



**ALABAMA**  
Emergency Medical Services and Trauma

*the Office of EMS and Trauma*

## CULTURE OF EXCELLENCE & COMPLIANCE UPDATE

JULY 2010

The EMS Newsletter has gotten too long and needs to be more of an informational resource so we are going to provide a separate update of Excellence and Compliance. This publication will be available on a bimonthly basis and the newsletter will be available on a quarterly basis.

### Director's Words

I would like to express my appreciation for all the support I have received during my almost four years with the Office of EMS and Trauma. There have been many bridges built between different organizations and this office and I hope these relationships continue. As this profession continues to mature, changes are inevitable. We must always look for what is best for the profession and be willing to grow with it. All you have to do is look back 10 years and see the changes that have come to EMS.

There are a couple of issues I would like to address:

**EMS Rules:** I expect the proposed rule revisions to be finalized in early August then the rules document goes through a four-step review process:

1. The rules will be presented to the EMS Advisory Committee for review and comments.
2. The rules will be submitted to the State Emergency Medical Control Committee (SEMCC) for review and comments.
3. The rules are presented to the State Board of Health for their approval.
4. The rules will be sent out for public comment.

As you can see, there are many more steps before the rules become effective and everyone will have an opportunity to give their comments on any proposed rule change.

**e-PCR:** The e-PCR is fully functional and we are getting most reports timely. There is one issue that is beginning to be of great concern. We are seeing many reports that have no procedure marked or the incorrect procedure marked, for example, indicating cricothyrotomy and pericardiocentesis procedures or ground ambulances marking RSI procedures.

It is very important for each service have a QA process in place to catch these errors and educate your EMTs on the importance of proper documentation. Some of the mistakes we have seen would be devastating to the medic and provider service if these reports made their way into a court. Taking short cuts just to get the e-PCR submitted into our system may work at that moment, but may come back to haunt you later. Please, let's complete these reports as if we are going to court on each call. Each procedure should be marked in the appropriate place and not just mentioned in the narrative.

## 2<sup>nd</sup> Quarter 2010 Test Results

<b>Test Results - BASIC</b>								
<b>Program Name</b>	<b>Program Code</b>	<b>Attempted The Exam</b>	<b>First Attempt Pass</b>	<b>Cumulative Pass (3 Attempts)</b>	<b>Cumulative Pass (6 Attempts)</b>	<b>Failed All 6 Attempts</b>	<b>Eligible For Retest</b>	<b>Did Not Complete within 2 Yrs</b>
Alabama Fire College	AL-200	41	54%	56%	56%	0%	44%	0%
			(22 / 41)	(23 / 41)	(23 / 41)	(0 / 41)	(18 / 41)	(0 / 41)
Bevill State Community College	AL-205	10	70%	70%	70%	0%	30%	0%
			(7 / 10)	(7 / 10)	(7 / 10)	(0 / 10)	(3 / 10)	(0 / 10)
Bishop State Community College	AL-210	8	88%	88%	88%	0%	13%	0%
			(7 / 8)	(7 / 8)	(7 / 8)	(0 / 8)	(1 / 8)	(0 / 8)
Calhoun Community College	AL-215	34	76%	79%	79%	0%	24%	0%
			(26 / 34)	(27 / 34)	(27 / 34)	(0 / 34)	(7 / 34)	(0 / 34)
Chattahoochee Valley Community	AL-222	6	83%	83%	83%	0%	17%	0%
			(5 / 6)	(5 / 6)	(5 / 6)	(0 / 6)	(1 / 6)	(0 / 6)
Faulkner State Community College	AL-226	13	62%	77%	77%	0%	23%	0%
			(8 / 13)	(10 / 13)	(10 / 13)	(0 / 13)	(3 / 13)	(0 / 13)
Gadsden State Community College	AL-235	27	56%	56%	56%	0%	44%	0%
			(15 / 27)	(15 / 27)	(15 / 27)	(0 / 27)	(12 / 27)	(0 / 27)
Jefferson State Community College	AL-245	36	61%	67%	69%	0%	31%	0%
			(22 / 36)	(24 / 36)	(25 / 36)	(0 / 36)	(11 / 36)	(0 / 36)
Lurleen B. Wallace Community College	AL-255	7	86%	86%	86%	0%	14%	0%
			(6 / 7)	(6 / 7)	(6 / 7)	(0 / 7)	(1 / 7)	(0 / 7)
Northeast Alabama Community College	AL-260	7	86%	100%	100%	0%	0%	0%
			(6 / 7)	(7 / 7)	(7 / 7)	(0 / 7)	(0 / 7)	(0 / 7)
Northwest Shoals Community College	AL-265	9	44%	44%	44%	0%	56%	0%
			(4 / 9)	(4 / 9)	(4 / 9)	(0 / 9)	(5 / 9)	(0 / 9)
Shelton State Community College	AL-270	6	100%	100%	100%	0%	0%	0%
			(6 / 6)	(6 / 6)	(6 / 6)	(0 / 6)	(0 / 6)	(0 / 6)
Southern Union State Community College	AL-275	13	77%	85%	85%	0%	15%	0%
			(10 / 13)	(11 / 13)	(11 / 13)	(0 / 13)	(2 / 13)	(0 / 13)
Trenholm State Technical College	AL-280	14	57%	57%	57%	0%	43%	0%
			(8 / 14)	(8 / 14)	(8 / 14)	(0 / 14)	(6 / 14)	(0 / 14)
University of South Alabama	AL-290	15	73%	73%	73%	0%	27%	0%
			(11 / 15)	(11 / 15)	(11 / 15)	(0 / 15)	(4 / 15)	(0 / 15)
University of West Alabama	AL-301	6	33%	33%	33%	0%	67%	0%
			(2 / 6)	(2 / 6)	(2 / 6)	(0 / 6)	(4 / 6)	(0 / 6)
Wallace Community College	AL-295	6	67%	67%	67%	0%	33%	0%
			(4 / 6)	(4 / 6)	(4 / 6)	(0 / 6)	(2 / 6)	(0 / 6)
Wallace State Comm Coll - Hanceville	AL-300	13	23%	23%	23%	0%	77%	0%
			(3 / 13)	(3 / 13)	(3 / 13)	(0 / 13)	(10 / 13)	(0 / 13)

## 2<sup>nd</sup> Quarter 2010 Test Results

### Test Results - PARAMEDIC

Program Name	Program Code	Attempted The Exam	First Attempt Pass	Cumulative Pass (3 Attempts)	Cumulative Pass (6 Attempts)	Failed All 6 Attempts	Eligible For Retest	Did Not Complete within 2
Bevill State Community College	AL-205	11	9%	9%	9%	0%	91%	0%
			(1 / 11)	(1 / 11)	(1 / 11)	(0 / 11)	(10 / 11)	(0 / 11)
Calhoun Community College	AL-215	15	87%	93%	93%	0%	7%	0%
			(13 / 15)	(14 / 15)	(14 / 15)	(0 / 15)	(1 / 15)	(0 / 15)
Enterprise-Ozark Community College	AL-225	5	80%	80%	80%	0%	7%	0%
			(4 / 5)	(4 / 5)	(4 / 5)	(0 / 5)	(1 / 5)	(0 / 5)
Faulkner State Community College	AL-226	10	50%	60%	60%	0%	40%	0%
			(5 / 10)	(6 / 10)	(6 / 10)	(0 / 10)	(4 / 10)	(0 / 10)
Gadsden State Community College	AL-235	15	87%	93%	93%	0%	7%	0%
			(13 / 15)	(14 / 15)	(14 / 15)	(0 / 15)	(1 / 15)	(0 / 15)
Lurleen B. Wallace Community	AL-255	5	60%	80%	80%	0%	20%	0%
			(3 / 5)	(4 / 5)	(4 / 5)	(0 / 5)	(1 / 5)	(0 / 5)
Northeast Alabama Community	AL-260	3	67%	67%	67%	0%	33%	0%
			(2 / 3)	(2 / 3)	(2 / 3)	(0 / 3)	(1 / 3)	(0 / 3)
Trenholm State Technical College	AL-280	11	36%	55%	55%	0%	45%	0%
			(4 / 11)	(6 / 11)	(6 / 11)	(0 / 11)	(5 / 11)	(0 / 11)
University of South Alabama	AL-290	20	60%	80%	80%	0%	20%	0%
			(12 / 20)	(16 / 20)	(16 / 20)	(0 / 20)	(4 / 20)	(0 / 20)
Wallace State Comm College - Hanceville	AL-300	4	25%	25%	25%	0%	75%	0%
			(1 / 4)	(1 / 4)	(1 / 4)	(0 / 4)	(3 / 4)	(0 / 4)

The Culture of Excellence designation is given to those services demonstrating a commitment to excellence in the field of EMS and striving to achieve a professional level of service and performance. This begins at the top. A professional attitude will rub off on those you come in contact with. It will also ease the minds of the patients and their families who you treat on a daily basis.

During the course of the annual inspection, the following services had no equipment or medication violations, staff and administrative personnel acted, dressed, and conducted themselves professionally, hospital PCR's were delivered, and e-PCR's were submitted in a timely manner.

These services exemplify the Office of EMS and Trauma's goal to have Alabama EMS viewed by the National community as a model system.

These services are designated as such to be an example to others.

- Athens-Limestone EMS
- Boaz Fire & Rescue
- Enterprise Fire Department
- Enterprise Rescue
- Greenville Fire Department
- Hartford Fire Rescue
- Lincoln Fire & Rescue
- Luverne Rescue Squad
- Marshall County Drug Enforcement
- Nixon Chapel Volunteer Fire Department
- Rural Community Services, Inc.
- Riverside Fire & Rescue
- RPS Talladega
- Thorsby Fire Department
- Walnut Grove Volunteer Fire Department

<b>NAME</b>	<b>COMPLAINT</b>	<b>RULE/PROTOCOL</b>	<b>ACTION TAKEN</b>
Lee Bramlett EMT-Basic	Exceeding Scope of License	420-2-1-.25	Suspension
William Estis EMT-Basic	Falsification of Records	420-2-1-.25	Suspension
Jolene Prince EMT-Paramedic	Falsification of Records	420-2-1-.25	Suspension
Thomas Rach Paramedic/Driver	Patient Care Issues	420-2-1-.16	Informal meeting with State official
David Campbell EMT-Paramedic/Driver	ATCC Notification	Protocol 7.6	Remedial Education

All complaints filed with the Office of EMS and Trauma, are investigated. However, if no rule or protocol violation is found, the complaint will not be listed in the report.

NAME	RULE/PROTOCOL	ACTION TAKEN
A-Med	420-2-1-.10	No Units Grounded
Deficiencies	Splints, IO Needles, Non-Rebreather Mask, Trach Mask, Emesis Container, Biohazard Bags, Portable O <sub>2</sub> , Fire Extinguisher, Bed Pan, Vaseline Gauze, Backup Light Out, Turn Signal Out	
Expired Medications	IV Fluids	
Anniston Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Reflectors/Flares, Soft Bandages, Goggles, Patient Restraints, O <sub>2</sub> Mask, B/P Mask, Long Backboard, IV Pressure Infuser, Portable O <sub>2</sub> , ET Tubes, IV Cannulae, Butterfly Needles, CID's, Trauma Dressing, ABD Pads, Micro/Macro Pads, Syringes, CO <sub>2</sub> Monitoring Equipment	
Expired Medications	Epinephrine	
Ardmore Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	ABD Pads, Tri-Bandages, Soft Bandages, Goggles, Biohazard Bags, ET Tubes, Nasopharyngeal Airways, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Needles, Syringes, IV Pressure Infuser	
Ashville Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	O <sub>2</sub> Mask, Tourniquets	
Expired Medications	IV Fluids	
Missing Medications	Oral Glucose Paste, Zofran	
Blount EMS	420-2-1-.10	No Units Grounded
Deficiencies	Portable O <sub>2</sub> , Emesis Container, Needles, Micro/Macro Drip Sets, Portable Suction Unit, Short Backboard, Non-Rebreather Mask, Syringes	
Blountsville Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Tri-Bandages, BVM, Activated Charcoal	
Clanton Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	Biohazard Bags, Bite Sticks, ABD Pads, Burn Sheets, O <sub>2</sub> Mask, IO Needles	
Cleburne County EMS Service	420-2-1-.10	No Units Grounded
Deficiencies	Tri-Bandages, Non-Rebreather Mask, BVM, CO <sub>2</sub> Monitoring Equipment	
Expired Medications	Nitroglycerin	
*NOTE*	Blood found on ET Tubes and Drug Box	

Dekalb Ambulance Service	420-2-1-.10	No Units Grounded
Deficiencies	No Smoking Signs, Patient Raincover, Pulse Oximeter, IO Needles, Reflectors/Flares, Flashlight, O <sub>2</sub> Mask, Stethoscope, Tourniquets, Butterfly Needles	
Desoto Rescue Squad	420-2-1-.10	No Units Grounded
Deficiencies	O <sub>2</sub> Mask, CO <sub>2</sub> Monitoring Equipment, Reflectors/Flares	
Fort Payne Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	Reflectors/Flares, ABD Pads, 4 x 4's, Vaseline Gauze, Extra Batteries, Nasopharyngeal Airways, Oral Airways, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Syringes CO <sub>2</sub> Monitoring Equipment, Goggles, Face Mask, Needles, Tourniquets, Trauma Dressing, Tri-Bandages, Soft Bandages, Stethoscope, Bio-Hazard Bags, ET Tubes, CID's, IO Needles, Splints, Flashlight, B/P Cuff, Fire Extinguisher	
Expired Medications	IV Fluids, Activated Charcoal	
Gadsden Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	BVM, Non-Rebreather Mask, Nasal Cannulae, Micro/Macro Drip Sets, Butterfly Needles, Portable O <sub>2</sub> , IO Needles	
Expired Medication	Valium	
Hokes Bluff VFD	420-2-1-.10	No Units Grounded
Deficiencies	Splints, Vaseline Gauze, O <sub>2</sub> Mask, Extra Batteries, Zofran	
Jacksonville Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	Extra Batteries, ET Tubes, BVM, O <sub>2</sub> Mask, Syringes, Nasopharyngeal Airways	
Missing Medications	Lidocaine	
Leeds Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	O <sub>2</sub> Mask, Unsecured Medications	
Nectar Volunteer Fire Department	420-2-1-.10	No Units Grounded
Deficiencies	Nasal Cannulae, Micro/Macro Drip Sets	
Expired Medications	IV Fluids	
Northstar Paramedic Service (Talladega)	420-2-1-.10	No Units Grounded
Deficiencies	Trach Mask, Butterfly Needles, Reflectors, Splints, Portable Suction Unit, B/P Cuff, Micro/Macro Drip Sets, ABD Pads, Extra Batteries, Trauma Shears, CO <sub>2</sub> Monitoring Device	
Expired Medications	Lidocaine	
Missing Medications	Lasix, Calcium Gluconate	

Odenville Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Traction Splint, Portable O <sub>2</sub> , ABD Pads, Goggles, Extra Batteries, ET Tubes, Portable Suction Unit, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Syringes, CO <sub>2</sub> Monitoring Equipment, Reflectors/Flares, Flashlight, IV Pressure Infuser	
Missing Medications	Activated Charcoal	
Oneonta Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Tri-Bandage, Goggles, Face Mask, Micro/Macro Drip Sets, Syringes	
Expired Medications	IV Fluids	
Oxford EMS	420-2-1-.10	No Units Grounded
Deficiencies	Pulse Oximeter, O <sub>2</sub> Mask, Flashlight	
Missing Medications	Activated Charcoal, Oral Glucose Paste	
Pell City Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Micro/Macro Drip Sets, Syringes, IV Pressure Infuser, Tri-Bandages, O <sub>2</sub> Mask	
Expired Medications	IV Fluids	
Pine Mountain Volunteer Fire & EMS	420-2-1-.10	No Units Grounded
Deficiencies	Non-Rebreather Mask, IV Pressure Infuser, Nasal Airways	
RPS (Chilton County)	420-2-1-.10	No Units Grounded
Deficiencies	Trauma Dressing, ABD Pads, Tri-Bandages, Burn Sheets, O <sub>2</sub> Mask, Needles, Micro/Macro Drip Sets, Bed Pan, Urinal, Portable O <sub>2</sub> , Flashlight, Emergency Light Out, VHF/UHF Radio Issues	
Rural Metro Ambulance	420-2-1-.10	No Units Grounded
Deficiencies	IO Needles, ABD Pads, O <sub>2</sub> , OB Kit, Non-Rebreather Mask, Trach Mask, BP Cuff, Flashlight, Stethoscope, Pulse Oximeter, Glucometer	
Rural Metro Ambulance (Pell City)	420-2-1-.10	No Units Grounded
Deficiencies	ABD Pads	
Expired Medications	IV Fluids	
Southeast Shelby County Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Goggles, Nasopharyngeal Airways, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Butterfly Needles, Patient Raincover, Flashlight, Emesis Container, IO Needles	



Sylacauga Ambulance Service	420-2-1-.10	No Units Grounded
Deficiencies	Trach Mask, ABD Pads, Vaseline Gauze, Tri-Bandage, IV Pressure Infuser, Butterfly Needles, Biohazard Bags, Emergency Light Out	
West Blount Volunteer Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Extra Batteries, IO Needles, BVM, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Butterfly Needles, IV Catheters	
Expired Medications	Dopamine	
Westinghouse EMS	420-2-1-.10	No Units Grounded
Deficiencies	Face Mask, Pulse Oximeter, Bed Pan, Urinal	
Missing Medications	Zofran	
Winterboro Volunteer Fire Rescue	420-2-1-.10	No Units Grounded
Deficiencies	Reflectors/Flares, Micro/Macro Drip Sets	
Anniston EMS	420-2-1-.10	1 Unit Grounded
Deficiencies	Face Mask, Burn Sheets, O <sub>2</sub> Mask, Trauma Shears, Stethoscope, Urinal, IO Needles, CO <sub>2</sub> Monitoring Equipment, Reflectors/Flares, Butterfly Needles, Pulse Oximeter, ABD Pads, Portable O <sub>2</sub> , A/C Issues	
Expired Medications	Morphine, IV Fluids	
Childersburg Ambulance Service	420-2-1-.10	1 Unit Grounded
Deficiencies	A/C Issues, Backup Lights Out, Emergency Light Out, Turn Signal Light Out, Short Backboard, Trauma Dressing, 4x4s, O <sub>2</sub> Mask, Biohazard Bags	
Expired Medications	Albuterol	
Missing Medications	Lidocaine	
Cherokee EMS	420-2-1-.10	1 Unit Grounded
Deficiencies	B/P Cuff, Bed Pan, Bio-Hazard Bags, O <sub>2</sub> Mask, Goggles, Micro/Macro Drip Sets, Butterfly Needles, Trauma Shears, ABD Pads, Flashlight, A/C Issues	
Expired Medications	Sodium Bicarbonate	
Missing Medications	Oral Glucose Paste, Activated Charcoal	
East Alabama Medical Center EMS	420-2-1-.10	1 Unit Grounded
Deficiencies	Extra Batteries, O <sub>2</sub> Mask, Micro/Macro Drip Sets, Butterfly Needles, Flashlight, Tri-Bandages, Portable Suction Unit, Patient Compartment Flooring Issues	
Winston County EMS	420-2-1-.10	1 Unit Grounded (Equipment Issue)
Deficiencies	Trauma Dressing, O <sub>2</sub> Mask, Butterfly Needles, Flashlight, Soft Bandages, ET Tubes, Laryngoscope Blades, Portable Suction Unit, Emesis Container, Bed Pan, Urinal, C-Collars, IO Needles CO <sub>2</sub> Monitoring Equipment, Splints, ABD Pads, Goggles, Face Mask, Micro/Macro Drip Sets, Portable O <sub>2</sub>	
Expired Medications	IV Fluids	
Missing Medications	Epinephrine, Oral Glucose Paste, Activated Charcoal	

*Continued on next page.*

Med Call Ambulance	420-2-1-.10	2 Units Grounded
Deficiencies	A/C Issues, Transmission Issues	
Piedmont Rescue Squad	420-2-1-.10	2 Units Grounded
Deficiencies	Goggles, ET Tubes, Micro/Macro Drip Sets, No Smoking Sign, Bed Pan, Urinal, BVM, Portable Suction Unit, Face Mask, Butterfly Needles, Flashlight, A/C Issues, Siren and Horn Not Working	
Expired Medications	Lidocaine, Albuterol, Epinephrine	

Phase 2 of the Alabama e-PCR program continues. Office of EMS and Trauma personnel continue to monitor e-PCR submissions on a weekly basis and will be contacting services who are not submitting records or failing to do so in a timely manner. Be on the lookout for electronic questionnaires and phone calls regarding e-PCR compliance.

The following reminders regarding e-PCR have been published numerous times and are worth repeating:

- It is a requirement to complete a patient care report on every emergency medical response when a patient was seen and evaluated.
- The only time you do not have to complete an e-PCR is on false calls, standbys, and non-emergency transfers when you do nothing more than monitor vital signs. However, if you do anything considered a patient intervention beyond monitoring vital signs, then legal documentation in the form of an e-PCR must be completed. Accurate documentation may take some extra time, but it will protect you if the need arises.
- Each record must be submitted electronically within 168 hours or less. This is seven full days to submit data. Again, the OEMS&T is closely monitoring e-PCR submissions and will take action towards services who continue to be non-compliant.
- The goal is to narrow the reporting window down to 24 hours. Such real time reporting allows Public Health to monitor surveillance trends as required by the Federal emergency preparedness guidelines.

If your agency is having any technical difficulties or issues with e-PCR, our IT staff is ready to assist you in your time of need. Call (334)206-5383 and ask for Chris or Craig. If you get their voice recording, leave them a message and they will get back to you as soon as they can. They can also be reached by email at [emsis@adph.state.al.us](mailto:emsis@adph.state.al.us). These two guys are great to work with and are ready to help you out.

# ATCC NUMBER/TRAUMA REGISTRY ID NUMBER UPDATE

EMS agencies who respond to emergencies in which trauma patients, per our trauma protocol, are deemed to be Alabama Trauma System patients, must call the Alabama Trauma Communications Center (ATCC) in order to obtain ATCC identification numbers for these patients.

Any time you use the ATCC to route trauma patients under our trauma protocol, you must enter the TCC number you are given by the ATCC into the e-PCR. You will need to enter this under the TCC# in the Patient Tab. Third-party software vendors will most likely be using the title "Trauma Registry ID #" and you will use that to enter the TCC# if you are using software other than the free OEMS&T Alabama e-PCR. Please note that neither the PCR Number nor the Incident Number should be entered into these fields.

In the Office of EMS and Trauma, references to TCC# and ATCC# are used interchangeably. Because the usage of the ATCC# for Alabama Trauma System patients is so crucial to the functioning and the monitoring of this system, OEMS&T has begun monitoring the usage of this number by EMS agencies. In the upcoming months, the Office of EMS and Trauma's staff will begin contacting EMS agencies to ensure that they are aware of the procedure for obtaining and entering the ATCC#/ Trauma Registry ID# for those trauma patients who will need to be entered into the Alabama Trauma System. At the time of contact, technical assistance will be provided to those EMS agencies needing help.

If you should need technical assistance before OEMS&T staff has had an opportunity to contact your agency, you may contact our IT staff, Chris or Craig, at 334-206-5383 or via email at [emsis@adph.state.al.us](mailto:emsis@adph.state.al.us).