

# Glacier County EMS

## Newsletter

NOVEMBER 9, 2009 NL 1

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## The Chief's Corner



James T. Laidlaw IV, BS,  
NREMT/P, CCEMT/P

ambulance service that needed a policy manual on short notice. As we work through re-building our new policy manual, this is a good thing to have a pocket card for everybody. STAR CARE goes like this:

**Safe** - Were my actions safe – for me, my colleagues, other professional, and for the public?

**Team**- based: Were my actions taken with due regard for the opinions and feelings of my *co-workers*, including those from other agencies?

**Attentive to human Needs** - Did I treat my patient / customer as a *person*?

As we progress along and become more of a team I just want to remind folks a fact some of you may or may not have seen before. It is the concept of STAR CARE. STAR CARE was originally developed by Thom Dick and Mike Taigman in the late 80's for Baystar medical Services. Baystar was a newly formed

## H1N1 signs and symptoms,

Symptoms of an H1N1 infection are identical to that of influenza. The symptoms include lethargy, high fever (greater than 102°F), weakness, sore throat, runny nose, coughing, loss of appetite, nausea, and vomiting. In severe cases, patients can

develop shortness of breath progressing to respiratory distress, dehydration, cyanosis, mental status changes, and severe anxiety and agitation. There are simple things that EMS providers can do control the influenza A (H1N1) virus

Did I keep him/her warm? Was I gentle? Did I tell him / her what to expect in advance? Did I treat his / her family and/or relatives with similar respect?

**Respectful** - Did I act toward my patient, my colleagues, my team-mates from other agencies, the hospital staff and the public with the kind or respect that I would have wanted to receive myself?

**Customer – accountable** - If I were face-to-face right now with my *customer* could I look them in the eye and say, "I did my very best for you?"

**Cont-See Chief pg 3**



spread. 1. Wash hands with soap and warm water for at least 30 seconds following every patient contact

**Cont: See Swine pg 3**

### EMS Fun Facts

- 1865-The commercial Hospital now Cincinnati general) introduced the 1st ambulance service associated with a hospital.
- 1909-The American Red Cross Develops the first aid program
- 1964-The President's commission on Highway Safety called for emergency care and transportation of the sick and injured as one of its community action programs.
- 1972-Debut of the T.V show "Emergency"
- 1973-The Blue Star of life was designed.
- 1978-American ambulance association was formed
- 1980-The National Registry of EMT's published first national registry.

# Infection Control *Maunay Kelley*

Update from me the Infection control officer Only two exposures to report for this year. Both has turned out good and in our favor. Both were on trauma related calls only one from a needle stick. Almost all the employees have received their seasonal Flu and their H1N1 vaccines, they come in both the nasal form and the shot. So far no reported adverse reactions, a couple who opted to do the nasal(live virus) [wayyyyy braver then I], only reported a headache.. Any active EMS employee can get the H1N1 Vaccine at the Northern Rockies Clinic next to the Hospital and across from the EMS station. Just go in and tell them who you are, they have a list of names of the active employees that they are holding vaccines for. If you have not done it yet and are planning to, please go ASAP. And please get me a copy of the paper when you are done receiving it. I also

need copies of you're Hep-B series, if you don't have them they are giving the Combined Hep A and Hep B shots out to the active EMS employees. I would highly recommend getting them both. If you do not want the Hep B series I need you to come down to the station



**Maunay Kelley**

and sign a paper declining them. I am now trained to do the fit tests for the N95 masks. I have already fit tested Amie and Shol and also about 3 of the Hospital employees. I need to get everyone fit tested ASAP. It is a 7 minute test once we get started, nothing too strenuous,,, I will put a sign up thing on the forum I was thinking sometime around the meeting day, Maybe if I could get everyone to come in around 1700 or so I will bring all the masks and testing stuff over and get this taken care of. If you have not already filled out the medical questionnaire it needs to be done and signed off by a provider PRIOR to being Fit Tested. Thank You. Keep up the good work! And be safe in all you do! Lets make 2010 exposure free and fun again!!

# Tamera's Topics *Tamera Kelley*

Ever wonder what is one of the most common injuries or complaints we see in EMS? I'm not talking about the patients we treat, rather about ourselves as providers. Yes, you guessed it: back pain.

Back injuries are the most common work related injury in the US, it is the leading cause of missed work, even above the common cold-

**"Back injuries are the most common work related injury in the U.S. It is the leading cause of missed work"**

now add more bad luck-people who work in EMS have even greater risk of injury, simply because of what we do on nearly every call.

We lift. We lift from floors, beds, bathtubs, cars. We carry patients upstairs, and downstairs... The list goes on and on, but you get the picture. The point is that we tend to think only of the patient's safety,

care, and comfort and hence we neglect our own so I just want to say this: You cannot give your best if you're laying there with the rest! Be sure to learn and use proper technique every time you so much as pick up an empty cardboard box. Remember you cannot help your patient or your partner if you suddenly become a patient yourself. The moral of the story is SAFETY first, so WATCH YOUR BACK!

# The Who's Who of GCEMS

There are many duties assigned to the staff of Glacier County Emergency Services. To make it easy for all employees we have attached a list of who does what for the service. Angela Eppinger is the services In processing officer, quartermaster and our GCEMS Website's Webmaster. Amie Allison is Report Officer/HIPPA compliance and the Public Relations officer. Brian Williams is our local training officer and the current captain of GCEMS. Dave Allison is

the charge of distributing this very newsletter every month. Floyd Peterson will be heading the vehicle maintenance department. Maunay Kelley is the supply officer for the service. Maunay is also the infection control officer. Rhonda Grainger is

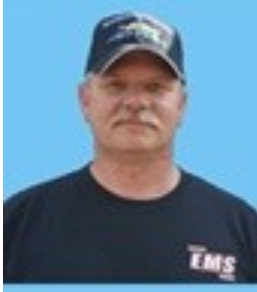


the Education officer. Members of the hiring committee include Chief Laidlaw, Brian Williams Rhonda Grainger, Angela Eppinger and Tamera Kelley. For a more detailed description of what each individual does for GCEMS please feel free to contact them or refer to the online forums at [www.glacierems.com](http://www.glacierems.com).

# East Glacier Update

Darwin Feakes

News from Station 3. The East Glacier Park station has been in operation since July. We have had several calls for assistance to accidents, heart attacks, to illness on Amtrak. The ambulance was setup to be a QRU (but licensed as a full ambulance) with HIS providing the transportation to HIS but when IHS is unable to provide service we have transported. We are still working on getting the word out in the community. A7 is a 4 wheel drive Suburban staffed currently by 3 GCEMS EMTs who live in East Glacier but there are 2 Glacier Park Rangers



nationally qualified who are willing to do the state paperwork and work with us as well. During the summer we partnered with the Glacier Park Lodge to House the A7 and it is currently in the Fire station until the county road department needs the space and it will come to Cut Bank until summer. The staff and community are excited to have quicker service available to the community



When the pagers sound  
And sirens wail  
Then we will come  
Always, without fail  
No matter the time  
No matter the call  
We will give our hearts  
We give our all  
All the years of experience  
All the hours of testing and strain  
Are weapons in our battle

## Cont: H1N1 from page 1

- 2. Provide patients with tissue paper to sneeze and cough into
- 3. Maintain a safe, yet professional, distance from the patient; do not make them feel isolated
- 4. Clean the stretcher frame and mattress with approved virus-killing cleaning supplies provided at hospitals or by your own service

Treat suspected dehydration with IV fluids and shortness of breath as needed

- 5. Clean the inside surfaces of the ambulance with approved virus-killing cleaning supplies following any high-risk patient contact
- Turn the ambulance ex-

haust fan on to promote air flow through the patient compartment  
EMS management of influenza A (H1N1) is symptom-based. Treat suspected dehydration with IV fluids and shortness of breath as needed. Protect the critical systems. After a physician evaluation, patients can be treated with antiviral drugs. Antibiotics are ineffective as are previous influenza and H1N1 inoculations

## Cont... "Chief" from pg 1

**Appropriate** - Were my actions appropriate - medically, professionally, legally, and practically, considering the circumstances I faced?

**Reasonable** - Did my actions make sense? Would a reasonable colleague of my experience have acted similarly, under the same circum-

stances?

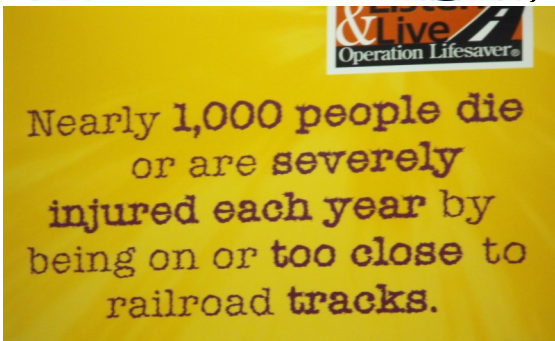
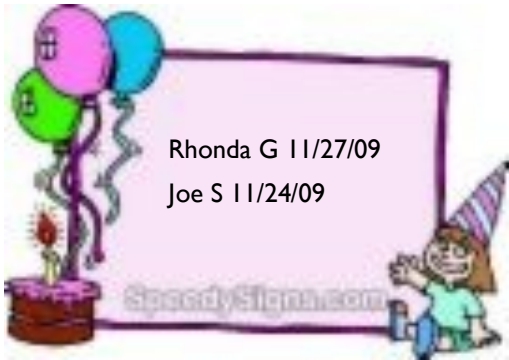
**Ethical** - Were my actions fair and honest in every way? Are my answers



stances? to these questions ethical?

As we continue to work with each other, our patients, and our medical peers, keep this in mind. If anybody would like a 4x6 wallet card of this please feel free to stop by my office and I will give you one. Until next time...

Make sure to say  
 “Happy Birthday”



## Upcoming Events *Amie Allison*

Its that time of the year!! It is time to start getting ready for the holiday season. Many great ideas have been presented for our parade entry. After considering several different options, we now have a plan on what we are going to design for the parade. What we need is active participation from our crew to help get the float done and we have many eager members. So, I will be posting information on the forum pertaining to the times we will set aside to work on the float. What a creative crew. => In addition to the participation requested by James that was posted on the forum...we will also need participation at the Bazaar on the 21st before the parade. I believe I have a few volunteers but everyone is welcome and encouraged to get involved. Again, we will come up with some available times to work on our Parade of Lights float and get them posted for everyone on the forum. We will get started and have it all ready to go ahead of time and hope to have a relaxed and enjoyable event. Here is a list of important times for the month. Tuesday Nov 10, work night at the civic center @5:30pm, Tues Nov 17, Court house light hanging @8am, Christmas Bazaar Nov 21 @ 10-4pm. Festival of Lights Parade/Social Saturday Nov 21. In addition to Nov. events, start thinking X-Mas party and submit your creative ideas. Thanks to Everyone!



## Operation Lifesaver **EMS 118**

November 7th & 8th members of Glacier County Ems attended the Region 2A fall conference in Shelby Mt. The conference covered a variety of EMS subjects. On Saturday, the day started out with a morning class that consisted of a lecture given by Don Matlock and Rick Flint from Burlington Northern Santa Fe Railroad. The

the Amtrak Manager of Emergency Preparedness, gave an interesting lecture on packaging and removal of patients. He also stated the importance that emergency responders make sure they are safe and always located 30 ft away from the tracks when responding. “You cannot help anyone, if you are injured yourself” stated

help local response, but does not help train dispatch at all. Both speakers stated the importance of calling BNSF dispatch @ 1-800-832-5452. BNSF owns the tracks in our area, so calling Amtrak dispatch will not do any good. All switch operators and dispatch for the railroad in Glacier County are located in Fort Worth Texas. Both



Chief Laidlaw, Shol, Maunay @2A Conf.



“Charlie Cox” Amtrak EMG. Preparedness



Tanya Luchi & Sharon Hotchkiss

morning lecture basically consisted of railroad safety and responding to Railroad emergencies. Don Matlock also went into detail on the inner structures and schematics of a Freight locomotive Following a nice catered lunch break Charlie Cox who is

Cox. Every 120 seconds in the U.S there is a vehicle vs. train, or train vs. trespasser incident. Two main subjects were identifying the location of a train incident. The railroad has it's own mile markers. Giving dispatch a mile marker off the road will

railroad reps also insisted that you should call personally and not depend on local dispatch to call. Call BNSF Dispatch, put flaggers out 2 miles from incident and make sure you as the responder are safe.

# Are you a team player?

For most projects, I prefer to rely on my own skills and abilities rather than work with others.

- 1. Strongly Agree -- 1 point
- 2. Agree -- 2 points
- 3. Neither Agree nor Disagree -- 3 points
- 4. Disagree -- 4 points
- 5. Strongly Disagree -- 5 points

While I am focused on my personal career success, I do truly support my team members and want the team to succeed.

- Strongly Agree -- 5 points
- Agree -- 4 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 2 points
- Strongly Disagree -- 1 point

For the most part, I believe that my team members do not work as hard as I do.

- Strongly Agree -- 1 point
- Agree -- 2 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 4 points
- Strongly Disagree -- 5 points

I seek out ways to learn to get along better with people and to do a better job of collaborating, to be a better team member.

- Strongly Agree -- 5 points
- Agree -- 4 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 2 points
- Strongly Disagree -- 1 point

I tend to come up with the best solutions to the problems my team faces, yet I usually receive very little of the credit.

- Strongly Agree -- 1 point
- Agree -- 2 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 4 points
- Strongly Disagree -- 5 points

People generally enjoy working with me on a team.

- Strongly Agree -- 5 points
- Agree -- 4 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 2 points
- Strongly Disagree -- 1 point



I understand that the value of teamwork is the emergence of new ideas and creative solutions as well as the sharing of the workload.

- Strongly Agree -- 5 points
- Agree -- 4 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 2 points
- Strongly Disagree -- 1 point

The reality of the workplace requires me to work in teams -- even if I do not like it.

- Strongly Agree -- 1 point
- Agree -- 2 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 4 points
- Strongly Disagree -- 5 points

I always end up carrying my team and it's disappointing that I do not receive more credit for doing so.

- Strongly Agree -- 1 point
- Agree -- 2 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 4 points
- Strongly Disagree -- 5 points

I am very flexible and can quickly adjust to new situations and changing demands of the team and team leader.

- Strongly Agree -- 5 points
- Agree -- 4 points
- Neither Agree nor Disagree -- 3 points
- Disagree -- 2 points
- Strongly Disagree -- 1 point

Results:

Add up your points. If you scored...

40-50: You're a great team player! You understand the value and importance of collaboration. Now go inspire your teammates!

30-39: You're a good team player. You recognize the value and importance of teamwork, but have not quite mastered being a great team player.

20-29: You're just a so-so team player. With the importance that most organizations place on teams, you best get to work on mastering your team skills.

Under 20: You are NOT a team player. You either have to invest a lot of time and effort to learn how to be a better team player -- or go into business for yourself.

**"Coming together is a beginning. Keeping together is progress. Working together is success."  
Henry Ford**