



EMS BULLETIN

Virginia Office of Emergency Medical Services, Virginia Department of Health

Spring 2007

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What Do You Have Planned for EMS Week?

“Extraordinary People - Extraordinary Service” is the theme for this year’s National EMS Week, which is May 20 - 26. Each EMS agency in Virginia should do something to remind the people in their communities of the extraordinary services that they provide.

EMS Week provides a great opportunity for injury prevention and public health education, fund raising and recruitment.

Agencies can hold events that can range from open houses to blood pressure clinics or even safety fairs. Demonstrations or



Hampton Division of Fire & Rescue
Photo Courtesy of Brian Rueger

mock disasters with mou-lage can be a big hit and provide a great news item for your local newspaper or TV station.

EMS Week events can be a perfect forum for reaching prospective members. Have applications and job announcements ready to hand out to those who express an interest in working or volunteering in the EMS field.

Fund raising is a necessity for most agencies, but

it doesn’t have to be complicated.

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EMSC Moves to The Office of EMS

The transfer of the Virginia Emergency Medical Services for Children (EMSC) Program to the Office of EMS became official on March 1 with the award of the Health and Human Resources Administration EMS Partnership Grant.

“The transfer of the EMSC program to the Office of EMS is a milestone in the history of this office,” said Gary Brown, Director, “I have great hopes and ex-

pectations with the program being housed here – we have an opportunity to make a difference in patient care for children and lead the nation as advocates and leaders for EMSC.”

Brown also emphasized that a great foundation was established by former EMSC Coordinator Petra Menzel, Dr. Theresa Guins and the EMSC Governor’s Advisory Board Committee. The Office plans to

continue this partnership in support of specialized training and attention for the pediatric patient.

The EMSC program was established in 1996 and was lead by the Virginia Commonwealth University. The EMSC program is now a part of the OEMS Division of Trauma/Critical Care. Visit www.vdh.virginia.gov/oems for more information on the EMSC program.

2007 General Assembly Update

During the 2007 Virginia General Assembly two House Bills were offered for consideration concerning Emergency Medical Services (EMS) in Virginia. Both bills were referred to the House Committee on Health, Welfare and Institutions and the Senate Committee on Education and Health. House Bill No. 2161 and House Bill No. 2211 were approved by both committees unanimously.

These amendments are important to the continued success of current bills that need to reflect contemporary language, policy and practices. With clean and refined language, those whom the bills refer to, in this case the Virginia EMS employees, stake holders and providers, are better able to translate and reflect the current trends in the field.

House Bill No. 2161 refines the language used in the Statewide Emergen-

cy Medical Care System. This includes language revisions to the emergency medical services performance improvement (quality assurance) process and also broadens the list of organizations currently active in improving emergency care. This bill allows for Virginia EMS Stakeholders involved in out-of-hospital medical care to better understand the mission of performance improvement. It also states that a plan for performance improvement must be drafted and implemented.

House Bill No. 2211 clarifies current code language used in Pre-hospital Patient Care Reporting (PPCR) procedures, the Virginia Trauma Registry and the confidentiality of Virginia EMS patients and personnel. This bill updates all language dealing with the PPCR and the Statewide Trauma Registry and reflects the new electronic submission of all reports. This update

helps to move the entire Virginia EMS system into present day practices and modern methods of tracking and recording submissions. This will help better the quality of data collection and analysis allowing for better treatment and performance improvement.

The General Assembly moved quickly through their 2007 session and adjourned Feb. 24, to reconvene on April 4. Other remaining House Bills, Senate Bills and Joint Resolutions associated with Virginia's EMS system were either approved or left in their decided committees until further notice.

Visit <http://legis.state.va.us/> for more information on the Virginia General Assembly and the 2007 Legislative Session.

Live EMSAT Web Training

With proper equipment, viewers at designated EMSAT sites in Virginia can receive Category 1 and 2 continuing education credit via the Internet. This live Web streaming of EMSAT programs is at the same time as our regular satellite broadcasts, from 7:30 – 8:30 p.m. on the third Wednesday of each month.

OEMS-designated Web-based sites must have the latest version of Media Windows Player, an LCD or DLP projector and a high-speed broadband internet connection. The minimum suggested broadband connection speed is 512 Kbps. Unfortunately, having a high-speed internet connection does not guarantee that Web-based live EMSAT broadcasts will work for you.

Designated EMSAT sites must be large enough to seat 8-10 people, and are usually located at squad buildings, fire stations, hospitals, schools, etc. To request an application to become a Web-based EMSAT site, or for more information on EMSAT, please contact Tracie Jones or Terry Coy at the Virginia Office of EMS (800) 523-6019, (804) 864-7600 or terry.coy@vdh.virginia.gov. Visit www.vdh.virginia.gov/oems for the EMSAT schedule.

Learn the tricks for 'Keeping the Best!'



Discover unique and exciting techniques for motivating and keeping your agency's members.

These four tools are available at no cost from the Office of EMS. Download your free copies now at www.vdh.virginia.gov/oems or e-mail emstechasst@vdh.virginia.gov

Stressed? CISM May Be For You

Virginia was the first in the nation to have a coordinated statewide system of public safety (EMS, fire and law enforcement) Critical Incident Stress Management (CISM) teams. There are 16 regional CISM teams in Virginia that are available 24/7 to deal with the stress reactions of our public safety professionals.

Being involved in an EMS, fire or law enforcement job is not easy. Public safety personnel specialize in stressful situations every day. These professionals specialize in responding to someone else's tragedy – whether it is an automobile accident, a house fire, an injured child or a burglarized house.

The situations that first responders deal with may put their lives in jeopardy from dealing with injured and sick pa-

tients, to entering a burning building to being shot at. Though these individuals are loyal and dedicated, they are not superhuman.

They may have stress reactions that include trouble sleeping, intestinal problems, headaches or dreams after a particularly bad day.

CISM is a program that focuses on the fact that these stress reactions are a normal coping mechanism. CISM allows individuals involved in a critical incident to discuss their reactions in a group setting (defusing or debriefing) or one on one (individual crisis intervention). Talking does help. Learning about normal reactions and ways to deal with stress is an innovative process, used around the world.

In addition, CISM courses are available to learn more about how to deal with stress and to understand how a critical incident can impact your life. CISM is in fact a retention program – keeping public safety workers on the job!

The 2007 CISM Annual Training will be held from May 29-June 2, 2007 in Virginia Beach. The conference brochure is posted on the OEMS Web site, www.virginia.vdh/oems. Three new courses being offered this year:

- From Trauma to Addiction
- Behavioral Emergencies: Survival Strategies for EMS and Counselors
- Strategic Response to Crisis

Please contact Carol Morrow, Virginia CISM Manager (804) 864-76346 for more information.

HMERT

Deployments & Trainings

The Division of Emergency Operations is actively participating in a number of events in the coming months. The first major event is the Celebration of the 400th Anniversary of Jamestown. During the weekend of May 11-13, 2007, Health and Medical Emergency Response Team (HMERT) personnel will deploy to James City County/the City of Williamsburg to augment local agencies providing medical care to participants and attendees of the celebration.

While the numbers are expected to be lower than initially projected, plans are being developed to reflect an expected attendance of over 30,000 people. This deployment will provide an opportunity for the HMERTs to work with each other, as well as local resources, to improve self-sufficiency and interoperability with local, state, and federal agencies.

The Division of Emergency Operations will also be providing training for the HMERTs. This will provide an opportunity for all personnel to train in the methods of deployment, as well as emergency management principles. Training is tentatively planned for late summer/early fall.

EMS Week -

Continued from page 1

Many local business may donate items



that be used for raffles or silent auctions. These items can even be used as door prizes to help entice people to attend your event and stay for a while to enjoy all of the great activities that are planned.

To help plan your event, each agency will receive an American College of Emergency Physicians (ACEP) EMS Week planning kit. The ACEP Web site also has the kit available for download and has several other useful items like printable fact sheets, activities for kids and more at www.acep.org.

EMS Week coincides with EMS For Children Day on May 23 and the National EMS Memorial Service on May 26. For more information on the Memorial Service please visit www.nemsms.org.

If you need additional assistance or information on EMS Week please contact Beth Singer with the Office of EMS at elizabeth.singer@vdh.virginia.gov.

Incident Command

Updates from Emergency Operations

The Division of Emergency Operations (DEO) recently welcomed new staff members to their team. Frank Cheatham joined the Division in October 2006 as the Health and Medical Emergency Response Team (HMERT) Coordinator. Frank comes to the Office of EMS after 34 years at Dominion Virginia Power and more than 25 years in EMS. In his new position, he will oversee support of HMERT resources during emergency and non-emergency events, serving as a liaison between the teams and the office and assuring their deployment needs are met.

Wanda Street is also new to the DEO. Wanda serves as the Senior Secretary

and supports both the DEO and Division of Trauma and Critical Care. She comes to the Office of EMS after seven years with the Virginia Department of Transportation. Wanda assists in the day-to-day activities that help keep the division functioning.

A third staff member has also joined the DEO. Although she is not a new face to the Office of EMS, Carol Morrow is now the full-time Critical Incident Stress Management (CISM) Coordina-



Picture from left to right: Frank Cheatham, Wanda Street and Carol Morrow

tor. Carol previously divided her time between the RSAF Grant program and CISM program. In her new position, Carol will focus on development and enhancement of the CISM program.

What Do You Know About DDNR?

Durable Do Not Resuscitate (DDNR) orders allow for a person to choose not to be resuscitated in the case of a health emergency. In such cases, there are procedures and rules to follow. How much do you really know about DDNR?

DDNR orders do not expire and can only be revoked by the patient or someone designated to act on the patient's behalf. The DDNR order must provide the patient's full legal name, a physician's signature and the date issued. DDNR forms are only available to physicians and to any facility, program or organization operated or licensed by state institutions including the Board of Health, the Department of Mental Health, Mental Retardation and Substance Abuse Services, as well as other state agencies. DDNR order forms cannot be issued directly to patients.

Virginia EMS providers can honor a DDNR form issued by the Virginia Department of Health or an original phy-

sician DNR order when a patient is in a licensed health care facility, but the form must include all necessary information and it cannot be a photocopy. EMS providers can also honor a direct verbal order by a physician who is



present and in attendance of the patient at the time of death. An original DDNR form must be in a patient's chart when responding to a call from a nursing home or hospice. EMS providers cannot honor a living will or DDNR form from another state but they can honor a DDNR bracelet or necklace in lieu of a Virginia DDNR form. Virginia EMS providers must also document in their Pre-hospital Patient Care Report (PPCR) that they were provided with a

valid DDNR form, bracelet/necklace or doctor's order.

DDNR bracelets and necklaces can be purchased at the Oneida Nameplate Company or the Appomattox Drug Store. DDNR bracelets and necklaces are not sold by the Office of EMS and can only be purchased with appropriate and valid paperwork.

To order DDNR forms, fax your request to the Office of EMS at (804) 864-7580. Your request must be on a Physician or Health Care Agency letterhead or on a DDNR order form. DDNR form orders cannot be filled over the telephone.

Please visit www.vdh.virginia.gov/oems/ddnr/ddnr/asp for more information on how to fill out the DDNR form, a sample form, as well as other information that you should know about Virginia Durable Do Not Resuscitate orders or e-mail Russ Stamm at russ.stamm@vdh.virginia.gov.

Bring Out The DED

Welcome to the Division of Educational Development (DED) Section!

2007 is going to be another busy year for DED Staff. They will hold EMT Instructor/ALS Coordinator updates in every Regional Council area again this year. Please check either the BLS or ALS Programs & Resources area of the Education, Training & Certification part of the Office of EMS Web site at www.vdh.virginia.gov/oems for the schedule and directions.

EMT-Instructor Program

The EMT-Instructor Program is in full swing. The Office hosted an EMT Instructor Institute in early February in the Tidewater area where 26 providers from around the state completed their Instructor Certification. Providers who are interested in pursuing EMT-B Instructor Certification should contact any Regional Council and register to take the Instructor written pre-test at a Consolidated Test Site. Candidates should study the 1994 Department of Transportation EMT-B Curriculum to prepare for the written test. After passing the written pre-test, all eligible candidates will be invited to a practical test in mid-April. After the practical test, 25-30 Candidates will be selected for the Instructor Institute to be held at the Virginia Association of Volunteer Res-

cue Squads Rescue College in June. Providers who hold current certification as a Fire Instructor I are eligible to bridge to EMT-Instructor through an abbreviated process. For more information on the Instructor Program, contact Greg Neiman at gregory.neiman@vdh.virginia.gov.



Tom Nevetral, ALS Training Specialist demonstrates proper airway techniques

ressed issues facing ALS education, networked and received their annual Infectious Disease Update from Kathy West. The next ALS Coordinator's meeting is scheduled for 10 a.m. on July 20 at Jefferson College of Health Sciences in Roanoke contact Tom Nevetral for more information.

It's a Baby - 28 of them

We are pleased to announce that the Office of Emergency Medical Services has finalized the adoption paperwork for 28 Laerdal SimBaby advanced infant simulators (www.laerdal.com/document.asp?subnodeid=13010668). Our little ones arrived at our Office in Richmond in December and have been undergoing rigorous physical examinations over the past few weeks.

The time has come for the Office to wean our wee ones and distribute them to our accredited EMS training facilities. Twenty-three accredited Intermediate and Paramedic training sites are eligible to receive the SimBaby manikins and will be coming to take them home soon. As part of the adoption, the training sites will be upgrading their SimMan software and hardware as well. Congratulations to the 23 new parents!

ALS Coordinator Seminars & Meetings

Forty-one candidates attended the ALS Coordinator Seminar in January and became endorsed ALS-C's. The next ALS-C Seminar is scheduled for July. ALS providers who are interested in obtaining their ALS-C should contact Tom Nevetral for more information at thomas.nevetral@vdh.virginia.gov. In February, 71 ALS Coordinators attended the meeting held at Charlottesville-Albemarle Rescue Squad. They ad-

Check Your
CEs & Find
Classes

Get in the know at
www.vdh.virginia.gov/oems

Download
RSAF Grant
Applications

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

On a daily basis, OEMS program representatives throughout the Commonwealth field questions about “what they heard,” “someone told me” or some other variation of an interpretation of the Virginia EMS Regulations. We’ll try to clear up some of the confusion by sharing some frequently asked questions and providing accurate answers:

Q: “I understand that if I don’t have an EMT with me on the ambulance, I cannot do ALS care and I can only provide BLS care to the hospital. In fact, I need to call the hospital to get permission to provide ALS care, right?”

A: Wrong! 12 VAC 5-31- 1250 (3) Advanced life support vehicle transport states in part:

“3. An Attendant must be certified as an emergency medical technician or

an equivalent approved by the Office of EMS in addition to the attendant-in-charge. The attendant must not serve as the attendant-in-charge. An operator may serve as the attendant if certified as an emergency medical technician or an equivalent approved by the Office of EMS.”

The staffing of an ALS Ambulance during transport of an ALS level patient needs to have the ALS provider and an EMT. If there is not an EMT – DO NOT WITHOLD CARE TO THE PATIENT! 12 VAC 5-31-1060 Transport without required personnel notes the ability of such a transport to occur, but it must be documented on the Prehospital Patient Care Report (PPCR).

Q: We were told as a first responder

agency that we did not have to fill out a patient care report, we would simply give the name of the patient to the arriving ambulance and that was it”.

A: A licensed EMS agency in Virginia, whether transport or first response, should document every incident assigned to their agency, including cancellations, refusals, standbys (as in fire and law enforcement assist), public service, etc. This data is in turn submitted to the Office of EMS on a quarterly basis as required by § 32.1-116.1 of the Code of Virginia.

Each day new challenges and issues arise. For the most complete and direct answer, contact either your local OEMS Program Representative or this Office, (800) 523-6019.

Get To Know Your Rep...

What’s your favorite part about your job? Visiting the agencies and the providers throughout the region. As a volunteer provider and agency manager myself, I get to see how each agency does things and I take it back to my agency and utilize their ideas as well as share them with other agencies to make their and my jobs easier and more productive.

If you could change anything about being a program rep, what would it be? Be able to do more site visits and spot checks instead of scheduled bi-annual inspections, to be more resourceful and available to the agencies and their needs.

Where within your service area is your favorite place to visit? I am very fortunate to live and work in my region. To see the beauty of the mountains in each season and travel them daily, each area has their own special features that

are a draw. Smyth County probably has it all with an array of scenic mountain views, valleys and streams that are very soothing. Washington County boasts some great eateries in the old downtown district of Abingdon especially. Along the Crooked Road from Ferrum to Clintwood there is so much for everyone to enjoy. The natural beauty here is unmatched anywhere in the country.

What’s your favorite thing to do outside of work? I love spending as much time as possible with my family. I enjoy camping with my wife and youngest son, four wheeling and most any outdoor activity. Also, working in this region gives me a feel for the best places to do these activities. We are also very



Ron Kendrick, Southwest Program Representative

active with our church and spend time with the youth.

Final thoughts: The most important advice I can offer would be to approach your position with your agency with sincerity and professionalism. Knowing that your actions or in-actions can have tremendous impact on that patient. Make sure that the ambulance you are working on is properly stocked and staffed and ready for any emergency that may arise. Give good patient care and look out for your own personal safety and mental well being.

Upcoming Events

April

Su	M	T	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May

Su	M	T	W	Th	F	Sa
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June

Su	M	T	W	Th	F	Sa
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

4/3 - EMS Instructor Update, 6 p.m.
 4/11 - Professional Development Committee Meeting, 10:30 a.m.
 4/12 - EMSC Committee Meeting, 3 p.m.; Medical Direction Committee Meeting, 10:30 a.m.
 4/18 - EMSAT Broadcast, 7:30 p.m.
 4/19 - Town Forum in Blue Ridge Area
 4/23 - Transportation Committee Meeting, 10 a.m.
 4/26 - Workforce Development Committee Meeting, 10:30 a.m.
 4/27 - 4/29 - Continuing Concepts in Pre-Hospital Emergency Medicine Conference

5/3 - Emergency Management Committee Meeting, 10 a.m.
 5/5 - EMS Instructor Update, 9 a.m.
 5/9 - CISM Meeting, 10 a.m.
 5/16 - EMSAT Broadcast, 7:30 p.m.
 5/17 - Regional EMS Council Directors Meeting, 9 a.m.; Trauma Performance Improvement Committee Meeting, 10 a.m.; Financial Assistance Review Committee, 1 p.m.; Regulations and Policy Meeting, 3 p.m.
 5/18 - Communications Committee Meeting, 9 a.m.; Financial Legislative and Planning Meeting, 9 a.m.; Virginia Association of Governmental EMS Administrators, 10 a.m.; State EMS Advisory Board Meeting, 1 p.m.
 5/20 - National EMS Week (5/20 - 5/26)
 5/26 - National EMS Memorial Service

5/30 - 6/2 - CISM Conference Ends
 6/9 - EMS Instructor Update, 9 a.m.
 6/20 - EMSAT Broadcast, 7:30 p.m.



Please check our Web site for event locations and possible changes at www.vdh.virginia.gov/oems

Office of EMS & State EMS Advisory Board Public Town Forums

Office of EMS staff along with EMS Advisory Board members will discuss and answer questions on hot topics facing the Virginia EMS System including ALS & BLS accreditation, EMS funding, the Regional Council study and more.

Upcoming town forums will be held in the following regional council areas:

Blue Ridge - April 19

Peninsulas - July 24

Central Shenandoah - October 16

Visit the OEMS Web site for more information at www.vdh.virginia.gov/oems or e-mail emstechasst@vdh.virginia.gov.

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EMS in Brief

ALS Retention Workbook Now Available

The fourth and final workbook of the “Keeping The Best!” tool kit has been printed and distributed to all EMS agencies. “How to Retain ALS Providers: Workforce Utilization Strategies and Applying EMS Retention Principles” uses an analytical and systematic approach to help EMS leaders identify and enhance their current and desired ALS workforce. EMS leaders seriously interested in ALS retention can download the workbook from the OEMS Web site at www.vdh.virginia.gov/oems. Look for the EMS Workforce Retention Project icon.

Workforce Retention Training Coming to You

Through a contract with the Western Virginia Regional EMS Council, OEMS will be rolling out a series of workshops to educate EMS leaders about the EMS Workforce Retention

workbooks in the summer/early fall 2007. OEMS will also be looking for leaders interested in becoming instructors to teach the “Keeping The Best!” series.

Billing For Services Guide Now Available

Counties, cities and EMS agencies now have a guide to help them decide if billing for services is a viable option for revenue recovery. The guide was developed through a contract with the Central Shenandoah EMS Council and reviewed by David Smith, former director of REMSI in Pulaski County. It also includes an accompanying PowerPoint presentation. Check the OEMS Web site for the guide and the PowerPoint presentation.

Update Your Agency Listing on the EMS Recruitment Directory

Interested in promoting your agency to current or potential EMS providers?

Whether you are a volunteer or career agency, you can make sure your EMS agency information is updated on this statewide EMS Recruitment Directory. Visit the OEMS Web site and click on the Recruitment Directory section to learn more or to update your information.

For all EMS Briefs Contact: Rohn Brown at emstechasst@vdh.virginia.gov