Creating Community Partnerships:
The Berkeley Medical Reserve Corps

October proved to be a great month for Paramedics Plus and its involvement with our local community! On 10/30, our company proudly signed an official agreement to provide clinical sponsorship to the Berkeley Medical Reserve Corps (BMRC), a group of volunteer first responders primarily serving the UC Berkeley campus and the surrounding community. This has given us an outstanding opportunity to not only integrate Alameda County ALS into local community initiatives, but also provide mentorship to brand-new first responders looking to begin their career in EMS.

Driven by the events of 9/11 and the perceived threat of future terrorist attacks, the Medical Reserve Corps (MRC) network was designed to function as community medical resources supplementing primary EMS and hospital response to large-scale incidents. Unlike many other volunteer organizations, MRC’s are composed of trained medical personnel and function in an established command structure complete with their own medical direction and operational guidelines.

In the case of the already 50+ member-strong Berkeley Medical Reserve Corps, uniformed personnel are trained to a minimum BLS level. Membership however is not limited to EMTs only; a number of paramedics, local physicians and nurses are ready to sign up and be deployed in the event of an emergency. Dr. Ari Stern of Alta Bates Medical Center currently serves as the group’s Medical Director, with emergency deployments managed via the University Health Services Medical Center, the Emergency Operations Center (EOC) of the campus, and the UC Police Department. The BMRC not only has the capability to respond to disasters such as earthquakes, wildland fires, and large-scale incidents like large sporting events or public gatherings, but will also remain active in assisting with various public health initiatives and community awareness projects. (P.5)

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2013 Paramedics Plus Holiday Party!
Please join us on Friday, December 6th!
November begins year three of Paramedics Plus in Alameda County. While I wasn’t here for the transition, I can only imagine the effort required and thank all of you who were here for that work. Whether you were in support of the change or not, I would think you can look back and take pride in where we are at today. We clearly have room for improvement, but the overall level of clinical care and response-time performance is something that is remarkable. In one of the most complicated and demanding systems, we are consistently delivering an overall 97% response-time compliance and taking very good care of the patients you touch. I am proud of my brief tenure (nine months) in this system, and hope the next two years bring even more positives to the EMS system.

I have been questioned regarding the Community Paramedic Pilot Project submitted through Alameda County to the State EMS Office. Some of you have wondered why we didn’t take a more active role in this project. The explanation is somewhat lengthy but let me just say that I feel at this time, we are best served concentrating on delivering excellent performance within our 911 contract. Similar to the Patients Plus endeavor, I feel the Community Paramedic program would prove to be more of a distraction than an opportunity in the short term. I do support the concept and have been involved in alternative destination projects and expanded scope efforts in Michigan for several years. I intend to support the lead jurisdictions/agencies in this project where we will primarily be interested spectators as this unfolds. If I would have had more time to develop a pilot program, I would have been interested in some type of Community Paramedic program that would mitigate the “5150” problem from a transportation perspective.

The 511 pant conversion is progressing without issues from my view. I hope the majority of you feel the same and I thank you for your patience. I would like to mention and thank Kasie Hildenbrand and the deployment supervisors for their efforts on making this happen.

The holiday season is upon us and with it, allegedly the “rainy season”. Please remember to be safe and use extra caution when we finally do get some precipitation. I can imagine that there could be a great deal of road grime on the pavement if it ever rains. Please be safe when getting in and out of the ambulances, as this has become another frequent cause of injury.

I wish everyone a great Thanksgiving Holiday and also want to remind you to RSVP for the Friday, December 6th Holiday Party.

“...I was responding to a call with Julie Silva, multiple GSWs on two patients and possibly two separate scenes less than a block apart from one another. Julie’s radio communication was unbelievably well done. She was clear, effective, prompt with information and was able to paint me a picture as I was enroute Code 3 to her location. I have heard her before on the radio, and have thought she does a fantastic job. For this call, she was even better than her normal, excellent self…”
- Supervisor Aaron Potash
**Employees Who Achieved ROSC**

Chad Watson & Brian McGehee on October 6
Yasmin Carmichael & Matthew Nieto on October 7
Scott Amos & Jonathan Downie on October 8
Matthew Hohn & William Marasco on October 9
Nick Spoden & Zachary Ewen on October 11
Jose Sanchez & Kevin Herrera on October 11
Lucas Trumpf & Victor Marsh on October 13
David Eastin & James Senecal on October 15
Scottie Johnson & Eric Thurston on October 15
Michael Rice & Adam Ehle on October 16
John Younan & Nico Guliford on October 22
Scottie Patterson & Peter Brady on October 26
James Poblete & Chad Goodin on October 28
Christopher Yamamura & Anthony Galante and October 30
George De Jesus & Esteban Botello on October 31
Peter Sobrero & Joseph Finegan on November 4
Jennifer Cowell & Mariam Tangherlini on November 6
Thomas Chezik & Jason Vera on November 6
FROM THE DESK OF JERRY JOHNSTON, DIRECTOR OF OPERATIONS

Below are stats for October, 2013:

Total Responses: 10787
Total Transports: 7991
Total Effective Unit Hours: 25,536 Average Transport UHU: .313
59/61 Compliant buckets ---We missed Zone 2 Urban Echo
by 1 call and Zone Urban Echo by 3 calls

All in all, October was a very good month. We had an on-time performance of 97%, but as you can see from the statistics, we did fail to be compliant in a couple of areas. That’s why we continue to stress the importance of proper posting, appropriate scene-time and hospital turn times. It doesn’t take much to knock us out of compliance.

As was noted in a recent email, while our print compliance is good, we’ve noticed a recent dip. Many of you, when asked, have been surprised to learn the reason for non-compliance, when you thought that you have printed or completed all the mandatory fields. Should you have a question, please see one of the Clinical Field Supervisors. They receive daily reports regarding print and mandatory field completion. Compliance aside, it is imperative that PCRs are complete for medical legal reasons.

NATS…No, that’s not an annoying little bug that comes around during the summer months! NATS is the acronym for No At Scene Time. Each time that you do not status yourself, it results in a $500 penalty. We ask that you be sure to always status yourself, paying close attention to the button changing status AND, voicing that you are on scene with ACRECC.

Tobacco Use…Paramedics Plus is a tobacco-free workplace. This applies not only to employees but all visitors. As a reminder, the workplace includes the Paramedics Plus physical property (i.e. HQ and the hubs), and includes any Paramedics Plus-owned vehicles or other property. This is inclusive of all tobacco products. Please refrain from their use while on duty and or on or in P+ property. Thank you for your cooperation.

“Good job to Unit 2217 who transported this cardiac arrest patient to Highland...the patient is still quite ill but is alive!”

- Valerie Louie, RN at Highland Hospital of Rhonda Aguilar and Dave Raymond
Creating Community Partnerships:
The Berkeley Medical Reserve Corps

Written by Brian Aiello

(...Continued from Page 1)

Over the next few months, Paramedics Plus will begin providing a large number of training opportunities for the Berkeley Medical Reserve Corps designed to integrate their organization with our own. These might include ambulance ride-alongs, joint participation in large-scale MCI drills, and shadowing special events teams. The members of the BMRC are all extremely excited to learn from you as mentors, and this partnership presents a unique opportunity for you as veteran EMTs and paramedics to pass along your knowledge and skills to the next generation of first responders.

My sincerest thanks to all of you - it is through your commitment to clinical excellence and the resulting reputation we have as an EMS provider that this partnership has become a reality. We are looking forward to a great future with the BMRC!

Pictured below: Clinical Field Supervisor, Brian Aiello, BMRC Director and EMT, Hilary Tang and Deputy Director of Medical Operations for BMRC and EMT, Carryn Barker.
News from Human Resources

Open enrollment is here!! The enrollment window for Open Enrollment is November 20th thru December 4th. The 2014 benefit guides have been emailed to the workforce. Please make sure you log on to the Enroll online website and make your changes for 2014. If you are not making changes, I recommend that everyone log on to the website and view what benefits you have. We will have representatives from Kaiser and Cigna here on Tuesday November 26th to answer any questions you may have. The carriers will have give-aways, handouts and each will be raffling off a prize! There will be three sessions that day: 8:30am, 11:30am and 3:30pm at San Leandro.

401K News!!! Milliman, our 401K provider will be here on November 21st and 22nd all day. They will be holding a short presentation in the Bayside Classroom both days from 8:30am to 9am. Then we will be scheduling one-on-one meetings both days. We will email the information out ASAP.

Don’t forget to RSVP to the holiday party! This year it’s being held at the beautiful Scottish Rite Ballroom on Lake Merritt. There will be a fabulous dinner buffet, great music, drinks and raffle prizes. Please RSVP by November 22nd to rsvp.alco@paramedicsplus.com. Don’t forget we have also secured a discount at the Oakland Marriott City Center, just a few minutes away from the Scottish Rite Center. We have 15 rooms blocked off at a discount rate of $119 for the night of December 6th. Contact sdecuir@paramedicsplus.com for more information. See you there!

MVP Group 2 – November

Almira Van, Support Services
(Almira not available for picture)

Congratulations to Almira Van for being selected as the Support Services MVP for November! She is known for her attention to detail, teamwork and great attitude.

Almira joined Paramedics Plus in December 2011, after studying Public Health at San Diego State University. Almira is a native Northern Californian who grew up in San Lorenzo. She spends her free time attending local festivals, taking mini-trips and exploring the outdoors.

Congratulations to ALMIRA for a job well-done and thank you for all your contributions and commitment to Paramedics Plus!
**Featured Employee of the Month**

Every month we will feature a different employee so we can get to know them a little bit better. This month’s featured employee is……

Kate Gibbs, Executive Assistant

**Q:** What brought you to Paramedics Plus?

**A:** Previous to Paramedics Plus, I worked in the Press Office for then-Attorney General, Jerry Brown. When Brown’s office moved to Sacramento after he was elected Governor, I was hired by Paramedics Plus to be the Executive Assistant to the Chief.

**Q:** What do you like best about your job?

**A:** I love the people that I work with. Like any job, we’ve seen our share of good times and stressful times, but stay strong as a team. I feel fortunate to have been at Paramedics Plus since the beginning and have seen the progress of Paramedics Plus as a true “start up”. Most importantly, I admire our Medics and our EMTs and am very proud to work for them.

**Q:** What do you like to do on your days off?

**A:** I am the mother of two girls, ages 9 and 11, who keep me busy. We bake and garden and watch movies. I’ve also been “interning” at San Leandro-based florist, Don Lucas & Sons, learning the craft of floral design.

**Q:** Do you have an interesting talent or skill?

**A:** By the end of this year, beside my fabulous job at Paramedics Plus, I’ll have a small, floral business up and running in Benicia. Check out Smitten Flowers on Facebook or at [www.smittenflowers.com](http://www.smittenflowers.com)!
News from Safety and Risk...Erin Thomas, Director of Safety & Risk

Safety Tip!
There have been several finger laceration injuries due to opening razors improperly. If you need to use a razor to shave a patient, make sure to pop off the cap from the short side. Do not slide the cap or pop it off from the middle. The razor has blades running down both long edges and when the cap is popped off from the middle, it is very easy to lacerate the finger.

Proper way to remove razor cap       Open razor with blades on both sides

Safety Committee
Are you interested in being part of the Paramedics Plus Safety Committee? We will be holding our next safety committee meeting soon! If you’re interested in participating, please send an email to ethomas@paramedicsplus.com.

“Brianne Prescott and Francis Barot responded to a call that was not a normal call. A funeral home called 911 for assistance in moving a 550 pound deceased patient—someone we have all transported at one time or another. The funeral home requested for us and Fire to assist in removing the body. Brianne showed a professional and caring attitude towards the family. The scene was especially difficult because it was a small apartment filled with over 25 family members. Emotions were high and the crew showed confidence and sensitivity while making good decisions. I was impressed with the way our crew handled the situation. The whole situation was handled with great dignity and the family was very thankful for EMS and the Fire Department for all their assistance.”

- Supervisor Michael Bailey
News from Human Resources...

MVP – November

Congratulations to Renee Vahey for being the MVP (Group 2) for November! Even though Renee has only been with Paramedics Plus a short time, she has done an outstanding job in our payroll department.

What do you like best about working at Paramedics Plus? Working at Paramedics Plus has been both challenging and rewarding at the same time. Everyone is very friendly and willing to help when needed. I especially enjoyed participating in the GCC Walking Challenge and working as a team to reach our goal.

What do you like to do on your off days? During my days off, I like to hike with my family and engage in cross-county races.

Anything else we should know about you? My first job was working at an Aquarium shop to support my obsession with tropical fish!

“I would like to nominate Renee Vahey! Even though she has only been employed with Paramedics Plus for a short time, she came in and hit the ground running. Renee is very detail-oriented, self-driven, and dependable. She will go above and beyond to help out her fellow co-workers and other employees. She is such a valuable employee and Paramedics Plus is lucky to have her on their team!”

– Lee Morris, HR Generalist.

Thank you, Renee, for all your hard work!
Please be watching your email and checking out the bulletin boards for the following policy/procedural changes recently adopted through LMC…

- CISM (640)
- Start of Shift (600)
- Paramedic Upgrade (639)
- C-7 procedural changes

“I wish to take this opportunity to commend your company on the quality and professionalism of your paramedics during the Urban Shield field exercise in Alameda.

Andrew Warren, who is my son, invited me to join him, Trevor Davies and Scott Sullivan to be their guest and observe them during the event. However, being a SWAT Tactical Medic with the San Jose Police Department, they included me on their medical team from the beginning.

During the scenarios, I was not only able to be involved with the immediate care of the victims, but I was able to watch your employees perform under very stressed conditions. Frankly, I was so impressed with their calm and professional demeanors, I would want them to take care of me if I were ever critically injured during the performance of my duties.

As a father, I could not have been more proud of my son. This was the first time I have ever seen him in a leadership role and I was impressed with this ability to work with the various agencies and accomplish the team’s goals.

Scott Sullivan and Trevor Davies were very impressive with their knowledge base and attention to details. They worked quickly and smoothly. They identified the various issues presented to them and applied correct medical care. The entire team worked as a unit, never becoming frustrated or being stumped by any situation.

I commend these fine men for their commitment to risking their lives to save others and continue to challenge themselves to become more valuable. They are a credit to your organization and I look forward to being one of their teammates next year.”

- Officer Christopher Warren, San Jose Police Department

“While Kevin (Brashem) was alone in the back with a seemingly stable STEMI patient enroute to VCH, the patient went into v-fib. Kevin started compressions without delay and shocked as soon as he could get patches on. Afterwards, while Kevin was working on paperwork, Terry Tucker assisted a female in the hospital parking lot in active labor. Terry got her into a wheelchair, checked her in at registration and took her up to L&D all by herself. Strong work all around.”

-Supervisor Brian Aiello
Important Numbers!  from Shahloh Jones, Analyst

**Paramedics Plus October 2013 Statistics**

Total Emergency Responses: 10,787  
Total Emergency Transports: 7,991  
Effective Unit Hours: 25,536  
Transport UHU: .313  
Total Standby: 21

**Response Time Compliance**

59/61 Compliant Buckets with overall Compliance at currently: 96.87%  
(still in review)  
Average Hospital Turn Time: 44 minutes

**Year-to-Date (Jan. 1, 2013 thru September 30, 2013)**

Total Emergency Responses: 10,5217  
Total Emergency Transports: 79,705  
Effective **Average** Unit Hours: 24,517  
Transport UHU: .325  
Average Compliance for the entire system: 97.57%

Paramedics Plus would like to commend the efforts of all the crews and Supervisors, Hausel, Harmon and Murphy, who so expertly participated in the recent evacuation of Valley Springs Manor in Castro Valley.

This was an unusual and sensitive situation and by all accounts we received, our Paramedics Plus crews were outstanding. Thank you. We appreciate your hard work, sensitivity and ability to pull together as a team to handle any situation.

"From my standpoint, this incident was handled very well. Capt. Hausel managed his resources effectively. Sean Andrews and his partner, Brian Derickson, are to be commended for their efforts in systematically triaging patients and assisting Capt. Hausel with coordination of efforts."

- Supervisor Kreig Harmon
CELEBRATING NOVEMBER BIRTHDAYS!

November 3
Sean Neary

November 4
Marites Maliksi

November 5
James Adams
Kreig Harmon

November 6
Hannah Hamad
David Lahl

November 8
Israel Betancourt

November 10
Gina Arendtson

November 11
Trevor Davies
Miguel Marquez

November 13
Ray Ericson

November 14
Phil Carrillo
Marisa NietoGomez

November 15
Glen Manansala

November 16
Michael Frith

November 18
Terry Tucker

November 19
Adam Ehle
Brian Hoffer

November 20
Christopher Lampi

November 21
Ivan Toruno

November 22

November 23
Chris Vorpahl

November 24
Michael Dickson
Mark Filamor

November 25
Pat Gibson
Sakeley Welbeck

November 27
Philip Ho

November 28
David Green

November 30
Chris Freelen
Steven Lucey
Shaun Mills
Donnie Reis

November 30
Kyle Sater
PCR Print Compliance Update... from Brent Nelson, Director of IT

Over the last year we have been maintaining a PCR Print Compliance between 94-95%. Well done, everyone!

However, during the last couple of months, we have seen the PCR Print Compliance drop to the low 90% for compliance. I am aware that the technical issues contribute to the drop, but here are a few other contributing trends that I have seen as well.

A PCR with at least the “Mandatory Data Fields” completed must be printed and left prior to departure from the Hospital. The program is set up to print a cover sheet, which serves as a reminder of the Mandatory Data Fields you may be missing. If you are missing any Mandatory Fields, please complete the fields and print again. The Compliance Report will capture the last printed PCR and evaluate the fields based on that print job.

Another trend we are seeing is the printing of a PCR after the “In Service” time has been entered. This is considered to be a “No Print”, or printing after leaving the hospital. The “In Service” field is used to indicate when you leave the hospital. The Compliance Report evaluates all mandatory fields and compares the “Print Time” stamp to the “In Service” time stamp to determine if the PCR was printed while still at the hospital (i.e. prior to “In Service”). We realize that printing without the “In Service” time labels the PCR as a “Draft” rather than a “Final”. IT is working on an alternative heading.

Feel free to reach out to me if you have any questions or concerns regarding the Print Compliance Report at bnelson@paramedicsplus.com. Thank you!

Featured Pet of the Month!

Thank you, Dustin Smith, for sending us a picture of Appa!

A little about Appa...he is a 4-month-old English Bulldog. He’s very loving and uncoordinated. He eats a ton and loves to tug on anything you let him get his chubby cheeks on. He has learned how to go up the stairs but still can’t walk down them. My wife and I love him very much and are very excited to have him as part of our family.

If you would like your pet to be featured, please send a picture and a brief bio about them to sdecuir@paramedicsplus.com
Welcome to Paramedics Plus

JACOB MCHENRY EMT

ROSALINA MAY EMT

SOKENYA SINGLETARY EMT

TEAUNDRE MATTHEWS EMT

THOMAS TERRAZAS EMT

TROY MEAD PARAMEDIC

ZACHARY ROSE EMT
Starting this month, we are offering a more comprehensive pediatric course called Emergency Pediatric Care (EPC).

NAEMT, the leading EMS organization that represents EMS field providers and who developed PHTLS and AMLS, is reintroducing EPC.

This EPC course focuses on the care of sick and injured children, which addresses a full spectrum of emergency illnesses, injuries and scenarios that an EMS practitioner might encounter. The course provides an in-depth understanding of the pathophysiology of the most common pediatric emergency issues, and stresses critical thinking skills to help practitioners make the best decisions for their patients.

EPC uses the Pediatric Assessment Triangle (PAT) as a tool to help EMS practitioners rapidly and accurately assess pediatric patients and incorporates family centered care throughout all scenarios. Training encompasses lectures, hands-on skills practice and small group critical thinking discussions. Topics include: understanding kids; airway, breathing and oxygenation; cardiac emergencies; child abuse and neglect; common medical emergencies; the importance of family; hypoperfusion and shock; newborn resuscitation; pediatric trauma; and special health care needs.

EPC certification is valid for 4 years and is recognized by the NREMT for recertification. In addition, EPC is recognized by ALCO EMS as one of the accepted pediatric certifications for accreditation in Alameda County. Paramedics Plus is one of the few organizations that is able to provide this course on the west coast and is excited to bring this course to the EMS providers of Alameda County.

CLINICAL NEWS...FROM THE DESK OF JULIE HASLAM, DIRECTOR OF CLINICAL SERVICES
STRETCHER SAFETY
LOADING AND UNLOADING A PATIENT SAFELY

1. Verbally reassure patient.
2. Instruct the patient to keep very still and do not move.
3. Look beneath the stretcher for any debris that could catch during the unloading / loading process.
4. With both operators in position at the foot of the stretcher release the stretcher from the locking mechanism and slowly pull out of the unit.
5. As the stretcher is drawn out of the ambulance the person on the right corner should visually watch that the safety bar engages the safety latch.
6. Both operators should make sure that their backs are straight and lift with their legs.

Stay Back Safe
Honoring Our Own…
On Father’s Day of 2013, Paramedic, Rebecca Foster and her partner, EMT, Nichole Spencer, worked together to save a family from drowning in their car within the Oakland Estuary. With the help of some very brave bystanders-turned heroes, Nicki and Rebecca went above and beyond the call of duty to help a family avoid a tragedy.

Rebecca and Nichole have been acknowledged and have both received awards from California Emergency Medical Services.

We are so proud of you, ladies! Thank you again for going above and beyond the call of duty.

NEWS FROM SUPPORT SERVICES
BY JOEY ELLIOT, DIRECTOR OF SUPPORT SERVICES

We are excited to announce that we will be moving to the EBRCSA radio infrastructure in conjunction with ACFD and ACRECC on December 18th.

The EBRCSA was created in 2007 with the goal of achieving interoperability amongst the various public agencies within Alameda and Contra Costa counties. Many agencies have already transitioned to the new system, and we are eager to do so as well.

The enhanced interoperability requires that we update our radio programming to allow for more channels. In doing so, the channels themselves have been renamed and reorganized in order to be standardized for the entire county. For example, CMED will remain CMED, but FCTRL 1 will become XALDSP1.

Our overall communications plan will not change. We will continue to be dispatched on CMED and assigned to Control channels (now called Dispatch channels). However, we will have access to greater connectivity and a larger amount of Tac channels in conjunction with other agencies (excepting Oakland for the time being).

More information will be provided as we move closer to the transition date, but please email me with any questions you might have at jelliott@paramedicsplus.com