



Heartland Medical Direction

Quarterly All Agency Meeting

11/19/2024

Waynoka, OK

Meeting convened 1301hrs

Hamilton Medical

- Hamilton ventilator on site and available for a demo. Brought a mannequin to the meeting for those in attendance to look over.

LifeAssist, Full EMS Distributor

- LifeAssist plans on reaching out to departments, pricing out supply lists, and working to find the best pricing for Heartland affiliated agencies.

SW Fire Supplies

- Brought gloves for demonstrations, shared an extended glove, contains Aloe on the interior, all gloves are dermasafe and certified by the skin health alliance. The glove has a technology called “breach alert” which provides a visual indicator when it is time to change gloves.

Integrus Health Baptist Medical Center

Lindsey Rasmussen, Amanda Celi, & Rhiannon Cunningham

- Oklahoma is very underresourced for access to trauma care, Oklahoma is ranked 51 out of 51 (including Washington D.C)
- The Level II Trauma Center will go live January 27, 2025 at 0700hrs. Will be a definitive care center for all levels of trauma patients. Will be the only center in Oklahoma capable of providing definitive care for patients with multi trauma and burn injuries.
- Changes occurring as of January 27th: Dedicated trauma ED space, dedicated inpatient trauma units (ICU, MS, IMC), specific trauma specialized & trained nurses, in-house trauma surgeons 24/7, and all subspecialists available 24/7 for trauma specific care. 78 additional beds will be available as well.
- The regional trauma plan for region 8 has been updated with RTAB.
- EMS kickoff luncheon event, December 2nd 11:30-1300hrs. Will be hosted at Portland Avenue - 5501 N Portland Ave, OKC, OK - Legacy Conference room. If attending, RSVP via email at trauma@integrishealth.org
- EMS will be able to override divert if the ER at Integrus is on divert. The medical side of diverts will not involve trauma diverts. Just like OU, even if an ER is on divert, trauma will not be. The trauma encode phone line will be forthcoming, dispersed, and added to the protocol app once received.

OKAMA (Oklahoma Ambulance Association), Kelly McCauley

- OKAMA can be a resource to assist with billing.
- Out of network ambulance service provider act will go into effect January 1, 2025. The minimum allowable rate will be paid out first at the rate set or approved by local governmental entities. If an agency does not have a contracted rate or locally set rate, they need to be speaking with their local government or oversight to set a rate. The key item is to set a local rate.
- The legislative agenda for the upcoming session is available, there is a push to establish a treatment in place protocol for patients that often receive treatment on scene, but refuse transport. This will hopefully set some thresholds for reimbursements.

Brian Norton, ONE (Oklahoma Nonprofit EMS Association)

- There has been a push for sustainability of the EMS system. There was a 1 cent sales tax increase that will go directly to EMS.
- 522 ambulance districts that were utilizing Commdata cards for fuel, were being charged state sales tax. As of November 1st, the 522 ambulance districts are now exempt from the sales tax.
- The OPER system now has the 20 year retirement, new hires will automatically be entered into the 20year program if an agency is in the OPER system.
- The 2025 legislative agenda is to push retention, these initiatives are coming from the governors task force for EMS sustainability. They are working to push tax credits for EMS personnel, it will be similar to the FTAC, it will be based on the level of licensure. The higher the license level, the higher the tax credit.
- ONE is working on a handbook for directors in an effort to be better prepared for state audits, assist new directors, and best prepare agencies. ONE is always available to help support politically with local commissioners and city leaders if an agency has a need.
- ONE has a Facebook Page - Oklahoma Non-Profit Ambulance/EMS Association

John Graham, BoundTree Medical

- There has not been a lot of improvement with IV fluids. There has been a fast tracking of bringing fluids in worldwide to assist with shortages.
- Agencies need to make sure they are ordering their allocations. If an agency needs assistance, reach out to John.
- Agencies need to be cognizant of holidays at the end of the year, be ahead on ordering if needed.

Quarterly Statistics & Quality Assurance Review

- The OMD is aware the data is somewhat inaccurate and not all agencies are appearing, there is a current upload error to OKEMISIS. The OMD has been in touch with both the state and Image Trend to work on fixing this issue.
- Agencies should be completing Ketamine and Advanced Airway forms. The OMD pulls the data from OKEMISIS and matches it with data from FastField Forms. We are aware it is not always 100% accurate, but it is close. We are aware there are some bugs in the system and we are working through those.
- Transport agencies in the 3rd quarter responded to 14,198 total calls. There were 25 on scene observations completed by OMD staff in the 3rd quarter.
- 4, 233 QA reports completed in the 3rd quarter, OMD staff specifically completed 614 reports. This is a 22% & 13% increase from the last quarter.
- The QA inbox is from agency requests for QA review of runs, last quarter there were 200-300 QA's in the inbox, there are less than 50 current QA's in the inbox, which has allowed for more and faster real time responses.

Compliance

- Daily checks should be completed in the mornings or at the beginning of every shift. Leadership needs to ensure their personnel are completing daily checks.

Credentialing Manager - Christopher Channel, channel@heartlandmedicaldirection.org

- There are a total of 682 paramedics in our system, of the 682 there are 297 paramedics that have been credentialed in the last two years. 223 of those 297 credentialed paramedics have been credentialed as of January 1, 2024.
- We have credentialed 53 AEMT and 23 Intermediates as well.
- There were 80 total paramedics credentialed in the 3rd quarter. There are 6 scheduled credentialing events, the events have averaged 6-8 medics. This demonstrates that less than half of our credentialing is happening through structured training events, highlighting the importance of having all of our instructors trained in credentialing processes.
- In the 4th quarter, all OMD staff will be undergoing credentialing with Dr. Worden & Dr. Wales. We will be scheduling 2025 credentialing events, creating additional credentialing scenarios and reviewing the credentialing rhythm for 12-Lead ECG scenarios.
- There will be a credentialing session in Madill on December 18th.
- A new page has been added to the Heartland Medical Direction website. It includes a link to the Fast Field Credentialing form, the OMD Credentialing manual, and a sign up link for upcoming credentialing sessions.

Director of Training - Jaitton Balcom, jaitton@heartlandmedicaldirection.org

- There was a huge spike in Q2 students.
- The OMD desires to continue to be in the field bringing education to agencies, the OMD staff is continuing to grow and is conducting instructor interviews next week.
- Future course offerings:
 - NAEMT Courses:
 - EPC @ Chickasha Fire Department 11/20 - 11/21/24
 - EPC @ Altus Fire Department 12/11 - 12/12/24
 - AMLS @ Durant Fire Department 01/19 - 01/20/25
 - Please use the official NAEMT signup link on the HLMD Facebook.
 - AHA Courses
 - PALS renewal & instructor check off 11/29/24
 - BLS renewal & instructor check off 12/27/24
 - ACLS renewal & instructor check off 01/24/25
 - Please use the sign up genius link from the HLMD Facebook page.
 - Credentialing Train the Trainer
 - Marshall County EMS 12/18/2024

If your agency has a request for specific training or specific dates, please reach out to Blake, Hannah, or Kinsley.

Chief of Staff Update - Kinsley Graves, kinsley@heartlandmedicaldirection.org

- SAMHSA EMT
 - December 9th start date
 - 10 scholarships awarded
 - 117 students currently enrolled
 - 9 skill sites throughout the state
 - March 29 & 30 NREMT psychomotor - instructors & evaluators needed!

- SAMHSA AEMT
 - Anticipated start date of April 7th
 - 10 scholarships available
 - Registration opening January 3rd
- 2023-2024 SAMHSA Paramedic
 - HEI provided full scholarships to 6 students attending the School of EMS
 - Course completes September 2025
- 2024-2025 SAMHSA Paramedic
 - One paramedic has successfully passed NREMT
- HEI Training Program Round-Up
 - 2 EMR courses completed in the last 30 days
 - 1 EMT course ongoing
 - 2 EMT courses beginning in December
 - 5 EMR courses beginning after January 1
 - EMS Instructor & Instructor Bridge course upcoming in December. Reg closes Nov 26
 - Reach out to Blake Braden with any questions pertaining to the instructor specific courses.

Challenge Coin Recognition;

- ROSC & STORK recipient names announced, coins will be dispersed as staff make their way to agencies.
- Please make sure that you are notifying the OMD of these calls and circumstances so that we can recognize crews.
- ROSC: <https://www.heartlandmedicaldirection.org/copy-of-nomination>
- STORK: <https://www.heartlandmedicaldirection.org/copy-of-r-o-s-c>

Chief Operating Officer Update - Blake Braden, blake@heartlandmedicaldirection.org

- Siren Bill Signed – 09/26/2024
- S. 597 – Call Your REP’s Today!- Repeals the Windfall Elimination Provision and Government Pension Offset.
- Oklahoma Legislation Starting to Ramp Up
 - 12/06/2024 - Draft Bills and Joint resolutions
 - 01/16/2025 – Deadline for Filing of Bills and Joint Resolutions
 - 02/03/2025- Legislation Sessions Begin
- The CAPCE training program had an inspection last week, it went well and the accreditation continues.
- Renewals are around the corner for NREMT Approval – Doc Worden will be doing the approvals on March 15th & March 30th.
- Expired state licenses, if your agency has expired because you did not complete renewal paperwork, please let us know and we will reapply on your behalf. Please help us help you by keeping your files and data up to date.

Medical Director Updates

- New Directive for IV Fluid Administration:
 - IV fluids should only be administered to patients who are hypotensive or when it is otherwise clinically indicated.
 - Personnel are still expected to gain IV access and saline lock the patient in appropriate circumstances.

- Discussions regarding blood with the Oklahoma Blood Institute are still ongoing. They may be future requests for agencies to host blood drives. Thank you to the agencies that sent in their call data as previously requested, there is certainly a need for blood in rural Oklahoma.
- ECG interpretation:
 - As a BLS crew think “IS THIS ECG GOING TO CHANGE MY DESTINATION or DO I NEED AN INTERCEPT”
 - Text the ECG to the OMD line, but allow a few minutes for it to be reviewed prior to following up with a phone call. If it is the middle night, crews should call.
- Medical Control Line
 - Every effort is made to answer every call, but some do get missed due to being on the other line, on calls, or on shift.
 - The receiving hospital is still an option to call for medical control.
- Hennessey Fire Department
 - Wednesday, December 11 at 1830hrs, a representative from Redline Fire & Equipment and Lakeland Fire Gear will be on site to demo gear.
- Medication errors need to be reported
 - Medication errors in the Pre-Hospital Setting range from 2% to 16%
 - Most common errors - wrong drug and wrong dosage and incorrect route
 - Majority are LOW RISK errors (no harm to the patient)
 - Agencies and personnel need to utilize the UNUSUAL INCIDENT form on Fast Field Forms
 - Patient Safety and Outcomes:
 - Reporting helps identify and address medication errors promptly
 - Preventing potential harm or adverse effects to patients.
 - This can improve the overall safety and quality of care delivered during emergencies.
 - Continuous Improvement and Training:
 - By tracking medication errors, agencies can identify recurring issues and gaps in training or processes, leading to targeted improvements in protocols, equipment, and staff education
- Protocol Updates:
 - Dextrose – Mixing Quick Tips
 - IM Glucagon for EMR / EMT
 - Atropine to 1mg
 - Protocol Guidelines Discussion
- Agencies need to be sharing information with the OMD, especially paperwork. Agencies need to send us their up to date license information, so that we can assist with renewals, documentation, etc.
- The Heroes in the Heartland Conference is set for June 16th - 19th and is moving to the Oklahoma City Convention Center. Please save the date, the cadaver lab will be expanding and allow for more participants this year and the vendor hall will be larger. If you have heard a speaker that you would like to recommend for the conference please contact Hannah, Kinsley, and Blake.

Dates to remember;

- Quarterly QA Meetings are on the 3rd Tuesday of the second month after the beginning of the new quarter.
 - February 18, 2025
- Heroes in the Heartland Conference
 - June 16-19, 2024 at Oklahoma Convention Center.

Roundtable Discussion

Meeting Adjourned 1451hrs