

## Tri-County EMS – Regional Report for the Board of EMS February 6, 2019

### 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. Created a weekly scheduled Airway Report through MEFIRS to aid airway and cardiac arrest review. Conducted reviews of airway calls for monthly meeting.
- iii. Provided assistance to services and hospitals on issues relating to mutual aid following the closing of an EMS service.
- iv. Assisted services and hospital pharmacies with replacing damaged medication boxes and revising the medication exchange policy.
- v. Assisted services and pharmacy with medication exchange variance for services using regional medications out of region. Helped service clarify and update their practice.
- vi. Provided review and follow up on three cases identified by emergency physicians for Quality Review. Reviewed with EMS services and provided follow up and education to EMS providers.
- vii. Addressed service concerns on interfacility transfer protocol questions.
- viii. 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.
- ix. Attended monthly Maine EMS meetings; Operations Team, Education and QI Committee meetings. Attended quarterly Exam Committee meeting and Trauma Advisory Committee meeting.

#### b. Medical Direction:

- i. Regional Medical Director and Regional EMS Coordinator attended monthly Medical Direction and Practices Board meetings. The regional medical director researched and presented on the Gold section of the protocols. The regional coordinator researched and provided resources to Dr. Collamore on behavioral protocols.
- ii. Regional Medical Director attended and provided reports to 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. Created a survey to collect information on multiple methods used by EMS providers/services on providing prehospital care information to hospitals.

#### d. Airway Review Project:

- i. Prepared for and conducted the December 2018 monthly regional airway meeting. The January 2019 meeting was canceled because of weather, however all calls were reviewed and follow up provided to EMS services. 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.

### 2. Communications:

- a. Held a regional Quality Council meeting on December 6, 2018, another is scheduled for February 7, 2019. The December agenda included a presentation on how to talk with town officials and legislative representatives, as well as reports on Maine EMS activities. The February meeting will have a presentation on LifeNet and the Trauma Program director and new Trauma Center Surgeon will be attending, to meet our EMS Services.

- b. Staff attended the Maine EMS Board meeting in January 2019 to obtain information to keep EMS services and hospital staff informed of Maine EMS activities.
  - c. Continued communication with hospitals and EMS services on issues of diversion.
  - d. Communicated with hospitals on caring for the patient who dies enroute to the ED.
  - e. 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.
  - f. Used Email and made phone calls to EMS services chiefs and QI coordinators on EMS issues.
  - g. Conducted interviews of three candidates for our open position for a Region 2 Representative to the Maine EMS Board. Selected to candidates and forwarded the information to the Governor's Office on Boards and Commissions.
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 a fourth ski area by approving CEH for those EMS providers attending their ski patrol refresher programs.
  - b. Sent training announcements to EMS services and providers.
  - c. Provided education to current and potential practical exam instructors and evaluators on hold to evaluate and participate properly in the Maine EMS exam process.
  - d. Met with services in the region to assess the need for EMR and EMT Courses. Organizing an EMT course for Franklin County.
  - e. Provided AHA training programs. Trained a Maine game warden as a CPR instructor so he can provide certification to his colleagues.
  - f. Notified EMS services that the Statewide AED Contract slated to expire Dec 31, 2018 has been extended for another year. Assisted 4 EMS services, a Law Enforcement Agency, a ski area, a church and a large regional bank with obtaining AEDs and/or AED supplies for their coverage areas.
  - g. Provided CEH process in-service education to 3 new service training officers. Provided recommendations and support for in-service/CEH educational resources for EMS services.
  - h. Provided follow up to patient condition and outcome on cardiac arrest, STEMI, Stroke and Trauma cases as requested by services.
4. Other projects:
- a. CISM: scheduled 6 regional team meetings for 2019. The next meeting is February 12, 2019. Team members provide 3 in-services on CISM. Provided CISM response services to 4 agencies.
  - b. Worked with Maine EMS on the issue of lack of individuals to provide services for evidentiary blood draws.
  - c. 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.
  - d. Attended quarterly meeting of State Public Health Coordinating Committee as the EMS representative. December 13, 2019.
5. Reports:
- a. Submitted on December 26, 2018 the independently prepared financial reports as required by Maine EMS Rule and submitted the Jul to Dec 2018 report as required by contract.
  - b. Submitted the invoice for the 2nd Quarter payment for FY2019 contract payment and licensing fees.
  - c. Prepared report for Maine EMS Board.