



## **Update from the Office of EMS**

### **Volume XV, Issue II**

#### **Provider Service News**

It is license renewal time for provider services in the North, BREMSS, and West regions. These services have a June 30, 2014 license expiration date. There are 165 services eligible for renewal in June. OEMS will begin accepting renewal applications for services in these regions on April 15, 2014. The last day to submit renewal applications will be June 20, 2014. The provider licensure application is available on our website ([www.adph.org/ems](http://www.adph.org/ems)). The application is designed so that fields may be filled via a desktop computer. Upon completion, print the application, obtain necessary signatures, include required plans and the \$25.00 fee (transport services), and mail the application to OEMS.

Handwritten applications will not be accepted. Several agencies utilized the web-based provider application during the last renewal cycle. This application is submitted on-line and requires a convenience fee of \$4.00. License fee and convenience fee must be paid by credit card.

Currently, OEMS staff is working to ensure all off-line medical control physicians have successfully completed the required web-based Medical Director's course. This course and current credentials in ACLS or PALS are required for off-line physicians. Also, OEMS staff continues to monitor the submission of electronic patient care reports (e-PCRs). Any provider who is not submitting e-PCR data within the time frame required by EMS rules could be subject to delays in renewal of their provider license.

Stephen Wilson  
Licensure Coordinator

## **QA/QI Update from your EMS Medical Director**

As we bring the rest of the state online with the trauma system and move towards a statewide stroke system, I want to take a moment to discuss the process of QA issues.

The process of generating a QA issue is one that needs clarification. Many times the ATCC will note that a certain call falls out of the "norm". This is noted on a QA form and is sent to the regional office for review. The regional office will review and most times the issue is deemed appropriate for that call. If the issue is one that needs more clarification then the service or individual EMSP may be contacted.

I want everyone to understand that most QA issues never get beyond the regional office and are generated secondary to an issue being out of the "norm". The QA process should not cause undue concern from services or EMSP. I don't want people to think that just because a QA issue is generated that anything was done wrong or that punitive actions are forthcoming.

Please don't hesitate to contact me or the OEMS if further clarification is needed. As always, I appreciate the expert and compassionate care that you all provide to the citizens and visitors of our state.

Elwin Crawford, M.D., FACEP  
State EMS Medical Director  
Alabama Dept. of Public Health  
Office of EMS





### **Licensure and Education Information**

- All EMS students must be licensed by the State of Alabama at the previous level.
- Please remember the requirements as stated in the EMS Rules document under **420-2-1-.11 Licensed Provider Service Staffing** License Provider Services shall not allow EMSP to respond to a medical emergency with the intent to treat or transport a patient unless the EMSP are clean and appropriately dressed and wearing photo identification with the level of license, license number, and name of EMSP visible. The photo identification shall be displayed at all times unless extenuating circumstances prevent the photo identification from being available.

### **2014 License Renewal Requirements**

- **A New/Current photo** (services should upload new photo through Web Management)
- A current completed application
- National Registry card (if applicable)
- A copy of your **TYPED** (appropriate) CPR card
- Walk-ins **WILL NOT** be processed during the license renewal period. Applications are processed on a first come-first served basis.
- **Protocol Certificates are NOT required for 2014 license renewal**
- \$50 late fee will be accepted for license renewal through the month of April

### **Ambulance Driver Qualifications**

The requirements for all ambulance drivers are: a valid drivers' license, a current EVOC from an approved EMS course, a current approved CPR course, and a certificate of completion of an approved Emergency Medical Responder (EMR) course, or be a previously licensed EMSP. All EMSPs who drive an ambulance must maintain an initial approved EVOC course and a refresher every two (2) years. Alabama EVOC is still a requirement; you **MUST** have a current EVOC certificate in your personnel file.

## National Registry Continuing Education

Individuals who have utilized the Mark King initiative may use continuing education that has been acquired during this initial extended certification period. After this initial certification period, the National Registry will only accept continuing education gained within the 24-month certification period. Training officers may use a training mechanism available on the National Registry's website ([www.nremt.org](http://www.nremt.org)).

### Protocol Verification

Protocol verification is a combination of physical skills and scenario competency testing. Listed below are the specific skills that each level should be evaluated on by a Medical Director or Training Officer, during their licensure period to determine proficiency.

#### Paramedic

- Blind Insertion Airway Devices
- Cardioversion
- Chest Decompression
- Continuous Positive Airway Pressure (CPAP)
- ECG (12-Lead)
- Endotracheal Intubation
- External Pacing
- Hemostatic Agents
- Intraosseous Therapy

#### Intermediate

- Blind Insertion Airway Devices
- Cardioversion
- CPAP
- ECG (12-Lead)
- Endotracheal Intubation
- Hemostatic Agents
- Intraosseous Therapy

#### Advanced EMT

- Blind Insertion Airway Devices
- CPAP
- ECG (12-Lead)
- Hemostatic Agents
- Intraosseous Therapy
- Cardiac Arrest Management

#### EMT

- Cardiac Arrest Management
- Spinal Immobilization (seated patient)
- Spinal Immobilization (supine patient)
- Bleeding Control/Shock Management
- Long Bone Immobilization
- Joint Immobilization
- ECG (12-Lead)

Stephen Wilson  
Licensure Coordinator





### **Emergency Medical Responder (EMR) Course**

The following are approved EMR Courses:

- EMS approved courses offered through your regional office, or
- A course approved by the Alabama Fire College which includes the Emergency Care Provider Course.

### **Transition Courses**

The National Registry website indicates that all EMSPs need to complete a transition course to re-certify. The OEMS has determined that Alabama EMSPs will **NOT** have to take a transition course. The National Registry renewal application will ask “have you transitioned?” All EMSPs should respond “yes” to this question. This transition is in name only and all EMSPs should disregard any request to submit transition paperwork to the National Registry.

### **Training Officers Register Your Agency (the employer) on the NREMT Website!**

Online re-certification allows:

- Certified EMS providers to document their continuing education using the NREMT website
- You to monitor the progress of their continuing education
- You to enter continuing education documentation for all providers at your agency
- Electronic verification of continuing education and skills.

Persons authorized to serve as a Training Officer by their employer (service) should register their agency on the NREMT website by following [these simple instructions](#). User guides for the online re-certification process can also be found [online](#).

Please note:

- Audits and verifications of agencies and Training Officers will be performed
- There is no fee to register your agency online, this program is a service provided by the NREMT.
- There are no additional fees to Nationally Certified providers who use the online system to document their continuing education. Current re-certification application fees using continuing education are: First Responder=\$10; EMT-Basic/Intermediate=\$15; EMT-Paramedic=\$20.

## **MEDSTAR EMS receives American Heart Association's Mission: Lifeline EMS Recognition Award**

Medstar EMS received the American Heart Association's Mission: Lifeline EMS Silver Award that recognizes its commitment and success in implementing specific quality improvement measures for the treatment of patients who suffers a STEMI. Medstar EMS is the only service in Alabama to ever receive this award. Only two additional services in the southeastern United States received this award this year.

Agencies that receive the Mission: Lifeline Silver award have demonstrated at least 75% compliance for each required achievement measure for the entire year, and treat at least eight ETWMI patients for a year.

"We commend Medstar EMS for this achievement award, which reflects a significant commitment to improve the quality of care for heart attack patients," said A. Gray Ellrodt, MD, Chair of the Mission: Lifeline committee and Chief of Medicine at the Berkshire Medical Center in Pittsfield, Mass.

"Medstar EMS is dedicated to making our service among the best in the country, and the American Heart Association's Mission: Lifeline program is helping us accomplish that by implementing processes for improving STEMI systems of care with the goal of improving the quality of care for all STEMI patients. We are pleased to be recognized for our dedication and achievements in emergency medical care for STEMI patients." said Chad Jones,

This program is a partnership between South Baldwin Regional Medical Center, Thomas Hospital, Cardiology Associates, and Medstar EMS. The program is locally referred as "Cardiac Stat" and has been in place for the past ten years.





## **Drowning Prevention: Safe Summer Fun in the Sun**

Courtesy of Nicole Jones, MD  
Pediatric Emergency Medicine Attending  
Children's of Alabama

### **The Facts**

Drowning remains a leading cause of death in children ages 1 to 19 years of age with toddlers and teenage boys being at highest risk. In children ages 1 to 4 drowning is the leading cause of injury related death.

### **Tips to Reduce Risk**

#### **Adult Supervision**

Children should always be supervised when in or around water. If multiple adults are present, one should be designated as the water supervisor. Young children who fall into water are often silent and can be difficult to see underwater. Therefore, it is important to be no more than an arms length away from a young child. This is known as "touch supervision."

#### **Pool fencing**

All pools should be surrounded by a 4 sided fence that is at least 4ft tall and has a self closing and self latching mechanism in place. Pool alarms and pool covers may be useful but are not a suitable replacement for a fence.

#### **Learn CPR**

Immediate initiation of CPR at the scene of a near drowning has been shown to improve long term outcomes.

#### **Swimming skills**

All children should be taught how to swim. Even children as young as 1 year of age may benefit from developmentally appropriate swim lessons. However, it is important to remember that even children who can swim can suffer submersion injuries and still require close adult supervision around water.

#### **Boating**

Always wear a US coast guard approved life guard as most boating fatalities are due to drowning.





## **EMS Leadership Academy Declared a Success!**

Our first ever East Alabama EMS Leadership Academy is in the history books!! It was a lot of work but was a great success, due to all the support of the emergency services statewide. We also owe a tremendous “thank you” to local and state agencies, individuals, and organizations that provided us with the means to conduct such an important event.

The idea for this Leadership Academy came after a Chief’s Conference that was held in September 2013. During that conference we asked all of our leaders where they thought our services fell short and what we could do to help. The four suggested areas were Administration, Human Resources, Financials, and Customer Service. These areas are quite diverse, yet, as you can very well understand, are vital to the success of our emergency services. Fire Chief Robert Dillard, Sr. from Attala comments that “the leadership academy will help me envision a future of better communications with my peers, myself, and city leaders... and most of all will help me understand that respect is not assumed, but earned.”

We began our Leadership Academy in February where we were joined by J. Fitch & Associates for the topic of Administration. Mr. Fitch provided good information on how to effectively manage our offices and our staffs.

Our second session was held in March and the topic was Human Resources. As everyone knows, this is a sensitive matter, since there are so many issues when dealing with people. Mr. John Broyles, from AIDT, was successful in demonstrating how to effectively manage our people and how to make sure that they are getting the most out of their experience. We found out that not everyone is cut out for emergency services and it is our job to help everyone realize their full potential.







Our third session was conducted in April on Financials. Bob Holdsworth from the Holdsworth Group facilitated this session. Financials may not be the most exciting topic, but is one that is of utmost importance to us all. We were given some good information on how to manage our budgets and how to address our budget issues with our managing partners, whether they are a City, County or private owner.

The Leadership Academy culminated in May with our Customer Service session, provided by the Disney Institute. This full day on Disney's Approach to Quality Healthcare Excellence was hosted by Dr. Bill Meehan, President and staff at Jacksonville State University. It was an upbeat session on how Disney is successful in making their guests feel important and taken care of and how we can transfer that "excellence in customer service" to our patients/clients. We opened this session up to attendees from across the state and bordering states. We even had participants from as far away as Mexico, as well as a representative from the Surgeon General's office headquartered in D.C. It was a great day and everyone came away with a renewed sense of how important our patient care is and things we can do to change our view on just exactly what is important.

The value added from the 2014 East Alabama EMS Leadership Academy covered a broad spectrum of personal development, handling personnel related challenges, healthcare changes, and the impact of all these issues on patient care. One participant, Mark Turner (NRP, B.S.EMS) comments that "events like the East Alabama Leadership Academy can help with organization and cohesiveness in our state as well as professionalism earned through enhanced skill sets and networking with the multiple agencies represented there... I would certainly support another academy of this kind and can't thank you enough for leading the way."

With sincere gratitude to Donald E. Williamson, M.D., State Health Officer, and Mr. Dennis Blair, State EMS Director, and to all who supported and participated.

John E. Blue, II  
Chief Executive Officer  
East Alabama EMS

## **General Information**

### **Do You Have Questions for OEMS Staff?**

This is another reminder to those of you calling our office (334) 206-5383:

Complaints, Investigations, and Inspections —Call Mark Jackson

Provider Service Licenses—Call Stephen Wilson or Stephanie Smith

Individual Licenses—Call Stephen Wilson or Kembley Thomas

Individual Training or Testing—Call Hugh Hollon

EMS for Children, Website, and Social Media—Call Katherine Dixon Hert

### **Requests for Information from Regional Offices**

The Office of EMS would like to request that you comply with any request for information from your regional office. Some Directors are still having issues receiving information and data as requested by the State office. We would greatly appreciate your cooperation and compliance.

### **Newsletter Reminder**

The newsletter is free to anyone as long as they have internet access to our web page ([www.adph.org/ems](http://www.adph.org/ems)). The newsletters can be found on the Newsletter page which is linked to the home page. All Alabama licensed EMSPs who have a **VALID** email address will receive notice when the newsletter has been published. Our licensure database is used to store your last submitted valid email address, but cannot accommodate unlicensed people. They will have to visit our website to view or download the newsletter.

If you are not getting our newsletter announcements via email, it is because your email address was illegible or in an incorrect format or you have changed it and not updated your information with our office. You can email any changes via [emsinquiry@adph.state.al.us](mailto:emsinquiry@adph.state.al.us) or call office staff at (334) 206-5383.

