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# Tri-County EMS



## Newsline

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FREE--Take One

Spring 2009

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### “THE DOCTOR IS IN”

#### **Protocol Revision**

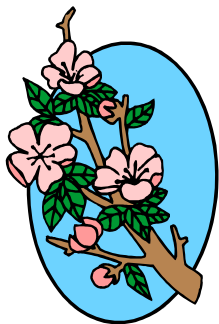
The latest round of protocol revisions is complete and approved by the State. Copies of the changes, along with an executive summary, will be mailed to all agencies and ER managers. The major changes are the addition of CPAP, the King LT and the pediatric EZ IO; at this time, all devices are optional for the agencies that wish to utilize them. One drug change was made; Fentanyl is replacing Demerol in the drug boxes. A few minor changes were also made.

#### **2009 Golf Outing**

The 2009 TCEMCA golf outing will be held on Wednesday, August 19, 2009, at Eldorado Golf Course on Howell Road in Mason, MI. The August Agency Directors meeting scheduled for that day has been cancelled and tee time will be 9:00 am.

Our Golf Outing Committee is asking for volunteers to help out with the various activities associated with the outing. Volunteers can help with registration, sale of 50/50 tickets, signing up teams for skins, or monitoring game holes. Help is always welcomed.

Once again, we plan to have a new car as the hole-in-one prize, so practice your driving skills to be in the running!



\* See Golf Outing Information Below:

The old adage that “people don’t care what you know, until they know that you care” certainly holds true for those of us involved in providing patient care to those in need. Electronic Patient Care Reporting will result in significant improvements in data collection and the gathering of pertinent information as it pertains to pre-hospital patient care performance. But as with traditional written reports, one area of treatment that we are not able to measure is the area of how the patient was treated as a person. We put nearly all of our efforts in developing and improving both our assessment and practical skill levels. While both are very important, those efforts many times come at the expense of developing the often ignored and extremely important “bed-side manner.” I have often considered the model “bed-side manner” to be the one in which we would want our closest family members to be treated. In closing, to be complete as an EMS Professional, it takes both a high level of skill as well as a personal approach that provides the patient with a significant level of comfort in the pre-hospital environment of care. Until next time, continue to be a strong advocate for your patients and stay safe!

*Dr. Orr is employed by the Emergency Department at Central Michigan Community Hospital in Mt. Pleasant and is a partner in 98.6 Emergicare in the Lansing/East Lansing area. Dr. Orr is Board Certified in Emergency Medicine, and a Fellow of the American College of Emergency Physicians. Best of all, he is a former paramedic.*

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[TCEMCA Website](#)

Please visit our website at [www.tcemca.org](http://www.tcemca.org). You will find our protocols, frequently needed links to EMS related websites, and our new addition of Continuing Education Opportunities. We also plan to post our newsletters on the website.

If your agency is running CE classes and would like them posted on our website, contact our office.

### **From the CQI Coordinator**

Hello TCEMCA EMS providers. I hope everyone had a safe winter, as it most definitely proved to be a lengthy one. By the time this correspondence reaches you, we will already be a third of the way through 2009, which completely proves the fact that the older I get, the faster time seems to go. Throughout the course of the long and cold winter, I attempted to put it to good use, and therefore, got caught up on my reading of EMS journals, literature, etc.

Throughout this process, I came across some very interesting articles pertaining to EMS Communications. When I say EMS Communications, I mean every form of communication that EMS providers are involved in. Whether it is in written form (PCR's), radio reporting (field to hospital), or when turning over patient care to ED personnel, EMS Communications is a key element in providing and maintaining the highest quality of patient care to the citizens we serve.

We in EMS cannot always control the manner in which our communication is received. However, what we can control is the manner in which it is delivered. Communication, regardless of the method of delivery, should be clear, concise, and complete. In addition to being what is best for our patients, excellence in EMS Communications enhances our ability to be viewed as true healthcare professionals. So remember, take a little extra time in preparing your written and verbal reports, as it will no doubt make a significant difference.

I wish you and your families a safe and enjoyable summer.

Mark A. Vroman, CQI Coordinator

**CQI is not about what we did wrong. CQI is about what we can do better.**

## **Tri-County EMS Newsline**

### **From the Manager of Operations**

Over the course of the past two years, TCEMCA staff members have conducted informational sharing sessions throughout the Tri-County region. These sessions have included a presentation regarding the role of your Medical Control Authority, applicable State statutes, the many processes associated with your MCA, and an open forum consisting of questions and answers.

Based on feedback, the sessions have been very well received by agencies and providers alike. We are currently in the planning stages for our next TCEMCA Informational Sharing Session. Our target audience will consist of Medical First Responder Agencies/Providers from within Eaton County. The date, time and location are forthcoming.

In the future, we at TCEMCA plan on delivering similar programming to additional areas, focusing in on BLS/ALS agencies and their respective providers. If your agency is interested in hosting one of these sessions, please contact our office.

Happy EMS Week 2009!

Michelle E. Harper, Manager of Operations

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### **Your TCEMCA Staff**

Dr. Bob Orr, FACEP, Medical Director

Michelle E. Harper, AEMT, Manager of Operations

Mark Vroman, AEMT, CQI Coordinator

Teri Hafner, Secretary

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### **Important Upcoming Dates**

May 25 - Memorial Day Observance - Office Closed

June 3 - Drug Box Inventory

June 17 - Agency Director Meeting - Lansing Fire, 9:00 am

If you have business to conduct at the Tri-County office, it is recommended that you call ahead to insure staff will be available to assist you. The office may be closed for portions of any day due to off-site meetings.

TRI COUNTY EMERGENCY MEDICAL CONTROL AUTHORITY

13<sup>TH</sup> ANNUAL “HANK” SHELLNBARGER MEMORIAL GOLF OUTING

WEDNESDAY August 19, 2009

ELDORADO GOLF COURSE

MASON MI

SHOTGUN START: 9:00AM

COST: \$60.00

**COST INCLUDES:**

18 HOLES OF GOLF---CART FOR TWO---HAMBURGER/HOTDOG LUNCH AT THE TURN---DRINK TICKETS---  
HORS D’OEUVERS FOLLOWING GOLF—FREE RANGES BALLS BEFORE OUTING STARTS

**PRIZES:**

CASH PRIZES FOR:

- 1<sup>ST</sup>, 2<sup>ND</sup> AND LAST PLACE TEAMS
- LONGEST DRIVE FOR MEN
- LONGEST DRIVE FOR WOMAN
- LONGEST PUTT MEN
- LONGEST PUTT WOMEN
- 50/50 RAFFLE

A FREE ROUND OF GOLF FOR EACH PLAYER PROVIDED BY ELDORADO GOLF COURSE

**SPONSORSHIP OPPORTUNITIES ARE AVAILABLE FOR :**

EVENT SPONSOR

HOLE SPONSOR

TEE SPONSOR

CONTACT THE TCEMCA OFFICE TO REGISTER YOUR TEAM AND GET MORE INFORMATION REGARDING  
SPONSORSHIP OPPORTUNITIES.

517-699-2888 OR EMAIL [tcmca@iserv.net](mailto:tcmca@iserv.net)

HOPE TO SEE YOU ON THE GREEN