

- **AHA
Launches
New Effort**
- **Disciplinary
Actions**
- **PIER Seeks
Input**
- **16th Annual
Awards**

INSIDE
THIS ISSUE:

Access to Emergency Care Coalition	2
Best Practice I PIER	3
Disciplinary Actions	4
Terrorism Preparedness Training	4
16th Annual Excellence in EMS Awards	5-7
Bureau of EMS Lifetime Achievement Award	8

Bureau of EMS: Vitals

VOLUME 11, ISSUE 4

NOVEMBER 2006

American Heart Association Launches Effort to Promote Improved Access to Evidence-Based Care for STEMI patients

Numerous studies have been published that show that patients suffering from a serious heart attack, known as ST-elevation MI (or STEMI) have better outcomes if they are treated in a timely manner with PCI (angioplasty) than with fibrinolytic therapy (clot-busting medication).

The American Heart Association (AHA) published a consensus statement last spring in their journal *Circulation* (<http://circ.ahajournals.org/cgi/content/full/113/17/2152>) that affirms their support of PCI as being the optimal treatment to open blocked vessels and restore blood flow in STEMI patients if performed in a timely manner.

The statement noted that published studies show that patients initially treated with PCI had a 38% lower risk of dying, having a second heart attack or having a stroke compared to patients who were initially treated with fibrinolytic therapy.

The statement also noted that nationally about 30% of patients with STEMI do not receive any treatment to restore blood flow to the heart, and of the patients who do receive treatment, less than 20% receive PCI. As a result, AHA will be working with other health care partners in Florida and across the country to develop strategies to increase

the number of STEMI patients who receive timely access to PCI.

Some of the proposed strategies for Florida include:

- ◆ Work to promote greater public awareness of the signs and symptoms of a heart attack and the need to call 911
- ◆ Work to promote greater acquisition and effective use of 12-lead ECGs and its data by EMS providers from the field to the hospital
- ◆ Work to promote best practice EMS cardiac alert protocols
- ◆ Work to promote hospital best practices that help ensure door-to-balloon times of less than 90 minutes, such as having well-defined protocols between emergency department and catheterization lab to help insure seamless workflow and allow ED physicians to activate the catheterization lab team for STEMI patients
- ◆ Require hospitals that provide emergency PCI to meet nationally recognized guidelines and quality standards
- ◆ Require the Florida Agency for Health Care Administration to maintain a list on their website of all hospitals

that meet quality standards for providing emergency PCI

For quite some time local EMS providers have provided the resources and established protocols for identifying and transporting STEMI patients directly to a PCI capable hospital. As a result, these EMS providers are helping to reduce mortality and improve long term outcomes for individuals who suffer serious heart attacks. The AHA will be working to identify and promote these already established best practices.



For more information please contact Nikole Souder Schale at the AHA at **850-878-3885** or by email at

Nikole.Schale@heart.org.

Access to Emergency Care Coalition Forms

By Matt Zavadsky



If you've been in EMS long enough like me to remember a time when we all used the H.E.A.R. system to manually dial into hospital emergency departments using a tone encoded radio transmission, then you've undoubtedly been

witness to incredible changes in emergency medical care systems across our nation.

One of the most significant changes has been the time it takes for a patient to be seen in an emergency department. The E.D. overcrowding issue is affecting our entire emergency medical care system.

In June 2006, the Institute of Medicine released a comprehensive assessment of the three main components of the emergency medical care system. The titles of these reports are very telling and compelling:

Hospital-Based Emergency Care: At the Breaking Point

Emergency Medical Services At the Crossroads

Emergency Care for Children: Growing Pains

Each of these reports portrays a system of care beyond the breaking point. The reports also offer a significant opportunity for us to finally articulate the major problems with the emergency medical care system to audiences who actually may be able to help fix problems.

Several emergency medical care system stakeholders have latched on to this opportunity and have formed the "Access to Emergency Care Coalition".

The founding members of the coalition include The Emergency Medical Services Advisory Council's Access to Care Task Force, The Florida Association of County EMS, The Florida Association of EMS Medical Directors, The Florida College of Emergency Physicians, and The Florida Hospital Association.

The overall mission of the coalition is to improve the ability for patients requiring emergency medical services to access needed services in a prompt and efficient manner.

The coalition is developing a set of guiding principles for its work in these efforts. The principles will include:

- All patients requiring emergency medical care should have appropriate access to medically necessary clinical services in a timely manner, regardless of ability to pay
- Emergency medical care service providers and facilities, including specialty care practitioners, should be allowed to provide the best possible emergency medical care without the fear of frivolous litigation
- Emergency medical care service providers and facilities, including specialty care practitioners, should be eligible for

reasonable compensation for services they provide

- The financial burden of providing emergency medical care to patients unable to pay for these services should not rest with the providers

The Access to Emergency Care Coalition is also developing methods it will use to achieve its mission including providing public education and information, promoting and supporting legislation and regulation that improves access to emergency medical services, gathering and cataloging proven successful Best Practices, and providing informational programs to healthcare providers and EMS providers to implement Best Practices.

The Florida Bureau of EMS fully supports the efforts of the coalition and as a demonstration of that commitment, the Bureau will be dedicating a section of the Quarterly EMS Newsletter for the coalition to share proven best practices that have been implemented in EMS and hospital systems to improve access to emergency care.

If you have a Best Practice that you would like to share with the EMS community, send it to the Access to Emergency Care Coalition in care of Michael Citro at the Florida College of Emergency Physicians, email: mcitro@fcep.org.

"Each of these reports portrays a system of care beyond the breaking point."



Best Practice I: Communication

Several EMS systems have implemented regular meetings or other communications processes with senior hospital officials to review periodic reports in emergency department turn around times and diversion status. By senior hospital officials, we mean beyond the E.D. managers. The CEO/ Administrator, COO, Vice President of Clinical Services, Chief Nursing Officer, and even the Medical Staff Chief should be present at the meeting.

Most systems using this practice reported that although the emergency department managers were acutely familiar with the issues regarding diversions and bed delays, almost none of the hospital's executive leadership were aware of the extent of the problems.

In preparing for this regular meeting, be sure you have some actual data to present to frame the impact of the problem.

Information that has been most illustrative has been:

Hospital E.D. Reports:

Prepare reports by day, week, month and year. Try to include hours of the day trends to help the hospital determine peak times you are having the greatest difficulty.

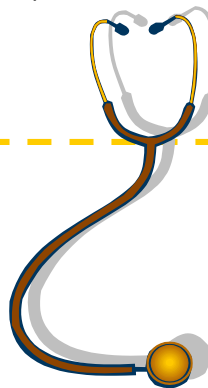
Diversion Occurrence and Time Reports:

Show actual number of diversions, duration, frequency, length of time and overall percentage of time per week/month/year the hospital is diverting patients. Then, do something cool, like analyzing the typical number of patients that are diverted for each diversion period and multiply it by the average patient charge for all E.D. patient admissions. In some systems, showing the CEO or CFO that they lose \$15,000 revenue for each patient diverted had a significant impact.

EMS System Resources Lost:

Do an analysis of how many unit hours you lost to delays and diversions. Then take your marginal unit hour cost and multiply it by the lost hours. Again, showing 1,870 hours lost per month, with a marginal Unit Hour Cost of \$134 for a total of \$250,000 is an eye opener. Then, add the icing on the cake by demonstrating a comparative analysis of your response times during high delay periods. The CEO will get it and be more responsive to your concerns. Doing these get togethers on a regular basis will go a LONG way to educating key stakeholders on the impact of the problem. It is also a very important relationship building step before you move on to practice number 2, 3, and so on...More on those in the next newsletter issue.

“The CEO will get it and be more responsive to your concerns.”



PIER Seeks Input on Injury Prevention from Constituency Group Chairpersons

The Public Information, Education and Relations (PIER) for EMS Committee is a standing committee of the EMS Advisory Council and serves in an advisory capacity to the council on issues related to injury prevention. PIER also has responsibility for implementing **Goal 2. Improve public knowledge and customer satisfaction with EMS through PIER** of the

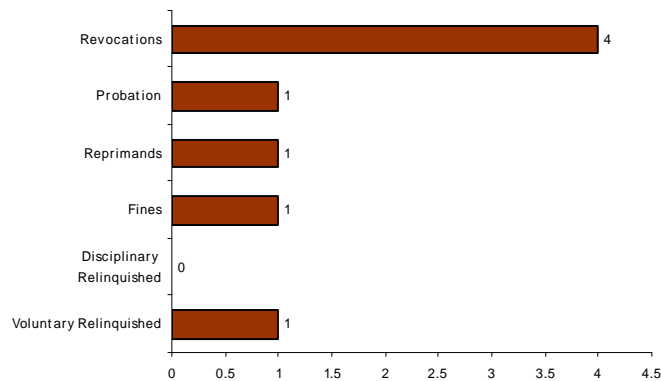
EMS Strategic Plan 2006-2008. Therefore, PIER is soliciting input from EMS constituency group chairpersons to determine what the injury prevention public education issues of their constituency groups are and how PIER can assist in addressing these issues. This input will help PIER to better define its role and scope of injury prevention activities.

So far, we have received four responses to the survey and encourage the other constituency group chairpersons to respond. If you would like another copy of the survey, please e-mail Cory Richter at crichter@ircgov.com.



Disciplinary Actions

3rd Quarter Disciplinary Actions



Violation	Discipline	Date Imposed
Made False Claims to Procure a License	Revocation	6/27/06
Made False Claims to Procure a License	Revocation	6/27/06
Obtaining a Certificate by Fakery or Fraud	Revocation	6/27/06
Obtaining a Certificate by Fakery or Fraud	Revocation	6/27/06
Arrested for Doctor Shopping/Operating without Reasonable Skill or Safety	Reprimand, Probation	7/21/06
Failure to Complete CEU Requirement	Voluntary Relinquishment	7/21/06
Directed an EMT to Administer Beyond the Prevailing Standards of Acceptable Practices as an EMT	Probation, Reprimand, \$250 Fine	8/10/06

Terrorism Preparedness Training

The Florida Regional Community Policing Institute at St. Petersburg College (SPC) offers no-cost terrorism preparedness trainings to emergency responders, law enforcement, government officials, and the health care community. These trainings are held at SPC's Allstate Center in St. Peters-

burg or can be brought to any agency in the state. The titles are: *Stress Management in the Climate of Terrorism*; *Medical Strategies for WMD Incidents*; *Decontamination in WMD Incidents*; *Planning Considerations for WMD Incidents*; and, *Crime Scene Awareness in WMD Incidents*.

For more information please contact **Laura Heisler** at **(727) 341-4437**.



16th Annual Excellence in EMS Awards

Florida's Department of Health, Bureau of Emergency Medical Services (EMS), in partnership with the Emergency Medicine Learning and Resource Center (EMLRC), presented the **16th Annual Excellence in EMS Awards** to Florida's real life heroes, on July 12, as part of the EMLRC's 32nd Annual Clinical Conference on Emergency Medical Services (ClinCon). The awards honored outstanding Florida EMS organizations and individuals who have made a positive impact on emergency medical services throughout the state.

The Excellence in EMS Awards recognize the outstanding efforts of men and women who serve their communities, saving lives on the front lines of Florida's healthcare system. There are 15 categories of

awards, including "Paramedic of the Year", "EMT of the Year", and "EMS Nurse of the Year", as well as awards for EMS providers for children, dispatchers, and educators. Additionally, the awards ceremony recognized this year's inductee into the Larry S. Jordan EMS Hall of Fame and the Raymond H. Alexander EMS Medical Director of the Year.

"DOH is very proud to recognize these everyday heroes who devote themselves to saving lives," said Florida Secretary of Health M. Rony François, M.D., M.S.P.H., Ph.D. "Their work is invaluable to each community across the state of Florida, and we thank them for the work they do on a daily basis."

Jennifer Bencie Fairburn, M.D., M.S.A., Director of the Division of

Emergency Medical Operations and Dr. Michael Zappa, M.D., FACEP, Vice President of the Emergency Medicine Learning and Resource Center served as co-hosts of the event.

The awards were presented by members of the EMS Advisory Council, the Division of Emergency Medical Operations, the Emergency Medicine Learning Resource Center, and the Florida Association of County EMS. The Bureau extends its thanks to all of the presenters for their commitment to the State Awards Program. Be on the look out for an upcoming page on the Bureau's website dedicated to the award winners.

"DOH is very proud to recognize these everyday heroes who devote themselves to saving lives..."

Paramedic of the Year: This award honors a paramedic whose job responsibility is direct patient care and who has demonstrated independent initiative in the areas of quality assurance, patient care, public access, medical control, disaster preparedness, public education and/or training, and support, involvement and dedication to their EMS community and profession.

Winner: Chad Hutchinson, Putnam County Department of EMS

(Photo below: Chad Hutchinson (left) and Michael Patterson (right))



EMS Nurse of the Year: This award honors a nurse who has assumed a leadership role in EMS and has demonstrated independent initiative in one or more of the following areas: education, clinical care, community service or disaster management.

Winner: Nerina Stepanovsky, R.N., St. Petersburg College

(Photo below: Nerina Stepanovsky (left) and John Todaro (right))



EMT of the Year: This award honors an EMT whose job responsibility is direct patient care and who has demonstrated independent initiative in the areas of quality assurance, patient care, public access, medical control, disaster preparedness, public education and/or training, and support, involvement and dedication to their EMS community and profession.

Winner: Frederick Beckner, Sunstar EMS

(Photo above: Dr. Michael Zappa (left) and Frederick Beckner (right))



EMS Dispatcher of the Year: Thomas McClave, Sunstar EMS (Shown above on right with EMS Advisory Council Member John Scott)



EMS Educator of the Year: Larry Lovan, St. Petersburg College (Shown above on left with EMS Advisory Council Member Dr. Linda Swisher)



EMS for Children: Honors a health care professional or organization for outstanding achievement of ill or injured children (18 years of age or younger) in at least one of these areas: education, clinical care, community service or disaster management.

Winner: Emergency Medicine Learning and Resource Center (EMLRC)

(Photo above left to right: Julie Bacon, EMSC liaison for the EMS Advisory Council, Jennifer Jensen and John Todaro of the EMLRC)



Larry S. Jordan EMS Hall of Fame: This award honors an individual for lifetime achievement in the field of EMS.

Winner: Dr. Jeffrey Barnard, Pinellas County Office of the Medical Director (Shown above in photo to the right of 2005 winner Chuck Kearns)



Raymond H. Alexander, M.D., EMS Medical Director of the Year: This award honors a physician who serves as a medical director for Advanced Life Support, Basic Life Support or Air Service. The winner must demonstrate excellence in the areas of quality assurance and medical control, in addition to the promotion and utilization of new medical trends and technologies.

Winner: Dr. Antonio Gandia, City of North Lauderdale Fire Rescue Department (Shown in above photo on right with Dr. Joe Nelson)



EMS Provider of the Year: This award honors an EMS service which assumed a leadership role in EMS by achievement in areas of quality assurance, patient care, public access, medical control, disaster preparedness, and public education and/or training in Florida.

Winner: City of Pembroke Pines Fire Rescue Department

(Photo above left to right: Dr. David Shatz, EMS Advisory Council Member, Bob Bauman, Pembroke Pines Fire Rescue Dept. Division Chief, and Al Diliello from the Pembroke Pines Fire Rescue Dept.)



Mark Fingeret Award for Administrative Excellence in EMS:

This award recognizes an EMS administrator who has demonstrated the leadership necessary to promote and advance prehospital care. This award is presented by the Florida Association of County EMS (FACEMS) on an annual basis.

Winner (Shown in photo to the left with David Freeman, FACEMS President to his right): Mike Patteron, EMS Manager/Deputy Chief Putnam County Department of Emergency Services

The following awards were selected as best depicting this year's EMS Week theme: "EMS Serving on Health Care's Front Line."

Congratulations to Eddie Sperling for winning all three: **Video Award**, "The Last 11 Minutes"; **Color Photo Award**; and the **Black and White Photo Award**!

(Photo to right from left to right: winner Eddie Sperling, 2005 winner Matt Zavadsky, and Chuck Kearns, EMS Advisory Council Member)



Color Photo Winner above taken at Sunstar EMS



Black and White Photo Winner above taken at Rural Metro Orlando



The Bureau looks forward to next year's awards ceremony. Please contact **Lisa Walker** at **(850) 245-4440** if you have any questions about the awards process.





Jeb Bush
Governor

M. Rony François, M.D., M.S.P.H., Ph.D.
Secretary

Bureau of EMS
4052 Bald Cypress Way, Bin C-18
Tallahassee, FL 32399-1738

Phone: 850-245-4440
Fax: 850-448-2512
<http://www.doh.state.fl.us/demo/EMS/index.html>



Bureau of EMS Employee Lifetime Achievement Award

At the state awards ceremony, Dr. Jennifer Bencie Fairburn, Director of the Division of Emergency Medical Operations, presented the first ever Bureau of EMS Employee Lifetime Achievement Award to Edward Wilson, Jr.

This award was presented in recognition of an employee whose actions over the years have demonstrated unending commitment and support to the Florida Department of Health, Bureau of EMS. Additionally, this individual has demonstrated a strong foundation of and reputation for promoting the Department and Bureau's core values, resulting in quality services for all.

During his career as an EMS professional, he has always shown the utmost caring and concern for fellow

employees by being alert to others needs; he maintains his integrity by acting in the best interest of the needs of other health care professionals, constituents and the public they serve; he knows the value of teamwork—working together for a common goal; and he encourages community partnership statewide by creating a sense of ownership and pride for the customers we serve.

