMS while ensuring increased access to extensive resources and accessibility for all EMS services and clinicians in Aroostook County. It is our belief this work will make the coordinator position more appealing and result in the acquisition of a high-quality applicant.
- **Office relocation:** The AREMS office has moved onto the NMCC campus. This will result in easier access for clinicians and services who wish to physically come to the office. It will also result in increased access and utilization of NMCC classroom/technology for continuing education etc.



Quality Assurance and Quality Improvement Plan/Work:

Dr. Collamore has taken the lead regarding QA/QI at a regional level at AREMS. She continues to perform ongoing audit of run reports specifically regarding the following criteria:

- Cardiac arrest management in the field with no transport of patients not achieving ROSC
- Administration of Narcan in cardiac arrest
- Downgrading of transfer level of patients, resulting in ALS intercept and/or diversion
- Overall documentation quality

Dr. Collamore has and continues to follow up with front line clinicians and service leaders directly regarding her findings. Many educational program and offerings have occurred due to the AREMS QA/QI work.

A Regional QA/QI meeting occurred in person with virtual option. Case studies were presented and reviewed by Dr. Collamore. The main focus of the meeting centered on cardiac arrest data which A. Moody from MEMS presented. Future meetings for contracted period are being developed and planned.

A Quality Assurance and Quality Improvement survey was created by the Regional EMS Coordinators asking EMS services to evaluate their QA/QI programs. The follow-up survey for FY2023 is in development and will follow-up on the results of the FY2022 survey. Projected release date is March 2024.

All of the regional coordinators have worked together to develop an on-line quality improvement and quality assurance education project which will be accessible through MEMSED. The name of this program is "Raising the Bar-Quality in EMS." Currently, final edits are being performed and will be sent back to MEMS for the first quarter of FY 2024. The overall goal of the educational program is to present uniform education on the primary constructs of QA/QI in EMS.



Continuing Education:

During the reported period AREMS reviewed and approved 83 CEH request. We worked with services to help facilitate these and provided support as needed. Also, I believe it's important to note that Dr. Collamore also worked with multiple services in Region 5 to provide ACLS and PALS at their locations for only the cost of cards. Providing on-site education at services improves attendance and lowers financial burdens for services.

Communication and Support:

Much work has occurred to increase communication to services and front-line staff. The master email distribution list has been updated and will be utilized for further communications. A Facebook page has been developed and utilized to distribute information. The following information is a sampling of what has been distributed when appropriate/requested by MEMS:

- Service level medical director requirements
- COVID related bulletins/information
- Any communicated requested by MEMS to be distributed
- Communicated medication shortages etc.

Sampling of Support Provided:

- AREMS has worked collaboratively with Aroostook EMA to develop a robust CISM team who meets regularly for training and regular business. This team has been requested multiple times and has responded to 100% of requests.
- Reviewed and provided feedback on EMS calls when requested
- Working on blood transportation process
- Assisted services/organizations with the purchasing of AEDs and related equipment
- Provided "Stop the Bleed" training to local fire departments, when requested
- Provided Narcan administration training to local fire departments, when requested
- Provided education related to Calcium administration per a service request
- Assisted local organizations regarding the acquisition of Narcan and provide education on utilization
- Provided "Restraint" education to services



Attendance at Meetings:

<u>Maine EMS Board</u>	
January 24, 2000 (Chase)	AREMS represented
February 2, 2022 (Chase)	AREMS represented
March 2, 2022 (Chase)	AREMS represented
May 4, 2022 (Chase)	AREMS represented
May 20, 2022 (Chase)	AREMS represented
September 7, 2022 (AJ)	AREMS represented
October 19, 2022 (AJ)	AREMS represented
June 7, 2023 (AJ)	AREMS represented
<u>Medical Direction & Practices Board</u>	
January 19, 2022 (Chase)	AREMS represented
February 16, 2022 (Chase)	AREMS represented
March 16, 2022 (Chase)	AREMS represented
August 17, 2022 (Jessica)	AREMS represented
September 21, 2022 (Jessica)	AREMS represented
May 17, 2023 (AJ)	AREMS represented
<u>Quality Assurance and Improvement Committee</u>	
March 16, 2022 (Dr. Collamore)	AREMS represented
April 20, 2022 (Chase/Cody)	AREMS represented
May 18, 2022 (Dr. Collamore)	AREMS represented
June 15, 2022 (Cody)	AREMS represented
July 20, 2022 (Dr. Collamore)	AREMS represented
September 21, 2022 (Dr. Collamore)	AREMS represented
November 16, 2022 (Dr. Collamore)	AREMS represented
February 15, 2023 (Dr. Collamore)	AREMS represented
March 15, 2023 (Dr. Collamore)	AREMS represented
April 19, 2023 (Dr. Collamore)	AREMS represented
May 17, 2023 (Dr. Collamore)	AREMS represented



This concludes the report. Please feel free to contact me should you have any questions or require any additional information.

Submitted by,

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