



Developing New Partnerships for Your Health and Safety

Weekly Reader

JULY 24, 2010



CAR 1

**KEN KELLY, GENERAL MANAGER
DIRECTOR OF OPERATIONS**

The week has proven to be a full, busy and successful week for me. I had an important meeting on Wednesday with the senior EMS representative for NYS Department of Health, Ross Zastrow. We discussed a number of topics, most of which were centered around operating territories and authority to take various calls. Mr. Zastrow was very helpful in analyzing the sometimes confusion regulations and laws. After our meeting we treated him to a tour of our building, new ambulances and the new training facility on Main Street. He said he was very impressed with our upgrades and related that he expected nothing less from our organization.

We had another posting on the social network, Facebook this week which served to anger a fellow EMS agency. The posting, although innocuous appearing, was clearly intended to send a message to the area system

in regards to answering calls in the spirit of mutual aid. It is not a wise thing to do and it is against our written policy. If you read SOP 10.16.2 under procedure G), it states, " No information either by direct reference or by implied reference regarding any call, patient, other EMS/Fire/Law agency or FLA company business is to be posted or transmitted in any public forum on the internet." It is best to leave such things unsaid. It is also better to allow the well-informed and politically savvy Management Team to handle the issues of EMS mutual aid and inter-agency relationships. Your postings may make you feel a little better but in the end it makes things worse for the community of providers.

Supervisor Miller spent Thursday evening (July 22nd) speaking to the town and village boards of Palmyra. His meeting was very informative and he was well-received. I'm sure that he will speak more of his experience a little later on in this newsletter.

Just when we thought that the entire Management Team was back and we could conduct a complete business staff meeting Captain Lester's wife decided that Wednesday would be a good day to deliver their second child. The Lesters (including first daughter Maddie) welcomed daughter number two this week. Mother and daughter, Kaitlin Paige are doing well. We have to imagine that Queen Maddie, also known as "the monster" may be a bit jealous. Father John is expected to lose

some sleep over the next few weeks with late night feeding and diaper changes. Congratulations to John and Michelle Lester!

Believe it or not, we are heading towards the end of summer. I can say that because the colleges will begin their fall semester in just over three weeks from now with the public schools only a couple weeks beyond that. It's time to start thinking about related calls and the safety of young pedestrian traffic as well as school busses returning to the roads.

We had a great time at the Canandaigua Arts Festival this past week. Hundreds of children were carrying Finger Lakes Ambulance balloons up and down Main Street in Canandaigua. The volunteer MFCs report a warm reception from the citizens who stopped by our display. They had plenty of questions, got a chance to look at our rig and equipment and speak directly to you, the provider of their care. Thanks to the public relations division and the volunteers who helped put together this successful program. We will also be appearing at the Naples Grape Festival as we follow up successful displays and presentations in Clifton Springs and Canandaigua over the last few weeks.

Thanks to everyone for a busy and successful week at FLA and in our community. Have a safe and productive week!



CAR 2

BILL COMELLA, OPS SUPERVISOR

The summer flies by as another week comes to an end. I joined C1/C3 in a meeting with the area NYS representative, who provided some helpful information on operating territory and other assorted issues. I also completed quarterly controlled substance reports (always a good time).

Please remember that waveform capnography must be used each and every time you intubate a patient. You should have a sensor out and ready along with your other intubation gear. This is the standard for confirming tube placement. There should be no reason why capnography is not used. Help prevent intubation tragedies and protect your own (as well as FLA's) reputation as a competent patient care provider.

We continue to have trouble getting epinephrine 1:10000, so please continue to make your own as needed. Although it is



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probably not the reason, I blame Obama and health care reform.



CAR 3

JR MILLER, OPS SUPERVISOR

Sunday I spent the majority of the day staffing our display on Main Street Canandaigua with Captain Lester. It was a beautiful day to be outside and certainly was better than completing administrative tasks at my desk! Unfortunately I had to complete those upon my return.

Tuesday I attended an impromptu meeting with Car 1 and the Operations Manager of another county EMS agency. This meeting was scheduled to deliver damage control following the untimely posting of Facebook banter that insulted their agency and their approach to managing calls within their district. As Ken pointed out, the words used in the posting were vague (on purpose, I'm sure), but the target and intent were clear (based on the content and timing). This was but the first meeting to discuss this particular issue – Car 1

will be meeting with the Board of Directors of that agency to further extend our apologies. Somebody once told me that if it felt really good to say something it probably shouldn't have been said. Although I may disagree at some level (most of you know me to be rather outspoken), it is a skill to develop the ability to tell somebody to go to hell in such a manner that they look forward to the trip. Facebook (or any other social networking site) is not the appropriate forum in which to try to do that!

Ken and Bill both mentioned our meeting with Ross Zastrow, our regional DOH Senior Representative. It is nice to know that we are recognized as a leader in EMS throughout our region as well as the state. Kudos to each and every one of you!

I extended my work week into Thursday night by accepting an invitation to present to the Palmyra Town Board. The Town of Palmyra contracts with the Village of Palmyra for Fire and EMS coverage. Captain Lester and I have already presented a proposal to the Village to assume EMS Operations in Palmyra without a tax subsidy (as we do in all of the municipalities that we serve). I met with the Town Supervisor last week and I was invited to present our proposal to both the Town Board and Village government representatives in a joint executive session following their regular Board meeting. Although I am not able to divulge specifics of the discussion, I can tell you that both the Town and Village

representatives asked very pertinent and appropriate questions about how Finger Lakes Ambulance could provide EMS to their constituents without a tax levy. It was a very productive session that may lead to exciting new developments for Finger Lakes Ambulance in the future.

Have a great week!



OPS OFFICER

CAPTAIN JOHN LESTER



Brand new sister, Kaitlin Paige is welcomed by Maddie Lester, aka "The Monster"!



TRAINING

TAD SMITH, DIRECTOR

GREETINGS!

Busy time of year for the Training Department, between new employees, relocating the Training Division and outside training opportunities things are happening fast.

Last week we taught CPR for Parks Department employees from Manchester, Andrea Severino and Ed Mitchell went with me to the American Red Cross Lifeguard Games to evaluate competing teams. This week we have two new employees in training. Next week I will be going to GGH for a presentation to the "New Ventures" program sponsored by Finger Lakes Health. Whoever coined the phrase 'Lazy Days of Summer' sure didn't work for FLA.

In August things are not scheduled to slow down. Jason Haag has arranged CEVO training for August 8, 13, and 17. CEVO will include a driving course and classroom presentation, signup sheets will be posted in the hall and class size may be limited, so sign up early.



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Drew Campbell and the Clifton Springs Fire Department will be assisting us with extrication training toward the end of August (dates tba). This will include 'cutting up cars so the training will be held at a local scrap yard. Stay tuned for more info.

The week of the 30th of August we will have classes on ABG interpretation. Although these classes will be directed toward or MICU and CCEMT-P personnel there are open to all employees and CME will be offered.

This is the time to make plans for your third quarter skills. Please don't wait till the last minute, this time there will be no extension to the end date.

If you have not come up and seen the new Training Center please stop by soon.

Till next week.... Strive to be
**THE BEST
IN EMS**



July 2010

Medical Director Report

SEMAC/SEMSCO meeting: Ketamine Protocol proposed by Finger Lakes Region was passed and is in place. Mercy Flight Central expects Ketamine to be available for use in the next few weeks. SEMAC/SEMSCO meetings October 5 and 6.

Local Protocols: Final version and change matrix in Albany. Expect review and approval at Medical Standards and SEMAC in October REMAC. Membership has been good about attending. Dr. Edwards assures me he will continue to attend to represent Clifton Springs and the many services he represents. We still need representation from Geneva General and Soldiers and Sailors. Recent changes in staff at both hospitals. I will be approaching both hospitals to try to provide representation at REMAC.

REMAC will be discussing pilot project for EMT/CFR CPAP use (already done in other states, can easily and safely be used in NYS). Robert Stueber has secured significant material from Pennsylvania regarding EMT use of CPAP and the training involved and we hope to present this to Medical Standards and SEMAC/SEMSCO to show that it would not be difficult but could make a substantial difference in the pre-hospital treatment of patients with difficulty breathing.

Quality Issues-ongoing (no recent updates). Multiple cases recently reviewed or under review with DOH. Court cases were attended in April and May, none concluded yet. I expect to testify at one of the cases. Several paramedics/EMTs are likely to lose certification per DOH. Several other complaints regarding disregard for local and DOH regulations have been received and are being investigated.

Medication shortages: Despite shortages nationwide, Finger Lakes has fared well. The only significant problems have been changes in container such as bristojects to bottles or ampoules and needing to dilute epi 1:1000 to 1:10000. Most shortages are expected to see relief by the end of the summer. The shortages are going to affect MICU and Critical Care Level providers more so than ALS. Currently we are dealing with shortages of propofol, haldol, succinylcholine, rocuronium, mivacurium, ketamine, fentanyl and even some

others. To date, it has not affected ANY care in this region.

RSI: Regionalization group has met and divided into 3 subcommittees to work on initial recognition as RSI Service/Technician, training and maintenance.

QA: This group will continue to meet into the fall and should have this material finalized within the next few months. Newark-Wayne Arcadia Volunteer Ambulance has had their RSI credentials revoked by their medical director after several chart reviews for QA.

Jack B Davidoff, MD

SOP UPDATES

SOP Revisions:

SOP : No changes this week.

To access the SOP manual, sign in to emsCharts and click on Human Resources, then click on Document Warehouse and then SOP Manual. Click on the SOP you desire to read. You can print the page you are reading by using your computers print icon.



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MY PARTNER

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"I'm going to order a broiled skinless chicken breast, but I want you to bring me lasagna and garlic bread by mistake."

FINGER LAKES FUN

Finger Lakes Ambulance Hosts
A FLA family night at the
ballgame!



Bill Comella at the Red Wings game!
Go Team!!!

FLA FOLKS IN THE COMMUNITY

Showing off "The Best in EMS"



Lt. Campbell & MFC Townsend busy filling and giving away FLA balloons to very happy citizens at the Canandaigua Arts Festival FLA booth

COSTLY MISTAKES



The driver got too close to the curb. The result? Destruction of a very expensive wheel, rig out of service until repairs could



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be made (lost calls), danger for patient and crew. Expensive mistake indeed!

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