

PINELLAS COUNTY EMERGENCY MEDICAL SERVICES
12490 Ulmerton Road, Rooms 130/132
Largo, FL 33774

EMS LEADERSHIP GROUP MEETING MINUTES
April 18, 2023

The Pinellas County EMS Leadership Group (EMS LG) met on this date at this location with the following agencies marked present:

- Airport
- Clearwater
- Dunedin
- East Lake
- EMS & Fire Administration
 - Director
 - Data Systems Coordinator
 - EMS Academy Coordinator
 - Logistics Coordinator
 - Protocol and Equipment Coordinator
 - Quality Assurance Coordinator
- Gulfport
- Largo
- Lealman
- Madeira Beach
- Medical Director
- Oldsmar
- Palm Harbor
- Pinellas Park
- Pinellas Suncoast
- Safety Harbor
- Seminole
- South Pasadena
- St. Pete Beach
- St. Petersburg
- Sunstar
- Tarpon Springs
- Treasure Island

CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:01 a.m. Roll call was taken.

APPROVAL OF MEETING MINUTES

Upon presentation of the minutes from the March 21, 2023, EMS Leadership Group meeting, held face to face, the minutes were unanimously approved. (Oldsmar/Pinellas Suncoast)

SYSTEM UPDATE

Craig Hare presented the following system update on the following topics:

- Budget
 - Meetings underway with fire districts now, hoping to wrap up in mid-May and finalize any contract amendments for next year.
- ImageTrend

- In-house core configuration training scheduled for Monday, Tuesday, and Wednesday of this week. Within a few weeks, plans to have internal committees walk through modules/fields/sections and have power users testing on records. Personnel certifications will be the first module turned on. QAR module to be the second.
- One last meeting scheduled with Physio attorneys before presentation of the Physio LifePack 15-4 Plus to the Board of County Commissioners (BCC) for approval in May.
- Staffing
 - Steve Fravel has been promoted to Credentialing Coordinator, noting duties include CME reimbursements and personnel certifications. Chief Allen Smay requested that an updated EMS & Fire contact list be sent out with all of the staffing changes. Upon query by Chief Smay, Craig to consider having a generic email to handle questions for transitioning positions, like the one created for certifications.
 - John Murphy has transitioned to full-time Special Operations Coordinator, no longer handling credentialing

MEDICAL DIRECTOR UPDATE

Dr. Angus Jameson provided a clinical update on the following topics:

- PCEMSOMD Website
 - Site continues to work well, noting good traffic. Encouraged members to spread the word about subscribing to the website feed to receive important notifications that include Medical Control Directives and protocol updates.
 - Reminder to check out the new Patient Resource page for real time information on patient needs and County resources.
 - A Resources page will be forthcoming containing information regarding patient advocacy and COSSAP and Leave Behind Narcan programs.
 - Clinicians now have access to a link to report directly to the DCF Reporting Portal.
 - See the link to the Narcan survey to log in to provide special event/kit dispersal information.
 - Requested feedback on site improvements.
- Operations
 - Expressed thanks to all for participating in the station visits and working with Shelly to schedule the visits.
 - Plans to schedule the first of many virtual office meetings via Zoom to start next Friday, from 10:00 a.m. to noon. Invited everyone to attend and ask question or give suggestions. Email notification to be sent out.

SENIORS IN SERVICE HEALTH BUDDIES PRESENTATION

Aria Garling, Seniors in Service, conducted a PowerPoint presentation titled *Seniors in Service Health Buddies, Geared up to Serve*, and provided an overview of the organization. She discussed its mission, funding sources, program services, clients and purpose, and volunteer training, noting that Seniors in Service Health Buddies help reduce preventable hospital readmissions for individuals living with chronic conditions through telephone interventions that empower them to self-manage their health, thus reducing over-utilization of emergency services. Volunteers are trained to provide support to help clients live independently and with dignity.

Responding to query by Jim Fogarty, Candi Makee-Stripe, Department of Safety & Emergency Services, presented information on work to bring the program to Pinellas County, her vision to reduce the amount of elder welfare checks in Pinellas County, and using a brochure to make client referrals for important elder needs, noting that Ms. Garling is going to provide 5,000 rack cards for community distribution.

Craig Hare discussed the patient referral process, inclusion criteria, and agency volunteers for the pilot program, noting that the plan is to use a referral process similar to the COSSAP program, give the patient a flyer so they can contact Seniors in Service Health Buddies (SISHB) or we can help on scene by going to the SISHB webpage and do the signup for them. He indicated that we can put together a leadership video of field utilization to be included in regular training. St. Petersburg, Pinellas Suncoast, Dunedin, and Pinellas Park offered to volunteer. Anyone else interested in program participation or needing referral cards may contact Candi Makee-Stripe at cmakeestripe@pinellas.gov and Aria Garling at agarling@seniorsinservice.org. More to come.

AIR MEDICAL UPDATE

Craig Hare noted that he sent out the Air Medical update from Julie Bacon.

SUNSTAR UPDATE

Jeremy Tinter presented an operational update and shared statistical information regarding transport volume, year-over-year trends, and orientation staffing, noting that there are currently 11 EMTs and 5 paramedics enrolled in classes; and there were three 600-plus transport days in the past seven days.

Jazmin Soloman provided an American Heart Association Mission Lifeline update and discussed major program changes made this year pertaining to the annual application process and agency metrics, noting that Sunstar did apply for every ALS agency in the county even though agencies are required to submit their own applications. She relayed that six agencies did not qualify for the award because they did not meet the call volume, so Sunstar went through every single run report and applied exclusion criteria, noting that every agency will receive an award, gold, silver, or bronze, depending on what the numbers look like. Please send Jazmin an email to schedule a meeting if you would like to see your agency's data metrics/reports so improvements can be made to hit higher marks for next year. Craig Hare expressed thanks to Jazmin and her staff for their hard work on the Mission Lifeline applications.

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

Derek Schauer indicated that he is looking at a new CO2 device as the Protégé monitors are coming to an end of life in November. He discussed cardiac monitor clip issues related to the existing device, noting he is looking to have a more secure method of connection.

Craig noted that there is a LifePack 15 loaner in the office if anyone would like to check it out.

David Hudak conducted a PowerPoint presentation titled *April 2023 Protocols, Medical Supplies & Equipment, Pharmaceuticals & Logistics*, and, with input by Dr. Jameson and Mark Eggers, provided new and updated information regarding the following topics:

- Medical Control Directives (MCDs)
 - 23-07 - Medical Operations Manual (MOM) Volume 1 and 2 – First Quarter Revision.
 - 23-08 – Discontinuation of Pandemic Plan and Transition of BLS 911 Program to Medical Control Board Resolution 2023-01.
 - Draft 23 ACLS Recertification Process for Paramedics and Nurses.
- Pharmaceuticals – supply and expirations.
- Medical Equipment – spine board replacement; PPE – masks, respirators, and overalls.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Mark Eggers provided information on the following topics:

- CME
 - March is complete.
 - Class makeup information to be sent out once dates are confirmed.
 - 2 clinicians have not completed February CME. February is 98 percent unfinished.

- April CME is 36 percent finished.
- Filming almost complete for May CME.
- ACLS schedule is 99 percent complete.
- IPD starts next week. 4 classes available.
- County Communications Department to give a one-hour presentation on public speaking.
- Second face-to-face essentials class to become an ACLS instructor on April 20.
- Plans to have more available instructors at each site, noting approximately 33 to 35 new ACLS instructors in addition to the 30-plus current faculty to make ACLS run more smoothly.
- Instructors are requested to not take voluntary overtime FD assignments if committed to class instruction. Mandated operations do not apply.
- Consensus to keeping standard scores at 84 percent.
- Apologized for any snafus regarding March CME reporting.
- EMS Academy
 - Academy is going well, noting only one unsuccessful March candidate and two unsuccessful April candidates.
 - May ALS is full.
 - Please email Mark as soon as possible for any needed accommodation, noting limitations with scheduling.
 - Shared good feedback received regarding EMS Academy changes with the Surface Gos, narcotics exchange process, updated PowerPoints, and the return to the Medical Examiner's office.
 - Coordinate with Mark regarding holding makeup CME classes to ensure the instructors have the equipment needed for class. Craig reminded members that a small makeup class is held at own cost. Instructors are covered for full countywide-sponsored classes. The County is willing to accommodate those who missed class because they were on FMLA leave.

TECHNOLOGY UPDATE

Craig Hare indicated that Steve Fravel is working on the ImageTrend project. New and updated information was given on the following topics:

- Be sure to clean up the ZDMCs and keep up with the QA buckets as well.

QUALITY ASSURANCE UPDATE

Chris Jordan referred to a document titled *Quality Assurance Update* and provided statistical information pertaining to the following topics:

- Baldrige Patient Satisfaction Surveys and engagement results for March 2023.
- March QARs.
- Case tracking.

COMMITTEE UPDATES

PCEMS Supply and Equipment Committee – Chief Tony Tedesco

- Craig Hare shared that Clearwater Stations 45 and 48 are doing a pilot project to try out the EMS vending machines to see if the effort will save time, effort, and cost of supplies. Contact Chief Tedesco for additional information regarding the EMS vending machine project.

PCEMS Controlled Substances Subcommittee – Chief Tony Tedesco – On hold.

EMS Training Group – Chief Mark Zipeto

- Continue to have good turnout for the meetings.
- Next meeting is to be scheduled in the face-to-face format. Plans to comprehensively review EKG. Anyone interested may attend.

EMS Quality Committee – Jeremy Tinter

- Nothing new to report.

ePCR Committee Update – On hold.

Complex Case Management – Dr. Angus Jameson

- Nothing new to report.

First Pass Group – Chief Bill Gorham

- Still working with First Watch engineers regarding the repopulation of reports into First Pass. More to come.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

Pinellas Park: Ryan Mitchell relayed a unique fire call where there was no cyanokit available because the DC and LR were not on site and asked whether the County would be amenable to broadening the allocation of cyanokits. Discussion ensued regarding structure fire response operations, and Craig Hare indicated that if Ryan could provide an incident number, he would further look into the matter offline.

In response to query by Ryan regarding county recognition awards, Craig shared that anyone wishing to give a commendation can send the information to Chris Jordan, cjordan@pinellas.gov.

Ryan commented on balancing the ENVI process with PSTrax, and Craig related that the County is looking into the EMS vending machine pilot project and then compare available technology relative to supply.

Pinellas Suncoast: Looking to employ six new hires within the next three months, noting there are two EMTs transitioning to medic school, and two will be starting in August, thanks to negotiations to approve a contract for paramedics.

Chief Jeffrey Davidson briefly discussed the work of the Marine Operations group and invited members to attend an upcoming meeting on Thursday, April 20.

Chief Davidson is working with Stephen Glatstein on a blue QAR recognizing the phenomenal work of the Largo and Sunstar crews, call takers, and dispatchers on a recent call involving a pediatric water rescue, noting that the patient is alive and well.

OLD BUSINESS

No old business was discussed.

NEW BUSINESS

No new business was discussed.

ACTION ITEMS

No action items were discussed.

NEXT MEETING

The next quarterly Leadership Group meeting is scheduled for Tuesday, May 16, 2023, at 9:00 a.m., via Zoom.

ADJOURNMENT

The meeting was adjourned at 11:39 a.m.

*Audio and documentation received for this meeting is on file at the
Pinellas County EMS & Fire Administration.*

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CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:01 a.m. Roll call was taken.

APPROVAL OF MEETING MINUTES

Upon presentation, the minutes from the February 21, 2023, EMS Leadership Group meeting were unanimously approved. (Clearwater/St. Pete Beach)

SYSTEM UPDATE

Craig Hare presented the following system update on the following topics:

- Staffing
 - The Credentialing Coordinator position post has closed, and interviews are in process.
 - The Administrative Assistant post is now closed, and interviews to start soon.
 - Now recruiting for a dedicated ImageTrend Administrator. Position is posted.
 - Received approval for the hiring of a Clinical Manager to replace the former Training Coordinator position. Soon to be posted.

- Welcomed Ken Grimes, the new EMS & Fire Administration Operations Manager, and provided background information, noting an employment history.
- Lynn Abbott has undertaken the duties of Greg Woodrum, who recently retired from Pinellas County.
- Budget
 - 7 percent increase to the baseline budget.
 - 17 enhancement requests to work through and \$10 million in recurring costs.
- EKG
 - On final approach with Physio. Planning for item to be presented to the Board of County Commissioners (BCC) in April. Working to have 50 LifePak 15 monitors within 30 days, remaining monitors to be delivered by 60 days. Expecting a summertime rollout.
 - Discussed plans for ACLS, EKG peak renewals, and agency-level training. Working on an instructional video and having a clinical loaner for a detailed training plan.
 - David Hudak to handle battery chargers, accessories, cables, etc. Device is similar to the MRx.
- ImageTrend
 - Site is up and running. Working on training for administration and configuration. Dr. Michael Lozano and Michelle Slawinski are working on the data sets.
 - Plans for a mid-April 3-day workshop with ImageTrend committees regarding cleanup, feedback, and training power users.
 - Online CME training in October on tablets.
 - Ken Grimes and the temps completed the training and certification record cleanup for a clean data set for ImageTrend.
 - Working to connect LifePak 15 to Zoll.
 - David Hudak indicated there may be a potential protocol change regarding defibrillation.

MEDICAL DIRECTOR UPDATE

Dr. Angus Jameson provided clinical updates on the following topics:

- Staffing
 - Congratulated Dr. Andrew Kropp, current EMS Fellow, who graduates at the end of June.
 - Announced that Dr. Ken Dumas, Chief Resident at Tampa General Hospital, has been selected as next year's EMS Fellow.
 - Discussed Emergency Medicine matches, noting that USF Emergency Medicine did receive many applications and has a great pool of candidates.
- PCEMSOMD Website
 - Check out the new Patient Resource page for information on dental, housing, and food resources for patients.
 - Plans for a resources page containing information regarding patient advocacy, COSSAP, and *Leave Behind Narcan* programs.
 - Plans for a virtual office Zoom meeting where anyone can reach out and talk to Dr. Jameson.
- Push Dose Presser
 - Device has been used 15 times in the last month with apparent good effect, and no adverse events have been reported.
- Leave Behind Narcan
 - Noted that all patients may receive Narcan, even refusals. Please encourage clinicians to give Narcan to patients, friends, and family. The purpose of the program is to keep the patient alive and get to treatment.

- Operations
 - Plans to sunset the Pandemic Plan Code Green, noting the federal pandemic plan expires in May.
 - Freestanding ER Protocol Sub-Committee met in February to discuss improving freestanding ER utilization, and Dr. Jameson has crafted a baseline set of metrics to follow implementation, noting clinicians/ transports are encouraged to utilize freestanding ERs for patients without exclusions.
 - Please contact David Hudak regarding LUCAS device and Glucagon questions/information.
 - Shelly Childers is working to schedule station visits.
- Dr. Donna Dooley requested that IRs and QARs be submitted at the same time to Chris Jordan.
- Dr. Lozano briefed members on his continuing EMS research project, and the item will be discussed at the next Quality Meeting, noting there are 13 active projects. He is soliciting input from the system to participate in or craft a project of their own.

AIR MEDICAL UPDATE

No Air Medical Update was given.

SUNSTAR UPDATE

Richard Schomp presented an operational update and shared statistical information regarding transport volume and year-over-year trends, noting that February saw an increase of 3.5 percent in transports, and January experienced a 3 percent rise as well. February had a decrease in hospital delays.

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

Please contact Derek Schauer regarding any questions, (727) 582-2133.

David Hudak relayed that Glucagon GVO product is not available in the volume the system needs and is looking into an alternative similar to the current product. There will be a Medical Control Directive (MCD) sent out today regarding awareness of LUCAS device deployment, noting that the device has been deployed to Stations 25 and 46. Look for an In-Service assignment regarding LUCAS device field awareness within the next 30 days.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Mark Eggers provided information on the following topics:

- CME
 - 2 clinicians have not completed February CME. February is 98 percent unfinished.
 - 1,028 people scheduled for March face-to-face CME.
 - Filming almost complete for April CME.
 - Discussed ACLS expirations and recertification process and timeline.
 - Reminder that if agencies are hiring between now and the ACLS June start date, be sure to research ACLS status and enroll before September. Noted ACLS classes offered on April 18 and June 10. Contact site coordinators to lock down dates.
 - There are 28 new CME instructors.
 - Thanks to all for helping out with CME content and filming.
- EMS Academy
 - Surface Gos are in use. No plans to print MOMs manuals. Workbooks continue to be available. Working to move to an online format.
 - Changes implemented to narcotics box exchange and usage.
 - Plans to return to the Medical Director's office for Week 2.
 - Capstone has moved to Center for Pre-Hospital Medicine (CPM), noting a schedule change to Thursdays for Capstone Prep and Capstone, alternating Thursdays to allow for a work study before Capstone. Tests to be given in the Immersion Room environment.

- IPD started today. Format to change in the next month. Implementing the use of I-simulate monitors in scenarios and testing. PowerPoints have been updated, adding a narcotics exchange component with embedded action slides. Plans to return to the Medical Director's Office next month for Week 2 only.
- Starting the Immersive light pre-roll for scenarios next month, a recorded pre-briefing. Plans to do a recording of dispatch and a drive/walk up for clinicians, where a victim will do initial scene stuff. The new process will remove instructors from having to read that part of the scenario component and will give the same view for every single person.

TECHNOLOGY UPDATE

Steve Fravel provided new and updated information on the following topics:

- Developing new process to get the Surface Gos out faster.
- There are 100 to 200 tablets out in the field that are out of warranty. Contact Steve for a different tablet.
- Discussed issues and fixes for the Surface Go keyboard.
- Call Steve for assistance with ZDMC cleanup. It is critical to clean up hanging records.

QUALITY ASSURANCE UPDATE

Chris Jordan provided statistical information pertaining to the following topics:

- Baldrige Patient Satisfaction Surveys for February 2023 and overall Pinellas County EMS engagement results.
- February QARs.
- Case tracking.

COMMITTEE UPDATES

PCEMS Supply and Equipment Committee

- Nothing new to report.

PCEMS Controlled Substances Subcommittee

- Nothing new to report.

EMS Training Group – Chief Mark Zipeto

- Nothing new to report.

EMS Quality Committee – Jeremy Tinter

- Nothing new to report.

ePCR Committee Update – On hold.

Complex Case Management – Dr. Angus Jameson

- Nothing new to report. Meeting later today.

First Pass Group – Chief Bill Gorham

- Repopulation of information by Ryan Mitchell.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

Clearwater: Starting the hiring process again. Just had a recruit class for 5 people last week.

Dunedin: Rescue 60 to go in service April 5. Everyone is welcome to come to the push in on the morning of April 5.

Gulfport: Hired 1 person to start on April 4 and another person to start in late April.

Largo: Have a few people starting in the next couple months.

Lealman: Hired 3 people and coordinating with the County to put them through EMS Academy.

Palm Harbor: Valspar Golf Tournament went well, and weather was nice. Event worked out well.

Pinellas Park: Hired some new people.

South Pasadena: Working on a new station build, doing bi-monthly meetings on site, moving on schedule. Looking to hire.

St. Pete Beach: Have 2 people in preemployment testing and an interview scheduled on Thursday for 1 additional firefighter paramedic.

St. Petersburg: Rescue 13 going into service next month. Been busy with special events. The Grand Prix, Skyway 10K, and Reggae Rise Up went well. First peak paramedic will graduate from Fire Academy on April 4.

Tarpon Springs: Looking to hire.

Treasure Island: Advertising for 1 vacancy. Have 2 paramedics finishing up County certification. In the beginning stages of station design.

OLD BUSINESS

All Old Business continues to be on hold.

NEW BUSINESS

No New Business was discussed.

ACTION ITEMS

No Action Items were discussed.

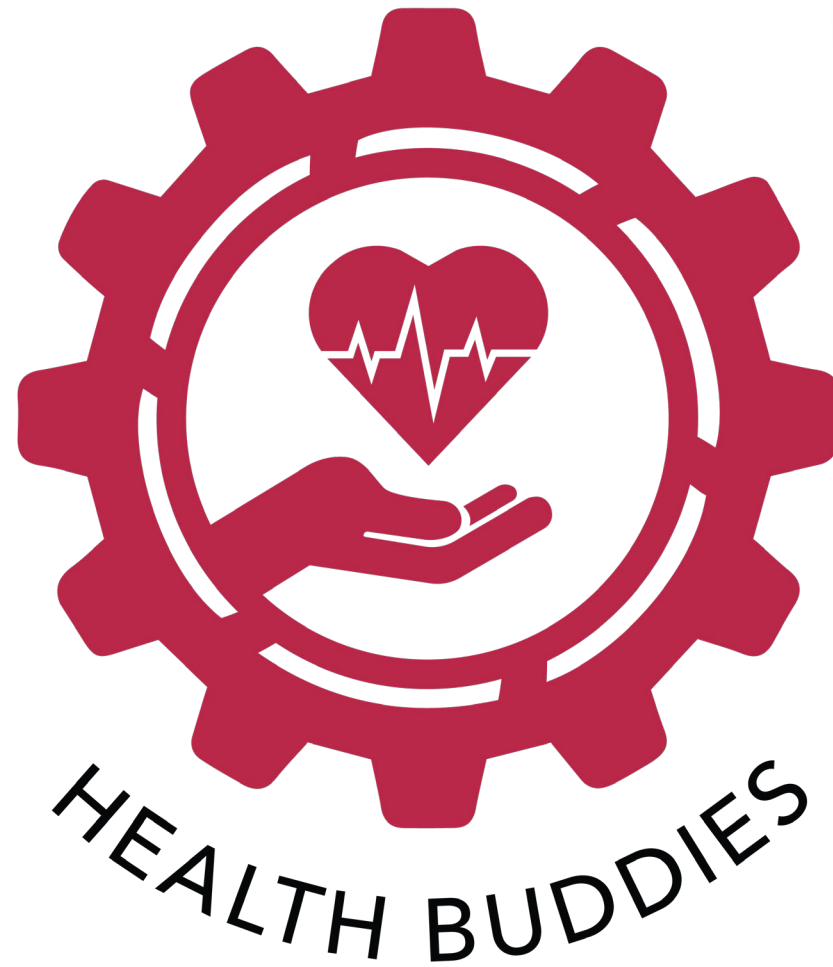
NEXT MEETING

The next quarterly Leadership Group meeting is scheduled for Tuesday, April 18, 2023, at 9:00 a.m., to be held via Zoom due to ImageTrend Training.

ADJOURNMENT

The meeting was adjourned at 9:50 a.m.

*Audio and documentation received for this meeting is on file at the
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SENIORS in SERVICE
GEARED UP TO SERVE

Florida
Blue 
Foundation



SENIORS in SERVICE

GEARED UP TO SERVE

- ▶ For over 36 years, Seniors in Service has administered national programs in our local region, supporting seniors, children, veterans and adults, meeting them where they are at.



Health Buddies Mission

- ▶ Our Health Buddies program reduces the number of adults who seek medical care due to social isolation, loneliness, and fear. We engage trained volunteers who provide support to isolated adults by telephone, which empowers patients to self-manage their health.

Overview

- ▶ Completely Free!
 - ▶ 100% Grant Funded
- ▶ 12-week program
- ▶ Telephone Reassurance
 - ▶ Companionship as Medicine
- ▶ Pre-Test, Mid-Test & Post-Test conducted with clients to examine the following:
 - ▶ Show improvement of knowledge of chronic illness
 - ▶ Measurable change in behavior
 - ▶ Examples: diet, exercise



Why Health Buddies?

- ▶ Reduce proportion of adults that unnecessarily seek emergency assistance or require hospital readmission due to social isolation
- ▶ Empower isolated adults to continue to age in place with improved quality of life
- ▶ Learning from non-authority figures can be less intimidating, more enriching for the client, and rewarding for the volunteers



The **Health Buddies** volunteers encourage physician recommendations such as:

- ▶ COVID-19 compliant hygiene recommendations
- ▶ Diet and exercise
- ▶ Medication Adherence
- ▶ Medical appointments & treatment regimens
- ▶ When it is time to call a health care provider **BEFORE** there is an emergency

Health Buddies help the participants develop a ***new normal*** through supportive phone calls with the goal of chronic care self-management.

Who Are Our Health Buddies **Volunteers?**

- ▶ Age 18+
- ▶ Background Checked
- ▶ Seniors in Service Volunteers
- ▶ USF College of Aging Studies
- ▶ USF College of Health Service Corps
- ▶ USF College of Psychology
- ▶ Referrals



What is Expected of Volunteers?

- ▶ 12-week Commitment
- ▶ 2-3 Calls a week based on client requests
- ▶ Complete Call Logs to record conversation topics, times of calls, and attempted calls
- ▶ Participate in 6 Volunteer trainings via Zoom (will be recorded for those unable to attend)
- ▶ Complete Weekly Modules
- ▶ Communicate with Program Coordinator any concerns about the clients' mental or physical health.
- ▶ Work together to provide community resources to clients based on individual needs.



What type of training do the volunteers receive?

- ▶ HIPPA training
- ▶ Weekly modules to complete
- ▶ Speakers bi-weekly include:
 - ▶ Medication, presented by a pharmacist
 - ▶ Nutrition, presented by a nutritionist
 - ▶ Financial Health and Schemes to be aware of presented by a banking community development specialist
 - ▶ Exercise and Safety, presented by a Physical Therapist
 - ▶ Mindfulness and wholistic approach to wellness presentation
 - ▶ Community Resources, presented by a community leader



Who can be a Health Buddies **client**?

- ▶ Anyone 18+
- ▶ Chronic Condition(s)
- ▶ Lives in Pinellas, Pasco, or Hillsborough Counties
- ▶ Has a phone
- ▶ Wants to receive phone calls



Training for Clients

Lesson One: The Basics of Zoom	
Wednesday, February 9 @ 10 AM	In our first lesson we will go over the basics of using Zoom and all in meeting buttons: <ul style="list-style-type: none">● mute/unmute● start/stop video● Using the chat● Using reactions● Switching view● Renaming in meeting

Benefits to participants:

Support and companionship

Help make community connections

Help with their own understanding of their health

Reduced loneliness while remaining in home

Better understanding of disease management

Improved wellness and overall health

Enhanced quality of life

No costs or charges to patient, provider or insurance

What is the Price of Loneliness to Taxpayers?



[Video Link](#)

Benefits to medical providers:

- ▶ Reduced burden on healthcare providers due to increasing demand from older adults
- ▶ Mitigate unnecessary phone calls
- ▶ Reduced requests for hospital re-admissions
- ▶ Improved patient outcomes
- ▶ Creating a healthier community through patient self-management
- ▶ **No conflict with insurance**; No costs or charges to patient, provider or insurance



Impact Stories

- ▶ A phone call that led to reliable transportation
- ▶ Even the client's pets can benefit from Health Buddies!
- ▶ "I loved talking to my buddy. It shows that someone cares, it helped me with loneliness, encouraged me, and it was nice to have someone to share stories with. It felt good to laugh with someone." –Health Buddies Client



Health Buddies 2021-2022

- ▶ We enrolled **55 Clients**
 - ▶ (Target Number 45)
- ▶ We trained **66 Volunteer Health Buddies**
- ▶ Volunteers made a total of **1,193 phone calls**



The Kessler Scale is a
**6-item self-report
measure** intended to
be used as a quick
tool to assess the
mental wellness of the
general population.

KESSLER 6

During the past 30 days, about how often did you feel ...

...nervous?

1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

...hopeless?

1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

...restless or fidgety?

1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

...so depressed that nothing could cheer you up?

1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

...that everything was an effort?

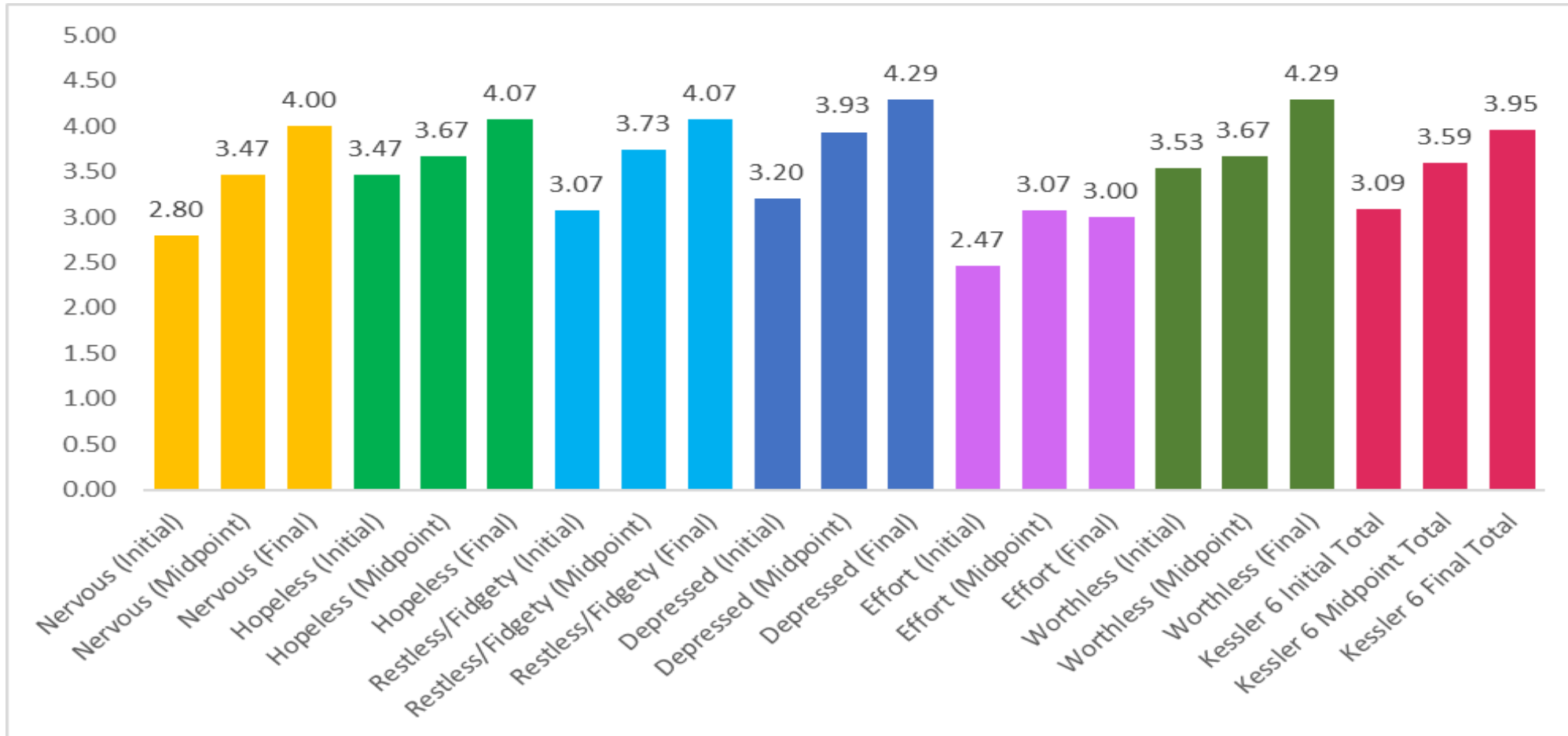
1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

...worthless?

1 All of the time 2 Most of the time 3 Some of the time 4 A little of the time 5 None of the time

Cohort 4: Kessler 6

Results from 15 Clients Surveyed August 2021, October 2021, and December 2021



- 1- All of the time
- 2- Most of the time
- 3- Some of the time
- 4- A little of the time
- 5- None of the time

Health Buddies 2021 Outcomes

- ▶ **At the end of the 12 weeks, 28 out of 44 (64%) clients reported improvement in their knowledge of their health condition**
- ▶ **47 of the 55 (85%) clients reported that they feel more capable of self-managing their condition from home.**
- ▶ **44 out of 47 (94%) clients did not have a hospital readmission** for in-patient services for the same medical condition within the 12 weeks of Health Buddies
- ▶ **100%** of the clients reported that they **did not have an Emergency Room visit** for the same medical condition within the 12 weeks of Health Buddies

Impact Story from a Volunteer

- ▶ [Testimonial from a Health Buddy Volunteer](#)



Post Health Buddies

- ▶ TelePals
- ▶ Volunteer Opportunities
- ▶ Senior Companion Program

Senior Companions

- ▶ Volunteers visit home-bound Seniors to reduce isolation and offer a friendly face that is there regularly.
- ▶ “Seniors In Service is a wonderful organization. They provide companionship services for my dad, and he couldn't be happier. My father's companion checks in with me and my dad over the phone and in person and also helps with some errands. He is patient and kind, just an awesome person and this is an important service for the elderly. My dad considers Juan his friend! Two thumbs up for Seniors In Service.”



Recap

- ▶ Health Buddies matches isolated and lonely adults that are suffering from anxiety due to their chronic illness with a Health Buddy that helps them better self-manage their care.
- ▶ We empower health minded volunteers 18+ to become Health Buddies to our clients with chronic conditions. It is a mutually beneficial partnership.
- ▶ At the end of the 12-week program, the clients feel less anxious and more empowered to self manage their chronic illness, and the volunteers gain life skills while both make a new friend! We also provide programs for participants to continue with Seniors in Service.
- ▶ If you know someone that may benefit from this program, please let me know and our Health Buddies team will reach out to them immediately:
healthbuddies@seniorsinservice.org

Do you know someone that could use **Companionship as Medicine?**

- ▶ Send them my information or send me their information!

Aria Garling
(813) 492-8931

healthbuddies@seniorsinservice.org

<http://seniorsinservice.org/health-buddies/>

Together, we can help our community feel empowered to take control of their health!



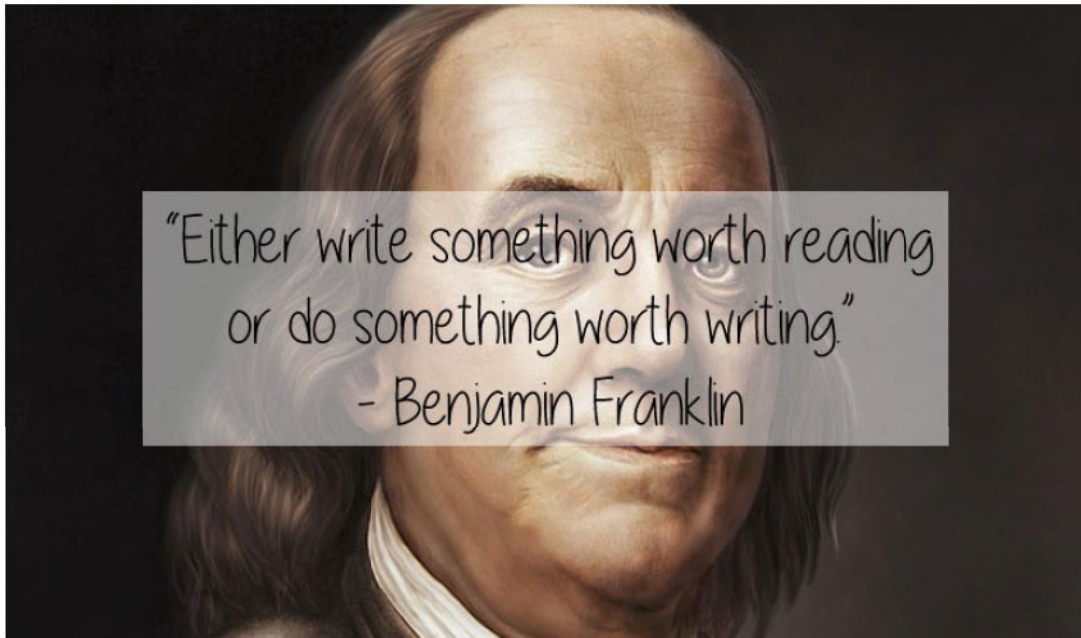


SENIORS in SERVICE
GEARED UP TO SERVE

Florida
Blue 
Foundation

Pinellas Air Response

	March 2023	YTD
Total Requests for Air	27	76
Declined for Weather	1	4
Bayflite	3	11
Aeromed	1	3
Med-trans Florida	1	1



"Either write something worth reading
or do something worth writing."
- Benjamin Franklin

**PROTOCOLS, MEDICAL SUPPLIES &
EQUIPMENT, PHARMACEUTICALS &
LOGISTICS**

April 2023





MEDICAL CONTROL DIRECTIVE
2023-XX

DATE: XXXX

TO: Pinellas County EMS Agencies
Pinellas County Emergency Communications
Pinellas County Certified EMTs and Paramedics
Pinellas County Certified Advanced Practice Paramedics, Nurses
Pinellas County Online Medical Control Physicians
Pinellas County Ambulance Billing and Financial Services
ED Nurse Managers

FROM: Dr. Angus Jameson, EMS Medical Director



MEDICAL CONTROL DIRECTIVE 2023-07

DATE: April 18, 2023

TO: Pinellas County EMS Agencies
Pinellas County Emergency Communications
Pinellas County Certified EMTs and Paramedics
Pinellas County Certified Advanced Practice Paramedics, Nurses
Pinellas County Online Medical Control Physicians
Pinellas County Ambulance Billing and Financial Services
ED Nurse Managers

FROM: Dr. Angus Jameson, EMS Medical Director

RE: Medical Operations Manual (MOM) Volume 1 & 2 - First Quarter Revision

Effective Date: 0800 hrs. April 19, 2023



MEDICAL CONTROL DIRECTIVE

2023-08

DATE: April 18, 2023

TO: Pinellas County EMS Agencies
Pinellas County Emergency Communications
Pinellas County Certified EMTs and Paramedics
Pinellas County Certified Advanced Practice Paramedics, Nurses
Pinellas County Online Medical Control Physicians
Pinellas County Ambulance Billing and Financial Services
ED Nurse Managers

FROM: Dr. Angus Jameson, EMS Medical Director

RE: Discontinuation of Pandemic Plan and Transition of BLS 911 Program to Medical Control Board Resolution 2023-01

Effective Date: 0800 hrs. April 19, 2023



MEDICAL CONTROL DIRECTIVE

2023-XX

DATE: XXXX

TO: Pinellas County EMS Agencies
Pinellas County Emergency Communications
Pinellas County Certified EMTs and Paramedics
Pinellas County Certified Advanced Practice Paramedics, Nurses
Pinellas County Online Medical Control Physicians
Pinellas County Ambulance Billing and Financial Services
ED Nurse Managers

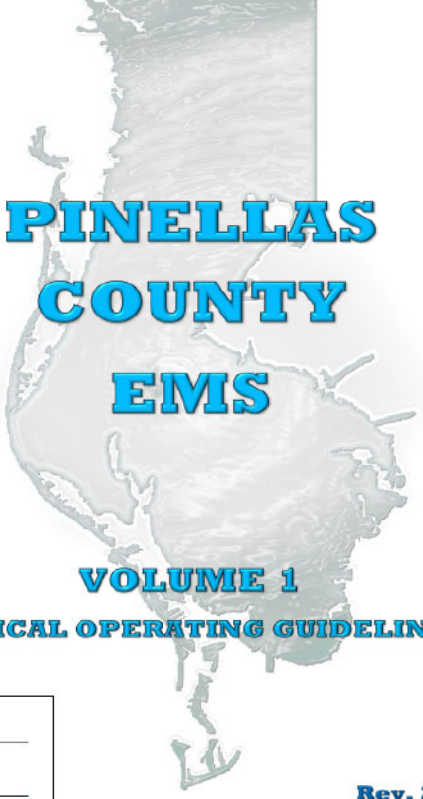
FROM: Dr. Angus Jameson, EMS Medical Director

RE: 2023 Advanced Cardiac Life Support (ACLS) Recertification Process for
Paramedics and Nurses

EFFECTIVE DATE: May 31, 2023

UPDATES

MEDICAL OPERATIONS MANUAL



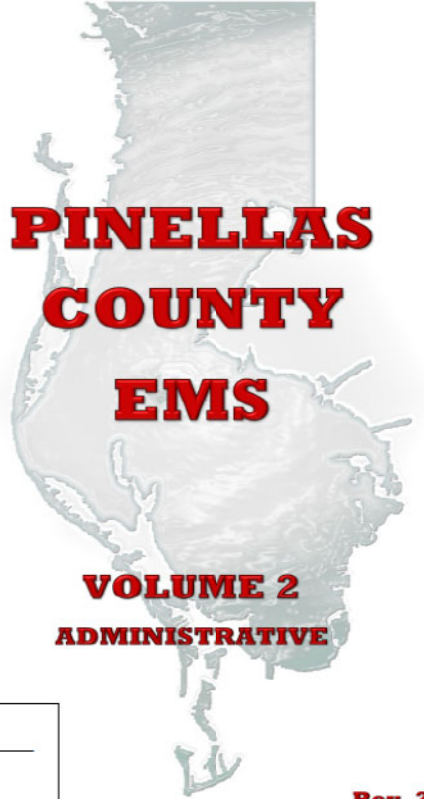
**PINELLAS
COUNTY
EMS**

**VOLUME 1
CLINICAL OPERATING GUIDELINES**

Issued To: _____
EMS ID: _____

Rev. 2023.2

MEDICAL OPERATIONS MANUAL




**PINELLAS
COUNTY
EMS**


**VOLUME 2
ADMINISTRATIVE**

Issued To: _____
EMS ID: _____

Rev. 2023.2



Pharmaceuticals - UPDATE

A photograph of a winter forest scene. The ground is covered in snow, and several trees are visible, some with snow on their branches. A large tree trunk is on the left, and a fallen log lies on the ground in the foreground. The text is overlaid in the center of the image.

**WE'RE NOT
OUT OF THE
WOODS YET**

NE **XT**
NE **W** **N** **O** **R** **M** **A** **L**





Gvoke Kit™ (glucagon injection)

NDC 72065-140-11 \mathcal{R} Only

1 mg per 0.2 mL

Single-Dose Vial and Syringe – Discard Unused Portion

FOR LOW BLOOD SUGAR EMERGENCY

Contains one single-dose sterile syringe
(29 G x 1/2" Needle) and one single-dose
vial containing 0.2 mL of solution.

For Subcutaneous use only
Discard Unused Portion

Recommended Dosage:
See Prescribing Information

See inside for Quick Guide Instructions



CANCELLED



Where We Are

Systemwide Glucagon Survey

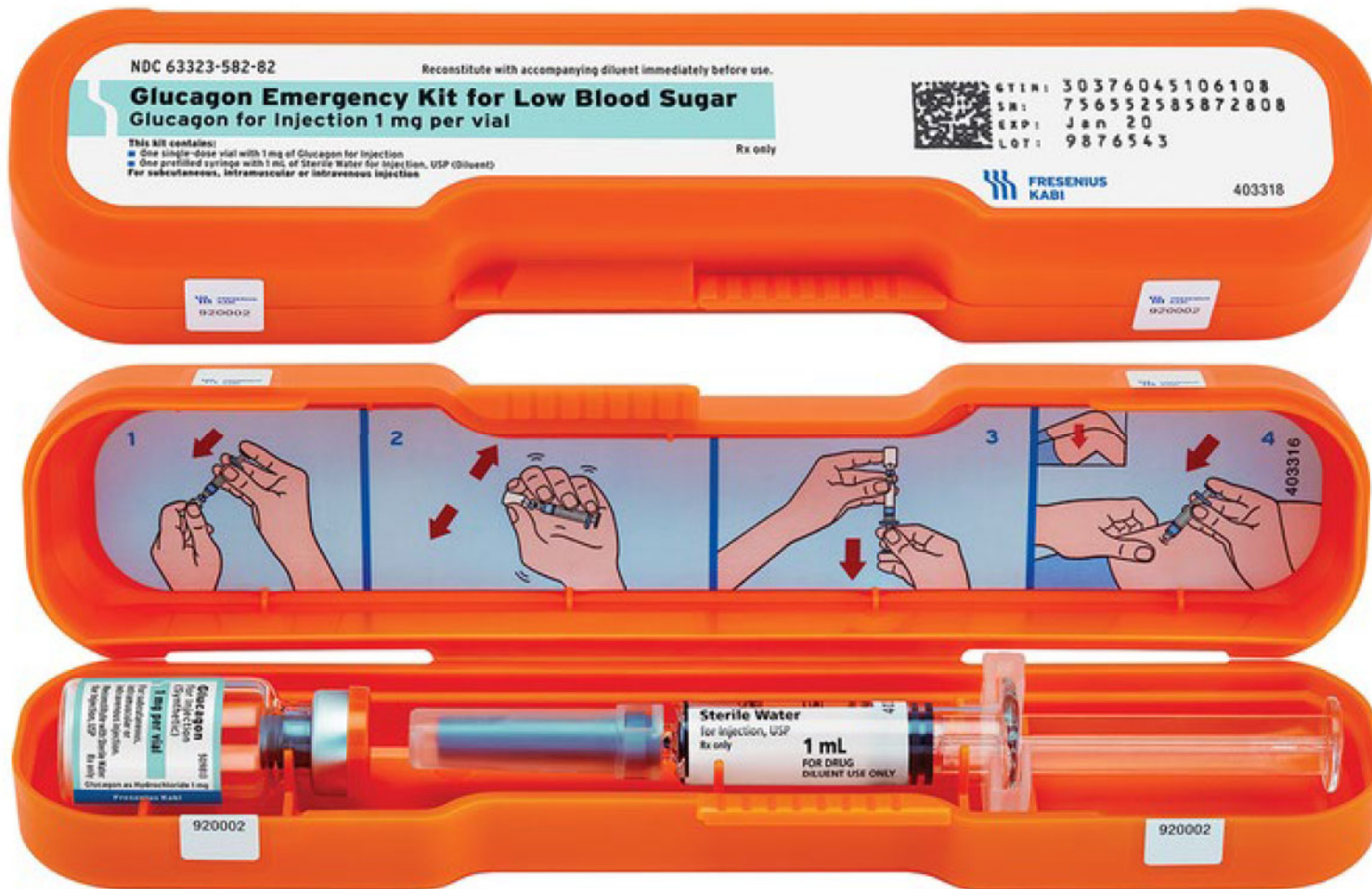
1. Agency Name (and station if applicable) *

Enter your answer

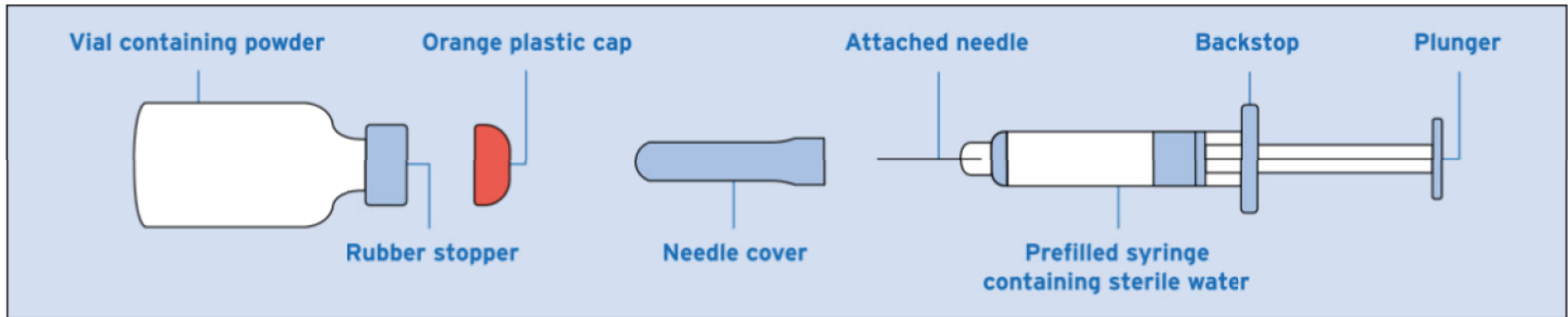
2. How many glucagon does your agency currently have in stock (all locations - station, warehouse, frontline response units, special event gear, etc.) *

The value must be a number

<https://glucagonemergencykit.com/index.php/instructions-for-use/>







Preparing the Glucagon dose:

- The Glucagon medicine comes as a dry powder. Before you use Glucagon, you must mix the dry powder with the syringe of sterile water that comes in the Glucagon Emergency Kit for Low Blood Sugar. **Do not use any other liquid to mix the medicine.**
- Check that the orange plastic cap on your vial of Glucagon is firmly attached. **Do not** use the vial of Glucagon if the orange plastic cap is loose or missing.

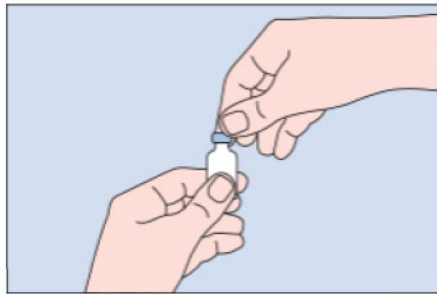


Figure B

Step 1. Using your thumb, flip the orange plastic cap off the Glucagon vial (See Figure B).

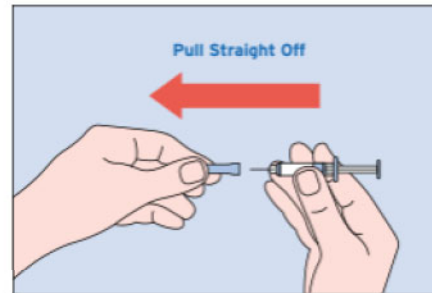


Figure C

Step 2. Pick up the prefilled syringe containing sterile water. Hold the syringe with 1 hand and with your other hand pull the needle cover off the syringe (See Figure C).

- **Do not** remove the plastic backstop from the syringe.

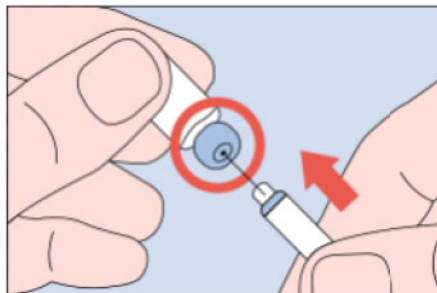


Figure D

Step 3. Pick up the Glucagon vial. Hold the vial of dry powder with 1 hand and with your other hand push the needle of the prefilled syringe through the center of the rubber stopper (See Figure D).

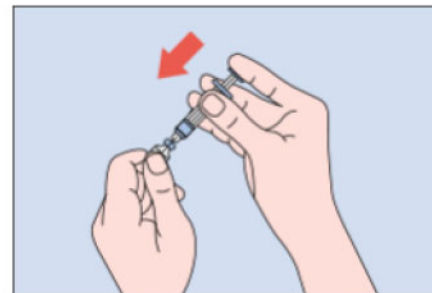


Figure E

Step 4. Hold the vial and syringe together, with the needle still inserted into the vial. Carefully turn the vial and syringe together right side up. Slowly push the plunger down until the syringe is empty (See Figure E).

- **Do not** take the syringe out of the vial.



Figure F

Step 5. Hold the entire unit (the vial and syringe) in 1 hand and gently shake the vial until the powder is completely dissolved (See Figure F).

- Do not use if it is cloudy or if you see particles in the solution. ❌
- **Do not take the syringe out of the vial.** ❌

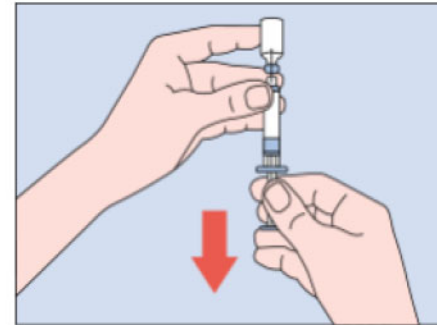


Figure G

Step 6. Firmly hold the vial and syringe together, with the needle still inserted into the vial. Carefully turn the vial and syringe together upside down. Gently pull down on the plunger and slowly withdraw all of the liquid into the syringe (See Figure G).

- Do not pull the plunger out of the syringe.

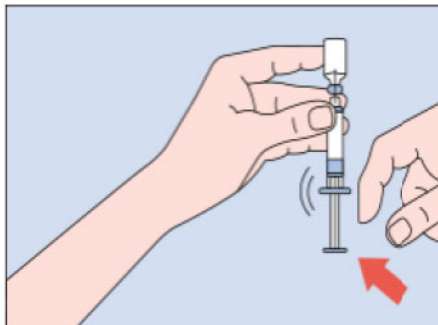


Figure H

Step 7. Keep the needle inside the vial. Check the syringe for air bubbles. If you see bubbles, tap the syringe until the bubbles rise to the top of the syringe (See Figure H). Gently push on the plunger to move only the air bubbles back into the vial.

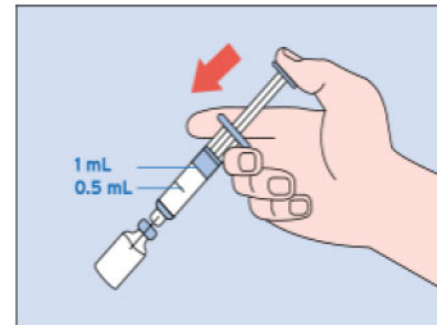


Figure I

Step 8. Hold the vial and syringe as shown (See Figure I).

Giving the Glucagon for Injection:

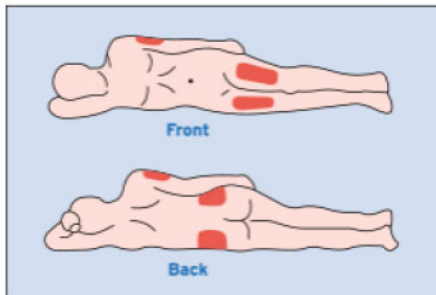


Figure J

Step 9. Choose the injection site (See Figure J).

Common injection sites for Glucagon are upper arms, thighs, or buttocks. Patient does not need to be laying down to administer the medication as long as the common injection sites can be easily accessed.

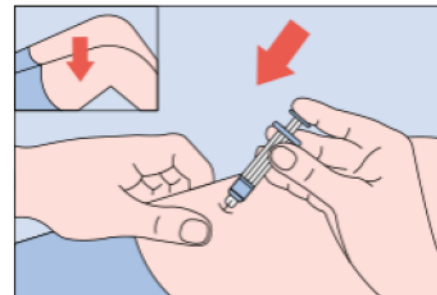


Figure K

Step 10. With 1 hand gently pinch the skin at the injection site. With your other hand insert the needle into the skin and push the syringe plunger down until the syringe is empty (See Figure K).

After Giving the Glucagon Injection:

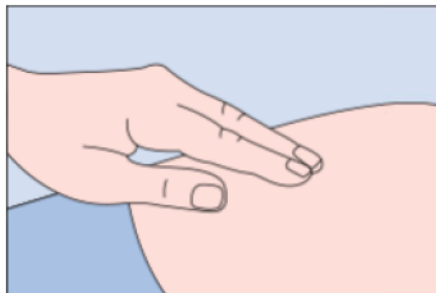


Figure L

Step 11. Pull the needle out of the skin and press on the injection site (See Figure L). Use a gauze pad or cotton ball (not included in the kit) if needed to press the injection site to make sure there is no direct contact with the skin.

Expires at the same
time systemwide –
Replacement will be
handled through
auto ship as was
just done with
Ketorolac





Medical Equipment Update

Time for Replacement



Respirators & Coveralls





**U.S. regulatory agencies
involved in respiratory
protection in healthcare:**

NIOSH

Certifies respirators

OSHA

Governs selection and use of
respirators in workplaces

FDA

Governs claims that products
can impact disease transmission

3M Aura 1870+

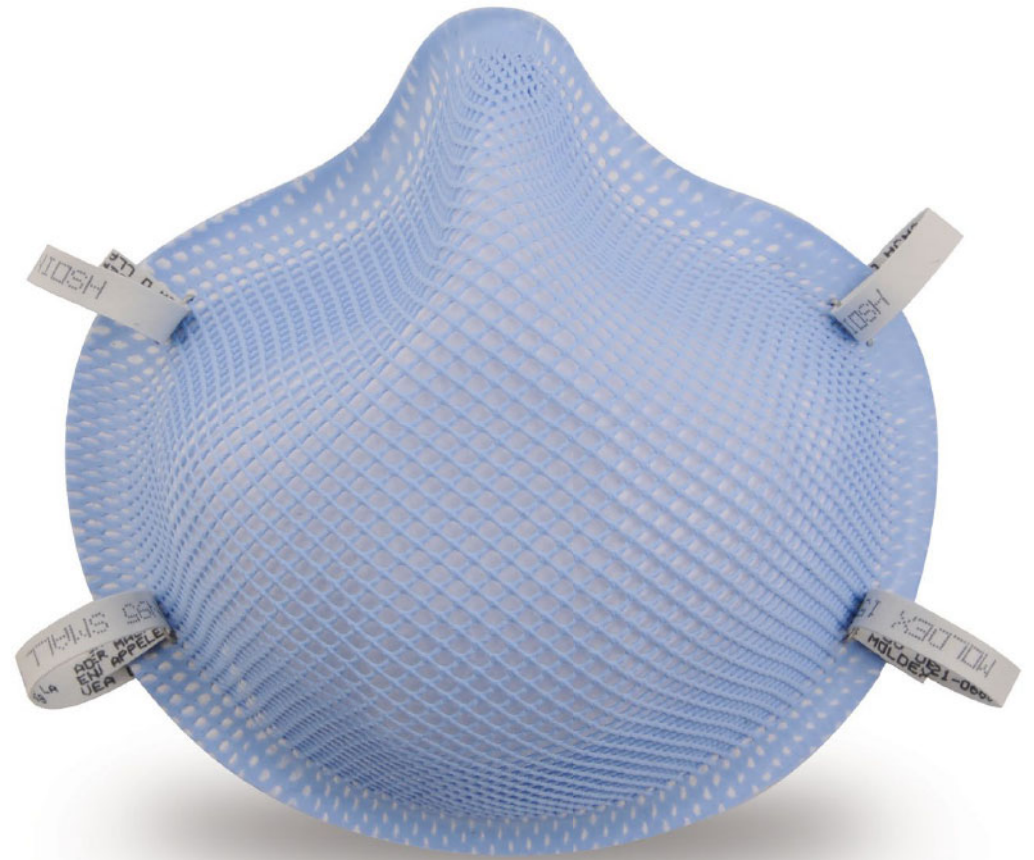
One Size Fits MOST

Individually Wrapped



Moldex 1500 Series

- Three different Individual Sizes
 - Small
 - Medium
 - Large



3M 1804 Vflex

**Two Sizes –
Small and
Regular**

Flat-fold



Discussion





Coveralls





Stay The Course or Make a Course Adjustment



Discussion

We have
inventory
remaining. If
interested,
please let us
know

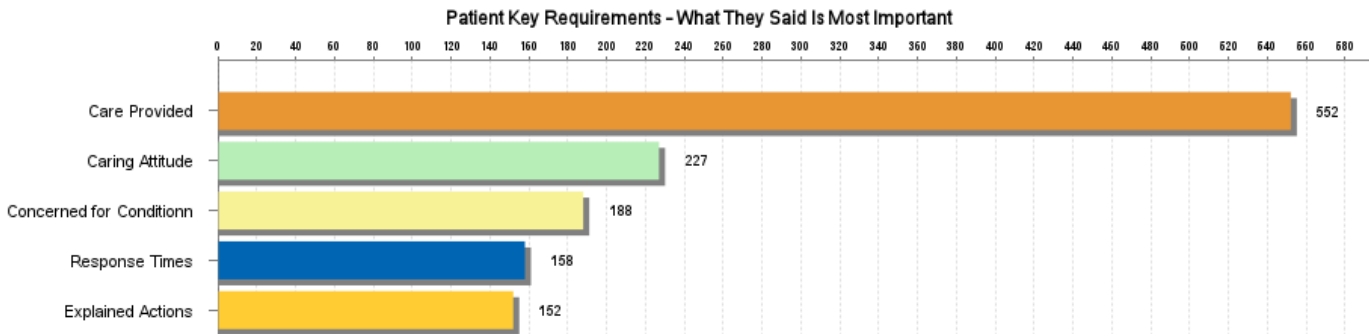
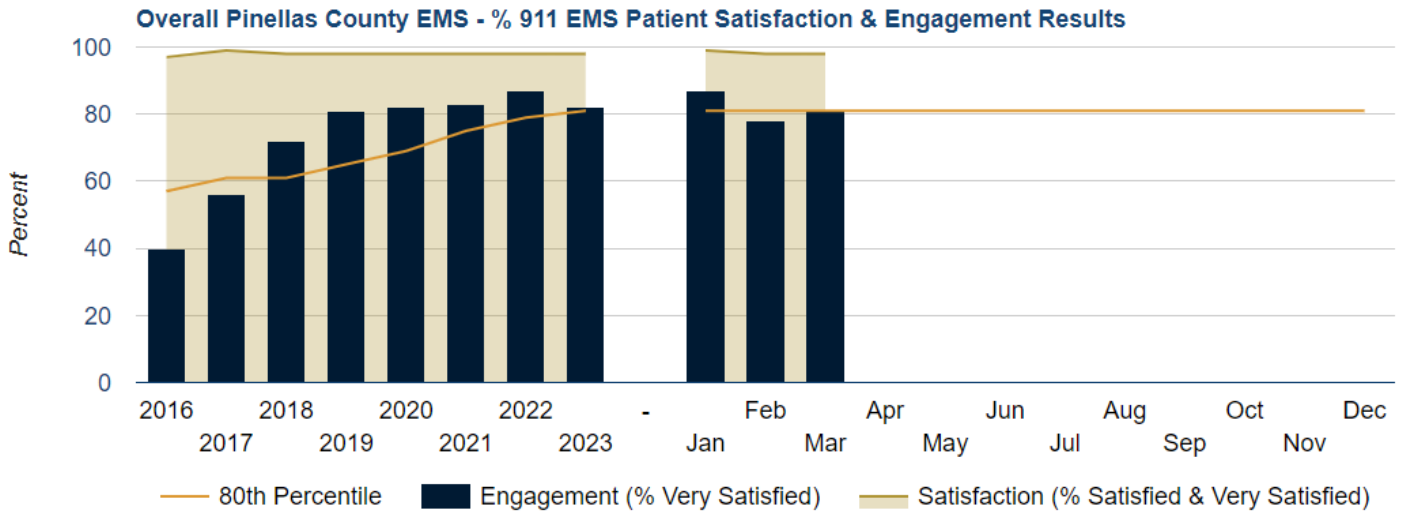


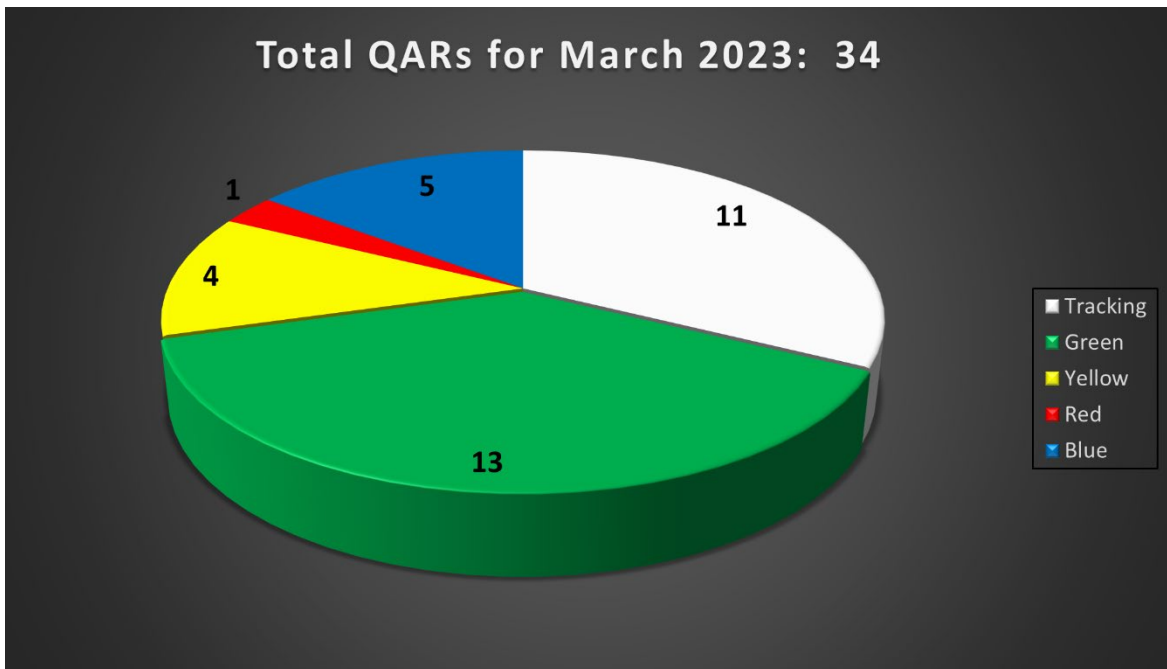


QUALITY ASSURANCE UPDATE

Baldrige – Patient Satisfaction Surveys:

- ❖ 2023 YTD: There have been 601 Customer Satisfaction Surveys completed.
- ❖ Overall YTD Engagement/Top Box – % represents customers who selected “Very Satisfied” = **80.89**
- ❖ Overall YTD Satisfaction – % represents customers who selected “Very Satisfied” or “Satisfied” = **98.89**
 - March 2023 – “Very Satisfied” Score was **81** and a “Very Satisfied” or “Satisfied” Score of **98**.
 - Gold bar = **80th Percentile** is needed to meet/exceed the gold bar.





Green 13

- (2) Loss of control- CSB custody issues, better than prior month but still need expanded awareness by clinicians.
- (2) Procedure Errors

Yellow 4

- (1) Failure to maintain Certification issue
- (1) CME incompleteness issue

Red 1

- 1 Clinician misconduct

Blue 5

- Commendations for Cardiac Arrest, Complex Childbirth, Trauma Alert and FBAO calls, and one for providing exceptional customer service.

Tracking 11

- (2) Equipment Failure/ Issues – Metal found in IV start kit Luer Lock- Safety notice released to County