

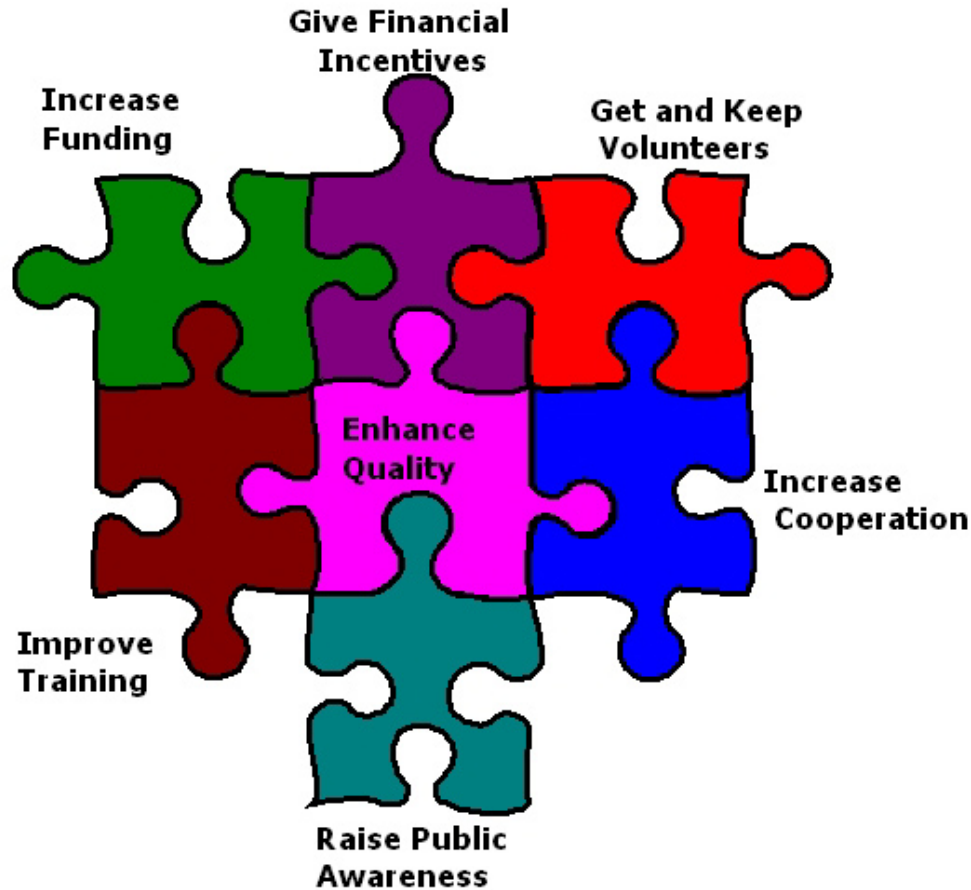


The Steuben County EMS Bulletin

Spring
2007

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This is What You Told Us



In June 2006, RHCS asked a group of county EMS providers, hospital staff, physicians, community leaders and elected officials to finish this sentence: "To grow emergency health care services in Steuben County, we must..."

The 50 or so people taking part in the session had lots of suggestions: more than 90 in fact.

The results of the brainstorming session were turned over to Concept Systems Inc. for analysis.

In November, many of the participants of the first meeting gathered again to hear the results.

Those 91 ideas became seven puzzle pieces, seven ways in which EMS could take its rightful place in the forefront of people's minds.

To grow emergency health care services in Steuben County, you said we must: get and keep volunteers, enhance quality, improve training, increase cooperation, increase public awareness, increase funding and give financial incentives.

To achieve these objectives, seven subcommittees are being developed. Each committee will be

charged with developing Specific, Measurable, Attainable, Realistic and Tangible (SMART) goals. Meetings will begin shortly.

(See Pictures on Page 4)

Would you like to be a part of the solution? Openings are still available.

For more information, or to sign on, contact Art Jones at cni@rhcsys.org or (607) 794-0759.

Photo ID Update

In this day and age, it is important that EMS providers be identified when on the emergency scenes, at hospitals, and attending training events. EMSTAR has established a regional Photo ID program and Rural Health Community Systems has been taking the program to EMS providers in Steuben County. The network coordinator has been traveling the county, taking photos for the ID badges, and the

Steuben County Sheriff's Department has been processing the badges for the EMS providers. To date, 155 photos have been taken for ID Badges.

Contact Coordinator of Network Initiatives Art Jones at 794-0759 if you need an EMS ID badge. He can come to your agency or you can stop in at the office on the 2nd floor of the Bath Municipal Building to have your photo taken.

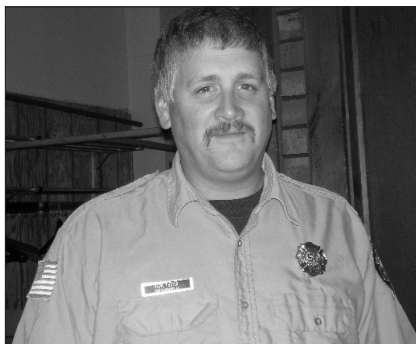
Steuben Residents Participate in Federal Training

Three local men recently took part in a training session at the Federal Training Center's Center for Domestic Preparedness in Alabama.

Mike Sprague, Direct of, Steuben County Office of Emergency Services; Steve Foster, Hornell Fire Department/Ambulance and RHCS Coordinator of Network Initiatives Art Jones attended the session Weapons of Mass Destruction Incident Command.

Among the topics addressed

was the use of Steuben County's Critical Incident Command Board prototype.



Steve Foster of Hornell recieved federal training in Alabama.

Things Your Neighbors Should Know

The car lights used by volunteer agencies often cause confusion. Here's a quick explanation:

GREEN LIGHTS are used by members of an independent volunteer ambulance service.

BLUE LIGHTS are used by members of a volunteer fire department and also members of a volunteer fire department ambulance.

RED LIGHTS are used by Fire Chiefs, as well as law enforcement agencies.

Law enforcement agencies were recently approved to have one blue light, facing backwards on their vehicles. Law enforcement wanted the blue lights because they are more visible in fog and snow conditions.

"Brave Volunteers"

Scared, Cold, in pain,
the dust hasn't settled yet.
Pinned in, crying,
my clothes are ripped, red, and wet.
Lights, noise, and confusion,
all part of the night.
I'm going to die alone,
give up the fight.
Red lights are flashing,
mixing with blue.
A face appears at my window,
the face is you.
"You're gonna be all right"
is the first thing you say.
A reassuring voice,
someone wants me to stay.
You could have been home with family,
they need you too.
You worked all day at the job,
your sleeping hours numbered two.
But you went down the hall,
hoping your family is OK.
Now you're here with me and Death,
with comforting words to say.
No time for yourself,
no thought for your safety.
Later you may think,
your decision was hasty.
"Get the Jaws. Watch that gas;
Keep the people away.
Get his vitals, hose this down."
Some things I hear them say.
You stand in gas, look in my window,
show no fear.
I look back at you knowing,
your voice is the last I'll ever hear.
I fade away as you hold me,
while holding back your tears.
Thank you for being there,
You Brave Volunteers.

-Ralph Allen

FARMEDIC TRAINING

EMSTAR is in the process of planning a Farmedic Training seminar for Spring 2007. Watch their web site for further details.

Why should I attend EMS Service Management Certificate Training?

We take countless hours of courses to improve our patient care skills. We want to do the best we can for our patients. When we started in EMS that was our focus, taking care of patients. That's the way it is in any job. We start out doing the specific tasks assigned to us. We receive training to do the tasks and become proficient in doing them.

Our EMS training prepares

us to take care of patients. It gives us information on managing emergency scenes. However, the training and techniques we learned for managing an emergency are not appropriate for dealing with EMS providers in the squad rooms. A whole different set of skills, "people skills" are required.

The purpose of the Service Management Certificate Program is to provide training, education, and understanding of what is required to successfully

Communication and people skills are critical even for those who are not officers. Understanding how people interact and developing skills and

knowledge in communications will not only help the organization run smoothly it can help in a person's personal life and employment. Not only will they gain insight in these topics, it gives them tools for home and workplace as well as it looks good on a resume. Employers recognize the importance of the skills and knowledge required to manage people. A person who has taken the initiative to receive education in this area would have an advantage when seeking employment or a promotion.

In summary, just as we develop our patient care skills, we must develop our "people skills." It is a talent that is naturally part of our personalities but a lot can be enhanced when we gain the knowledge and understanding of what is involved in "people skills."



These emergency medical service providers recently completed level 1 courses of the EMS Service Management Certificate Program. Pictured are: Kneeling - Fred Schmidt and Art Jones; Standing, Front - Eileen Schmidt, Michelle LaDieu, Rodney LaDieu, Barb Rice and Barbara Fletcher; Back - Terry Clark, David Brouwere, Arnold Champlain, Ronald Moore.

interact and motivate others. Chiefs, EMS Captains, and Crew Chief's need to learn and stay current with techniques and strategies for supporting and motivating their members and gain insight into how people interact in order to help their squad be successful in answering the call.

RHCS's EMS Service Management Certificate training is free to any registered EMS Provider in Steuben County!

To learn more about this exciting new program, or to enroll, contact Rural Health Community Systems at 607 794-0759 or CNIrhcs@stny.rr.com.

Photos from the RHCS Strategic Planning Meeting



Kathleen Quinlan, senior consultant for Concept Systems, Inc. discusses RHCS's strategic planning with Nan Hammes, chair of RHCS Partners.



Art Jones, RHCS's Coordinator of Network Initiatives, and NYS Senator George H. Winner, Jr. during a break in the action.



Putting the Pieces Together

On December 12, RHCS Coordinator of Network Initiatives Art Jones and RHCS Network Consultant Elizabeth Embser Wattenberg presented information on the strategic planning process for Steuben County to members of the New York State Department of Health Emergency Medical Services Council.

At that meeting, and again on December 13 to the full SEMSCO, the pair discussed the process, which involves identifying, addressing, resolving and monitoring the challenges facing all Emergency Medical Services

providers. The council was especially interested in the way RHCS and the Rural Health Network Partners work together on shared issues.

It was a very successful event with "lots of positive feedback" according to Jones. Two of the many notables present for the sessions were Henry Ehrhardt of the NYS Volunteer Ambulance and Rescue Association and Ed Wronski, NYS representative and SEMSCO member. Also present were Thomas Bodden from the NYS Association of Towns and Karen Madden, director of the NYS Office of Rural Health.

Current RHCS Partners

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Understanding the E-PCR System

What Is It?

Rural Health Community Systems, Inc. and EMSTAR, the regional EMS program agency, are implementing an electronic (computer based) substitute for the traditional hand written paper Pre-hospital Care Report.

Why Use It?

The use of the electronic PCR System has many advantages for the individual EMS provider, the patient, the EMS agency, the receiving hospitals, and the EMS system:

- More extensive and detailed documentation. (The program has prompts to assure required information is entered.)
- A better organized and a much more readable report.
- Allows for tracking of individual providers training and CME's.
- Allows for basic personnel information management.
- Improves security of patient information.
- Automatic submission of PCR data to the regional program agency (no more yellow copies to chase around.
- No more yellow copies returned for missing information. E-PCR program prompts for required information when the E-PCR is being written
- The database compiled is available for use by the EMS agency for internal QI audits, and other stats. It is also available for studies to improve and grow the EMS system in Steuben County.

Computer System Requirement

- Pentium III or equivalent AMD processor
- 128MB minimum RAM
- Windows 2000, or XP
- Functioning or compatible printer
- 28.8 KBS or faster Internet Connection (DSL or Cable preferred)
- Telephone connection (Optional-for faxing PCR's when necessary)



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To: All EMS Providers in Steuben County;

The Partners of Rural Health Community Systems, Inc. wanted to say Thank You.

Thank You for the hours of training you took and are taking. Thank You for getting up in the middle of the night when its -10 degrees and more than a little slippery. Thank You for being there when we really need you. Thank You for all that you do.

Let us hear from you and your squad. How are things going? Do you have any pictures you could send us for the Steuben County EMS Bulletin? Is there anything you would like to say to other EMS providers? This Bulletin could be your opportunity to do just that.

2007 is going to be an excellent year. Enjoy it.

Growing Emergency Care Services in Steuben County,

The Rural Health Community Systems Partners