



EMS BULLETIN

Virginia Office of Emergency Medical Services, Virginia Department of Health

Fall 2007

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Our Favorite Time of Year

By: Gary Brown, Director

As Virginia welcomes another autumn, the Office of Emergency Medical Services (OEMS) continues to organize, plan and prepare for our biggest event of the year, the Virginia EMS Symposium.

This year OEMS has gone above and beyond. With over 300 courses scheduled to be taught by some of the best instructors in the nation, we continue to run one of the largest training conferences in the United States. Virginia prides itself on the excellence of our EMS providers and the solid educational foundation upon which we have built our system. Through the symposium, OEMS strives to offer the best



educational opportunities to help providers improve and sharpen their skills and services provided to their communities.

But that's not all. OEMS knows that all work and no play makes for a boring conference. This year we brought back our most popular evening events and we're proud to announce the first ever Stars of Life Championship hosted by Bob Page.

The Symposium is OEMS's pride and joy. We truly hope you enjoy it as much as we do and we look forward to seeing you there.

All Aboard For TRAINVirginia

By: Chad Blosser, Training QA/QI Coordinator

All aboard! The Division of Educational Development (DED) is pleased to announce the launch of TRAINVirginia, our new Learning Management System (LMS) which allows OEMS to offer Web-based Category 1 and Category 2 continuing education (CE) credits.

Before you hand the conductor your ticket and jump on board the TRAIN, please make sure you read all the fine print on your boarding pass. OEMS wants to ensure that you have a positive experience using our new Web-based training interface.

First, TRAINVirginia is an express train, in order to use the TRAINVirginia LMS you must have broadband Internet access. TRAINVirginia will not work with dial-up access and some types of digital subscriber line (DSL) Internet access. In order to ensure the best quality video and service from TRAINVirginia, you must have a constant throughput of 384.0 kbps. If you are not sure what your throughput is, please contact your Internet service provider.

Second, TRAINVirginia has some very **Continued on Page 3**

Cha-Cha-Changes!

By: Greg Neiman, BLS Training Specialist

Things are heating up in the EMS education arena of which you may not be aware.

In national news, National EMS Education Standards are being worked on and may impact Virginia. The following is a statement from the National EMS Education Standards Web site.

“The National Highway Traffic Safety Administration (NHTSA) and the Health Resources and Services Administration (HRSA) have entered into a cooperative agreement with the National Association of EMS Educators (NAEMSE) to develop the National EMS Education Standards. The National EMS Education Standards will replace the current US DOT National Standard Curricula (NSC). This project is part of the implementation of the EMS Education Agenda: A Systems Approach and follows the National EMS Core Content and the National EMS Scope of Practice Model projects that were finalized prior to this project. Formal education standards will help guide EMS education program managers and educators in making appropriate

decisions about what material to cover in the academic setting. The standards will also be used by publishers to develop instructional materials. The education standards will be based upon the National EMS Scope of Practice Model and each National EMS Education Standards document will provide the minimal terminal learning objectives for the identified EMS personnel licensure levels.

The National EMS Education Standards will be designed to increase EMS education program flexibility, encourage creativity in education programs and improve and facilitate alternative delivery methods, such as problem-based learning, computer-aided instruction, distance learning, programmed self-instruction and other methods” (www.nemsed.org).

The formal comment period on the first draft of the new standards ended July 31, 2007, and the second draft is expected to be available soon. As you look through the new standards you may notice they are drastically different from the traditional National Standard

Curriculum to which we have become accustomed. The standard teaching outline and module objectives have been replaced with broad topic areas, even though instructional guidelines were included in the first draft. The BLS Curriculum Update Committee and OEMS are watching these developments closely. The final drafts of the standards will be presented to the EMS community at a National Stakeholders meeting in February 2008, and the final document will be presented to NHTSA in September 2008.

If you are interested in becoming more involved in the process of shaping the future of EMS education in Virginia, OEMS encourages you to come to the Professional Development Committee and ad-hoc Committee meetings. All meetings are open and public comment periods are on the agendas. If you are interested in more information, please contact Greg Neiman at gregory.neiman@vdh.virginia.gov.

Until next time, be careful out there.

Is Billing For Services For You?

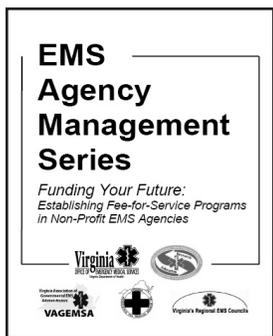
By: Rohn Brown, Technical Assistance Coordinator

While EMS systems have traditionally relied on donations, fundraising and financial support from local governments to operate, the cost of meeting the emergency response needs frequently exceeds sources of funding. A guide is now available for cities, counties and EMS agencies which will assist them in deciding if billing for services is a viable option for revenue recovery.

Fee-for-Service Programs in Non-Profit EMS Agencies presents a step-by-step process to help review the advantages and disadvantages of billing for services.

Written by EMS agency managers, this guide highlights lessons learned and best practices from Virginia EMS

Funding Your Future: Establishing



agencies. This guide will also help you work through the legal, organizational and financial considerations associated with billing.

To download a copy of this guide, visit www.vdh.virginia.gov/oems.

All Aboard for TRAINVirginia

Continued from Page 1

specific software requirements. TRAIN Virginia supports the Windows 2000, Windows XP and Windows Vista operating systems. For those die hard Steve Job's fans, only Apple OS X 10.2 or greater is supported. The Internet browsers that are supported by TRAIN are: Internet Explorer 5.5 and higher; Netscape 7.1 and higher; Mozilla 1.3 and higher. Firefox is not currently supported. NOTE: Java Script must be enabled, regardless of the



browser or environment you are using. Now that you know the basics, OEMS has developed a number of Quick Guides to assist you with the TRAIN-

Virginia system. Please visit www.vdh.virginia.gov/OEMS/Training/TRAIN-Virginia.htm. But before you embark on your journey downloading Quick Guides, please take a few seconds and click on the link labeled "Test your browser for compatibility" and make sure you're on the correct train.

Last call, all aboard! Enjoy your travels.

Congratulations to our 2007 Governor's EMS Award Nominees

Excellence in EMS

Claude Cobler	Gary Critzer
James Dudley, M.D.	Melinda Duncan
Roger Hudson	Jay Lovelady, R.N.
Daniel Norville	Larry Oliver
William Sandidge	William Yeatman

Outstanding Pre-hospital Provider

Christi Budy	John Davenport, Jr.
Randy Franken	Ben Garey
Eric Lasky	Heather Matheny
Mark Moss	P. Nathan Ramsey
Johnny Skeen	Evan Snyder

Outstanding EMS Physician

Sabina Braithwaite, M.D.
Peter Bruzzo, D.O.
Harinder Dhindsa, M.D.
J. Scott Just, M.D.
Cheryl Lawson, M.D.
James Vafier, M.D.
Chris Thomson, M.D.
Arthur Chambers, III, M.D.
Coleen Rickabaugh, M.D.

Outstanding Pre-Hospital Instructor

John Bomar	James Bunce
Earl Carter	Robert Ditch
Doug Found	Michael Gammill
Linda Johnson	Steven Powell
Jeffrey Reynolds	Joseph Taylor
John Watkins	

Nurse with Outstanding Contribution

Mark Andrews	Becky Armstrong
Linda Baker	Tiffany Keys
Louise Fletcher	Lou Ann Miller
Lt. Dennis Page	Paul Phillips
Alyssa Menzenwerth	

Outstanding EMS Administrator

Byron Andrews	Anita Ashby
Bruce Crow	Kevin Dillard
S. Brad Ferguson	Dennis Hale
Bruce Nedelka	Benjamin Sojka
Thomas Schwalenberg	
Kristopher Shrader	

Outstanding Contribution to EMS

Daniel Glass, Jr.
Lt. Nick Saunders
Kathy Haygood
Heartbeat Rockbridge
Lord Fairfax Community College
Norfolk Fire Explorer Post 116
Cardiovascular Assoc. of Central Virginia
Etlan United Methodist Church
Spotsylvania Coalition for 24/7 Fire and EMS

Outstanding EMS Agency

Boonsboro Vol. Fire & Rescue
Boyce Vol. Fire & Rescue Co.
Chancellor Vol. Fire & Rescue
Hampton Division of Fire and Rescue
Independence Rescue Squad
Lake Monticello Vol. Rescue Squad
Martinsville Fire & EMS
Nansemond Suffolk Vol. Rescue Squad
PHI Aircare Medevac 5
Southside Rescue Squad

Outstanding Contribution to EMS for Children

Elizabeth Alter
Becky Anhold
Sue Connors
Doris Foster
Michael Horner
Children's Miracle Network
Powhatan County High School

Outstanding Contribution to EMS Telecommunications

Cheryl Buchanan	Ta-Tanisha Farmer
Michael Harmon	Devon Jackson
Andrea Mullen	John Phillips
Kelly Vargo	Elizabeth Webster
UVA Health System	Comm. Center

Outstanding Contribution to EMS by a High School Senior

Nathan Betcher	Benjamin Bond
William Drewery	Justin Fuller
Bryant Gray	Danielle Paul
Elizabeth Rambo	Branden Robertson
Kenneth Via	



Laura Walker, pictured with Kent Weber, won the Governor's EMS Award for Outstanding EMS Administrator in 2006.

What Do You Know About the 28th Annual EMS Symposium?

With the 28th Annual EMS Symposium upon us, here are some fun facts that you probably didn't know.

- Planning for the 2007 Symposium began before the 2006 Symposium was even held.
- Over 300 courses are being taught over 4 1/2 days.
- Over 170 instructors will be on-site.
- Courses were chosen based on the 2006 evaluations.
- There are over 700 CEUs being offered.
- Over 40,000 CEUs will be awarded.
- With an attendee taking a maximum of 30 hours of CEUs, each credit hour costs an estimated \$5.50.
- It takes over 100 people to plan and run the Symposium, that includes staff, committee members and volunteers.
- Over 4,000 cumulative hours are spent planning and preparing for Symposium.
- The 2008 Recognition Calendar features "A Year in Training" with pictures of training events from around the Commonwealth.
- 80 percent of instructors hail from Virginia, the other 20 percent represent 18 states and the District of Columbia.
- The majority of attendees are residents of Virginia, however we have attendees from as far as Guam, Bermuda and England.



OEMS Staffer Tim Perkins will open for our keynote speaker at the Governor's EMS Awards for the second year.

OEMS Partners with Fire Programs

By: Frank Cheatham, HMERT Coordinator

OEMS and the Department of Fire Programs (DFP) have partnered together for two training programs. The training programs are Heavy Tactical Rescue

(HTRVR) and Emergency Vehicle Operators Course (EVOC). As a part of this partnership, OEMS has provided DFP six trailers to use in support of the programs.

of the trailers are already outfitted with proper equipment and will be utilized in trainings this fall.

These trailers will be used to help standardize the training provided to EMS and fire personnel while they prepare for emergency medical situations. This endeavor will also ensure that everyone has equal access to emergency tools and resources when responding to a scene.

As OEMS continues its partnership with DFP, we look forward to additional opportunities where we can jointly share resources to provide better services to all of our providers in the field.

The HTR Extrication Program has been using old trailers which desperately needed to be replaced with larger ones to accommodate updated equipment. The HTRVR Program will utilize four of the trailers and EVOC will use the other two. A couple



Do You Know Who Your Program Representative Is?



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Program Representatives are experts in regulation and compliance and can provide you technical assistance and support. For more information, please visit www.vdh.virginia.gov/OEMS/ProgramReps/index.htm.

Study puts *How To Retain ALS Providers to the Test*

By: Rohn Brown, Technical Assistance Coordinator

James City County Fire Department (JCCFD) enjoyed a relatively stable workforce with occasional staff turnover for the past 30 years but this trend has changed. With long term employees now reaching retirement age, JCCFD started an aggressive program to actively recruit while seeking viable ways to retain current staff.

So, when Bob Ryalls, JCCFD district chief, was offered free professional consultative services to work through *How To Retain ALS Providers: Workforce Utilization Strategies & Applying EMS Retention Principles* he jumped at the opportunity.

“We see this as a unique opportunity where we can identify and establish a flexible program which will meet the ever changing needs of our growing organization,” said Ryalls.

JCCFD was selected by the Virginia Association of Governmental EMS Administrators (VAGEMSA) as the subject for a case study on how an EMS agency can use the ALS retention workbook. The project is funded as part of a two year contract with Western Virginia EMS Council and OEMS to promote the *Keeping The Best! Workforce Retention Toolkit*.

“I applaud what Bob and his staff have done because it reflects a genuine commitment on what we, in the fire and EMS community, are battling and challenged with every day,” said Randy Abernathy, president of VAGEMSA and deputy chief of Hanover County Fire and EMS.

With the help of Renaissance Resources, JCCFD will simultaneously define their current and future ALS work-

force. Project teams will be added to help bridge the gap between the present and desired workforce. The study is slated for completion in October.

Ryalls sees this as a growth opportunity for his staff to develop leadership, project management and problem solving skills. It is also a golden opportunity for BLS, ALS and management staff to shape the future of the agency.

JCCFD and Renaissance Resources will share their experiences at the February 2008 Virginia Fire Chiefs Conference. The *Keeping The Best!* workbooks are available to all Virginia EMS agencies. Download your copy today from the OEMS Web site at www.vdh.virginia.gov/oems.

Straight From The Rumor Mill... Regulations Myths & More

By: Michael Berg, Regulations & Compliance Manager

Here are a couple of commonly asked questions and misconceptions that providers in the field may have. These frequently asked questions have been answered by Michael D. Berg, Regulations and Compliance Manager.

Q. How long do we need to keep our Pre-hospital Patient Care Reports (PPCR)?

A. 12 VAC 5-31-530 (2) Preparation and maintenance of records and reports states in part: "2. EMS agency records shall be prepared and securely maintained at the principle place of operations or a secured storage facility for a period of not less than five years."

Since the implementing of these regulations (January 15, 2003) the *Code of Virginia* has been amended to require the storage of records for a minimum of six years. The upcoming revised regulations will be amended to reflect the current law. We also encourage agencies to consult their legal advisor for additional questions regarding the storage of PPCR's and other legal documents for the agency.

Q. We heard that we cannot use our kids as "simulated patients in training exercises." Is this true?

A. The EMS regulations state that, "An EMS agency may have associated

personnel who are less than 16 years of age. This person is not allowed to participate in any EMS response or any training program or other activity that may involve exposure to a communicable disease, hazardous chemical or other risk of serious injury." 12 VAC 5-31-900 (emphasis added). Therefore, children under the age of 16 may not participate in training.

For the most complete and direct answers, contact your local OEMS program representative or OEMS at (800) 523-6019.

Get To Know Your Rep...

Jimmy Burch is an OEMS program representative located in the Southern ODEMSA region. Read on to learn more about Jimmy.

What's your favorite part about your job? Several things actually. I enjoy the people I work with everyday, my fellow OEMS employees, especially my fellow reps. There are only eight of us and we're spread pretty thin so it doesn't allow for a lot of time together, but it's always a lot of fun when we do get together outside of work.

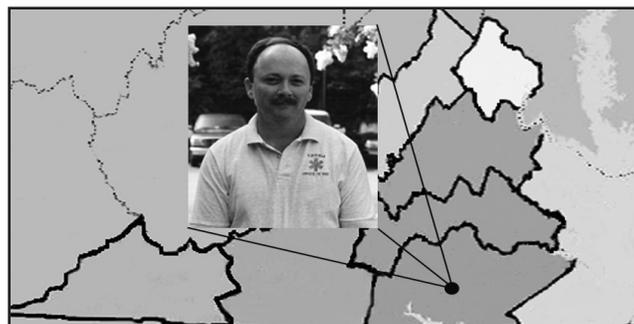
I also enjoy the people I see in the field everyday. I have met a lot of people over the years and developed a lot of friendships that I am very proud of.

Where is your favorite place to stop while traveling in your service area? I don't think I can pick just one. I have standing invitations in several places for lunch and can usually find someone to go to lunch with. Also, since my area is pretty rural, I enjoy riding through

the country and staying off the main roads. I'm always looking for a new shortcut somewhere.

Do you perform a lot of spot checks? I do a fair number. I spend a lot of time stopping at different squad buildings and stations but it's not always about spot checks necessarily or enforcement issues. A lot of time it's just to see what's going on, ask and answer questions. I do think that spot checks are a true indication of how things are when it's not inspection time. I get a better feel for the day-to-day operations of an agency when I do this.

What's your favorite thing to do outside of work? I play a lot of golf when I can. I'm not very good at it but I do love playing. I spend a lot of time outside and enjoy working in my yard. I also just recently bought a motorcycle after not having one for several years.



Jimmy Burch, Southern ODEMSA Program Representative

I hope to have more time to ride that soon. I'm also still an active volunteer at Southside Rescue Squad in South Hill.

What advice would you give to EMS Agencies?

I would say the single most important thing an agency could do is to call their program rep if they don't understand something. Our contact information is on the paperwork. I would much rather have someone call to ask a question than wait until inspection time, which can delay processing and license renewals.

Reallocation of Poison Jurisdictions

For the 2008 fiscal year, the Virginia Poison Center Network will be serving newly realigned jurisdictions. The new alignment reflects a more accurate service area for each poison center and was changed based on the percentages of calls received by each poison center from each county. The Virginia Poison Control Network consists of the Blue Ridge Poison Center (BRPC), the National Capital Poison Center (NCPC) and the Virginia Poison Center (VPC).

For more information on the Virginia Poison Control Network and to find which poison center covers your county, please visit www.vdh.virginia.gov/oems/poisoncontrol/index.htm.

Be sure to call (800) 222-1222 for poison information and consultative services.

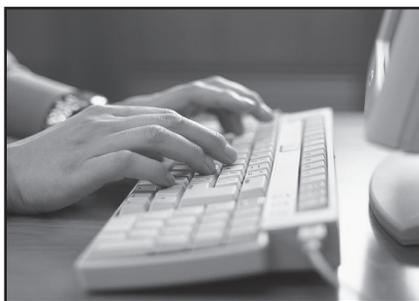


Save the Date!

22nd Annual CISM Conference
May 27-31, 2008

Courses will include the CISM response to the Virginia Tech incident, new ICISF seminars, yoga and others.

Visit www.vdh.virginia.gov/oems for more information on Virginia CISM.



To keep up-to-date with the OEMS Calendar of Events, please visit our Web site at www.vdh.virginia.gov/oems

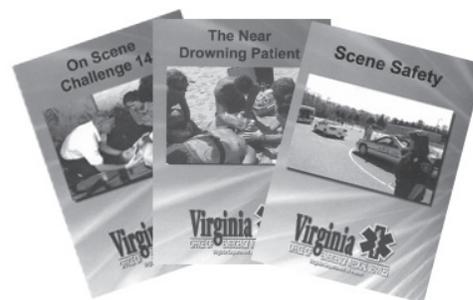
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Mark Your Calendars! 2008 EMSAT Schedule Announced

- Jan. 16
- Feb. 20
- Mar. 19
- Apr. 16
- May 21
- June 18
- July 16
- Aug. 20
- Sept. 17
- Oct. 15
- Nov. 19
- Dec. 17



Every EMSAT aired can be purchased on DVD!

What's easier than watching a broadcast to earn CEUs? Watch EMSATs live via Web cast at a designated EMSAT site or purchase the DVDs to view at later trainings. Earn Category I and Category II CEUs.

For more information on EMSAT broadcasts, visit www.vdh.virginia.gov/oems/emsat/index.htm.

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EMS in Brief

OEMS Gets Social

OEMS has been socialized! To offer instant updates and information to the Virginia EMS System, OEMS has joined MySpace. Our URL is www.myspace.com/virginiaems. Read our regular blogs and updates, check our event calendar for upcoming conferences and training dates, send us your questions, comments and concerns. Whatever the issue is, OEMS is here for you. Through MySpace, we hope to provide instant feedback to those who dedicate themselves to the Virginia EMS System. So if you're on MySpace and want to keep up-to-date on all OEMS activities, make us your friend, send us a message, share your ideas, opinions and thoughts. Join us online today and stay connected with OEMS.

DED Updates

At the July 11, 2007, meeting, the Professional Development Committee (PDC) approved two recommendations from various committees. They include;

Effective August 1, 2007, EMT-B candidates are no longer required to complete the PPCR in the Trauma and Medical stations during testing. Although students are no longer evaluated on their ability to write a PPCR, EMT instructors are required to teach and evaluate this skill.

Also in October of 2006, the PDC sus-



pended the BLS AED Practical Station for up to one year effective November 1, 2006, primarily due to the time required to implement the 2005 American Heart Association (AHA) Guidelines. On the recommendation of the BLS Test Committee, the PDC voted to extend the suspension until July 1, 2008.