

WHEN STAFFING MATTERS

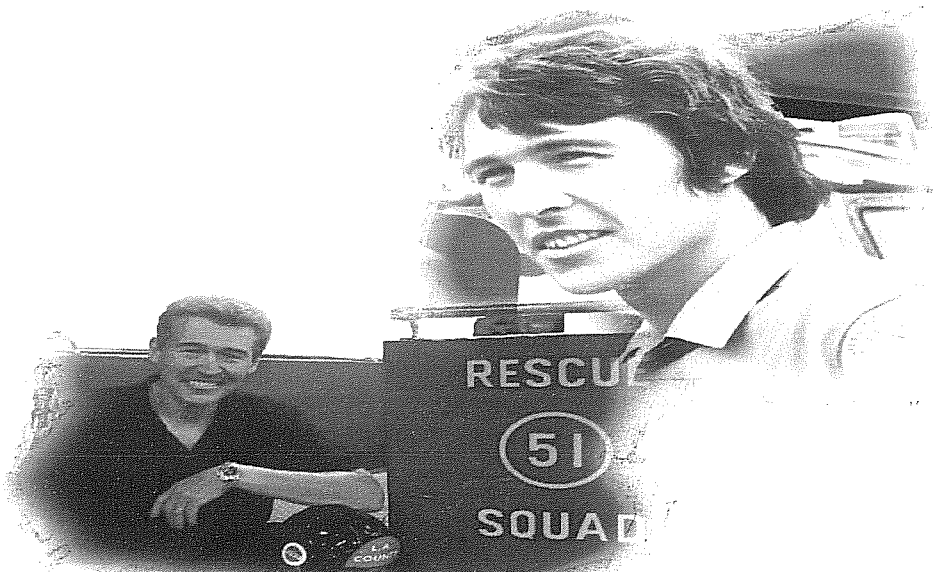
"Rampart, this is Squad 51!"

Any of you who have been in EMS long enough may remember growing up with Johnny Gage and Roy DeSoto of the popular TV show 'Emergency'. Well, in conjunction with JT Dunn of Common Cents EMS Supply in Old Saybrook, and Lisa Shelanskas of EMSI Services in West Suffield, and with support of Paul Smith and the EMS Conference committee, we are very excited to announce that Randolph Mantooth, a.k.a Johnny Gage, will be our special celebrity guest to the EMS conference this year. Mr. Mantooth will be available for pictures and autographs, and after the last sessions on Friday he will speak on his adventures as Johnny Gage on Emergency. This is his first ever appearance in CT, and we are proud to be sponsors for this special event and hope that everyone will take the opportunity to stop by and visit someone, who for many of us, was our inspiration in getting started in the field of EMS.

All you'll have to do is visit each one of our booths, get your ticket stamped and you're in.

In this issue, info on:

- ◆ Celebrity Visit
- ◆ Administrators pre-conference sessions
- ◆ Happy Holiday's!
- ◆ Training courses
- ◆ Employment opportunities



Photos: www.RandolphMantooth.com

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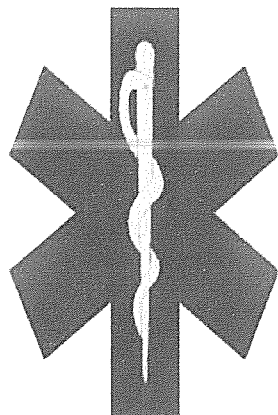
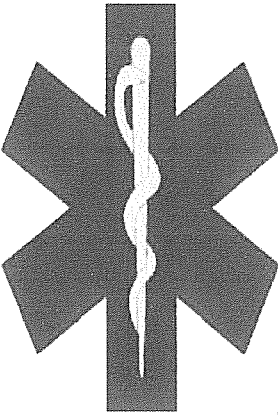
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24 Hour Emergency Access
Voice Mail Ext. 1

Emergencies do not stop at 5:00 PM. ERM is available on 24 hour call. No matter what the problem, leave a voicemail and a on call administrator will immediately contact you.



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A Services Legal Duty

I recently read a rather interesting article by Ann Maggiore, JD, EMTP. In this article she writes of a services legal obligations and duty. This cuts to the heart of why a service like ours was conceived and has become an invaluable component to the EMS system today.

In EMT classes, you receive a one-hour lecture on EMS law. You learn the four elements of negligence: duty, breach of the standard of care, proximate cause and harm. Unfortunately, most training programs don't add much to this one-hour lecture. Thus, most EMS providers don't understand what these elements really mean or how they affect our daily EMS patient care. This article explores the first element—duty.

Black's Law Dictionary defines duty as it relates to medical negligence as 'an obligation, to which law will give recognition and effect, to conform to a particular standard of conduct towards another.' Black goes on to say that if one does not perform according to the standard, 'he becomes subject to liability to another to whom the duty is owed for an injury sustained by the other ...of which the conduct is a legal cause.'

So what is duty, really? Duty is what the law says we must do as EMS providers and how we must do it. Duty is a matter of law decided by a court, rather than a question of fact for a jury to decide. Certainly, our first duty is to do no further harm to a patient. As the Latin phrase that is part of the Hippocratic oath states: *Primum Non Nocere*: First, do no harm.

Volunteer and paid EMS personnel may have different legal duties. An individual volunteer scheduled to cover a certain shift has a duty to respond during that shift. However, if a volunteer service operates on a 'come as you can' (i.e. respond to the tone for a call) philosophy, no specific individual EMS provider has a duty to respond at a certain time. Here, not just individual EMS providers but entire agencies—even entire EMS systems—can be held to a legal duty. EMS agencies absolutely have a legal duty to respond to calls for aid.

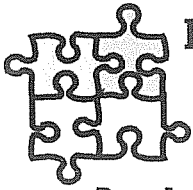
But duty doesn't end there: It extends to an obligation to arrive safely and within appropriate response times, to provide appropriate assessment and treatment, to use properly maintained equipment and to provide transport to the proper facility. Here your obligations apply to assuring proper training in areas such as EVOC courses and alike.

All of this is now clear as mud, right? If this has left you with more questions than answers, if this has raised your level of concern as to how your service is operating and fulfilling (or not fulfilling) its level of duty/obligation, then I would strongly recommend you consult your services legal counsel for advice. Remember too, that ultimately, it is the responsibility of each Town's CEO to assure, and be accountable for, this duty is being achieved by the EMS provider(s) in its town charged to perform it.

Don't forget, you can also take advantage of various expert guest speakers we will have at the March EMS Conferences pre-conference workshop. Here, hopefully many of these types of questions can be answered for you. This will assuredly be a very interactive and educational forum.

Remember, ERM is always available to assist with short term/long term staffing services as needed.

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EMS Chiefs/Administrators Course Announcement:

Developing Leadership Competencies & Management Skills

10th Annual CT EMS Conference
Pre-Conference Workshop

Thursday March 16, 2006 9am-5pm

Crown Plaza Hotel & Convention Center
100 Berlin Road, Cromwell

Visit www.emsedsem.org for more information

Topics Include:

◆ Risk Identification & Management for EMS

Come learn from an EMS Risk Management Specialist on the issues that are affecting our industry today. Here what advice he has on how to protect yourself, your members and your organization.

◆ An OEMS Overview: What's Expected of You

Don't understand mandates, regulations or statutes. Meet with staff from CT Office of Emergency Medical Services for an interactive session on what is required to operate your ambulance service. A question and answer session will be held.

◆ "AVL, GPS, EPCR" - Technology in Your Trucks. The Low Down on the High Tech!

As technology continues to drive our industry it is hard to keep up with it all. Learn about the latest and greatest technologies to incorporate into your fleet and why.

◆ Developing a QA/QI Program for Your Organization

Is your EMS agency meeting the needs of the community? How do you compare to your neighboring towns? How good is your service? It is difficult to answer these questions and others if you are not measuring any data. Or, maybe you have the data but you are not sure what to do with it. This session will provide you with a down and dirty approach to ensuring a Quality EMS system.

◆ Legal Considerations for EMS Leaders and Managers

As a EMS leader or manager you have many opportunities to expose yourself and your organization to liability by deploying poor practices or making bad decisions. Although you may be a great EMT or Paramedic, your legal knowledge when it comes to employment law may not be what you think it is. Hear from a practicing EMS attorney who specializes in Labor Law as well.

Upcoming EMS Course....

◆ *EMT Re-certification Program**

Dates:	Feb. 10, 2006	6p-10p
	Feb. 11, 2006	8a-6p
	Feb. 17, 2006	6p-10p
	Feb. 18, 2006	8a-6p

Location: East Hampton Ambulance
East Hampton, CT

National Incident Management System (NIMS)
Overview Included

***Pre-registration is REQUIRED!**

Please call 860.342.0902 or visit:
www.ERManagement.com

◆ *Emergency Vehicle Operators Course (EVOC) Training*

Emergency Resource Management currently has two certified EVOC Instructors. Should your service need its staff trained, call ERM for class options.

◆ *National Incident Management System (NIMS)*

Are you and your staff currently compliant with NIMS? If you plan to apply for future State or Federal Grant monies and would like some assistance in achieving compliance with this requirement by Sept. 2006, call ERM for training options.

The Administration and Staff of
Emergency Resource Management, LLC
would like to wish each and every one of
you and your staff a very safe and
prosperous Holiday and New Year!

WHEN STAFFING MATTERS

ERM Utilizes Cutting Edge Scheduling Software

ERM has recently deployed its' new scheduling software. This software is cutting edge technology being utilized by many organizations in the EMS industry.

Because this software is web based, it allows our employees, clients and management to monitor employee schedules, time and attendance in real time. While not currently operational, our absenteeism notification feature will provide administrators with timely notifications. In addition, the software can monitor and track employee certifications, and qualifications.

EMPLOYMENT OPPORTUNITIES

Although ERM is always looking for qualified candidates for various employment opportunities, ERM anticipates immediate employment opportunities for our newest client within Northern Middlesex County. Currently, these positions are on a part time basis. As our business continues to grow, we anticipate additional openings in our staffing and education divisions as well.

If you or anyone you know are interested in employment with a fast growing EMS service, please call our office for an application, or visit our website: www.ERManagement.com, click on the employment section and download an application.

Emergency Resource Management
P.O. Box 911 - 252 Main Street
Portland, CT 06480-0911

Visit us at the 10th Annual EMS: ED/SEM March 17 & 18 2006

We are excited to be returning to the annual EMS: ED/SEM in Cromwell again this year. Last year proved to be a great experience for us and we look forward to seeing many of you again. Please stop by and visit our booth, during your session breaks.

In addition to sponsoring a vendor booth, ERM is also co-sponsoring a pre-conference workshop. This pre-conference session, "*Developing Leadership Competencies and Management Skills*" has been developed to pertain to all EMS Leaders and Managers. Without proper training, tools and resources, it is very difficult to succeed as an administrator, especially on a volunteer basis.

One of the objectives of the program is to enhance the communications between area administrators. This course will provide excellent networking opportunities.

Bring your business cards and contact information to share!