

# The Page-out

Glacier County EMS Newsletter

May 2007



## Record Number of Calls in March

The month of March was a busy one for everyone here. Some crews were a bit worn out by the end of the month, but we pulled together and got through it, setting a new all-time record for calls in one month at the same time. The old record for transfers in one month was 35, with March bringing 43 transfers!

## EMT/B Eppinger to Start Paramedic Class

GCEMS EMT-basic Angie Eppinger has announced her plans to attend the paramedic program held by Great Falls College this May. Angie, who joined the department in 2006, has impressed many with her motivation and her eagerness to move forward in her field. Though we will miss not working with her as much, we are glad to see her pursuing her goals and know that she will do well. Good luck Angie!

## New A-5 Going Into Service

Chief Laidlaw recently made a trip to California to pick up the new A-5, which will be placed into service at station 2. As a result of this new acquisition, the old A-5 will be retired from the fleet and auctioned at the next county auction. The new A-5 is a 1998 Wheeled Coach that was used on a military base and saw minimal use. It is in new condition, and should serve station 2 well for many years. A-5 will take A-4's place at station 2, and A-4 will rotate to station 1 to take the place of the old A-5. It will be nice to have a dependable rig at station 1 that is a 4wd. A-5 has spent several days in the body shop having the old decals removed and new ones applied. It is scheduled to go to station 2 on May 1<sup>st</sup>.

## Setting Sights on Next Rig

Though still some time away, we will be starting the process of drawing up specs for our next ambulance in the near future. Due to the weight factor, they are no longer utilizing the van chassis, so we will be looking at going to a type 1 (truck chassis and cab). The box will be larger, and be about the size of GFES's trucks.



EMT/B Angie Eppinger shows a Head Start class the rescue equipment in A-2 during a PR visit.

## First Responder Class Starting

The first responder class that Training Officer Brian Williams is teaching is set to begin May 5<sup>th</sup>. The class is being offered free of charge if students agree to give GCEMS one year of service. We hope to gain some new personnel out of the class. Upon successful completion, they will be expected to take the next available in-house EMT/B class. The class will run on weekends throughout May. Good luck to all the students.

**"Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity."** – Gen. Patton

## EMS Week Approaching

EMS Week is growing nearer, and that means it is time for the annual GCEMS awards banquet. If you have not turned in your nomination for EMS Person of the Year, please do so immediately. Some neat items have been ordered for prizes and "gimme's" for our personnel, with a mix of decorative and practical items that everyone should like. Look for information to be posted on the bulletin board regarding specific times and places for the cookout.

## Grant Update

Kyle has completed and submitted our 2007 Assistance to Firefighters Grant application. The application period closes in early May, and the review/award stage will continue thru the summer. We are also working on the 2007 CEDAP grant application, which gives a choice of eligible equipment that the applicant may request from the grant. Keep your fingers crossed.



The new A-5, a 1998 Wheeled Coach type-1

**Good luck to the current first responder class!!**

## Reducing Malpractice Suits

James W. Saxton, a Pennsylvania attorney, has authored a book titled *The Satisfied Patient: A Guide to Preventing Malpractice Claims by Providing Excellent Customer Service*. The book talks in detail of the correlation between good customer service by EMS personnel and a reduction in malpractice suits against them. Patient satisfaction begins with a first impression. Saxton says "you need to invest in that first 10 seconds". Some of his tips for making a good first impression include:

- Greet patient by their name.
- Smile
- Look them in the eye.
- Explain what you are doing.
- Treat them like you would like a loved one treated.
- Use layman's terms

Through your contact with a patient, listen to their concerns, answer their questions the best you can, tell them what you are doing and why. According to Saxton, failed communication is one of the most common causes of malpractice suits. He also suggests asking open-ended questions, as it has been found that patient satisfaction is much higher when they are allowed to describe in their words rather than simply answer a yes/no question. While we should always practice good customer service to our patients, this is yet another reason that is well worth our while.

## Department Tidbits

- Brian finishes his critical care class on May 15<sup>th</sup>.
- When completing a patient care report, assume that an attorney will read it. This may help you ensure that all the necessary details regarding your care are in it.
- All claim forms need to be turned in before the end of the fiscal year, which is the end of June.
- Paramedic Sydney Hirst is now working part-time-regular, and works every Friday.
- EMT/B Sherri Murphy has joined the department.

## Humor Corner

### EMS One-Liner's

- We don't deserve to be called heroes, but we don't deserve to be vomited on either.
- Never bring an ambulance to a gun fight (until it's over).
- Calls would be more fun if we had music in the background like the movies.
- The EMT or medic with the least experience has the most to say.

## Welcome Home A-4

If you look where the old A-5 was parked you will find A-4 now. It is advisable that everyone take a few minutes to look it over so you are familiar with it. It is the only rig in our station that has a gas engine, not diesel. It is a 1999 Med-Tec type-2 on a Chevy 3500 chassis. It has very low miles on it from being in service at station 2, and has a lot of life left in it. It is 4x4 as well, which will be nice come winter and fire season. It will be the primary truck used for fire standbys when we see fire duty again. Keep in mind that it is taller and narrower than our other rigs, and therefore more top-heavy. It will be used primarily for event standby, and is mainly stocked BLS. There are, however some IV supplies on-board. If a medic is onboard, it may be easiest to grab the wilderness bag so some ALS supplies are handy should they be needed.

**Get EMS person of the year nominations in ASAP please!!**