



Division of EMS and Trauma

December 2012

As you will recall, the 2009 Legislative Assembly, based on efforts by the North Dakota Emergency Medical Association (NDEMSEA), passed an allocation bill to fund the study of EMS within the state. This occurred from April of 2010 through June 30, 2011. SafeTech Solutions was awarded the contract with Mr. John Becknell and Mr. Aaron Reinert acting as primary investigators / educators.

All reports pertaining to this project are listed on the DEMST website under the Rural EMS Improvement Project at <http://www.ndhealth.gov/ems/>. The following is a quote from the final report of the REMSIP addressing the overall crisis facing EMS in North Dakota; "On the surface, this crisis is about declining volunteerism and the difficulties associated with ensuring ambulances are appropriately staffed and able to respond when needed. But at a deeper level, this crisis is about navigating a major change in how rural EMS is led, understood, envisioned, valued and funded in North Dakota".

A system of EMS in North Dakota which will provide "reliable, sustainable ambulance services, functioning as a business" is the goal we strive to achieve within the EMS agenda. The citizens of North Dakota and others served owe a great debt of gratitude towards the EMS volunteers in North Dakota for the dedication over the past 40 or 50 years. These volunteers are the main reason the bulk of ambulance services were founded in the state and have functioned with people who have sacrificed themselves to care for others in their time of need.

However, the current crisis may not be able to be solved by just relying on volunteers. There is no mandate for the provision of EMS in ND and the burden of accomplishing our goals in EMS may require new ideas and leadership to establish a stable system of prehospital emergency care.

We hear of ambulance services that have not been able to meet the demands of ambulance calls because of a lack of trained personnel. The dilemma this creates is balancing the expectations of the people we serve with the ability to respond appropriately to all ambulance calls.

Obviously, the public expects that when an emergency happens there will be someone available to respond. That is also the expectation when DEMST licenses ambulance services. DEMST needs to be informed of any failures in response so we can try to help services prepare to be reliable and sustainable services in the developing system of prehospital emergency care. The crisis we face is one of great distance between services and the ability of all services to respond with trained personnel in a timely manner.

This is the transition that needs to occur in ND and we can only accomplish these serious tasks by working together to form a system of care in ND.

~ Tom Nehring, Director DEMST

*Season's Greetings!
Thanks for all you do throughout the
year.*

~ DfM&J



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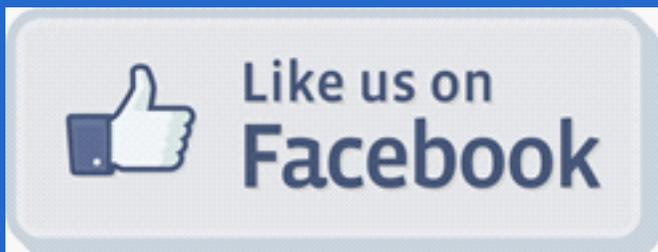
By: Lindsey Narloch, Research Analyst

The Division of EMS and Trauma continues to try and find ways to communicate with our stakeholders. Facebook is our newest communication strategy. The Department of Health approved a social media policy this month. As stated in the policy, “Social media helps implement the NDDoH mission of protecting and promoting the health of North Dakota residents and visitors by providing a forum for dialogue between the general public and NDDoH, giving NDDoH the opportunity to provide key public health information, as well as build better relationships with target audiences.”

The DEMST Facebook account will be used to inform our stakeholders of our services and how to access them, be more transparent and accessible to the public, and to create a forum for the receipt of candid comments on how we can improve. Also, as topics emerge that are pertinent to the field of EMS and Trauma, the Facebook site will be used as a way to distribute this information. Our goal is to have all information that is posted on Facebook available in another format for those individuals that do not use social media. For example, a topic may be posted on Facebook and then put in DEMST’s quarterly newsletter or a Facebook post might direct the user to DEMST’s website where the information is stored.

As always, we appreciate your feedback on what we can do better.

Like us at facebook.com/NDDEMST.



Hello! My name is Amanda Roehrich and I am the Grants Management Coordinator for the Division of Emergency Medical Services and Trauma (DEMST). I started this position in August after transferring over from Public Health Emergency Preparedness where I was the Account Tech. Before coming to work for the state, I worked at a public accounting firm for seven years preparing corporate tax returns, write-up work, and payrolls.

I have been spending the majority of my time learning my main project, the Rural EMS Assistance Fund. I have been answering questions about the funding received as well as the Program Reporting System (PRS). I have also been performing audits regarding the requests for reimbursement that have been sent in, and these have been going very well. I am just starting to learn about the other grants that DEMST offers and how to process them as well.

Although DEMST offers a challenging and exciting workplace, my personal life keeps me on my toes as well. I grew up on a farm near Zeeland, ND and am number six of seven kids. After growing up with plenty of chores to do, I attended the University of Mary and earned a Bachelor’s Degree in Accounting and Business Administration. I married my husband, Jaden, in October 2008. He works as a Test Technician/Operator for Bobcat. We have a busy 3 year old daughter named Taylor who is definitely making me a believer that children can give you gray hair! Before the end of the year, we will be blessed with our second child which is something we are all very excited about. I enjoy bowling with my team on league night and spending time with my family.

I would like to thank everyone for the warm welcome to DEMST. I know that there is much to learn and I appreciate everyone’s patience and help!



Amanda Roehrich,
DEMST Grants Management
Coordinator

Since Amanda wrote this article her and her family welcomed their newest member. Baby Caleb was born December 20, 2012. DEMST would like to extend warmest congratulations to Amanda and her family.

Education Update

By: Ed Gregoire

Beginning April 1, 2013 the National Registry of EMTs (NREMT) will be requiring all EMT's, AEMT's and Paramedics to recertify on-line through the NREMT website. This will be the last cycle in which a person will have the option of submitting recertification paperwork by mail. That option will end March 31, 2013.

It is important that your EMS service has an established account on the NREMT website in order to allow on-line recertification submission. Many EMS services have already set up their account. Please verify that your service has an active NREMT account. If you lose the login or password for this account, please contact the NREMT, as DEMST does not maintain this information.

It is also important that the individual provider has an account established with the NREMT. If you have ever recertified online or taken the computer based test you will already have an account set up. Please contact the NREMT (1.614.888.4484) if you have lost this information.

NREMT has assured DEMST that any instances of providers or services having problems registering or maneuvering through the site will be assisted by NREMT staff.

If you have any questions or concerns please give us a call at DEMST.

North Dakota EMS Protocol Revision Project

By: Mary Tello-Pool, EMSC Coordinator

The practice of EMS in North Dakota is rooted in the concept of physician delegation of authority. A physician delegates authority to Emergency Medical Technicians to provide patient care. This happens in two ways: online and offline medical control. Online medical control occurs when the EMT has a conversation with a physician about a patient and receives treatment orders verbally. Offline medical control is the physician medical director's written orders for a wide variety of medical conditions. These written orders are more commonly called standing orders or protocols. In the event that online medical control is not available or practical, the EMT shall deliver patient care consistent with the ambulance service's protocols.

In 1999, the North Dakota Emergency Medical Services for Children (EMSC) program sponsored a project to create a sample set of protocols for ambulance services. This project was completed and protocols were distributed to all N.D. ambulance services. The

protocols were also made available in electronic form to allow local customization of protocols based on the medical director's discretion. The protocols were updated in 2007 utilizing Health Resources and Services Administration (HRSA) Maternal and Child Health EMSC grant funds. In 2012, HRSA Maternal and Child Health EMSC funds once again became available to update the protocols.

In August, the North Dakota Department of Emergency Medical Services and Trauma (DEMST) EMSC Program manager assembled a small group of pre-hospital and hospital subject-matter experts from around the state to review and revise the 2007 protocols. The Protocol Revision Committee consisted of:

- Three physicians from the areas of EMS/Medical Direction, Trauma, & Family Medicine/Pediatrics.
- Three paramedics
- DEMST staff from the areas of EMS Education, Trauma, & EMSC.

Each person on the committee reviewed protocols, and provided proposed changes and/or comments. In September, all EMS agencies also had the opportunity to provide comment via "Survey Monkey". The protocols were divided into four broad categories: General Operational Protocols, Basic Life Support (BLS, EMT), Advanced Emergency Medical Technician (A-EMT), and Advanced Life Support (ALS - Paramedic).

DEMST hosted an all-day meeting in Bismarck on October 9, where committee members met to finalize revisions. The updated protocols via a CD-R and flash drive will be made available to ambulance services before the end of the year. The CD-R will contain "read only" protocol documents. The flash drive will contain documents in a format that will allow each ambulance service to customize the protocols with their local plans. All of the sections of the protocols can be customized based on the needs of the ambulance service. DEMST staff would like to thank all those who provided contributions to the 2012 EMS Protocol Revision Project.



Hello Everyone!!

I have had the opportunity to meet and work with many of you already, but for those who do not know me, my name is Ruth Hursman. I have been the State Trauma Coordinator since August, taking over the position previously held by Amy Eberle. I have been a nurse for more than 30 years and worked at Cavalier County Memorial Hospital in Langdon ND for the bulk of those years holding numerous positions. I did everything from Home Health and Hospice to acute care and emergency nursing and finally nursing administration. I worked for a few years doing travel nursing at various locations primarily within North Dakota. This experience gave me the opportunity to work in about 10 of the 46 hospitals throughout the state. Nursing is truly a passion of mine and I feel there is no greater reward than making a difference in someone's life.

On a personal note, I have two grown children. My daughter, Allison, is a pharmacist at Linson Pharmacy in Fargo. She and her husband, Tucker, are currently building a new home in the Fargo area. My son, Devin, remains back in the Langdon area farming and running Hursman Taxidermy.

When I am not at work I enjoy bicycling, reading and just generally being outdoors. This fall, I biked the Mickelson Trail Trek in South Dakota through the Black Hills, which was an awesome experience.

I feel as though my first three months with DEMST have been spent learning my role and attempting to understand how state government works. I am very appreciative to all of the trauma coordinators who have helped me, offered me advice and pointed me in the correct direction. I certainly cannot do this job without all of you helping me. So thank you! I also look forward to getting to know those of you that I have not had the privilege of meeting yet. Together we can work to assure that all trauma patients in North Dakota receive exceptional care. We have a great trauma system within our state. I am excited and proud to be a part of it!

***** Reminder*****

Always inform DEMST of any changes regarding your ambulance service. DEMST records need to reflect the most current information regarding squad leaders, medical directors, mailing addresses for both squad leaders and agencies, ambulance vehicle information, telephone numbers, as well as the correct contact person with correct contact information.

This information is very important to ensure smooth communication for all reasons including legislation, general information, licensure and grant applications, as well as processing new squad members or relicensure issues.

We also encourage you to have an agency e-mail on file and updated at all times.

This information can be updated online by the squad leader, or submitted to DEMST through e-mail (dems@nd.gov), telephone (701.328.2388), fax (701.328.1702) or mail:

North Dakota Department of Health
Division of EMS and Trauma
600 E. Boulevard Ave - Dept. 301
Bismarck, ND 58505-0200

Do NOT wait until the next licensing process to submit corrections of any pertinent information.



Ruth Hursman,
North Dakota State Trauma
Coordinator

Holiday Health and Safety Tips From the CDC

The holidays are a time to celebrate, give thanks, and reflect. They are also a time to pay special attention to your health. Give the gift of health and safety to yourself and others by following these holiday tips.

Wash your hands often.

Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others. Wash your hands with soap and warm water for at least 20 seconds. Cover your mouth and nose with a tissue when you cough or sneeze. If you don't have tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

Stay warm.

Cold temperatures can cause serious health problems, especially in infants and older adults. Stay dry, and dress warmly in several layers of loose-fitting, tightly woven clothing.

Manage stress.

The holidays don't need to take a toll on your health. Keep a check on over-commitment and over-spending. Balance work, home, and play. Get support from family and friends. Keep a relaxed and positive outlook. Make sure to get proper sleep.

Travel safely.

Whether you're traveling across town or around the world, help ensure your trip is safe. Don't drink and drive, and don't let someone else drink and drive. Wear a seat belt every time you drive or ride in a motor vehicle. Always buckle your child in the car using a child safety seat, booster seat, or seat belt according to his/her height, weight, and age.

Watch the kids.

Children are at high risk for injuries that can lead to death or disability. Keep a watchful eye on your kids when they're eating and playing. Keep potentially dangerous toys, food, drinks, household items, choking hazards (like coins and hard candy), and other objects out of kids' reach. Learn how to provide early treatment for children who are choking. Make sure toys are used properly. Develop and reinforce rules about acceptable and safe behaviors, including electronic media.

Prevent injuries.

Injuries can occur anywhere and some often occur around the holidays. Use step stools instead of furniture when hanging decorations. Leave the fireworks to the professionals. Wear a bicycle helmet to help prevent head injuries. Wear a helmet when riding a bicycle or skateboarding to help prevent head injuries. Keep vaccinations up-to-date. Most residential fires occur during the winter months. Keep candles away from children, pets, walkways, trees, and curtains. Never leave fireplaces, stoves, or candles unattended. Don't use generators, grills, or other gasoline- or charcoal-burning devices inside your home or garage. Install a smoke detector and carbon monoxide detector in your home. Test them once a month, and replace batteries twice a year.

Handle and prepare food safely.

As you prepare holiday meals, keep you and your family safe from food-related illness. Wash hands and surfaces often. Avoid cross-contamination by keeping raw meat, poultry, seafood, and eggs (including their juices) away from ready-to-eat foods and eating surfaces. Cook foods to the proper temperature. Refrigerate promptly. Do not leave perishable foods out for more than two hours.

Eat healthy, and be active.

With balance and moderation, you can enjoy the holidays the healthy way. Choose fresh fruit as a festive and sweet substitute for candy. Select just one or two of your favorites from the host of tempting foods. Find fun ways to stay active, such as dancing to your favorite holiday music. Be active for at least 2½ hours a week. Help kids and teens be active for at least 1 hour a day.

For more Holiday tips, go to www.cdc.gov

Instructor Guidelines Proper Paperwork for Courses

Enhanced Skill course: IV Maintenance, Nebulized Medications, Limited Airway, or Dextrose 50%

- IV Maintenance, Nebulized Medications and Airway are available for EMT and above.
- Dextrose 50% is available for EMT-I .
- A completed course authorization must be submitted to DEMST at least two weeks prior to the course start date.
- Upon approval by DEMST the instructor / coordinator will be notified either by email or by receipt of requested handouts.
- No course number is issued for enhanced skills courses.
- The course coordinator will be notified along with an explanation if the course is not approved.
- Upon course completion, the instructor/coordinator must submit a completed roster as well as a preceptor form signed by the medical director within seven days.
- The roster cannot be processed without receipt of the preceptor form, therefore it is best to submit these forms together to avoid a delay in processing.
- EMS registration forms do not need to be submitted with enhanced skills.
- Upon receipt and verification of all appropriate paperwork, certificates will be issued to the certified personnel.

First Responder, Emergency Medical Responder and AEMT course:

- A completed course authorization must be submitted to DEMST at least two weeks prior to the course start date.
- A course number will be assigned and information will be posted on the DEMST website.
- Upon approval by DEMST the instructor / coordinator will be notified by an authorization letter along with any requested handouts.
- Upon course completion, the instructor / coordinator must submit a completed roster along with completed EMS registration form for each student to DEMST within seven days.
- Missing or incomplete EMS registration forms will delay processing of the course roster.
- Upon receipt and verification of all appropriate paperwork, certificates and cards will be issued to the certified personnel.

EMT, EMT-B, Intermediate and Paramedics

- A completed course authorization must be submitted to DEMST at least two weeks prior to the course start date.
- If doing an initial EMT course, completed EMS registration forms must be submitted prior to beginning the course.
- A course number will be assigned and the information will be posted on the DEMST website.
- Upon approval by DEMST the instructor / coordinator will be notified by an authorization letter along with any requested handouts.

Per policy, cards and certifications cannot be sent to employers. DEMST will only send these documents to the individual themselves as they are considered personal property of that individual. Mailing addresses listed on EMS Registration forms must be that of the individual and not the agency of employment.

Please be aware that in-complete forms lead to delays in the certification process. It is important to make sure forms are all completed and sent in on time to ensure proper processing and recertification.

Please contact DEMST with any questions or issues



Upcoming Dates to Remember:

EMS Advisory Council Meetings

January 17, 2013

10 a.m. - 4 p.m. CST

Capitol Building

See DEMST website for more information.

State Trauma Committee

January 16, 2013 @ 12:00 CST

SW Regional Trauma Meeting

January 9, 2013 @ 12:00 CST via BTWAN

NW Regional Trauma Meeting

January 10, 2013 @ 12:00 CST via BTWAN

NE Regional Trauma Meeting

January 15, 2013 @ 12:00 CST via BTWAN

SE Regional Trauma Meeting

January 17, 2013 @ 12:00 CST via BTWAN

Please contact the State Trauma Coordinator for details.

Please visit ndemsa.office@ndemsa.org for further information about events listed below:

Level I Leadership Training

February 2 - 3, 2013

Facilitated by SafeTech Solutions

Comfort Inn, Bismarck ND

Southeast Region EMS Conference

January 19 - 20, 2013

Quality Inn and Suites, Jamestown

Northwest Region EMS Conference

January 26 - 27, 2013

Grand International Inn, Minot

EMS & Hospital Day at the Capitol

February 6, 2013



**NORTH DAKOTA
DEPARTMENT of HEALTH**

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