

# AROOSTOOK REGION V EMS BI-MONTHLY BOARD REPORT

January, 2019

## OVERVIEW

### 1. Quality Assurance/Improvement

- i** • In January, 2019, Aroostook Region V EMS held its first meeting of the newly revitalized QA/I Committee. We had good attendance and excellent participation from services and hospitals. The committee established goals, objectives, and plans of action to ensure these goals and objectives are met. The committee picked a few projects to work on in the near future. The committee will meet monthly to work on the needs of the region.
- The regional coordinator and regional medical director attended the monthly QA/I meeting in December and in January.
- 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.
- Sharing information and discussion topics through our Facebook page.
- 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 February/March 2019 dates. These dates and times are focused around our regional medical director's schedule.
- In December, 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. Maine EMS staff attended and we had great attendance and participation. Maine Ambulance Association staff attended and presented on legislative activity and how to contact the legislative leadership.

- Our next Regional Council and Ambulance Director's Association Meetings will be held in March, 2019.

### 3. Education

- i**
  - 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. These trainings continue to be a big-ticket item and are in high demand.
  - Currently working on providing these trainings throughout the region.
  - Working with the AREMS QA/I Committee, creating education on high priority items and putting this education on our website for providers to have easier access and allowing providers to stay current with these items of interest.
  - Disseminated information about upcoming trainings to our contact lists.

### 4. Other Projects

- i**
  - Continue to support the providers, services and fellow members of public safety with critical incident stress management debriefings throughout the region.
  - Working with services on issues brought to the region's attention. Plans of action are created by the regional medical director and the regional coordinator for the service(s) and/or provider(s) involved. All plans of action are addressed with Maine EMS staff prior to implementation.
  - Provided a CISM debriefing as needed.
  - Continue to work with and attend our local emergency planning committee.
  - Continue to work with our local emergency management agency office and its staff.
  - Working with our training center on facilitating EMT courses. Currently we are scheduling in the Fort Kent area to start mid-February.

### 5. Reports

- i**
  - Prepare and submit our monthly invoice to Maine EMS for reimbursement.
  - Finalized our six-month progress report and submitted to Maine EMS on December 28, 2018.

Prepared and Submitted by:

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