

Tri-County EMS – Regional Report for the Board of EMS December 5, 2018

1. Quality Assurance/Improvement

a. Supporting our services:

- i. Assisted services with issues related to quality assurance and follow up on monthly airway review meeting – Cardiac arrest and Airway management calls.
- ii. Provided assistance to services and hospitals on issues relating to the closing of an EMS service, changes in service leadership, pharmacy/medication recalls and exchanges, discrepancies on EMS medication sheets, diversion, service licensing, interaction with ED staff, EMS Rules, strategies to help address high volume system user concerns, provider protocol errors and interfacility transfer protocol questions
- iii. Conducted reviews of airway calls for monthly meeting.
- iv. Attended monthly Stroke, STEMI and Trauma meetings to represent our EMS system and provide a means of communications for system improvement. Followed up on STEMI activation, Stroke identification and Trauma case follow up/outcome with services.
- v. Drafted a template for EMS service DVL request and a comprehensive airway review course outline.
- vi. Attended monthly Maine EMS meetings; Operations Team, Education and QI Committee meetings. Attended quarterly Exam Committee meeting.
- vii. Attended the annual EMS Conference and participated in the Pharmacist meeting to support our EMS services and our hospital pharmacists. Identified opportunities for improvement and innovation.

b. Medical Direction:

- i. Regional Medical Director and Regional EMS Coordinator attended monthly Medical Direction and Practices Board meetings. The regional medical director attended the annual EMS Conference and participated in the MDPB open forum to support our EMS services.
- ii. Regional Medical Director attended and provided reports to both the Tri-County EMS Board and the Regional Quality Council.
- iii. Assisted services with the renewal of the purchasing agreements for medical supplies; issued pharmacy prescriptions for Epi-Pens.

c. Assisting Maine EMS:

- i. Drafted the content outline for an airway review program that will be used as part of the airway education program for those services seeking to implement DVL use.
- ii. Assisted Maine EMS staff with Epinephrine for Anaphylaxis Survey, increasing regional response.

d. Airway Review Project:

- i. Prepared for and conducted monthly regional airway meeting. All regional staff were involved in preparing for, conducting and the follow up for the meeting. Recent restored access to MEFIRS has allowed us to begin reviewing all regional airway calls again.
- ii. With the assistance of Tim Nangle, recreated the Region 2 Airway Report on the MEFIRS system.

2. Communications:

- a. Tri-County EMS Board of Directors met November 5, 2018.
- b. Held a regional Quality Council meeting on October 4, 2018 and another is scheduled for December 6, 2018. Agenda includes reports on Maine EMS activities. Created annual meeting schedule for calendar year 2019.
- c. Staff attended the Maine EMS Board meeting in October and November to provide reports to EMS services and hospital staff.
- d. Continued communication with hospitals and EMS services on issues of diversion.

- e. In October, created an Airway Update News Bulletin with key points of airway team findings which was emailed to regional services, QI Coordinators, Providers and hospitals.
 - f. Used Facebook to update providers on MEMS activities and notices of meetings, update and notify providers of educational opportunity, new trends and ideas in EMS.
 - g. Updated regional contact list for both EMS services and hospital contacts.
 - h. Used Email and made phone calls to EMS services chiefs and QI coordinators on EMS issues.
 - i. Notified EMS providers of opening on Maine EMS Committees and our recruitment for a Region 2 Representative to the Maine EMS Board.
3. Education:
- a. Approved CEH requests, both on-line and paper. Entered rosters promptly so EMS providers would not encounter a delay in licensing. Assisted applicants with completing forms and creating clear outlines. Supported our ski areas with approving CEH for those EMS providers attending their ski patrol refresher programs.
 - b. Scheduled training that will meet NREMT National Core Competency Requirements.
 - c. Sent training announcements to EMS services and providers.
 - d. Reviewed content on Boundtree University for CEH recommendations to EMS providers.
 - e. Provided AHA training programs.
 - f. Alerted Maine EMS to the need to update the expiring Statewide AED Contract. Assisted EMS services and other organizations with acquiring AEDs and supplies for their coverage areas.
 - g. Provided recommendations and support for in-service/CEH educational resources for EMS services.
 - h. Provided educational resources on LVAD, Pediatric skills, and airway skills.
 - i. Provided follow up to patient condition and outcome on cardiac arrest, STEMI, Stroke and Trauma cases as requested by services. Assisted hospital with access to MEFIRS Hospital Hub.
4. Other projects:
- a. CISM: held regional team meeting and training (Nov. 13, 2018); provided CISM services to 3 agencies.
 - b. Mental health transfers: have requested information from Maine EMS to assess MH transfer volume as part of a project to encourage public health (Maine CDC) to acknowledge this issue.
 - c. Attended quarterly meeting of State Public Health Coordinating Committee as the EMS representative.
 - d. Participated on the regional resource hospital Stroke, Trauma and Chest Pain Center accreditation Committees to represent our EMS system.
5. Reports:
- a. Submitted materials to accountant for the preparation of independently prepared financial reports as required by Maine contracts.
 - b. Submitted the invoice for the 1st Quarter payment for FY2019 contract payment and licensing fees.
 - c. Prepared report for Maine EMS Board.