Planning Process Update

From the Desk of Joe Penner—Executive Director

Last month I asked for your feedback on how leadership could change to help you improve your future job performance, how leadership helped you perform this past year, and what we do that impairs the Agency as a whole. For the questions, leadership was defined as supervisors, managers and directors, and I asked because the information is important to the planning process for the 2014-15 budget year.

270 individuals responded – and that’s fantastic! Even better, the responses were largely well intended and very thoughtful. There were two overwhelming themes that emerged:

1. Improve leadership visibility & involvement - presence in the workplace; more consistent, face-to-face communication of feedback, goals & expectations to individual employees, and; be more open to suggestions.

2. Improve leadership communication - Agency focus & direction; Agency policy changes, and; consistency of messaging.

This feedback, along with other research gathered in the planning process, was shared with Agency Managers just this past week. The themes resonated with all of us very much as they align with similar feedback in recent quarterly surveys.

I want you to know we hear you loud and clear, and we know we still have some work to do in these very important areas.

Next Steps

The next bit of work related to our strategic planning initiative is a joint planning session consisting of Agency leadership and stakeholders. We will develop strategic objectives for the foreseeable future and build plans to ensure we achieve them. Once developed, the objectives will be shared Agency wide, and departmental and individual goals will align with them. You can bet that strategic objectives aimed at improving employee’s perception of leadership and communication across the Agency will be a result of this process.

Thank you to all who took the time to provide constructive feedback through this process. Please stay tuned for additional updates regarding the strategic planning process in the coming months. I’d encourage your ongoing communication with your supervisor if you have further comments on how to improve Medic.

Thank you for your continued commitment to Medic and the community we serve.

-Joe
From the Desk of Deputy Director Barry Bagwell

This memorandum is to clarify the Agency’s policy regarding the transportation of patients that are in custody of law enforcement personnel. This policy has been reviewed with CMPD leadership as well as the other law enforcement agencies within Mecklenburg County and they fully support the policy. In addition, each agency is currently in the process of communicating this information to their patrol officers to assure there are no conflicts or misunderstandings between Medic and law enforcement personnel.

Policy: If a patient is in custody of law enforcement personnel and is restrained by handcuffs, an officer must accompany the patient in the Medic unit during transport to the emergency department (ED) or other approved destination. The practice of having an officer follow the Medic unit in the officer’s vehicle is not an acceptable alternative. In addition, having the patient handcuffed in front of their body or handcuffed to the cot is strictly prohibited unless repositioning or removal of the handcuffs is required to appropriately treat the patient.

This action must be in compliance with the following considerations:

1. The degree of need for care should exceed considerations of the patient becoming a threat.
2. The Police Officer and the Crew Chief must agree that repositioning or removing the handcuffs is a safe and manageable action.
3. When repositioning handcuffs, ensure the patient still has the minimum possible ability to move and potentially cause harm.
4. The position of the handcuffs should be a mutual decision of the Police Officer and Crew Chief designed to facilitate procedures and ensure security.

If a crew encounters any resistance from the officer on scene regarding this policy, immediate contact should be made with the on-duty operations supervisor.

If you have any questions, please contact your immediate supervisor. Thank you.

2013 AHA Heart Walk

The Greater Charlotte Chapter of the American Heart Association held its annual Heart Walk on Saturday, September 21st, and because of an outstanding partnership, Medic was invited to teach Hands-Only CPR to the walk participants. Paramedic Crew Chiefs Stacey Hughes and Amber Davis taught the basics of Hands-Only CPR to approximately 75 people in just two hours. Many participants were surprised at how easy it was to learn how to save a life!

Make sure you check out Medic’s Facebook page (on your leisure) for more photos from the event!
At an overall patient satisfaction score of 69%, we are continuing to track well this period!

Let’s keep up the **OUTSTANDING WORK** by encouraging all employees to be mindful of the following key points:

- The group performance pay program is **heavily tied** to overall patient satisfaction.
- Teamwork between EMS Personnel is the #1 driver of overall patient satisfaction; if it takes a big hit, overall patient satisfaction isn’t going to be far behind.
- Regardless of the priority level, a patient still judges the level of service they receive.
- Treat your partner and other first responders on scene with the same level of respect and teamwork—it does matter.
- Be mindful of what you say and how you react to everyone in the room.

With over one month of scores left to be calculated, your actions can positively or negatively influence the final results of this current tracking period.

**Thank you everyone for your hard work and continue to stay focused!**

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**Performance Pay Update**

**Performance Pay Tracking - Period 1 (7/1/13 – 10/31/13)**

Results Through 9/15/13

- Medic Financial Standing vs. Budget: On Target
- Patient Satisfaction Rated as Excellent: 69%*

Qualifying Criteria

- Total Task Time: 70:44
- Hospital Turn Time Average: 29:58
- Agency Driver Safety Scoring Average: 9
- CMED MPDS Compliance: 97.51
- Response Times: P1 = 97.77%, P2 = 98.06%, P3 = 90.06%
- P1 Trauma Scene Times: 9:54

*Reflects most recent Patient Satisfaction data available as of 9/15/2013

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**Patient Satisfaction: Excellent Rated Overall Quality of Care**

Data through 9/24/13

- Current Tracking Period Average: 68.6%

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**Mecklenburg EMS Agency: Total Task Time by Week**

Patients “Transported-911”

New Tracking Period

- Current Tracking Period Average: 70:46

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**Scope of Practice—Oct & Nov**

**October:**
- Friday, October 4th
- Monday, October 7th
- Wednesday, October 9th
- Thursday, October 17th

**November:**
- Friday, November 1st
- Monday, November 4th
- Wednesday, November 7th
- Thursday, November 13th
Medic will conduct its next full shift bid Wednesday, **November 13th** and Thursday, **November 14th** with a target implementation of the new shifts on **Tuesday, January 7th, 2014**.

With the full shift bid comes the opportunity to implement new schedule options that will provide employees with more flexibility while still meeting the needs of our patients.

The shift bid will begin at 0800 on **Wednesday, November 13th** and extend into **Thursday, November 14th**. The employee(s) with the highest ranking score will begin at 0800 each day. The bidding process will continue until everyone has had a chance to bid. Each employee will be contacted by Scheduling at their approximate appointment time. You must enter your contact number on the bid form.

Please be sure to check back to *the Medic Dispatch* for more specific information on the upcoming full shift bid including how to access the list of shifts, buddy bid and where to obtain the required shift bid forms.

For questions regarding the upcoming full Shift Bid, please contact Supervisor of Scheduling & Deployment Bryan Runyan at bryanr@medic911.com.

### Shift Bid Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td><strong>New Shift Listing:</strong></td>
<td><strong>Wednesday, October 30th</strong></td>
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<tr>
<td><strong>Employee Ranking:</strong></td>
<td><strong>Wednesday, October 30th</strong></td>
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<tr>
<td><strong>Live Shift Bid Conducted:</strong></td>
<td><strong>Wednesday, November 13th</strong></td>
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<td></td>
<td><strong>Thursday, November 14th</strong></td>
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<tr>
<td><strong>New Assignments Posted:</strong></td>
<td><strong>Online throughout the live bid</strong></td>
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<tr>
<td><strong>Vacation Requests Accepted:</strong></td>
<td><strong>November 18th</strong></td>
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<td><em>(For January 7th—August 31st, 2014)</em></td>
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<tr>
<td><strong>Vacation Requests Accepted:</strong></td>
<td><strong>January 1st, 2014</strong></td>
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<td></td>
<td><em>(For September 1st—January 5th, 2015)</em></td>
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<tr>
<td><strong>New Assignments Begin:</strong></td>
<td><strong>January 7th, 2014</strong></td>
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Final Round of 2013 AHA Classes

Please be advised that the final round of Medic-provided AHA classes for 2013 will occur next month. You must select and attend one of the October classes listed below if your AHA certification expires before February 2014.

**Dress Guidelines:** Medic employees are required to be in uniform while taking the class(es) as you are on the clock, representing the Agency during class time.

Final AHA Classes of 2013
Where: CPCC Mercancas Campus
11930 Verhoeff Drive
 Huntersville, NC 28078

How to Register: Visit https://medic911.plateau.com to register on the LMS. Registration deadline is Friday, October 11th at midnight

October AHA Classes
- **Tuesday October 15th – ‘A’ Shift**
  CPR: 13:00-17:00
- **Wednesday October 16th – ‘B’ Shift**
  CPR: 13:00-17:00
- **Saturday October 19th – ‘A’ Shift**
  CPR: 08:00-12:00
  ACLS: 13:00-17:00
  PALS: 18:00-22:00

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Importance of Getting a Flu Shot

Why Get Vaccinated?
- Influenza (the flu) can be a serious disease that can lead to hospitalization and sometimes even death. Anyone can get sick from the flu.
- You can get the flu from anyone, including patients and coworkers who are sick with the flu.
- If you get the flu, you can spread it to others even if you don’t feel sick.
- By getting vaccinated, you can help protect yourself, your family at home, and also your patients at work from getting the flu.

What Does the Research Say?
Health care workers who get vaccinated help to reduce the following:
- transmission of influenza
- staff illness and absenteeism
- influenza-related illness and death, especially among people at increased risk for severe influenza illness
- Higher vaccination levels among staff have been associated with a lower risk of nosocomial (hospital-acquired) influenza cases.
- Influenza outbreaks in hospitals and long-term care facilities have been attributed to low influenza vaccination coverage among health care workers in those facilities.

Higher influenza vaccination levels among health care workers can reduce influenza-related illness, and even deaths.
**Little Rock Road Construction**

The City of Charlotte recently began construction on the a section of Little Rock Road south of Wilkinson Boulevard adjacent to the Long Term I and II parking lots. This work is part of the new airport entrance roadway project and will continue until late November 2013. The work will occur in three phases and, at times, will result in traffic shifts and lane adjustments.

During this construction phase, both east and westbound airport traffic on Wilkinson Blvd. will be optionally detoured to Harlee Ave. for ingress to the main terminal complex. Eastbound traffic approaching from Gaston County may also use the bridge at Marshall Road and Old Dowd Road the main terminal complex.

For more information, please contact Jeff McSwain at 704.359.1913 or Jack Christine at 704.359.4932.

**Post 27 Re-Incorporation**

CFD 27 has been reincorporated into our current posting plan **effective immediately**.

As our call volume continues to vary, so does our need for posting options. As this fluctuation occurs, leadership continues to be proactive in placing units in the areas needed while addressing the needs of the crews as well.

CFD Deputy Chief Grainger as well as the Battalion Chiefs assigned to P27 have indicated Medic personnel are welcome back as part of the station at any time, and look forward to seeing our crews in the station again.

To make this transition easier, they have offered to move our designated parking to the rear area of the lot. This will facilitate backing straight in, and pulling straight out, so crews can avoid having to turn sharply to get in and out of the designated space.

Along with the space move, they have also moved our electrical access to allow for shoreline access while parked. Should you have any questions about posting at CFD 27, please feel free to contact Bryan Edwards at bryane@medic911.com.

**Patient Reunion Celebrated**

Medic celebrated a patient reunion on Tuesday, September 24th at the Charlotte home of Howard and Edith Johnson.

On August 22nd, 2013 Paramedics Nina Bost and Elijah Gamble arrived at the Johnson home to find Mr. Johnson conscious and alert, but in ventricular tachycardia. His internal defibrillator failed to fire. Bost and Gamble successfully restored his heart to a normal rhythm on scene and Mr. Johnson was rushed to the hospital.

Mr. Johnson has since made a full recovery. He and his wife Edith have been married for 58 years and have 2 children and 3 grandchildren. Mr. Johnson is a retired space shuttle engineer, turned woodworker. He gave Nina and Elijah carvings he made as a token of his gratitude for saving his life.
Required Employee Attendance


**Please Note:** If your Annual Performance Review was in September and you did not attend a September class you must contact Amy Johnson and attend an October class.**

Information Updates:

- The duration of the Medic Safety & Compliance Training sessions is 4 hours.
- Attendees will be paid for the total time spent in class and each employee with an Annual Performance Review in that month must attend one of the available Compliance Training Sessions.
- Compliance sessions are held next to the Medic Fitness Center, please contact Amy Johnson at amyj@medic911.com for directions.
### 2013 Training Schedule

#### October Scope of Practice Test Dates
- Friday, October 4th
- Monday, October 7th
- Wednesday, October 9th
- Thursday, October 17th

#### October Corporate Compliance Trainings
- October 7th: 1200—1600
- October 14th: 1300—1700
- October 16th: 1300—1700
- October 23rd: 0800—1200
- October 26th: 1600—2000

- Please note— because of Simulations that will be taking place throughout the next several months, there will not be another Medic InService until January 2014.