

Memorandum

To: All Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: February 13, 2009
Re: Bi –Weekly Memo

Happy Valentines Day: Take the time to do something nice with your Sweetheart on Valentine’s Day. We appreciate your “significant other” supporting you in your very important and sometimes dangerous work.

Company Benefits:

Botsford Library: The Botsford Library is an incredible resource for employees. Check out www.botsfordlibrary.org. They have a collection of over 3,000 books, 2,000 journals, and medical databases including pharmaceutical information, a computer lab, office equipment and trained staff to help you find what you are looking for. You can Contact Library staff through the website, phone (248) 471-8434 and fax (248) 471-8060

FEMA & HAZMAT Required Training: Everyone has been doing a great job getting the required NIMS and HAZMAT training. We appreciate your efforts!

Communications Opportunities: Please let us know if you have any interest in working in the Communications/Control Center. We are seeing if there is interest to start training some additional staff to work part-time in the center.

Food in Patient Care (Clinical) Areas: This is just as a reminder. Federal law prohibits food in patient care settings because of potential contamination and associated health risk. It is acceptable to have food and beverages in the cab of your ambulance, but not in the patient care compartment. This rule also applies in healthcare facilities, which is why there are always designated staff lounges. Please be courteous and remember to remove your trash when you are finished.

Mandatory Meeting Make-ups: Please watch for notices of upcoming, make-up meetings. This training is mandatory for all employees. There are numerous topics presented of which, everyone must be aware. We are also doing TB exposure testing and fit-testing for respiratory masks.

Save Money/Build Your Wealth: Angel Food is a not for profit agency that provides food to people at deeply discounted prices. If you consume food, you are eligible for their benefits. \$30 dollars will get you a box of varied foods that will feed a family of four for a week. They even put together smaller packages that are less expensive and cater to a senior citizen’s dietary needs! There are close to 35 locations in the Detroit Metro area. For more information, see their website at: www.angelfoodministries.com. This is an amazing deal!

From the office of the Operations Manager

Missing Bills

REMS continues a negative trend in billing, or absence thereof. To date, REMS has 1986 missing bills from 2008 and 110 from 2009. It is the responsibility of all of us to ensure that we have accurately recorded each patient contact and collected adequate information to meet the billing departments needs for

collecting on the service you perform. Bills should be completed and placed in a billing envelope daily. At the end of your shift, the billing envelope MUST be placed in the red storage container at your station. This will allow for easy retrieval.

Here are a couple of things that will help.

1. Print a copy of each run for your own records. Place them in the billing envelope along with all other documentation for that run.
2. Write the run number of each call on the appropriate face sheet and PCS form. This will help match documents to the correct patient file.
3. If you have a problem and cannot sync the ePCR, let your supervisor know no later than the end of your shift. We only have 72 hours from the time of call to retrieve the data or it may end missing from the device.

Attitude is what WE make it.

Chuck and I have had a chance to converse with some of our local fire department leadership. It has been shared with us that we as an organization are ripe with opportunities for improvement. These improvements run from the caregivers to the leadership. As such, we will be working on measures designed to improve the public's perception of our company and each of our staff members.

Ask yourself, do I look the part? We have had to speak with several employees about appearance. Things like unshined shoes/boots, missing uniform shirts, general disheveled look, hair not combed in the middle of the day. Is this your vision of a professional?

Are my comments appropriate? Every organization falls short of meeting 100% of the employees' expectations. But that does not mean that the employees should be trashing their company in public. In fact, there are policies which provide for remedies for such action. What about my partner, do I treat him/her with respect. The same applies, inappropriate comments are equally unacceptable.

Did I do everything "I" could do to get to my calls on time? It is amazing the amount of time crews spend getting to their trucks for an emergency call. Remember to the caller, it already seems like an hour and they just hung up the phone. And what about the call on the floor at the hospital? I equally surprised at the number of times crews spend extra time hanging out in the ER before going to the floor.

The general public measures a quality organization by what they see and hear. Do your actions and comments measure up? Do ours? I have to agree with the chiefs, we have a ways to go. Doing business with REMS is by choice, and we must make the choice to improve or those doing business with REMS will be forced to go elsewhere.

Job Postings

Job postings have been distributed to all stations and posted on the website at www.regionalems.org. If you are interested in any of these positions, please follow the directions for timely submission.

Dental Cards

Some of you have still not picked up your new dental cards from Nichole Landmesser. If you are a full time employee and have REMS healthcare benefits, please stop by Nichole's office and collect your new cards.