



EMS ConnectME



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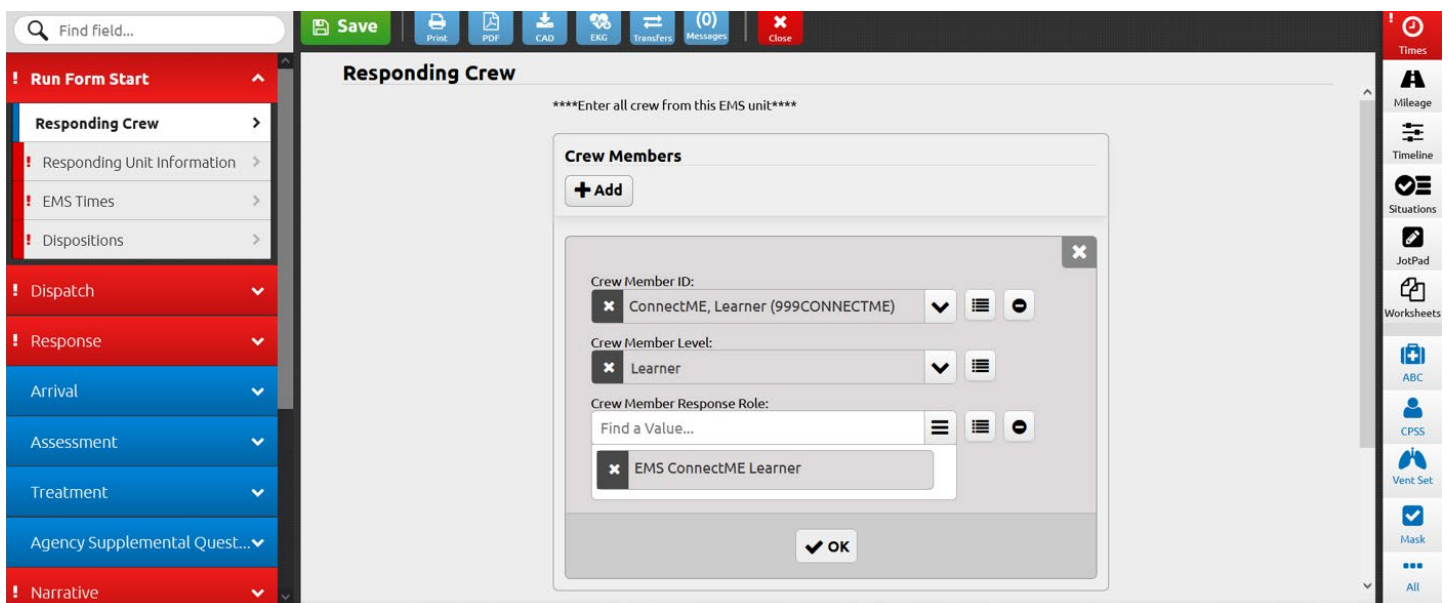
MEFIRS Documentation Guide

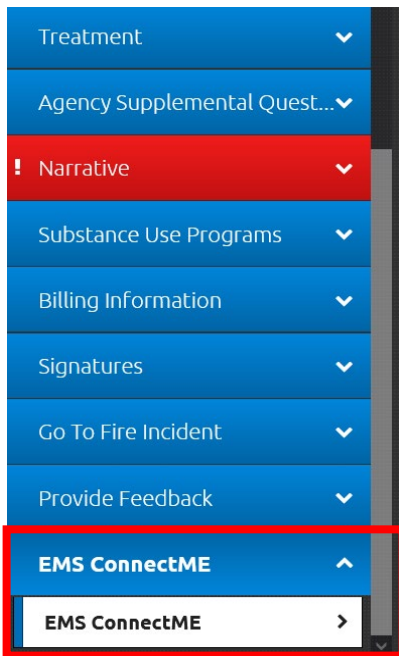
Any time you have an EMS ConnectME Learner on an EMS call with you, you must complete the EMS ConnectME documentation in MEFIRS.

The data you enter is reviewed weekly by the statewide team, and will be used to evaluate the program, identify concerns, improve safety, and generate program statistics.

Steps for Completing the Documentation

1. Add the Learner as a crewmember.
 - a. Each Level 2 Learner will have a number in MEFIRS that will allow you to enter them on the call. For most, this will be a 999-number.
 - b. Level 2 Learners should also be on your agency's roster in MEFIRS. If they are not in the drop-down list, please contact your agency administrator before completing the documentation.
 - i. The Learner's Level should automatically populate with "Learner," and their Response Role should automatically populate with "EMS ConnectME Learner." If either of these does not fill in correctly, please select it manually. Notify your agency administrator to fix the issue for the next call.
 - c. Make sure you add the Learner to the crew **every time** they go on a call with you.





2. The EMS ConnectME documentation tab is located on the left-side menu, near the bottom.
 - a. This option will only be required when you have a Learner on the call. If it is not highlighted red, make sure you have successfully added the Learner to the responding crew.
 - b. Only agencies with active Level 2 Learners will have the option to complete this documentation. If you believe you should have access to it, but you don't see it, please contact the EMS ConnectME Program Coordinator at anna.massefski@maine.gov, or call (207) 248-9505.
3. This documentation contains 7 required questions. Some responses will open additional follow-up questions.
4. Please be as thorough and accurate as possible when completing this documentation. The expected completion time for the average run is less than 10 minutes. All the information you enter is reviewed weekly by the statewide EMS ConnectME team.

The remaining pages of this guide provide additional details on each question in the EMS ConnectME MEFIRS documentation.

Please reference them as needed.



Question 1:

What skills did the Learner perform on this call? (select all that apply):

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Observation

Retrieving equipment/supplies

Assisting with carrying items/belongings

Speaking with patients, bystanders, other responders, etc

Using the EMS radio

Chest compressions

Hemorrhage control

Other skills (please describe)

- The purpose of this question is to record the skills that Learners are doing in the field.
 - o You can select multiple answers to this question.
- For almost every call, it will be appropriate to select “Observation,” in addition to any other skills the Learner performed.
- If you select that the Learner performed chest compressions or hemorrhage control, additional questions will open to allow you to input more details.

Response:	Select this response when:
Observation	The Learner is on a call with you. Even if the Learner has to isolate at some point, they are still observing EMS in action. Even if they do no other skills, you can likely select this response.
Retrieving equipment/supplies	The Learner successfully retrieved equipment or supplies that you asked for or needed.
Assisting with carrying items/belongings	The Learner helped with carrying bags, patient belongings, or other equipment.
Speaking with patients, bystanders, other responders, etc.	The Learner spoke with those on scene, or otherwise practiced their bedside manner and communication skills.
Using the EMS radio	The Learner used the EMS radio on a call. <i>Learners should never call online medical control (OLMC), or make a hospital call-in.</i>
Chest compressions	The Learner performed chest compressions on a call.



Hemorrhage control	The Learner performed hemorrhage control on a call.
Other skills (please describe)	The Learner performed skills that are not otherwise listed in this question. When you select this response, a supplemental free-text box will open. Type the skill there.

Question 1.1:

Why did the Learner perform chest compressions, rather than non-Learner personnel? (select all that apply):

Lack of available resources

Issue with mechanical CPR equipment

Extended resuscitation time

Other (please describe)

- This question appears if you select “Chest compressions” from the skills list in Question 1.
- The purpose of this question is to identify any risk factors, call types, or other variables that can lead to a Learner having to perform chest compressions on a call.
 - o You can select multiple answers to this question.
 - o Answers to this question will help the statewide EMS ConnectME team improve the program’s safety and support structure for all Learners. This data is not collected for punitive purposes.
- If you select “Other (please describe),” another question will open that allows you to freely type any additional factors.

Response:	Select this response when:
Lack of available resources	You needed the Learner to perform chest compressions because not enough non-Learner personnel were available to assist on-scene. In this scenario, you and your partner are waiting for, or do not have access to, other personnel or resources.
Issue with mechanical CPR equipment	You needed the Learner to perform chest compressions because of an issue with the

	mechanical CPR device and lack of available personnel to perform chest compressions. When using this response, consider selecting “Lack of available resources” as well.
Extended resuscitation time	<p>You needed the Learner to perform chest compressions because of an extended resuscitation time that exhausted all other available personnel.</p> <p>In this scenario, you and your partner have other resources on scene, but due to the extended resuscitation time, even those resources were not enough and the Learner was needed to perform chest compressions.</p>
Other (please describe)	Another reason not listed above contributed to the Learner doing chest compressions. When you select this response, a supplemental free-text box will open. Type your response there.

Question 1.2:

Why did the Learner perform hemorrhage control, rather than non-Learner personnel? (select all that apply):

Lack of available personnel

Lack of available equipment (i.e., tourniquets, etc.)

Multi-system trauma requiring additional hands

Other (please describe)

- This question appears if you select “Hemorrhage control” from the skills list in Question 1.
- The purpose of this question is to identify any risk factors, call types, or other variables that can lead to a Learner having to perform hemorrhage control on a call.
 - o You can select multiple answers to this question.
 - o Answers to this question will help the statewide EMS ConnectME team improve the program’s safety and support structure for all Learners. This data is not collected for punitive purposes.
- If you select “Other (please describe),” another question will open that allows you to freely type any additional factors.



Response:	Select this response when:
Lack of available personnel	<p>You needed the Learner to perform hemorrhage control because not enough non-Learner personnel were available to assist on-scene.</p> <p>In this scenario, you and your partner are waiting for, or do not have access to, other personnel or resources.</p>
Lack of available equipment (i.e., tourniquets, etc.)	<p>You needed the Learner to hold direct pressure on a wound because not enough tourniquets or other equipment were available.</p>
Multi-system trauma requiring additional hands	<p>You needed the Learner to perform hemorrhage control because the on-scene resources were inadequate to control the patient's multi-system trauma.</p> <p>In this scenario, you and your partner have other resources on scene, but due to the severity of the patient's trauma, even that is not enough and the Learner is needed to perform hemorrhage control.</p>
Other (please describe)	<p>Another reason not listed above contributed to the Learner performing hemorrhage control. When you select this response, a supplemental free-text box will open. Type your response there.</p>

Question 1.3:

Learner Skills - Other:

- This question appears if you selected "Other skills" from the skills list in Question 1.
- If the Learner performed any skills not listed in Question 1, you can type them in this free-text field.



Question 2:

At any point on this call, did you need to have the Learner isolate themselves from inappropriate or unsafe events?:

Yes No

- The purpose of this question is to identify any risk factors, call types, or other variables that can lead to a Learner having to isolate on a call.
 - o Answers to this question will help the statewide EMS ConnectME team improve the program's safety and support structure for all Learners. This data is not collected for punitive purposes.
- If you select "Yes," to this question, additional questions will open asking for more details.

Question 2.1:

How did the Learner isolate? (select all that apply):

- The Learner temporarily exited the scene until it was safe to return.
- The Learner stayed in the ambulance passenger seat.
- The Learner was picked up by other personnel.
- The Learner was picked up by a parent/guardian.
- Other (please describe)

- The purpose of this question is to identify the ways in which agencies are able to isolate Learners from inappropriate or unsafe EMS calls.
 - o You can select multiple answers to this question.
 - o Answers to this question will help the statewide EMS ConnectME team support all agencies with policy writing and contingency planning.



Response:	Select this response when:
The Learner temporarily exited the scene until it was safe to return	The Learner isolated by leaving the scene and waiting outside until it was safe to return.
The Learner stayed in the ambulance passenger seat	The Learner isolated by staying in the ambulance passenger seat.
The Learner was picked up by other personnel	The Learner isolated by leaving the scene with other personnel such as another EMS crew, Fire, law enforcement, or other responders.
The Learner was picked up by a parent/guardian	The Learner isolated by leaving the scene with a parent/guardian.
Other (please describe)	<p>The Learner isolated in a way that is not otherwise listed in this question. This could include the Learner leaving the scene with others not listed above, such as a teacher, JMG specialist, or another appropriate adult.</p> <p>When you select this response, a supplemental free-text box will open. Type additional information there.</p>

Question 2.2:

Why did you have the Learner isolate? (select all that apply):

- Inappropriate call type
- Inappropriate behavior of individuals on scene (i.e., patients, bystanders)
- Safety risk
- Other (please describe)

- The purpose of this question is to identify any risk factors, call types, or other variables that can lead to a Learner having to isolate on a call.
 - o You can select multiple answers to this question.



- Answers to this question will help the statewide EMS ConnectME team improve the program’s safety and support structure for all Learners. This data is not collected for punitive purposes.
- If you select “Other (please describe),” another question will open that allows you to freely type any additional factors.

Response:	Select this response when:
Inappropriate call type	<p>The Learner was on a call that is classified as a no-go call by the EMS ConnectME rules.</p> <p>This can occur if the reality of the call was different than it was dispatched, or if the Learner was out with the crew when the call came in, and there was no opportunity to drop the Learner off at the station.</p>
Inappropriate behavior of individuals on scene (i.e., patients, bystanders)	You asked the Learner to isolate because individuals on a call were behaving in a way that you did not want the Learner exposed to.
Safety risk	<p>You asked the Learner to isolate because of a safety risk on scene. If you select this response, please elaborate on what the safety risk was in Question 7, the free-text narrative question at the end of this documentation. Your report will help the statewide team understand and avoid future risk to Learners and Mentors.</p> <p>In some cases, a safety risk will be mitigated, and the Learner may return to the scene. In these cases, please still select this response.</p>
Other (please describe)	<p>You asked the Learner to isolate for a reason that is not otherwise listed in this question.</p> <p>When you select this response, a supplemental free-text box will open. Type additional information there.</p>



Question 3:

Have you reviewed this call with the Learner?:

Yes No

- The purpose of this question is to ensure that the after-action review with Learners is occurring after each call, and identify any trends of it not occurring.



Question 4:

Select any serious incidents that occurred on this call:

- The purpose of this question is to identify any serious incidents or near misses that occur when a Learner is on an EMS call.
 - o If no serious incidents or near misses occurred, select “No serious incidents occurred.”
 - o You can select multiple answers to this question.
 - If you select “No serious incidents occurred,” there should not be any other responses selected.
 - o Answers to this question will help the statewide EMS ConnectME team improve the program’s safety and support structure for all Learners. This data is not collected for punitive purposes.
- For all serious incidents or near misses, please use Question 7 to elaborate on what happened.
 - o Question 7 is the free-text narrative question at the end of this documentation. Your report will help the statewide team understand and avoid risk to Learners and Mentors.
- If you select “Other serious incident (please describe),” another question will open that allows you to freely type any additional serious incidents.

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- No serious incidents or near misses occurred
- Patient decompensation/deterioration
- Inappropriate call for Learner (i.e. a call the Learner should not have been on)
- Near-miss or close-call that could have resulted in a serious incident
- Unsafe scene - weapons (i.e., there was an unsecured firearm)
- Unsafe scene - behavioral (i.e., someone on scene was threatening violence)
- Unsafe scene - environmental (i.e. temperature extremes that pose a health risk)
- Unsafe scene - HAZMAT (i.e., unidentified substance on scene)
- Unsafe scene - setting (i.e., car accident/MVA)
- Crew injury
- Learner injury
- Learner illness (i.e., motion sickness)
- Ambulance crash
- Other serious incident (please describe)

Response:	Select this response when:
No serious incidents or near misses occurred	No serious incidents or near misses occurred.
Patient decomposition/deterioration	The patient’s condition deteriorated while you were with them, and the call became a no-go call.



<p>Inappropriate call for Learner (i.e., a call the Learner should not have been on)</p>	<p>The Learner was on a call that is classified as a no-go call by the EMS ConnectME rules, or was a personal no-go call for that Learner.</p> <p>This can occur if the reality of the call was different than it was dispatched, or if the Learner was out with the crew when the call came in, and there was no opportunity to drop the Learner off at the station.</p>
<p>Near-miss or close-call that could have resulted in a serious incident</p>	<p>A near miss occurred on the call.</p> <ul style="list-style-type: none"> - Near misses are a situation where a serious incident could have occurred, but didn't because of luck or another uncontrollable factor. <p>The statewide team tracks data on near misses because understanding near misses can help prevent future serious incidents.</p>
<p>Unsafe scene – weapons (i.e., there was an unsecured firearm)</p>	<p>The scene was unsafe due to a weapon.</p>
<p>Unsafe scene – behavioral (i.e., someone on scene was threatening violence)</p>	<p>The scene was unsafe due to a behavioral issue.</p>
<p>Unsafe scene – environmental (i.e., temperature extremes that posed a health risk)</p>	<p>The scene was unsafe due to an environmental factor such as temperature or weather.</p>
<p>Unsafe scene – HAZMAT (i.e., unidentified substance on scene)</p>	<p>The scene was unsafe due to a HAZMAT concern.</p>
<p>Unsafe scene – setting (i.e., car accident/MVA)</p>	<p>The scene was unsafe due to the scene setting.</p> <ul style="list-style-type: none"> - This response can cover any other unsafe scenes.
<p>Crew injury</p>	<p>A crewmember was injured on an EMS scene.</p> <p>Please select this response even if you consider the injury to be minor. This information helps the statewide team prevent future injuries that may be worse.</p> <ul style="list-style-type: none"> - Please also follow your agency's policy for injury reporting.
<p>Learner injury</p>	<p>A Learner is injured on an EMS scene.</p>



	<p>Please select this response even if you consider the injury to be minor. This information helps the statewide team prevent future injuries that may be worse.</p> <ul style="list-style-type: none">- Please also follow your agency's policy for injury reporting.
Learner illness (i.e., motion sickness)	<p>A Learner becomes ill on an EMS scene. This could include motion sickness or syncope. Please select this response even if the illness resolves quickly, or you consider it to be minor.</p> <p>This information helps the statewide team identify risk factors and prevent future illness.</p> <ul style="list-style-type: none">- Please also follow your agency's policy for reporting this kind of incident.
Ambulance crash	<p>The ambulance is involved in an accident when a Learner is onboard or on the call.</p> <p>Please select this response even if you consider the crash to have been minor. This information helps the statewide team identify risk factors and prevent future incidents that might be more severe.</p>
Other serious incident (please describe)	<p>There is a serious incident not otherwise listed in this question.</p> <p>When you select this response, a supplemental free-text box will open. Type your response there.</p>

Please use Question 7 to elaborate on all serious incidents and near misses.

Question 7 is the free-text narrative question at the end of the EMS ConnectME documentation. Your report will help the statewide team better understand and avoid risk to future Learners and Mentors.



Question 5:

Do you recommend additional follow-up on this call for this Learner?:

Yes

No

- The purpose of this question is to create a flag for you, other Mentors, your agency's QA/QI person, and/or your EMS ConnectME program leadership, to follow up with the Learner involved in this call.
- Select "Yes" if you feel that the call posed higher risk of impacting the Learner's mental health or emotional state.
 - o Follow your agency's policy for review and follow-up of calls.



Question 6:

Should this call be flagged for review?:

- The purpose of this question is to create a flag to evaluate a potential local or statewide change to the no-go call list.
 - o Data from this question will be used to inform updates to EMS ConnectME that can improve safety for future Learners. The data is not collected for punitive purposes.
- Select “Yes” if you feel that future calls like this one could pose higher risk to Learners.

Question 6.1:

Why should this call be reviewed? (select all that apply):

- The purpose of this question is to identify why this call should be reviewed.
 - o You can select multiple answers to this question.
 - o Answers to this question will help your local program leadership, and the statewide EMS ConnectME team, improve the program’s safety and support structure for all Learners. This data is not collected for punitive purposes.
- If you select “Other (please describe),” another question will open that allows you to freely type additional details.

Response:	Select this response when:
Inappropriate call type	You think your agency and/or the statewide EMS ConnectME team should consider adding future calls of this type to the no-go call list.
Known address with high risk for serious incidents	You think your agency should consider adding future calls with at this address to your local no-go call list.
Known patient with high risk for serious incidents	You think your agency should consider adding future calls with this patient to your local no-go call list.



<p>Other (please describe)</p>	<p>You feel this call should be reviewed for another reason not otherwise listed in this question.</p> <p>When you select this response, a supplemental free-text box will open. Type your response there.</p>
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Question 7:

If you would like to add anything regarding the Learner to this report, please write it in the box below:

Start typing here...

- This optional question is a free-text field similar to the Narrative, where you can enter any additional details relevant to EMS ConnectME or your Learner on this call.
- Use this box to elaborate on any safety risks, near misses, serious incidents, or other events on the call that you wish to share.