

Bureau of EMS: Vitals

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Lee County Florida Community Assistance Network

A PIER Spotlight Article

Today, emergency medical service agencies are finding new ways to help address the problems we face each day. In some cases, they identify individuals with undiagnosed health problems. In others, they help connect people to services in their community.

Each and every program, though, looks to prevent the medical emergency before 9-1-1 becomes the only option available.

The Community Assistance Network allows field providers with Lee County Florida EMS the ability to refer individuals to a myriad of social service agencies through the United Way's 211 program. The purpose of the program is to bridge the gap between those who call Lee County's public safety services for assistance and social service agencies who provide valuable programs to the residents and visitors of our county.

Today, when a provider identifies someone who might need assistance from one of the hundreds of social service agencies in the area, they take about 30 seconds to add four additional pieces of information to their electronic patient care report (ePCR). When the ePCR is uploaded to the database server, the referral is automatically sent to the United Way's 211 pro-

gram and the process of re-contacting the individual and making the referral for service is completed.

If the referral is for a person over the age of 60, the information is also sent securely to the Area Agency on Aging, who assesses the situation and does home visits to determine the needs of the individual. This agency identifies resources specific to the elderly population and provides unique, tailored services to meet their needs.

In order to provide a feedback loop to our providers, the 211 program provides EMS with their 10-day follow-up information, which is then automatically sent to the crew that made the initial referral. These e-mails have proven to be invaluable and encourage the provider to make more referrals in the future.

Since its official launch in April 2006, Lee County EMS has referred more than 700 patients to the 211 program through the Community Assistance Network. Of the persons who called for EMS for the first time at the time of their referral, a high rate of return back into the system was noted. This fact could be because of a new, emerging illness or injury for the individual, or could be as a result of the patient discovering

a new pathway into the healthcare system.

Of persons who called for service before and after their referral, the program has shown a significant increase in the time a patient can go between calls for emergency medical service. The increase suggests that patients are more independent, self-sufficient, and their needs are being met – even for only a period – by the program.

EMS agencies need to consider the need for comprehensive social service referral capacity within their system. Adding the functionality not only aids the community, but may reduce demand for more frequent callers. Regardless of the effect on the system, providing appropriate resources beyond the realm of emergency medical care will be critical to communities and the healthcare system in the coming years.

For more information concerning the Lee County Florida Community Assistance Network, contact Paul Filla, Lee County Division of Public Safety at 239-344-5406 or pfilla@leegov.com.

The United Way 211 Program was the recipient of the 2007 "Friend of EMS Award" from the Bureau of EMS.

PIER (Public Information Education and Relations) Committee serves in an advisory capacity to the EMS Advisory Council on issues related to injury prevention.

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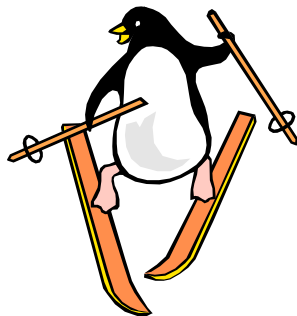


EMT and Paramedic Violations & Disciplinary Actions

September 2007-November 2007

The following information is provided on a quarterly basis to assist EMS agencies and professionals so that proactive measures may be taken to reduce these infractions.

This chart outlines the types of violations by profession.



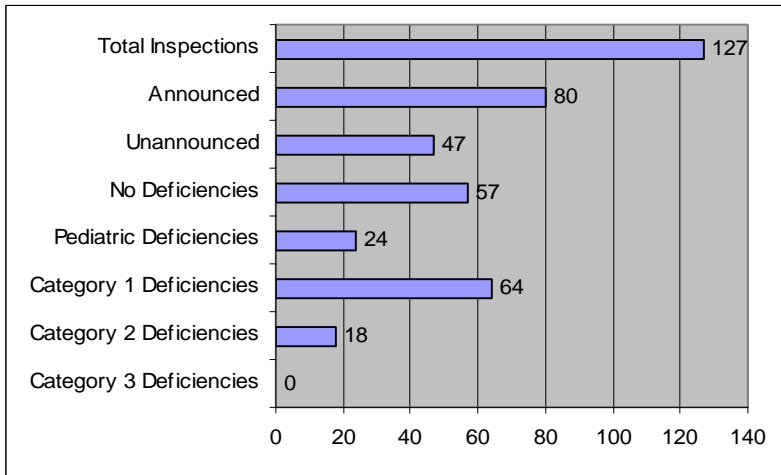
Violation	EMT	Paramedic	Total
Deceptive/fraudulent representation	2	2	4
Fail to maintain current CPR/ACLS card	0	1	1
Fail to provide proof of compliance for renewal	0	1	1
Obtain license thru fraud/error	3	1	4
Positive Pre-Employment Drug Screen	1	0	1
Practice on delinquent/inactive license	1	0	1
Practicing without a license	1	0	1
Prescribing/dispensing outside professional practice	2	0	2
Unprofessional conduct	7	4	11
Violate lawful order of board or council	2	1	3
Violate Statute/Rule of Board	1	2	3

Disciplinary Action	EMT	Paramedic
Voluntary Surrender	9	6
Suspension	4	0
Probation	4	1
Revocation	3	2
Fine	0	2
Obligation Satisfied	0	1
Total	20	12

This chart outlines the disciplinary actions for the violations listed in the previous chart.

2007 EMS Service Inspections

Each EMS service is due for an inspection every 24 months and new services are due within 90 days of receiving their licenses. In 2007, the Inspections Unit met target by inspecting 127 services. This is the second time in bureau history that this goal has been achieved! The following chart outlines the 2007 inspection cycle.

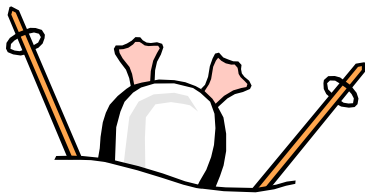


Deficiency Categories

Category 1 – life saving equipment, medical supplies, drugs, records, or procedures. Any item in this category found deficient constitutes noncompliance and shall require action by the services provider within 24 hours to replace or correct the deficiency to avoid administrative action.

Category 2 – Intermediate support equipment, medical supplies, drugs, records or procedures. Any item in this category found deficient constitutes noncompliance and shall require action by the services provider within 5 working days (Monday – Friday) to replace or correct the deficiency to avoid administrative action.

Category 3 – Minimal support equipment, medical supplies, records or procedures. Any item in this category found deficient constitutes noncompliance and shall require action by the services provider within 10 working days (Monday – Friday) to replace or correct the deficiency to avoid administrative action.



EMS Advisory Council Vacancies

The EMS office is soliciting nominations to fill the upcoming vacancies on the EMS Advisory Council. The following five positions will become vacant on June 30, 2008, and will expire on June 30, 2012:

- EMS Administrator (non-fire)
- Lay Elderly
- Emergency Nurse
- EMS Administrator (fire)
- EMT (non-fire)
- Commercial Ambulance Operator

If you would like to be a candidate or nominate a candidate for any of these positions, please send a letter

of nomination, a current resume and any other information that you believe will help in assessing the nominee’s potential contribution to furthering the objectives of the council to:

Desi Lassiter
DOH/Emergency Medical Services
4052 Bald Cypress Way,
Bin C-18
Tallahassee, FL 32399-1738
Phone- (850) 245-4055
Fax- (850) 488-9408

All nominations must be submitted by May 1, 2008.

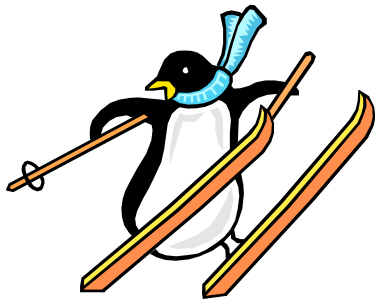
Please consider the diversity of Florida’s population when making your nominations so that the entire population will be represented. The State Surgeon General, Ana M. Viamonte Ros, M.D., M.P.H. will make the appointments. Representatives appointed to these positions will begin their four-year terms on July 1, 2008.

The Bureau of EMS would like to thank the following members for their service in these roles:

- Michael Patterson, EMS Administrator (non-fire)
- William Fisher, Lay Elderly
- Amy Paratore, Emergency Nurse
- William Bingham, EMS Administrator (fire)
- Chad Reed, EMT (non-fire)
- Jaime Caldwell, Commercial Ambulance Operator

Prehospital Pediatric Education Symposium 2007

By Patricia Kenyon



The Florida Emergency Medical Services for Children (EMSC) Program partnered with the Emergency Medicine Learning & Resource Center (EMLRC) to present the Prehospital Pediatric Education Symposium 2007 "The Premier Pediatric Emergency Medical Services Conference" on November 27-28, in Orlando at the Rosen Plaza Hotel. Over 120 prehospital and hospital professionals attended the symposium. The symposium was designed to create an educational experience that will empower EMS and Emergency Department personnel to provide the highest quality emergency care to pediatric patients. The EMSC Program awarded scholarships

to both prehospital and hospital professionals statewide to ensure pediatric care excellence.

A quote from one of the participants, Dr. Rex Northrup, "I think the goal of 'Conquering the Pedi-Jeebies' was resoundingly successful. I'm certain that those in attendance would agree and for those unable to attend, you should have been there! Outstanding topics, great presentations, beautiful setting... 'Who could ask for more?'"

The Bureau of EMS would like to thank the EMSC Program, the EMLRC, the presenters, and all of the attendees for this successful event. We look forward to another great event next year.

EMSTARS Update

Beta testing with the Stage 1 Pilot group continues to show solid progress with testing and verifying software and data configurations at the local provider level, and also for the Emergency Medical Services Tracking And Reporting System (EMSTARS) statewide database. The testing is on schedule and the results are better than expected.

As of January 1, 2008, four of our Stage 1 agencies have already transitioned to a Normal Operations Mode. Tampa General Aeromed, the EMS Alliance of Marion County, Hialeah Fire Rescue, and Jacksonville Fire Rescue have each achieved the necessary data quality scores and will now move to routine monthly reporting. This is our goal for all the Pilot Program participants: to get started up and move to "normal" mode as soon as is feasible. This goal is made possible through collaborative

efforts, and more than a couple of late nights, between the Bureau's Data Unit staff, EMS software vendors, and Key Users at the local provider agencies. We salute them for their efforts.

In total, there are currently eleven agencies currently submitting live data. Agencies in the transition mode currently include Polk County, Gadsden County, Nassau County, Coral Gables, Baker County, Sanford, and Reedy Creek.

All of this work will lay the foundation for our Stage 2 participants beginning their live submissions in February. We held a conference call on December 11th with these agencies and will conduct hands-on training for their Key Users in January in conjunction with the Advisory Council meetings and Fire East.

The progress is steady and the results are solid. We thank everyone for their continued support and we are looking forward to going live with all participants next July. As always, check www.floridaemstars.com for all the latest news and events.



The Florida Medical Reserve Corps Network

By Bonnie Gaughan-Bailey

The Florida Medical Reserve Corps is now 25 units strong, covering 51 counties, and growing. The Corps is comprised of private health care volunteers and other support volunteers who join to assist for all-hazards response and also for augmenting public health activities. The Corps started after 9/11 when health care practitioners wanted to help after the devastation but there was no way for them to use their licensed expertise.

Corps volunteers assisted as part of the Emergency Operations Center ESF8 response for tornados, hurricanes, and

wildfires. Additionally, to maintain team cohesiveness between emergency response, Corps volunteers assist with public health activities including mass immunization clinics, large-scale event medical support such as first aid during marathons, and points-of-distribution exercises. Corps volunteers can assist locally, regionally, within Florida or beyond.

Are you interested in learning more about the Corps? Go to:

<http://www.medicalreservecorps.gov>

to learn of the nationwide effort. Are you ready for the Corps? Visit <http://www.servfl.com> and get started. The Florida Medical Reserve Corps Network is managed by the

Office of Public Health Nursing at the Florida Department of Health. For more information call (850) 245-4746.



Palm Beach County, Florida
Medical Reserve Corps
Deployment
Marathon of the Palm Beaches, December 1-2, 2007



National Emergency Medical Services Week

By Lisa Walker

The American College of Emergency Physicians (ACEP) is designating May 18-24, 2008, as National EMS Week. This year's theme:

"EMS: Your Life is Our Mission".

Emergency Medical Services Week brings together local communities and medical personnel to publicize safety and honor the dedication of those who improve public welfare by providing 24/7 lifesaving services in our com-

munities. Please join in the tribute to emergency care givers all over the country. You may celebrate within your local community by sponsoring EMS educational and promotional activities. Let us know if we can help in some way.

Be sure to let us know what kind of activities you're going to sponsor so we can include it in later publications or help market the event.

This year the Bureau will not

be mailing ACEP's EMS Week promotional packets to Florida's EMS provider agencies. The packet may be downloaded at ACEP's website which includes additional resources for planning your festivities:

<http://www.acep.org/practres.aspx?id=30212&list=1&fid=1702&recuse=1>

Start planning NOW!

For more information contact Lisa Walker, Government Analyst II, Bureau of EMS, at (850) 245-4440.



LifeNet Tallahassee:
One of the partners at the 2007 National EMS Week Kick-Off Celebration at the Governor Square Mall in Tallahassee, FL.



The Florida Emergency Medical Services Advisory Council meeting will be held on January 25, 2008 from 9 a.m. until 12 p.m. at the Prime F. Osborne III Convention Center in Jacksonville, FL.

DID YOU KNOW?

Avoiding Adverse Drug Reactions

Adverse drug events are common, but most are preventable through careful and thorough management. EMS personnel are cautioned that certain medications may contain food elements that trigger a drug reaction. **For example, Atrovent HFA, a drug commonly used for asthmatics, is contraindicated in those that have peanut or soy allergies.**

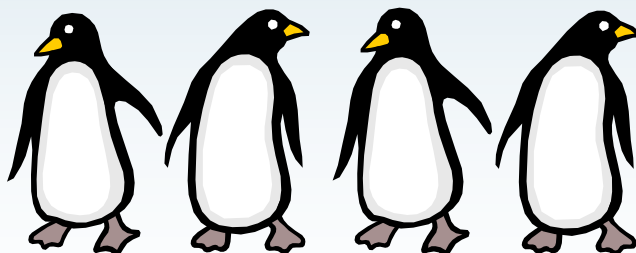
In addition to asking your patient “Are you allergic to any medications?” other preventable measures may be taken such as:

- Awareness. Be familiar with the ingredients in the medications that you dispense.
- Ask the patient, or the pediatric patient’s parent, if they have any food allergies.
- Follow your EMS Medical Director’s protocols.



Dates to Remember

February 15	Matching Grant Rural & EMS Deadline Contact Ed Wilson at the Bureau of EMS (850) 245-4440
March 4	Florida Legislative Session Begins
March 14	Deadline for State EMS Awards Nominations Contact Lisa Walker at the Bureau of EMS (850) 245-4440
April 16-18	EMS Advisory Council and Constituents Meeting At the Hilton Cocoa Beach Cocoa, FL
May 18-24	National EMS Week
May 27-30	16th Annual Sterling Conference At the JW Marriott Orlando Grande Lakes Orlando, FL



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