

# AROOSTOOK REGION V EMS BI-MONTHLY BOARD REPORT

December 2018

## OVERVIEW

### 1. Quality Assurance/Improvement

- i** • Continue to work on and develop our regional QA/I Committee. We experienced a minor setback with the orchestration of the committee due to unforeseen circumstances. Our projected start date for the committee to begin meeting is in January, 2019.
- The regional coordinator attended the monthly QA/I meeting in October, however, due to unforeseen circumstances could not make the November QA/I meeting.
- Continue to work with services and providers on inquiries that come into the office. All inquiries are brought to our Regional Medical Director and worked on collaboratively.
- Working with our local hospitals on any EMS related issues that may arise and to facilitate appropriate resolutions to any issues that may arise.

### 2. Communication

- i** • Continue to keep a running and accurate database of regional contacts.
- Disseminate pertinent and timely information from Maine EMS and other entities as needed.
- Answering and fielding phone calls, emails and messages as they come into the office on a daily basis.
- Updating our website on a weekly basis.
- Recently, we created a Facebook page to reach a broader audience for information sharing.
- Reaching out to services by physically visiting the services within the region to re-assess the needs of the services and providers.
- Working on scheduling meetings with the local hospital's (ER physician/provider, ER staff, Nurse Management, pharmacy, and the multi-disciplinary team). Working on January/February 2019 dates.
- In September, 2018, we held our quarterly Regional Council and Ambulance Director's Association Meetings. We are utilizing Zoom Meeting to allow for easier access and attendance.
- Our next Regional Council and Ambulance Director's Association Meetings will be held on December 11, 2018.

### 3. Education



- Approve CEH requests that come into the office.
- Assist with creating CEH requests for providers who inquire.
- Assist with the final steps of the CEH process by allowing providers to utilize the office for scanning and uploading their documents here at the office.
- The Regional Medical Director, with the assistance of the Regional Coordinator, held and presented TXA, Ketamine, and pediatric airway trainings throughout the region. Currently working on providing these trainings throughout the region.
- Disseminated information about upcoming trainings to our contact lists.

### 4. Other Projects



- Continue to support the providers, services and fellow members of public safety with critical incident stress management debriefings throughout the region.
- Provided a CISM debriefing during this timeframe.
- Continue to work with and attend our local emergency planning committee.
- Continue to work with our local emergency management agency office and its staff.
- Attended and are working with on implementing tactics learned at a Self-Care for First Responders Program.
- Working with our training center on facilitating EMT courses. Currently we have two classes running.

### 5. Reports



- Submitted documents to our accounting firm for the preparation of our Form 990 and our independently prepared financial report.
- Prepare and submit our monthly invoice to Maine EMS for reimbursement.
- Continue to work on our six-month progress report due on December 28<sup>th</sup> to Maine EMS.

Prepared and Submitted by:

Benjamin Zetterman, AEMT  
Regional Coordinator  
Aroostook Region V EMS