

# Memorandum

**To:** All CEMS Employees  
**From:** Chuck Kearns, Vice President /Chief Operating Officer  
**Date:** July 17, 2009  
**Re:** Bi-weekly Memo

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**New Policies and Procedures:** To apply for CAAS, we had to develop about a dozen new policies and procedures (P&Ps) to document what we are already doing. To better prepare for on-site interviews, it is good to offer a refresher on some important P&P issues:

-Everyone should have their own copy of their company's P&Ps. They are available on compact disks (CDs) from Human Resources. P&Ps are also available in Supervisors' Offices.

-When a new policy is added or an old policy is revised, you will be notified by mandatory meetings, memo postings, supervisors, an Ecore message or interoffice mail. You will be asked to sign a , Revision Acknowledgement Form when you get your copy.

-If you ever have questions about your compensation packages (pay, PTO, holidays, other types of leave, health insurance, vision or dental coverage, etc., please contact your human resources representative or manager. We want you to know about all of the great benefits you have as a member of our family of companies!

-Professional Conduct. What is it? It is your appearance, attitude, demeanor, communications skills, driving, public perception and overall public impression. All of our operations have policies regarding your professionalism when on the job. Patients have more confidence in a professional clinician, than in an unkempt person. Take pride in what you do; your appearance and yourself!

-In our mandatory HIPAA training you learned that a patient's medical records may only be handed over to the caregiver who is receiving your patient. Please do not violate this important federal law.

-Driving Standards: key things to remember are always wear your seatbelt; always use lights AND sirens when running "hot"; never exceed the posted speed limit by more than 15 MPH and always come to a stop at a red light when you are running in emergency mode.

In the next biweekly memo, I'll address more policies to help you prepare for your CAAS interviews.

**Foreign Language Barriers:** Perhaps the most frustrating situation you may encounter is a medical call where there are language barriers with the patient and family members which hinder your patient care. To help make your job easier, we are rolling out Translation Guidebooks in all Michigan operations and the rest of our family of companies in the near future. There are **11** languages contained in the book that you can use to determine your patients' medical conditions and begin quicker, definitive care.

**National Association of Emergency Medical Technicians (NAEMT):** If you get a chance, take a look at the new website for NAEMT ([www.NAEMT.org](http://www.NAEMT.org)). It offers a lot of good information about your profession, and valuable discounts for members. Discounts range from conference registration savings, to Educational Scholarships, free subscriptions to EMS Magazine, NAEMT News, professional insurance and even reduced prices at some national theme parks.

Membership is inexpensive and is also tax deductible.

**Save Money/Build Wealth:** I found on the internet that for four (4) weeks, McDonald's is offering customers a free McCafé Mocha every Monday from July 13 to August 3, at "participating nationwide locations" (the loophole). They will serve a free seven-ounce iced mocha or eight-ounce hot mocha for the four Mondays between 7 a.m. and 7 p.m. You won't need a coupon to participate. Keep more of your money, in your pocket.

### **From your Operations Manager**

**Mandatory Meetings:** We have now conducted 6 mandatory meetings this year with a total participation of 26 of our 63 employees. There is critical information that needs to be shared with each of you. REMS tries to limit the amount of these essential meetings and bulk a lot of information into each one rather than holding multiple meetings yearly. At one of the meetings this week an employee suggested that those that do not attend mandatory meetings should be ineligible for hurricane response. This suggestion is being considered. To avoid such potential consequences, it is imperative that you attend the upcoming make up meeting.

**CAAS Visit Scheduled:** CAAS inspectors will be on site on July 30<sup>th</sup> and 31<sup>st</sup>. As part of the inspection process they may visit your station or approach you at one of the hospitals. They will be accompanied by a supervisor or manager. Please be sure and police your station to ensure that it is visitor ready. You should also take an extra moment to ensure that you look your very best during these important days.

**QA Reminder:** As a reminder, this quarters QA monitor is frequency of monitoring patient vital signs. You should record patient vital signs no less that twice per transport and at least once every 15 minutes that you have patient contact. This is a GCMCA requirement, a CAAS desire and just a good practice to ensure that no change is occurring in your patient condition. Remember, even a normal priority three call from a hospital to a nursing home can result in a negative patient outcome.

**Congratulations Robert Pietraszewski:** Robbie has been with REMS for about 3 years as a wheelchair van driver. Robbie recently passed his EMT test and will soon be licensed as an EMT. Congratulations and good luck Robbie.

**Additional 800Mhz Radios:** We have received a few inquiries about purchasing additional 800 Mhz radios for our vehicles. REMS has submitted an application for a Federal Grant to purchase 16 more radios. We are awaiting notification from the feds on our grant application. As soon as possible, we will make this purchase so that each crew member can have an 800 while working.

**S.E. Michigan EMS Expo:** As a reminder the S.E. Michigan EMS Expo is coming up on August 20<sup>th</sup> and 21<sup>st</sup>. The event will be held at the Rock Financial Showplace in Novi. Breakfast and lunch will be served and along with up to 14 CE credits. The best part is that this event is approved for reimbursement by REMS. If you are interested in registering for this event, please visit [www.botsford.org](http://www.botsford.org) and look for the EMS Expo logo on the left side of the page.