



## **BIANNUAL REGIONAL REPORT**

**July-December 2021**

**Aroostook Region Five EMS**

**33 Edgemont Drive**

**Presque Isle, ME 04769**

**(207)786-2755**

ADVANTAGE CONTACT  
PROVIDER'S VENDOR CUSTOMER NUMBER  
RFP

CT-16A-20210628\*3822  
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REGION FIVE MEDICAL DIRECTOR: DR. BETH COLLAMORE  
REGION FIVE EMS COORDINATOR: CHASE LABBE  
REGION FIVE QA COORDINATOR: CODY FENDERSON



**Aroostook Region Five Report  
*QA, and Continuing Education July 1-December 31, 2021***

Maine EMS,

As Region V Medical Director, I perform targeted run reviews at the request of providers, service directors, the Regional Coordinator, and the Regional QA Coordinator, in addition to random reviews. My random reviews are geared toward cardiac arrests, traumas, and a sampling of IFTs. As Regional Medical Director, I have noted some performance trends that are then brought to the attention of the Regional Coordinator. Specifically, some performance issues include:

1. Cardiac arrest management in the field with no transport of patients not achieving ROSC
2. Administration of Narcan in cardiac arrests
3. Downgrading transfer level of patients, which has resulted in ALS intercept and diversion
4. Adherence to Pandemic Protocols for possible COVID patients
5. Adherence to proper PPE for staff transporting possible COVID patients
6. Adherence to masking at services
7. Overall documentation

I have worked with the Regional Coordinator to provide feedback and education to our services. We have offered regular educational opportunities for our EMS clinicians.

Beth Collamore, MD

Region V Medical Director



**Aroostook Region Five Report  
*QA, and Continuing Education July 1-December 31, 2021***

Maine EMS,

Since July 1st, 2021, the training center through Region Five has undergone various changes to improve the overall delivery of training to all services within Aroostook County. Working as a Regional Coordinator through the pandemic has posed some interesting situations that the EMS system has endured through these unprecedented times. Aroostook Region V EMS has approved 48 CEH Programs since the start of the service contract for the 2021 year. The biggest obstacle was providers not taking the time to fill the application in its entirety, upload a lesson plan, and add attendees after the course was completed. Guidance has been sent to all service directors and I/C providers. Cody Fenderson has been the primary point of contact for CE approval. I review all requests that come to the training center and send correspondences when needed.

The biggest need for Region Five in terms of education was the “2021 Scope of Practice Expansion.” On October 18th, Region Five had its protocol rollout hosted by Maine EMS. Since then, 12-lead, CPAP, and Nebulizer training has been made available to all services in addition to all of the content provided by Maine EMS. A few services have completed training on this, and I assume that more will soon follow in the new year.

I established a Basic-EMT Course that has been ongoing since November. This course came after a need assessment revealed where the greatest needs for EMS coverage were. Overall, the entire county will benefit from any EMT course that can be offered. Northern Maine Community College, an additional training center within Region Five, was able to secure funds for a free EMT course that will be hosted in the Patten area this coming January.

Region Five partnered with a company called IAMED, a continuing education platform for paramedics and nurses. This company specializes in critical care courses and recertification modules that are CAPCE approved. Maine EMS does not recognize critical-care certifications at this time. Still, the thought process is to make more providers comfortable on transfers following Maine EMS Protocols if they are taking SCT transfers with hospital resources.

The goal for January is to provide all services with a drug-dose sheet following Maine EMS Protocols and a documentation review training.

Thank you for all of your continued support, education, and guidance provided to me in Region Five

Chase Labbe,  
Region Five EMS Coordinator

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Maine EMS,

The Regional QA process has been ongoing and continuous, focusing on some services with some additional issues. At the Region level, the focus of QA has remained on Cardiac Arrest and calls where the patients would be classified as U21 positive patients.

We have seen some improvement in the level of PPE that services are wearing on U21 positive calls, which is excellent news for our providers. There have been some region-wide issues with cardiac arrest. A review of ACLS and the protocols would be beneficial to all providers and would help eliminate some of the issues that have been found during QA.

We have seen better documentation on U21 patients and the care they receive. It is important to remember that Albuterol, now Duoneb, is not the recommended first-line medication for those with difficulty breathing. Duoneb treatments can be used, but good documentation should show why nebulized treatments were chosen prior to those listed in the pandemic protocol—remembering that those treatments should also be done in conjunction with the treatments in the pandemic protocol.

We continue to see the hard work and dedication that providers are putting in each shift through this continued pandemic. We hope to continue to move forward with our QA program and work with the Service level QA teams to set goals and topics on a more regular schedule.

Thanks,

Cody Fenderson,  
Region Five QA Coordinator



**Aroostook Region 5. Report July 1-December 31,2021**  
*Office Relocation Update*

Maine Emergency Medical Services (MEMS) Leadership Team,

The healthcare system at a national, state and regional level has faced unprecedented challenges as a global pandemic continues in the face of an EMS workforce shortage. Unfortunately, Aroostook Region 5 EMS has not been immune to such difficulties. As you are aware, earlier this year, Aroostook Region 5 was alerted that our office space was reallocated and required a physical change in location. To support the EMS structure in Region 5 and best leverage resources, Aroostook Region 5 EMS partnered with Northern Maine Community College (NMCC) to relocate the office onto the NMCC campus. This move has been highly beneficial for both parties as it provides a central location in Aroostook county for EMS providers to access. This relocation has also allowed Region 5 EMS to access and utilize supporting resources not readily available before this transition, a few of which I am listed below.

- Various EMS task trainers
- A full array of up to date and contemporary EMS equipment
- The high fidelity simulation center
- Formal classroom (s) with teleconferencing technology
- Copier center

I believe that this move and sharing of resources that have occurred thus far has truly set the foundational work to improve EMS education in Aroostook County moving forward while increasing accessibility. The office's transition has also resulted in cost savings, which will be vitally important for Region 5 EMS to meet its goals and objectives clearly outlined by MEMS.

Overall, it was my goal with this brief update to present how the Aroostook Region 5 EMS office relocation has gone and shared with MEMS how beneficial I believe that move has been for EMS in our region. It is my overall belief that this could potentially be a model worth exploring in other regions moving forward.

**Andrew Gagnon, RN, MSN, CCRN, NRP, CCEMT-P**

Aroostook Region 5. EMS President

**Northern Maine Community College**

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**Attendance and Involvement with Maine EMS Meetings:**

The Regional Coordinator and the Regional Medical Director regularly attend and participate in the following meetings:

- Operations Team Meeting – Regional Coordinator
- Board of EMS Meeting – Regional Coordinator
- Medical Directions and Practice Board Meeting – Regional Medical Director and Regional Coordinator
- Regional Quality Assurance/Improvement Committee – Regional Medical Director and Regional Coordinator

ALL MEETINGS HAVE BEEN HELD OVER ZOOM DUE TO CONTINUED COVID-19 PANDEMIC

*\*To my knowledge, I have not missed any operations meetings. However, some dates may not be correct due to the several scheduled operation meetings in the calendar. Some meetings were cancelled due to scheduling conflicts and/or emergency meetings\**

<b>July 6<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>July 7<sup>th</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>July 13<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>July 20<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>July 21<sup>st</sup>, 2021</b>	<b>MDPB/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>July 27<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>August 2<sup>nd</sup>, 2021</b>	<b>MDBP Covid-19 Meeting</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>August 4<sup>th</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>



<b>August 5<sup>th</sup>, 2021</b>	<b>EMS Covid-19 Update</b>	<b>Chase Labbe, Regional Coordinator Cody Fenderson, Regional QA Coordinator</b>
<b>August 10<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>August 17<sup>th</sup>, 2021</b>	<b>Region Five Council Meeting</b>	<b>All Region Five Staff</b>
<b>August 18<sup>th</sup>, 2021</b>	<b>MDBP/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>August 23<sup>rd</sup>, 2021</b>	<b>Emergency Board of Maine EMS Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>August 24<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>September 1<sup>st</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>September 7<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>September 15<sup>th</sup>, 2021</b>	<b>MDBP/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>September 28<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>October 4<sup>th</sup>, 2021</b>	<b>MDBP Covid-19 Meeting</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>October 6<sup>th</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>October 18<sup>th</sup>, 2021</b>	<b>Maine EMS Protocol Update</b>	<b>All Region Five Staff</b>
<b>October 19<sup>th</sup>, 2021</b>	<b>Region Five Council Meeting</b>	<b>All Region Five Staff</b>
<b>October 19<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>

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# Region V



<b>October 20<sup>th</sup>, 2021</b>	<b>MDBP/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>November 2<sup>nd</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>November 3<sup>rd</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>November 16<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>November 17<sup>th</sup>, 2021</b>	<b>MDBP/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>November 30<sup>th</sup>, 2021</b>	<b>Operations Team Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>December 1<sup>st</sup>, 2021</b>	<b>Board of Maine EMS</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>December 6<sup>th</sup>, 2021</b>	<b>MDPB Covid-19</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>December 14<sup>th</sup>, 2021</b>	<b>Emergency TAC Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>
<b>December 15<sup>th</sup>, 2021</b>	<b>MDBP/QA</b>	<b>Chase Labbe, Regional Coordinator Dr. Beth Collamore, Regional Medical Director</b>
<b>December 23<sup>rd</sup>, 2021</b>	<b>Emergency Board of Maine EMS Meeting</b>	<b>Chase Labbe, Regional Coordinator</b>

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Date Submitted: December 31, 2021

Chase B. Labbe

Chase Labbe, NRP  
Region Five EMS Coordinator