

## MEMORANDUM

TO: NH EMS Medical Control Board  
NH EMS & Trauma Services Coordinating Board

FROM: Sue Prentiss, BA, NREMT-P, Chief  
FST & EMS  
Bureau of EMS

RE: Division of Fire Standards and Training and Emergency Medical Services  
(FST & EMS) – Bureau of EMS Report

DATE: July 14, 2008

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On behalf of the New Hampshire Department of Safety, Division of Fire Standards and Training and Emergency Medical Services (FST & EMS), I would like to thank you for joining us on the Seacoast for our July 2008 meeting! As always, we are busy and below is an update on FST & EMS activities.

As of July 15, 2008, the Bureau licensing numbers are:

Apprentice	21
First Responders:	300
NH EMT-B	73
NREMT-B	2003
EMT-I	1055
EMT-P	654
IFTE	<u>1</u>
TOTAL:	4107

There are 200 licenses that were deactivated last week due to CPR card expiration.

We have 146 I/C's, including 10 Provisional. There are 296 licensed Units.

**Bureau of EMS Report:** If you have not already heard, Bill Wood has been out of work since June 13, 2008. Bill was hospitalized for two weeks. He is now home and recovering nicely, but slowly. He will be out for 3 to 4 more weeks and then will return part-time. His wife Ann had knee surgery at the same time Bill was an in-patient. Both Ann and Bill stopped by last week to visit. They are both well and we look forward to having Bill return. I am handling all AED related inquires during this period.

Eric Perry and his wife Darah welcomed their son Carter Mason Costello into the world on June 12, 2008. Carter, mom and dad are well. Eric returns to work on August 11, 2008.

The Northern NH EMS Field Office, located in Gorham, is finally, finally, on-line and the new office furniture is in. Phones and computers all work. There are some issues with the physical set up of the furniture that are being taken care of. The staff has been very patient during this tough transition.

Clay and Vicki attended the mid-year meeting of the National Association of State EMS Officials (NASEMSO) in Washington, D.C. in June. Vicki attended a portion of the EMS for Children Grantee Meeting with Janet Houston. Clay also attended the federal office of Rural Health's Flex Grant, grantee meeting in Kansas City, MO.

**Collaboration with the NH Office of Rural Health Policy:** As you may already know, through the federal Rural Hospital Medicare Flexibility Program funds are available to address EMS & Trauma System issues. At the last meetings we talked about the development of an educational module for Medical Directors to be developed and implemented using some of these funds. Additionally, within the next year the program is funding the on-line distance education "NHOODLE" Program, staff for trauma simulation training, a new print out format for TEMSIS, funds to open the Computer Based Testing Site in Conway and to help with the costs at the Whitefield Site as well funding for the North Country OB Safety Initiative, the Trauma Conference and to support both the North Country EMS Conference and the New London Hospital conferences. Our partners Alisia Butler-Druzba and Chip Cooper at the NH Office of Rural Health Policy continue to support rural EMS efforts and work closely with our staff in the implementation of these projects.

**TEMSIS and Quality Management:** the latest data -

<b>Total Number of Reports:</b>	287,177	(From 1/05 through 7/7/08)
<b>2006</b>	101,379	
<b>2007</b>	111,419	(Increase of 9.9%)
<b>2008</b>	59,191	Through 7/7/08

<b>Average Time to Complete a Report</b>	
<b>2006</b>	<b>26.7 minutes</b>
<b>2007</b>	<b>25.9 minutes</b>
<b>2008</b>	<b>24.9 minutes</b>
<b>Since 6/11/08</b>	<b>25.7 minutes*</b>
*No statistical difference from rest of 2008	

## Overview of TEMSIS :

New Run Form Templates were launched on 6/11/08 in conjunction with the software update. Some minor adjustments needed to be made and are in the process of being made to the templates. The quality of the reports have improved because we invested in redesigning the validity scores.

TEMSIS 3.8 (ImageTrend's next release). The launch occurred with few issues. Over the past few weeks we have had intermittent issues with a slow screen-to-screen response. We have addressed the issue with ImageTrend each time the situation arose as well as when some minor bugs have been reported.

With the addition of Brad, we have been able to get the remainder of EMS Units not reporting through TEMSIS to do so. Finally, Rockingham Regional Ambulance. Yes, Manchester and Nashua data has made its first electronic submission. Also, Antrim Fire Dept. has started submitting data as of April 2008. We are in conversations with:

1. Keene Fire Dept.
2. Nashua Fire Rescue
3. Manchester Fire Dept.
4. Pelham Fire Dept.

Upcoming Research and Quality Management work include:

- Our focus still remains on how to improve the TEMSIS system.
- We continue to work on a training course using the Report Writer and Microsoft Excel to create better reports.
- We are working with Rural Health and the other sections within FST & EMS on establishing the online distance learning program called NHOODLE (NH EMS and Fire Distance Learning Environment).

One of the first quality management courses will be on Facilitation and will be delivered through "NHOODLE".

**Advanced Life Support:** Protocol review is nearing its completion. This month the Mass Casualty Incident protocols were reviewed. Changes were grammatical, with no clinical and/or operational changes.

By the summer's end, it is the goal of the protocol subcommittee and Medical Control Board to have the 2009 NH Patient Care Protocols completed and ready for peer review. A draft will be circulated for comment at that time.

With the recent approval of the Medical Control Board, a committee is being formed to explore critical care paramedics. The committee will investigate other state policies, laws and protocols. In addition we will explore the curricula available and the validity of the examination process. Clay Odell and Vicki Blanchard will co-chair the committee.

As mentioned earlier in the report, an "On-Line" Medical Director Training Program is being developed with funds from the Rural Hospital Flexibility Program. This project will involve the production of a DVD and support materials which will explain NH Patient Care Protocols, EMS provider levels, provider levels' capabilities as well the role of a

Medical Director in New Hampshire. This project is expected to be completed by fall 2008 or winter 2009.

During the protocol review process questions were raised regarding various piece(s) of EMS equipment; some of which are not required equipment. Based on the questions asked by the MCB, it is important to get a clear picture. A perfect example would be the IV pump. As we know an IV pump is required for pressor agents, however it is not a mandatory piece of equipment. In addition, the CB is currently working on updating the required equipment list and a request was made to survey EMS Units on specific items. In an effort to assist the MCB and CB in decision making, recently a survey was sent to all EMS Unit Leaders. The survey is in an electronic format, which requires only a few moments of the EMS Unit leader or designee's time, but will provide vital information for these Boards to properly plan for NH EMS. The survey asks if the EMS Unit utilizes the following and if yes, what make/model:

- An updated AED - meeting 2005 AHA standards
- 12 - Lead EKG
- CPAP
- Continuous CO2 Monitoring
- Cyanide Antidote Kit
- Non-invasive Cardiac Support Pumps
- Portable Ventilators
- Commercial Mechanical IOs
- Medication Pumps
- Commercial Cric. Kits

The MCB and CB recognize that as we continue to move into evidence based medicine built protocols, updated equipment requirements may emerge. Some could be reasonably tied to the use of a specific protocol, while others need to be part of the required equipment list. By completing and returning the survey, a better understanding of who may already have certain pieces of equipment, versus those who do not, will be helpful during decision making time. The survey contains some items that are already required, as well as others that are not required. However, we want to know how many Units are utilizing them, and finally, items the MCB and CB will recommend as required pieces of equipment beginning in 2011. Any new items, as always could have a financial impact. It is the plan of the MCB to post a notice regarding protocol changes which will have monetary impact, once the final draft of the 2009 NH Patient Care Protocols is approved. A "sun setting" in of more costly pieces of equipment items would have a compliance date of 2011.

Lastly Vicki stated, "I would like to thank the Director and Bureau Chief for sponsoring me to participate in the Pilot Management of EMS course held at the National Fire Academy this past June. The program stressed efficient management of resources, dealing with personnel, team building, quality service strategies and research techniques. The knowledge, experience and networking achieved were extensive and truly appreciated. Thank you, Rick & Sue." Vicki, you are welcome.

**Trauma System:** The Trauma Medical Review Committee continues to work on changes to the hospital standards requirements for the update of the NH Trauma Plan. This is a time consuming and contentious topic, but the meetings have been well attended and we believe that we are working toward a consensus document. At the June

meeting the board voted to put any applications for trauma hospital assignment on hold until the revised plan goes into effect. In other business the TMRC recently approved renewal applications for Level III assignment to Androscoggin Valley Hospital and Memorial Hospital. The renewal process is now complete.

We continue planning and preparations for the 8<sup>th</sup> annual NH Trauma Conference. The meeting is scheduled for Wednesday November 12<sup>th</sup>. The planning committee has identified the following topics of interest: Discussion of the new revision of the NH Trauma Plan, hospital surge capacity, tying NH trauma data to the national trauma database, performance improvement projects and best practices.

The NH Trauma Sim Project continues to move forward. We will be conducting sessions at Cottage Hospital in July and hopefully Littleton Regional Hospital in August.

**Field Services and NH EMS Awards:** The Field Services (FS) Section is appreciating summer time and the post re-registration, renewal of licensing season. This is noted with a lower call volume in reference to licensing and day-to-day operational issues. Currently Field Services is keeping busy with the responsibilities of inspections, investigations and ongoing projects and Board/Committee responsibilities. Christy Dewey has returned to work part-time assisting in the Licensing section and we are grateful to have her back. With the assistance of an EMS Provider that is completing community service at the Bureau, we have been able to prepare the new 2008 Emergency Response Guidebooks for delivery to all EMS Units via the Hospital Coordinators and our own scheduled visits. First Responder (FR) "reminder" packets have gone in the mail for all FRs whose certifications expire on September 30, 2008. On August 8 – 10 Kathy Doolan attended one of the first Department of Safety (DOS) "Front Line Supervisor Training" programs which gave valuable information to all thirty-five DOS employees that attended.

It is NH EMS Awards time! The Bureau has received very few EMS Awards nominations to date. Please take the time to review the awards listed below and nominate a colleague you believe deserving. One of the key recommendations made is to enhance the visibility of our EMS nation, and in NH to recognize the efforts of our colleagues. Again this year, the NH EMS Awards ceremony will be combined with the Fire Service Committee of Merit Awards. The awards ceremony will be held on October 8, 2008, at the Capital Center for the Arts in Concord. The awards are as follows:

**Pamela Mitchell/Richard Connolly Achievement Award**  
**BoundTree Corporation EMS Unit of the Year**  
**EMS Educator of the Year**  
**Lawrence A. Volz Heroism Award**  
**David J. Connor Memorial EMS Appreciation Award "The Connor Honor"**  
**David F. Dow Memorial Award EMS Provider of the Year**

The David F. Dow Provider of the Year was a new award for 2007. The deadline for nomination submission is August 1, 2008. For more information on the Awards Ceremony and/or the NH EMS Awards program, please contact Kathy Doolan at [Kathy.Doolan@safety.state.nh.us](mailto:Kathy.Doolan@safety.state.nh.us). You can visit our website for more detail on each award.

**Reminder: August 1, 2008 is the deadline for nominations for each of the six EMS Annual Awards.**

**EMS & Trauma Services Coordinating Board and Medical Control Board Retreat:**

On August 14, 2008, a planning type of retreat will take place in Concord. The event has been moved to the Health and Safety Council, Manchester Street in Concord,\* beginning at 09:00a.m. Don Bliss will serve as the facilitator for this event. More details to follow.

\*The event's location needed to be rescheduled due to yet another conflict. It was being held at the Local Government Center in Concord. Thanks for your cooperation and patience.

Thanks again for your time and support. If I or any member of my staff can be of assistance, please let me know at (603) 223-4212.

**New Concord Phone Lines – Direct:**

Sue Prentiss	603-223-4212
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Eric Perry	603-223-4222
Michael Schnyder	603-223-4226
Bill Wood	603-223-4228