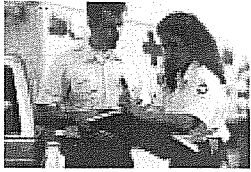
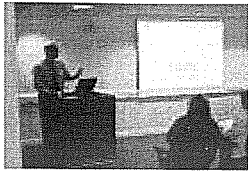


Emergency Resource Management



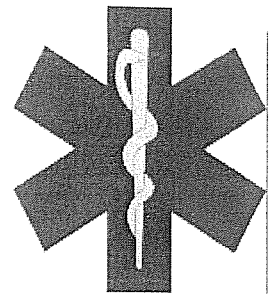
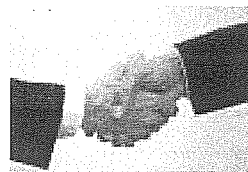
EDUCATION



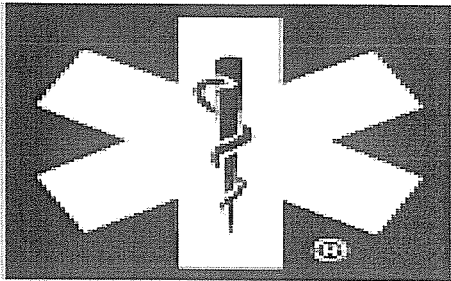
CONSULTING



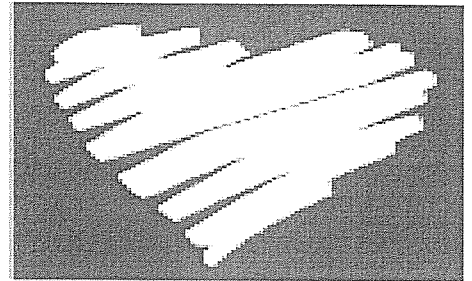
STAFFING



"When Staffing Matters"
April 2008



**NATIONAL
EMERGENCY
MEDICAL
SERVICES
W E E K**



MAY 18 - 24, 2008

"EMS"

'SERVING ORDINARY PEOPLE WITH EXTRAORDINARY SERVICE'



I hope in some way shape or form you and your Corp. 's have some form of a celebration or recognition activity planned during this week. And with the fact that we have a whole week and not just a day, we should be taking every opportunity to appropriately recognize all our members/employees in a way that shows our gratitude. I know I for one am very proud of all my dedicated employees and the services they provide.

And so to all of the State' s EMS Professionals, I say "Thank You " for all you do!

When you have a chance, be sure to visit both of the following websites. They reflect on both our past, and our future. They are: <http://www.nemsm.org> and <http://www.ems.gov>.

*** Myth 's or Misinformation about MSO 's ***

As if it's not hard enough admitting that your service needs help with it's staffing, now you have to find a vendor who can assist with you this sensitive service. To start, understand that when you are looking for a vendor to provide staffing services a good place to start is with OEMS. They will be able to tell you exactly who is capable and *licensed* to provide such services. To date there are only 3 licensed, though only 2 active, MSO provider's in the State. An MSO is a 'Management Service Organization', the title given to businesses capable of providing staffing related services. When I say licensed, I mean with DPH/OEMS. Yes we all are "registered" with the State as businesses, which is also required, but that does not mean they are then capable/licensed as a staffing company. Then of course there are also the commercial ambulance providers. We have recently encountered several such businesses who are registered with the State as a business entity, that is an LLC or Corp., but which are *not* licensed with OEMS to provide EMS staffing services.

(cont'd on page 2)

*** Myth ’ s or Misinformation about MSO ’ s ***

This can put you in a very significant legal bind should you hire a service not legally licensed to provide services for you.

*Another myth is that any single EMT can be hired to do stand-by’s. Whether you are having someone provide staffing for a single event or a series of events, or staffing your Ambulance regularly during the day, you have to have an OEMS licensed provider to do that. In other words, unless the EMT is working directly for a licensed EMS provider, and not hiring themselves out individually, they cannot do any such stand-by’s. According to the Atty. General, that is in a sense practicing medicine with out a license. And where we realize this happens all the time, it is not legal and has many potential implications. Additionally, no MSO can do any stand-by services on their own anywhere. They too have to be contracted directly with and through a towns R1 or R2 service provider. So unless you have hired/contracted directly with an MSO to do an event for you, they cannot do it.

*Intermediate Life Support Services can provide such service when they can? Wrong, you are absolutely required to provide that ILS level of coverage 100% of the time. We have heard that services believe or have been told that it is acceptable or allowable to provide the service to the capabilities of that service, that is, whenever they can, even though it may be significantly less than 100% of the time. And as an MSO, if we are contracted to provide that level of service for you, it too has to be 100% of the time.

*If you hire an MSO, you become obligated to keep them. Not true. We tell all prospective clients that as an MSO we are not here to take over your service, nor would we want to. We are simply a “Temp” service if you will. We can provide as many or few staff personnel you may need. And we can due it for as long or short a period you may need. We have even provided a staff person to a service for a short term contract to cover one if it’s internally paid employees who was out for a surgical procedure. Which incidentally is a marketing point for an MSO. For those who have hired their own employees, when they are out, for whatever reason, if you cannot replace them with another employee, you’re back in the same boat before you hired them to begin with. With an MSO, if one of our employees is out, there are many others available to fill that slot, assuring coverage for you 100% of the time.

DID YOU KNOW??

The NFPA recently announced a change in it’s minimum standards for HazMat qualifications. They no longer are going to be recognizing HazMat *Awareness* as a minimum standard. All fire services will need to be trained minimally at the Operational Level. This caused some concern for EMS services. OSHA has subsequently stated that for now they plan to continue to recognize the Awareness Level as an acceptable level. So for now if that is what you are trained at, it is still ok. Remember though that you have to have training to that level, or what ever level you are trained to, every year. It’s also probably not a bad idea to consider going to the Operational Level as an EMS service, especially if you interact with an active Operational level Fire Dept. This would allow you to Assist with Decon or other Warm Zone interventions on a scene. Otherwise, you can *Only* be a Cold Zone observer. In fact, if you’ve done your WMD suit training you’re probably close to being there already. And if you haven’t done that yet, you probably should as well.

Look for the New/updated protocols coming out soon regarding DNR patients and responding to ‘Tasered’ patients.

Have you updated your HIPPA policies/training to include the use of the new electronic PCR systems? Be sure to review your policies and update them as needed.

Have you removed the Ipecac and ammonia inhalants from the recently EMS issued Pedi Bags? If you haven’t you need to.

If you would like more info, or want to receive these types of updates as we get them, subscribe to our Administrators email alert system by emailing erminfo@snet.net and ask to be added to the email alert system.

Benefits of Utilizing 'Emergency Resource Management'

All **ERM** Employees are fully screened & cleared upon hire and annually thereafter regarding:

- Criminal and Motor vehicle history
- Medicare Exclusions (LEIE)
- Licensure/sanctions in OEMS
- Sex Offender Registry
- Previous/concurrent employment history

Once applicants pass the initial oral interview, followed by a physical agility scenario, they are immediately sent to a Certified Occ. Med. facility for:

- (9) Panel pre-employment drug screening, followed by
- Medical clearances

Prior to an employees start date, they receive a complete pre-employment client worksite orientation, respirator fit testing, training in all applicable OSHA standards and are completely Sponsor Hospital authorized prior to start date.

- All **ERM** employees are fully uniformed in clients own uniform ensemble
- All **ERM** employees are required to be EVOC/CEVO certified
- **ERM** regularly QA's its employees documentation and works closely with its clients to assure their daily needs and services are being met.

When you hire *ERM* to staff your Ambulance, you can be sure you have hired a professional, respectable service, dedicated to the mission of Emergency Medical Services, and whose employees resemble those same virtues and dedication.

An example of **ERM's** commitment to it's employee's *and* it's employee's to **ERM** is that **ERM** currently boasts a Mod Rate of significantly less than 1.0; and, **ERM** has an employee Attrition Rate of approx. 9%. Subsequently, those values and benefits are capable of being passed along to our clients.

ERM looks at its relationship with its clients as an inverted triangle, with **ERM** at the bottom and our clients at the top.

Emergency Resource Management

252 Main Street
PO Box 911
Portland, CT 06480

Phone: (860) 342-0902
Toll Free: (888) 294-7283
Fax: (860) 342-5480
E-mail: erminfo@snet.net

Staff Directory:

**Robert Ziegler, EMTP, EMSI,
President**

bobzerm@snet.net
Voicemail Ext. 1

**Dave Kosciuk, EMTP, EMSI
EMS Consultant**
davekerm@snet.net Ext. 2

**Keith Gordon, EMT
Operations Manager**
keithgerm@snet.net Ext. 3

**Bryan Ryan, EMT-I, EMSI
Field Services Supervisor**
bryanrerm@snet.net Ext. 4

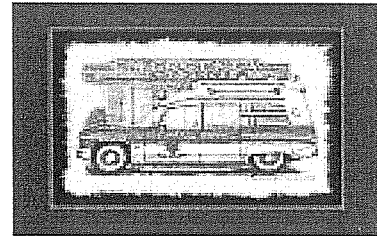
Administrative Assistant
erminfo@snet.net Ext. 0

**WE'RE ON THE WEB:
WWW.ERMANAGEMENT.COM**

Employment Opportunities

Interested in some part time opportunities? ERM is always looking for quality EMT-B's, EMT-IV Tech.'s and Instructor's for part time and per diem employment.

Go to our website www.ermanagement.com, download an application today, and start an excellent and rewarding professional part time job today.



Looking for some quality training services for your department? ERM can offer a wide range of courses, from EMS to OSHA related.