



THE SIREN



News and announcements from the Emergency Squad

June 2016

From the Chief's Desk June 2016

Hello Sun City Center Emergency Squad. I have now been the Chief for 2 months. May seemed to fly by, especially since I was taking some time to spend with my family, and here we are in June.

In May, we have seen some changes to the Squad. The EMTs are now allowed to pre-strap their backboards for their shift, as long as they unstrap before they leave their shift. Also, the Epi pins are now put in a plastic bag with the expiration date written on the outside of the bag. There are no expiration dates on the Epi pins, so do not take them out or switch bags. Ron Windsor will also do the same for the glucose tubes.

Good news from Shirley Bardell (Education/Medical), All 8 EMT students we sent to HCC passed and are now awaiting their test date to be licensed. Another big change is having Mike Bardell as the Deputy Chief. He has taken on a lot for the Squad and is moving forward with the lists of things needed done at the Squad. Please give him your support.

A few interesting calls were handled by the Squad dealing with infectious diseases and our crews handled it very well. Linda Blume (HIPAA/ QI) is putting out a binder and handouts with all the infectious diseases or other isolation issues we may see for the Squad to be more prepared to deal with these issues. Don't forget, that if you have a run with a isolation issue, tell your captain and fill out an incident report so we can all know what is out there and be prepared to resolve any problems it can cause.

Moving forward into June, the Squad building is getting some attention. Mike Bardell is now in charge of key control and will be securing our buildings to protect us from abuse of our equipment and supplies. There has been a few issues lately that hopefully will resolve itself by restricting accesses to these items. Also, the building is going through a face lift. Mike Bardell is working with Dick Schneider (Maintenance) to create a plan to revamp the main Squad building. Mike has already met with our cooks to get their input on what they would like to see in the kitchen. Mike will work hard with his team to give them what they want if feasible. Look forward to him asking about other parts of the Squad.

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NO DATES TO NOTE—

Below: Chief Robert Leonard



Board Report

CONGRATULATIONS to all of the EMT graduates that are joining the Squad Teams. We all recognize your accomplishments and your time and personal sacrifice on behalf of the Squad. **THANK YOU.** Special **THANKS** also to all of our dedicated Squad volunteers who are going through Dispatch, EMR and Driver training and recertification. It takes the entire team working together to serve our residents with the exceptional care we are known for. We are so grateful for your continuing service on the Squad.

PATIENT SATISFACTION SURVEY RESULTS

Thank you to all who participated in the Patient Satisfaction Survey by leaving the survey questionnaire at patients' homes. In addition to the valuable feedback we, as the Squad, received about our performance, a questionnaire such as this lets our residents know that we value and respect their opinion. And as an added bonus, the Squad has received over \$1,000 in donations when surveys were returned! So how did we do?

We had 84 responses returned so far. While there were several "Not Applicable" items marked, of those that provided feedback, 84% of the responses Strongly Agreed and 16% Agreed that the Squad did an excellent job with patient care. In addition, there were quite a few comments – too many to print here, so they are posted on the bulletin board in the Ready Room for your reading enjoyment. To share just a few...

"Calming and professional and I fully understood what was going on. Under the circumstances, everything went extremely well with good results."

"I felt very well taken care of and calmed down. Very professional."

"Everyone was very efficient and friendly. They were extremely careful to make me as comfortable as possible."

"The operators were very courteous and friendly. I am happy to be living in SCC because of them. Thank you."

"Exceptional! I was so impressed and pleased with the service and care I received. The kindness and compassion of the people who helped and transported me was so special and so appreciated.... You were wonderful and so steady in a frightening and painful time when a kind and gentle approach meant so much. Thank you!"

We are still receiving survey responses and will update the results as more trickle in. Again thank you for your participation in this important Squad initiative.

Board of Directors

Chief's Notes continued

I feel the Squad is a big family; we work well when functioning as a team. All the members should feel they have some ownership of the family group. I am not the Squad, the Captains are not the Squad, WE are all the Squad. I have seen such a positive change in the day-to-day attitudes of the Squad that warms my heart. I would make everyone happy, if that was ever possible. I want us to work well with each other and help each other, just as much as we help all the patients we respond to out in the community. When someone in the community sees us working or is being treated by us, I want them to see people who love what they are doing. My hope is that I, my staff, and Operations, all lead and manage in a way to have this feeling spread to the entire Squad and then to our community. I would like us to be a leader in Sun City Center, not just a service to our community. Any way that you can help will be appreciated, especially during these summer months when our workload is increased. The Squad staff are working hard on finding new volunteers, training them, and getting to the teams. Eventually, I see us up to full strength and providing more service to Sun City Center.

Take care until next month. And thank you for all you do.

Run Report May 2016

Monthly

Ambulance Runs	370
Van Runs	100
B/P	161
Falls	93

Year to date totals

Ambulance Runs	2181
Van Runs	564
B/P	622
Falls YTD	512



Sick List

ROY Skinner - IT

Bev Carnes Team 2

Bill Odell Team 2

Lynn Kjollesdahl— Team 5

Jan Kjollesdahl Team 5

Garry Gose Team 6

Pam Windspirit Team 6

Ron Wecker— Team 7

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720 Ray Watson Dr. Sun City Center,
FL 33573. When addressing email,
subject line should state: THE SIREN
and be sent to:

robinw@scc-ems.us.

June Birthdays



Day	Name
1	Ken Wolfert
2	Jim Hoffman
2	Tom Porter
4	Richard Morrison
6	June Anderson
6	Barbara Kushnerick
7	Charlotte Epps
7	Barbara Flagg
7	Janis Wiehe
9	Linda Eargle
10	Betty Marme
11	Marlene Hollender
12	Noreen Schramm
14	Bonnie Matthys
15	Carol Watson
16	Ruby Hebel
17	Patricia McAdams
18	Kathleen Schaefer
19	Ted Stone
21	Hannah Gempler
21	Jerry Mitchell
23	Linda Bowker
23	Linda Palmer
23	Julie McClintic
24	Jack McDonald
25	Bill Murphy
26	Larry Lewis
28	Joan Ambrose
28	Kathy Panzer
29	Joseph Hannigan
30	Jonathan Low

Andrew Hatcher—1994-2016

Our hearts are broken with the passing of Andrew Hatcher. Andrew joined the Squad. Andrew joined the Squad in 2014 as an EMT. He was 18 years old at the time and we were thrilled to have him come be a part of our family.

As a member of Team 7, Andrew was a good friend to all of us, jumping in to assist whenever we needed him. Often the EMR's would return from a call with Andrew with "stars in their eyes," saying how wonderful he was with his patients.

Andrew was always willing to assist other teams and frequently did so when they needed an EMT.



In the photo to the right, Andrew is receiving the "Order of the Seahorse" from then Chief Dennis Floto after rescuing a patient from a hot tub in Kings Point. Andrew. He took the teasing well.

A memorial is being planned and information will be sent to all members of the Squad.



Hints for the Tough Book by Linda Blume, R.N., Asst. Chief, Quality Improvement

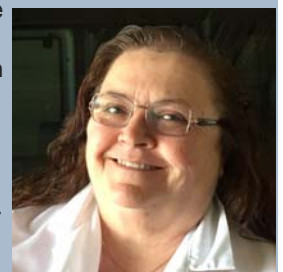
EMT's please read the reports before you sign and close them. I know we have some wonderful EMR's, but with the summer here and many working more than one team it is easy to miss something

For example a fall that was caused by a Aircraft explosion, a sick person that was DOA with normal vitals signs and speaking, a person's address is not the same as South Bay Hospital, I could go on with some really creative charting.

Pre-sets may save you time but please remember to change them if needed. Narrative states transported to St. Joe's South and pre-set has transferred to HCRF and going to South Bay.

Thank you for some wonderful charting in the Narrative it sure does help when the family, patient or Lawyer asked for a copy of a run, it looks so professional when I can give them a well written report especially when it states needed information

Thank you for all you do. Stay cool and take care of yourself- -you are so important to us and the community.



Emergency Squad presents its newest Emergency Medical Responders

The Emergency Squad is pleased to announce our newest class of Emergency Medical Responders, who completed their training on May 20th. Emergency Medical Responders (EMRs) are trained in first aid, certified in CPR and are essential members of our ambulance crews. While the EMT and driver are working with the patients, the EMR works with the patient's family or caregiver to document medical history, allergies, medications and other critical patient information. All members of the ambulance crews are EMRs before additional training for other positions.

Pictured below L to R: Barry McKee, Squad Instructor, Marcia McKee, Squad Instructor, Emily Pickett, Phyllis Marion, Eric Ramey, Marilyn Navarro and Walt Bowers, Squad Instructor.



SAFETY FIRST—AMBULANCE FLOOD LIGHTS
by Mike Albanese, Asst. Chief, Safety



It has been brought to our attention that some drivers are not using the flood lights at night when the unit arrives on scene. This has created a dangerous fall situation for all crew members who are exiting the ambulance. Remember, the flood lights do come on when the side door is opened but they immediately go off when the door closes.

To avoid this potentially dangerous situation the Driver needs to put all flood lights on using the switch located on the Drivers Console panel in the ambulance. This will allow the exiting crew members to be able to see where they are stepping and if any obstacles are near.

Thank you for your attention in this matter and for keeping our crews safe



Noreen Schramm—Finalist for the Salt & Pepper Awards Health Care Volunteer.

Of course, we believe she should have won for all the time she spends taking care of our community, serving the Squad in multiple capacities and now serving on the Board of South Bay. *Thank you Noreen.*



June Anniversaries and Pins

Team Name	Anniversary
8 Charlotte Epps	1
8 Patricia Blanc	1
6 Lyn Yucuis	1
5 Richard Grant	1
3 Robert Means	1
1 Chrissa Carmichael	1
2 Emily Gempler	1
M Marty Sarnar	3
6 Betty Ellis	3
6 Duane Marcum	3
4 Brigitte Austen	5
2 Donna Ward	5
2 Marc Brunner	5
6 Hope Rund	10

Volunteer Recruiting Meetings suspended until the Fall

The recruiting meetings that have been held on the 2nd Wednesday evening of the month, are being suspended through the Summer. Instead, we are looking for speaking opportunities in the community. Does your church group, HOA or club have social meetings? Perhaps we could come talk for 10 minutes about our need for volunteers. Let Robin Watt know if you would like to schedule a speaker for your group.