



John J. Barthelmes  
Commissioner

# State of New Hampshire

## Department of Safety

Division of Fire Standards and Training and Emergency Medical Services

Richard M. Flynn Fire Academy

98 Smokey Bear Blvd, Concord, New Hampshire

Mailing Address: 33 Hazen Drive, Concord, New Hampshire 03305-0002



Richard A. Mason  
Director

### MEMORANDUM

**TO:** NH EMS Unit Leaders  
NH EMS Hospital Coordinators  
NH EMS Regional Chairpersons

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

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

**DATE:** April 14, 2009

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 report on our activities as well as wish you well as spring finally arrives! I would like to take this opportunity to update you on our activities.

As of March 17, 2009, the Bureau licensing numbers are:

Apprentice	16
First Responders:	259
NH EMT-B	68
NREMT-B	2133
EMT-I	1151
EMT-P	696
<b>TOTAL:</b>	<b>4323</b>

There are 298 (163 transporting and 135 non-transporting) licensed Units. We have 148 I/Cs, including 7 Provisional. Licensed and inspected vehicles to date 423.

*Fire Training – Certification – Fire Academy – Emergency Medical Services*

Business: (603) 223-4200

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-2964

<http://www.nh.gov/safety/divisions/fstems/index.html>



# State of New Hampshire

## Department of Safety

Division of Fire Standards and Training and Emergency Medical Services  
Richard M. Flynn Fire Academy  
98 Smokey Bear Blvd, Concord, New Hampshire  
Mailing Address: 33 Hazen Drive, Concord, New Hampshire 03305-0002



John J. Barthelmes  
*Commissioner*

Richard A. Mason  
*Director*

**Bureau of EMS Report:** Again, we continue to work on budget issues and cost-savings Division-wide. To date we have not had to close any offices or lay off any fulltime positions. We have cut back on part-time help significantly.

Mike Schnyder resigned and has become a full-time student again. He is one of the only part-time people we are using right now as he continues to usher through the contract and necessary paper work so we can receive the grant from Highway Safety for the TEMSIS upgrades.

After twenty-plus years of service, Tammy Fortier will be retiring from duty as of May 7, 2009. Tammy has served in an administrative role initially, then was promoted to Licensing Coordinator in 1999. We will all miss Tammy, please take a moment to wish her well!

**Rural Health Partnership:** We continue to work collaboratively with DHHS Office of Rural Health and Primary Care on a number of important projects including:

- CPAP Mini-grant & Education
- North Country Obstetrical Safety Initiative
- Support for CBT operations in Conway and Whitefield
- The Trauma System Conference
- On-Line Medical Direction Training
- NHOODLE
- TEMSIS Printout Reconfiguration

Chip Cooper is in the process of planning next year's budget and projects to support in cooperation with our office; certainly feedback is welcomed by both Chip and me.

**Advanced Life Support:** most of Vicki's time, if not all, is spent on the final days of preparing the 2009 NH Statewide Patient Care Protocols for roll-out, as well as the updated Transition Modules for EMT-Is.

- 2009 NH Patient Care Protocols have arrived. Please remember that only licensed NH EMS Providers who have completed a protocol rollout can use the updated protocols. The protocol rollout can include one the state conducts or one at the local level. In addition, with the new protocols come 3 new procedures for the EMT-Intermediate (DuoNeb, Intraosseous, CPAP). EMT-Intermediates **CANNOT** begin to perform these skills until after the completion of the 2009 EMT-Intermediate Transition Program. *The protocol rollout DOES NOT include the transition training.* The EMS I/Cs will be updated with the 2009 EMT-Intermediate Transition Program training in April. More information on how to operationalize these Transitions will be provided shortly to all licensed EMT-Intermediates and EMS Unit leaders.

*Fire Training – Certification – Fire Academy – Emergency Medical Services*

Business: (603) 223-4200

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-29

<http://www.nh.gov/safety/divisions/fstems/index.html>

- Rollouts at NH Hospitals are being scheduled with the EMS Hospital Coordinators. At the rollouts we encourage as many EMS Units and Providers to attend. If the Providers are unable to attend, the EMS Units should plan on sending their Unit leader or training officer. The information can then be returned to the EMS Unit via the Unit leader or training officer and presented to their Providers. Or they may attend another hospital's rollout. Unfortunately, with the budget cuts, I will not be able to schedule individual Unit rollouts. Below please find the rollout schedule as of March 13, 2009:

**2009 NH Patient Care Protocol Rollout Schedule**

Hospital	Date	Time
ALICE PECK DAY HOSPITAL	No Rollout	
ANDROSCOGGIN VALLEY HOSPITAL	03/26/09	18:30
CATHOLIC MEDICAL CENTER	04/23/09	19:00
CONCORD HOSPITAL	04/14/09	19:00
COTTAGE HOSPITAL		
DARTMOUTH-HITCHCOCK MEDICAL CENTER	05/12/09	19:00
ELLIOT HOSPITAL	04/29/09	13:30
EXETER HOSPITAL	05/05/09	19:00
FRANKLIN REGIONAL HOSPITAL	04/16/09	18:00
FRISBIE MEMORIAL HOSPITAL		
HUGGINS HOSPITAL	04/08/09	19:00
LAKES REGION GENERAL HOSPITAL	03/25/09	13:00
LITTLETON REGIONAL HOSPITAL	03/27/09	18:30
MEMORIAL HOSPITAL	03/24/09	19:00
MONADNOCK COMMUNITY HOSPITAL	05/06/09	18:00
NEW LONDON HOSPITAL	04/01/09	19:00
PARKLAND MEDICAL CENTER	04/09/09	15:00
PORTSMOUTH REGIONAL HOSPITAL	04/09/09	19:00
SOUTHERN NH MEDICAL CENTER	04/03/09	9:00
SPEARE MEMORIAL HOSPITAL	04/21/09	18:30
ST JOSEPH'S HOSPITAL	03/30/09	19:00
THE CHESHIRE MEDICAL CENTER	05/18/09	18:00
U.S. VETERAN'S ADMINISTRATION HOSPITAL	No Rollout	
UPPER CT VALLEY HOSPITAL	04/02/09	15:00
VALLEY REGIONAL HOSPITAL	04/07/09	18:00
WEEKS MEDICAL CENTER	04/02/09	18:00
WENTWORTH-DOUGLASS HOSPITAL	04/22/09	13:00

If you do not see a rollout date for your Medical Resource Hospital, please contact your EMS Hospital Coordinator or Vicki Blanchard (223-4200) as scheduling may have occurred after this publication.

- The Medical Director Training Program development is well underway in collaboration with our consultant from the Emergency Consulting Group's Project Manager/Producer, Jon Politis. In development is a visual DVD/MP3/Pod Cast-type project for NH's Medical Directors about the NH EMS System and the responsibilities for "on-line" Medical Direction in particular. Currently we are finishing up on the story board and draft script. Our next phase will include the addition of the visual content. Once these are completed we will receive a final draft for comment and/or approval. We are hopeful to have the project completed before this summer and our partner Chip Cooper from Rural Health has been in the loop throughout.
- Due to inclement weather and scheduling conflicts, the Critical Care Paramedic Committee (CCP) committee has been unable to meet for two months. A meeting with staff from Maine OEMS to discuss their Interfacility Transfer Education Program is now scheduled for April 10, 2009. The NH Interfacility Transfer "sedation" Training Modules prepared by Clay Odell are up for approval by the Medical Control Board today.
- The November – December 2008 Bureau Report contained the following language: As voted on by the Medical Control Board on September 19, 2007 and posted on our website under Medical Advisory Bulletin(s), Medication Assisted Intubation is not allowed in Paramedic practice. We are monitoring intubations and will report first offenses to local Medical Directors. Repeat offenses will be considered for investigations under RSA 153-A:14. Please review the Medical Advisory Bulletin that applies:

<http://www.nh.gov/safety/divisions/fstems/ems/bulletins/documents/070917bulletin1.pdf>

Recently we started this process with a notice to all EMS Units clarifying this position. Medical Directors are being notified as stated in the previous report. I trust that this is clear and if you have any questions please raise them to your Regional EMS Medical Director.

**Advanced Emergency Care Providers:** In the past, specifically 2005, and 2006, I have taken the opportunity to include in both a Unit Report and the Fire and EMS Newsletter published by the Division, information on what RSA 153-A:12, states specific to the location(s) that EMT-Intermediates and Paramedics can perform skills, administer therapies and utilize modalities from NH's Statewide Patient Care Protocols. Specifically the statute states:

**153-A:12 Authority for Licensed Advanced Emergency Medical Care Providers.** – An advanced emergency medical care provider licensed under this chapter may render advanced emergency medical care, rescue, and lifesaving services in those areas of training for which such person is licensed, as defined and approved in accordance with the rules adopted under this chapter, at the scene of an emergency, during transportation to a hospital or while in the hospital emergency department, until care is directly assumed by a physician or authorized hospital personnel, and within the hospital in accordance with hospital policies.

If you have any questions, please let us know. This is a reminder.

**Education Section Update:** All sections of the Bureau are very busy this time of year, both Field Services and Education see a bulk of the traffic due to refresher and re-licensing season. Below is information on some of current happening:

- **Refresher Season:** We are nearing the end of the 2008-2009 refresher season. This is the second full refresher season that the Education Section has used the centralized database which has made the administrative process much more efficient and enhanced customer service. As of March 15<sup>th</sup>, 18 providers have taken advantage of the NREMT Exam-in-Lieu of the traditional refresher, 1,870 have completed the BLS refresher and practical exam process (EMT-B & EMT-I) and 408 paramedics have completed refreshers.
- **Alternative Refresher Program (ARP):** To date two of the three Alternative Refresher Program (ARP) Instructor Orientations have been completed. The third is scheduled for Monday March 23<sup>rd</sup> at 6PM at our Upper Valley EMS Field Office. Instructors who complete this Instructor Orientation program will be authorized to teach refresher courses using the guidelines of the ARP set by the NH Bureau of EMS. Participation in this program and orientation is optional, however the Orientation and Train-the-Trainer is mandatory if an instructor chooses to teach an RTP following the ARP guidelines. So far the response from Instructors has been positive. These programs may start on or after April 1<sup>st</sup>.
- **Field Training:** We are offering five continuing education presentations on “Pediatric Strategies” throughout the State this winter and early spring. So far, attendance has seen a significant increase from the last series. This program covers pediatric fevers, cause, concerns and treatments, review of pediatric trauma and special considerations for the pediatric population. The program also includes evaluating if the child is acting appropriately for their age and comparing and contrasting different age groups & development.
- **National EMS Education Standards:** In early February US DOT / NHTSA approved the National EMS Education Standards. Soon after the approval, NH’s Implementation Team met to perform an in-depth review of the document with a focus on the impact of implementation on NH’s EMS education system. The Implementation Team has received their “assignments” and specific areas of responsibility. The next meeting of the Implementation Team is the morning of the Coordinating Board meeting, this meeting is designed to gather any questions that the team feels are outstanding and need executive or board decisions. The Team will continue to move forward with the project with it becoming the high priority item once the refresher season has ended.
- **2009 EMT-Intermediate Transition Programs:** The ALS Coordinator has nearly completed the EMT-Intermediate Transition Programs to accompany the 2009 Statewide Patient Care Protocols. Both sections (ALS & Education) will be hosting an Instructor Orientation in each Region at the end of April and beginning of May. Once the instructors have received the orientation they will be able to teach the new program and the EMT-Intermediates who complete the program will be able to use the new skills.

- **Computer Based Testing:** Over the last year there have been some changes to sites and I also wanted to update you on the numbers tested. First, the Conway site is days away from opening, the physical set up is complete, the contracts have been signed between SOLO and Pearson Vue and the software is being tested. A site has opened up right over the border from Piermont, NH in Bradford, VT at Riverbend Technical Center; this will be a significant help to Region One candidates. Also in the past year a site opened up at the Windham Technical School in Brattleboro, VT, a big help to the Southwest Corner of Region Two. Unfortunately, the private site in Portsmouth closed, temporarily. I will let you know when they re-open. Testing numbers by site are as follows:

Concord	727
Whitefield	217
Nashua	308
Portsmouth	268

**Field Services (FS):** The Field Services Section is diligently keeping up with the re-licensing of EMS Providers – Nationally Registered Basic, Intermediate and Paramedic levels, as well as new applicants of all levels. The Licensing Coordinator is dealing with the bulk of the applications and any missing requirements. There seems to be a misunderstanding by many Providers that the Protocol exam only has to be taken once, on the contrary, it is a biennial requirement for licensure. With each license application must come a protocol exam, either electronically via TEMSIS-Knowledgebase (for existing Providers) or printed hard copy (for new applicants). It is true that the protocol exam has not changed since two years ago – but this does not change the requirement. Everyone applying for a license at the EMT-B, I or P levels **MUST** take the protocol exam within the three months preceding the application. If an application is received without an exam documented, the packet is sent back to the applicant and the **original** packet must be sent back to the Bureau once the exam is completed by the applicant. This process keeps the paperwork from piling up in a “Hold” status at the Bureau and keeps the applicant responsible for their own license.

We appreciate everyone’s patience while applications are being processed – please remember that the Licensing Coordinator’s phone is overly busy at this time of year and that any of the field office Field Service Staff members are also available to assist with licensing questions or concerns.

Again, reminders for EMS Units:

- **EMS Coverage at sporting events** - The only time an EMS Provider may provide “medical standby coverage” is as an authorized representative of a New Hampshire Licensed EMS Unit. NH EMS Provider Licenses are based upon active affiliation with a NH EMS Unit. With that affiliation come Medical Resource Hospital agreements, Medical Control oversight, and liability insurance. With the exception of rendering care due to happenstance, at no time should an EMS Provider “freelance” their services without acting on behalf of a Licensed EMS Unit, as they would then be rendering unauthorized treatment contrary to RSA 153-A:13. (For additional information, please refer to the Divisions Memo dated 01-14-09 on this topic)

- **License waivers** – EMS Heads of Units can request license waivers for any Provider who has completed all necessary re-registration requirements by 3/31/09 but is concerned that the National Registry card will not reach the Provider in time to re-license with the Division by that deadline. The request must be signed by the Head of Unit, be presented on Service letterhead and received at the Division prior to the March 31<sup>st</sup> expiration date. In addition to renewal time waiver requests, one other appropriate reason for a waiver request would be for an individual who has diligently attempted to complete any “Transition Programs” required by the Division, but that has not been able to schedule a class. In this example, a class date and location must be included in the waiver request.
- **National EMS Week** – will be celebrated May 17 – 23, 2009. More information and EMS Week packets to follow.

As always, the Field Services Staff is available for inquiries and assistance if operational questions arise from EMS Providers and Unit Leaders. Asking questions ahead of time is much better than being counseled after a violation has occurred.

**Trauma System:** The revision of the NH Trauma System Plan has been completed by the Trauma Medical Review Committee (TMRC). This is the culmination of two years of work. The process has been very interactive with participation by multiple trauma stakeholders. It is our hope that this collaborative approach has reduced controversies, while providing an effective plan for the care of seriously injured patients in NH. The revision has taken into consideration the federal Model Trauma System Planning and Evaluation guide, as well as the most recent version of the American College of Surgeons’ “Resources for the Optimal Care of the Injured Patient – 2006”. The next step in the process is to present the document to the Emergency Medical and Trauma Services Coordinating Board for their approval.

Much of the content of the revised NH Trauma Plan was presented at the 2008 NH Trauma Conference. Several hospitals that are not currently assigned in the NH Trauma System have expressed interest in active participation under the new guidelines, and are awaiting approval of the plan to move forward. All acute hospitals in NH will be made aware of the new plan, and requested to consider active participation.

The attention of the TMRC now shifts to a variety of projects. Pediatric trauma care will be a focus over the next few months, and the document that will be written subsequent to those discussions will be added to the NH Trauma Plan as an addendum. The TMRC is pleased to have a pediatric surgeon nominated as a member of the TMRC. Laurie Latchaw, MD is a pediatric surgeon at Dartmouth-Hitchcock Medical Center in Lebanon.

The TMRC has re-established an active subcommittee to work on an air medical transport utilization review. More than a dozen individuals have expressed an interest in participating in the project. Trauma Coordinator Clay Odell has been in contact with the four medical helicopter programs that serve NH, and has received their cooperation in submitting records and participating in the review. The subcommittee will begin work in early April.

Other activities of the TMRC are the organization of a subcommittee to create evidence-based guidelines for trauma imaging studies at community hospitals. This effort is the result of a request by the Chief Medical Officers of the acute care hospitals in NH, and members of that group will be participating in the project. The TMRC will be starting the planning process for the

annual trauma conference, which will be held late fall 2009. Any suggestions may be emailed to Clay at [clay.odell@dos.nh.gov](mailto:clay.odell@dos.nh.gov) .

After a hiatus for the winter months, the Trauma Sim program will be starting again, with Cheshire Medical Center first in line, scheduled for April. Several hospitals have expressed interest in having the program visit their facility. Clay will be working with the Simulation and Patient Safety Lab at DHMC about making some improvements to the program.

**Research and Quality Management Section Report:**

**4/6/2008**

<b>Total Number of Reports:</b>	<b>371,922</b>	(From 1/05 through 1/5/09)
<b>2006</b>	<b>100,738</b>	
<b>2007</b>	<b>112,483</b>	(Increase of 12%)
<b>2008</b>	<b>120,016</b>	(Increase of 6.7%)
<b>2009</b>	<b>32,739</b>	
<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, Before 6/11/08</b>	<b>24.9 minutes</b>	
<b>2008, Since 6/11/08</b>	<b>24.6 minutes*</b>	
<b>2009</b>	<b>24.8 minutes*</b>	
*No statistical difference from 2008		

**Overview of TEMSIS :**

- The Highway Safety Grant is moving forward. Currently the contract is being developed and will eventually be approved by the Governor and Executive Council. Work is planned to begin in April with completion in Mid-June.
- The RQM section continues to work on getting data from non-ImageTrend sites. Manchester Fire is submitting data, but some formatting issues need to be fixed. Once this is done, a number of agencies will be able to submit. We anticipate that beginning March 16<sup>th</sup> that FireHouse agencies will be able to submit data.
- ImageTrend continues to push forward with the next major software release that will occur on March 16, 2009. These changes will improve the Report Writer along with data upload capabilities. Other, smaller work, will also be included in the improvements.
- Work on NHOODLE is still progressing. The Front-end of the site is complete, and work is now continuing with the contents of the site.

The RQM is working on the “*Write Right*” campaign. The plan has been completed and the presentations are in development.

As always, thanks for all that you do and for all your dedication and support for NH EMS. If we can be of assistance, please do not hesitate to call me at (603)223-4212.

*Fire Training – Certification – Fire Academy – Emergency Medical Services*

Business: (603) 223-4200

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-2939

<http://www.nh.gov/safety/divisions/fstems/index.html>