

# University Physicians Base-Hospital Newsletter *EMS Connected*



*“Ambulance transports have increased to over 650 per month*

## From EMS Medical Director *Daniel Beskind MD, MPH, FACEP*



Our prehospital services have been growing steadily since University Physicians Healthcare re-established the ALS Base Hospital approximately 5 years ago. Our ambulance transports have steadily increased now to about 650 per month.

The ED patients represent over 80% of the patient admissions to the hospital. The patient volumes have also increased steadily over the past 5 years from about 22,000 per year to now over 43,000 per year. In addition, UPH is very proud to have the shortest transfer times in the city for transferring EMS patients from the providers with 94% in less than 30 minutes and 60% in less than 15 minutes.

The UPH Department of Emergency Medicine is medical control for a growing number of agencies including Southwest Ambulance, Air National Guard, The Tucson Airport Authority, Mount Lemmon Fire, San Manual Fire and Dr. Beskind is their Medical Director.

Mary McDonald, Pre-Hospital Coordinator has been very active in the continuing education of the basics and paramedics and we now have the expanded BLS skills including IV starts, subcutaneous epinephrine for allergic reactions and aspirin administration for chest pain for San Manual, Air National Guard, and Tucson Airport Authority. Most recently, UPH has introduced training for the King Airway double lumen supraglottic device as alternative prehospital airway to the combitube for use in cases of respiratory arrest when patients cannot be ventilated otherwise.



*Dr. Beskind, ANG & TAA at recent onsite Airway CE & skills lab at Air National Guard*



Robert Callan, UPH Paramedic has also been very involved with the quality assurance of the medics and has been very helpful in that regard.

With our UPH and AirEvac sponsored monthly continuing education conferences taught by resident and attending physicians, we feel we are on the cutting edge for EMS training and advancement. It is a really exciting time for EMS growth and development.



**Air National Guard & Mount Lemmon Fire Departments are sporting new Logo's!**



## Major Incidents and Small Departments

*Submitted By: Eryq Hastings, FF Paramedic*

All of us have practiced time and again MCI response and triage. Major Incidents are planned for and drilled on, but have you ever considered how you would respond to a Major Incident if it were just you and your partner? No back up for miles and limited resources available for the initial response.

I wanted to pass on a couple pearls of wisdom to help you manage the scene until the cavalry arrives.

**USE YOUR RESOURCES WISELY and PLAN FOR IT.**



Set aside your most limited resource based on skill or design and utilize them where they will be most effective. If you get stuck on rank or position in the initial response to an incident, you are going to find that the person you need most is busy at another task and unavailable where they are most needed.

With that said, know what resources you have. What resources are on the truck, what resources you have responding as manpower, where are your closest units for assistance, are the most appropriate units responding? In limited manpower scenarios and scenarios of the unknown it is typically best to start all the resources that you believe you may need for worst case scenario. It is much easier and efficient to start units early and have to cancel them than to have to wait longer because you ordered back-up too late.

Organize your equipment and stock your truck to be able to handle the most that that truck can safely respond to according to its design. If you only initially have 2 people you are most likely only going to be able to take one vehicle. It is the trend these days to try to create specialized response vehicles. That works if you have the people that get them to the scene, but when your manpower is limited you have to make sure you are making the most of the vehicle you utilize.

Finally Training. Drilling is very important, there is no way to get around it you must pre-plan and prepare for incidents, but if you are training under ideal circumstances with ideal manpower and ideal conditions you will be hard pressed to be able to function under less than ideal circumstances. Make sure you are drilling the way you will be responding. We also like to add the “What If?” game to all our training and shifts. During the shift we ask each other what if... and try to talk through the imaginary call. Debriefing after each call also help prepare. After the main debriefing ask the group what if ... and add larger components to the scenario. If a car goes into a ditch after blowing a tire and there were minor injuries ask the group, what if we got there and the car had rolled and the passenger was ejected? This gets everyone thinking about how to manage and gives them a more realistic view since they were on the call and saw for themselves the resources that they had available.

## 4-Item Meals

Submitted By: Brian Oosterbaan



Healthy eating is often a challenge for those of us in the EMS industry. More often than not, it comes down to grabbing the healthiest fast food available, which as we all know, is not that healthy. Here is a suggestion that you can use in the fire stations, or prepare the night before a shift and bring to work that is delicious tasting and certainly better for you and your budget!

### Orange Pork Chops

What you need:

- 6-8 medium thick pork chops
- ¼ cup (1/2 stick) butter
- 2 ¼ cups Orange Juice
- 2 tablespoons Orange Marmalade

"grabbing the healthiest fast food available, which as we all know, is not that healthy".

1. Brown both sides of pork chops in butter on a hot skillet and add salt/pepper to taste
2. Pour Orange Juice over chops. Cover and simmer until done, about 1 hour. (Time will vary with thickness of pork chops). Add more Orange Juice if necessary.
3. During the last few minutes of cooking, add the 2 tablespoons of Orange Marmalade.

## CE & AHA COURSES

### NOVEMBER

- 11/02 - BLS LaGaleria 0800-1200
- 11/11 - BLS LaGaleria 0800-1200
- 11/17 - BLS LaGaleria 0800-1200
- 11/30 - BLS LaGaleria 0800-1200

11/13 - **ACLS Renewal**  
LaGaleria 0900-1700  
Includes BLS Renewal Card

### DECEMBER

- 12/5 - **PALS Renewal**  
LaGaleria 0900-1700

To register for classes contact Patty Wilger in the Education Department 874-4268 or e-mail [education@uph.org](mailto:education@uph.org)

There is *no charge* for any UPH based agency personnel for AHA courses.

Upcoming UPH & AirEvac CE's  
11/18 - Thursday  
Chest, Abdominal  
& Pelvic Trauma 1000-1200  
Speaker: *Dr. Peter Rhee*



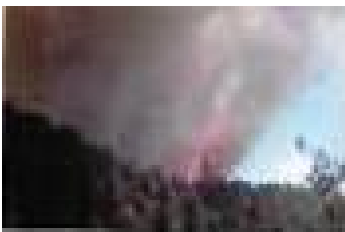
## Safety on Mt. Lemmon

Submitted By: Jarrod Dorman, FF

On June 17, 2003, The Aspen Fire burned over 84,000 acres and destroyed nearly 340 homes and businesses on Mt. Lemmon. The Aspen Fire, like many other fires, was determined to be human caused. Human caused fires can happen from a variety of careless actions that are all preventable.

"Approximately 10% of all wildfires are the direct result of tossing burning debris out of vehicles".

With the continuing drought conditions in Southern Arizona it is extremely important to practice good fire prevention. Approximately 10% of all wildfires are the direct result of tossing burning debris out of vehicles. This debris is usually in the form of cigarette butts. It is important to use ashtrays to prevent embers from igniting the vegetation that grows along roadways. When smoking outside of a vehicle, stop and sit instead of walking so you can clear an area about 2 feet around to the dirt. This area will allow a safe place to extinguish a lit cigarette instead of discarding it onto something that could ignite. When building campfires, ensure that there are no low hanging branches around that could catch a tree on fire. Try and find a campsite with developed campfire rings. If you are camping away from these developed sites, make sure the ground is free of debris and use some surrounding rocks to build a ring. It is a good idea to have water and a shovel nearby. Never leave a campfire unattended. All fires should be completely extinguished. Following some of these simple tips can help make sure we never have another Aspen Fire.





## Operation Safe House—EDITH

Submitted By: Captain Peter Arnold, FF Paramedic

The Month of October is Fire Prevention Month. This year the 162FW Air National Guard Fire Department conducted a raffle to have Fire Inspectors visit the homes of members from the Air National Guard and conduct a home fire safety survey and conduct a **EDITH** drill (**Exit Drill In The Home**). Members of the 162FW Guard submitted their names to the fire department for a drawing; seven family's names were drawn. The fire survey that was conducted consisted of checking smoke detectors and security bars, carbon monoxide alarms working and many other fire safety concerns.

Families were also instructed on how to perform an EDITH drill. Some of the key points that we look for are how you and your family would get out of your home if there were a fire. How would you escape from a second story or third story floor and what would you do after everyone is out of the house. Children got to draw an escape plan for their home and wrote down important phone numbers. The families were given suggestions on how they can make their home a fire safe home. Fire Prevention Month is a reminder to check to ensure that your home is fire safe; an inspection should be conducted by an adult monthly.

## October is Fire Prevention Month

### Have An Escape Plan

Sit down with your family. Talk about what to do in case of a fire. Organize a step-by-step escape plan.

### Know Two Ways Out

Discuss and diagram two ways out from every room, especially bedrooms. Put all the doors, windows, stairs and hallways on the plan. Pick at least one window in each room to be used as an emergency exit.

### Pick A Safe Place

To prevent panic, select a place outdoors for everyone to meet. Designate one person to call the fire department from a neighbor's house.

### Do Not Go Back

Make sure everyone understands the importance of not going back inside the home. There may not be another chance to get out safely.

### Get Out Fast

Exit as quickly as possible. If it's smoky, stay low to the floor as you go. If the door is hot, do not open it, use your alternate route. Once outside, go to the family meeting place.

### Practice Your Plan

Practice E.D.I.T.H. twice a year. Hold drills at night with the lights out. Check that everyone is following the escape plan properly. If you move, remember to develop a new plan.

### Home Fire Drill Practice

First, designate someone to be the monitor to sound the alarm and time the drill. It is important for everyone to improve upon their time.

1. To begin, everyone in bedrooms, lights out, doors closed.
2. The monitor sounds alarm and times drill. Make sure everyone follows their normal exit route and their alternate exit route.
3. Everyone crawl low as if under smoke.
4. Test closed doors. Pretend it's hot and use an alternate escape route. (Second story windows and other dangerous *emergency* exits should be used only during an actual fire.)
5. Meet outside (at the designated meeting place) for roll call. One person goes to use the neighbor's phone to call the fire department.

For more information on an EDITH drill you can go to <http://assembly.state.ny.us/>

# EMS Connected

## Medical Direction of University of Arizona Football Games.



As Medical Director of EMS at UPH Hospital, Dr. Beskind has been doing the medical direction for the Mass Gathering Events at the University of Arizona. Most notably this has involved being present at the U of A Football Games. “This has been an interesting experience and a lot busier than I would have expected,” says Dr. Beskind. “On average, we see between 20-40 people a game. Most of them have heat related illness and dehydration. People do not realize how much fluid they are losing at the football games. When you combine alcohol from the tailgates, with the heat and lack of water, spectators can become profoundly dehydrated. I think the busiest game was against Iowa this year. It was a really hot day and there were a lot of people from Iowa who were not acclimated to the heat. We took 57 calls and transported 15 people to the hospitals. At one point, I had three calls on opposite sides of the stadium including one that came in as cardiac arrest on the upper east side, one with syncope on the west side and one found down on the south side of the stadium. It was completely crazy. I honestly think the heat played a role in Arizona beating Iowa.”

However, not all the calls are heat related. “We have had shoulder dislocations and tazer injuries to name a few. We have a great crew and have a lot of fun at the games.” There are several aid stations positioned throughout the stadium including North first aid, Lower East, Upper East, a West station, plus several roving crews located around the field. Medical Control is located in the press box at the top of the stadium and we communicate via radio calls which can be hard to hear with all of the crowd noise.

One of the interesting new pieces of equipment we have been trying lately is the Megamover transport chair. This is made of a very strong nonwoven material. It is ideal for carrying patients in areas of limited space with 8 handles for ergonomic lifting. “It is perfect for the game when we have a patient with a medical complaint who we want to lift out of stands quickly getting them to a aid station. We don’t have to wait for the cumbersome stair chair or backboard, so it saves a lot of time and we can load and go.

I love working with the crews from Southwest Ambulance and the resident docs enjoy working the games with me and learning about the various aspects of prehospital mass gathering events.



SWA/RM Event Staff



Megamover in Action!



Crowd control can quickly become an issue!

Little tips to keep the Base Hospital happy.... Whenever you receive new cards such as CPR, PALS, ACLS it is your responsibility to get a copy of the new card(s) to Mary McDonald, the UPH Pre-Hospital Coordinator. You can also fax it to (520) 874-7124.

New Documentation Criteria is coming.....New Documentation Criteria is coming.....New Documentation Criteria is coming.....New Documentation Criteria is coming.....New Documentation Criteria is coming.....

## What Does It Take To Be A Tucson Airport Fire-fighter?

Submitted By: Judy Tata, EMT-B, FF



The Tucson Airport Authority Fire Department, TAAFD, is a small and specialized department. We deal with all of the EMS, HAZMAT and structural calls any fire department responds to, but we also have 6 runways in the middle of our jurisdiction. Along with the runways come aircraft. We are lucky to be able to see and provide protection for general aviation, commercial flights, cargo planes, and military aircraft here at the Tucson Airport. Each type of aircraft presents its own set of opportunities and challenges for an airport fire department. Familiarization with the airport and aircraft is an ongoing process about which none of us can be complacent.

Getting hired on with the Airport Fire Department is also challenging. The fire personnel are here for the airport, the flying public, our tenants, and the aircraft. The Tucson Airport Fire Department is a small knowledgeable department ready to deploy in a moments notice. Since we all love being here, we don't retire that often. Occasionally however, positions do need to be filled, and that's when its time to start the hiring process. We usually hire only 1 to 3 people at a time. What the applicants go through is similar to other "typical" departments, but we also have a few extra requirements.

The whole process starts with hundreds of applications to sort through. Our Human Relations department narrows the number of possible new-hires down to 40 or 50. These lucky applicants get a phone interview. What the HR department is looking for is job related experience, education, certifications and training. At this point, some of the applicants go through physical and written tests. The results are tallied and the applicants are ranked. Half of the remaining applicants will get another call to set up their oral board. The candidates are ranked again and some will need to give their consent for a background check. This is a good thing; it means they are moving upward through the ranks of the hiring process. This background check consists of fingerprinting, house visits, phone calls to friends, family and past employers. It also entails of a lot of paperwork.

Once all the hard work of researching the applicants is over, the job offer is made. However, it is contingent upon the applicant passing a drug test within 24 hours of the job offer, passing a doctor's physical exam, and passing psychological testing. Then, the new hire can finally start to work for our great department. We run a small academy, getting the new firefighter used to the different atmosphere at the airport. They talk to air traffic controllers, operate specialized aircraft rescue and firefighting (ARFF) vehicles, and learn the characteristics of all of the different aircraft, among other airport related things.

After the few weeks of working 8 to 5, it is not too long before we welcome the new additions' to our shifts. The new recruits finally get to come on board and work the typical 24-hour shifts we all know and love so much. Much of the training comes from being on the job and working together as a crew. Sometimes we bring our own experience and strengths from our past employment. Sometimes we obtain knowledge from the old-timers. One thing for sure, we never stop learning or trying to be our best.

## Face Painting; Keeping it Safe This Halloween

Arizona Drug and Poison Information Center (ADPIC)

Submitted By: Farshad "Mazda" Shirazi, MS, MD, PhD, Medical Director of ADPIC.



During the Halloween season face painting becomes very popular among all ages. As much fun as it can be it is important to be cautious when selecting which products to use. Some products can contain minerals that can be harmful and ingredients that may be irritating to the skin. When selecting a face painting product look closely at the ingredients to make sure it **DOES NOT** contain any lead, arsenic, or any other metals in them. If the product makes your skin irritated, red, or itchy wipe the paint off immediately and rinse your face with water for several minutes to try to remove the product from your skin. If your skin continues to be irritated please contact your healthcare provider for additional care.



**HAVE A SAFE HALLOWEEN!!!!**



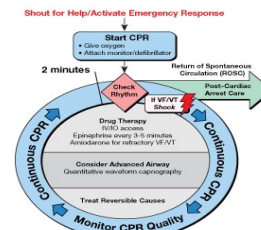
## NEW AHA GUIDELINES ARE OUT

As you have all been expecting, this month the New American Heart ECC Guidelines were released. There are several changes that are coming out in the new guidelines. Probably the most significant, and thus the one that will give us all heartache and chest pains of our own, is going to be the change from managing the A-B-Cs in a patient in cardiac arrest to now managing the patient's C-A-B.

The American Heart, as always, has done great research into the order in which we manage the victim of a cardiac arrest and has solid evidence that by managing the patient's circulation as the initial focus there is a greater chance of successfully resuscitating that victim of a code arrest.

Another change that you will want to note is that the AHA has redesigned their algorithms into a form that they feel will make them easier to follow in times of stress as opposed to the flowchart style design that they have used for many years. There are many other exciting changes to look forward to with the release of the new guidelines.

UPH will be holding many courses during the next year to get you up to date and renewed with the new 2010 guidelines.



# EMS Connected

## From Mary's Pent-House Suite

The UPH Base Hospital Team of Dr. Daniel Beskind, Robert Callan and myself would like to thank all of the based agencies for taking the time to sit down and write articles for the 1<sup>st</sup> quarterly UPH Base Hospital & EMS Newsletter. A special thank you to Robert Callan for coming up with the name "EMS Connected". EMS Connected encompasses the most important component between the Base Hospital and EMS, effective communication.

Before I get all sentimental, lets address the topic that everyone has been waiting for; the agency specific QA that will be accessible via the web. The web based QA program is in the final stages of completion and we anticipate opening the doors by late December 2010 for use by our UPH based agencies. Very soon the QA program will be at the stage to create the portal for downloading email addresses, verifying certification numbers and providing pin numbers.

The goal has always been for a unified QA system that agency personnel can obtain up-to-date, properly reviewed reports on individual documentation progress for agency based QA. The reports will continue to have the name of "QA Report Cards". The name given by the SWA 40 series crews signifies a learning process for documentation efforts which has been very effective utilizing education versus discipline and threats which is near and dear to my heart. Having individual email addresses will provide for an immediate request for issues that need real time QA assistance. This new web based QA report will allow agency personnel to see their strengths and weaknesses in their documentation as well as print it out. Strong documentation efforts from the agency personnel will keep an agency out of harms way when it comes to legal issues; and as we all know if it isn't documented it was not done!

Each agency based upon their skill level will have their own documentation template. Each agency has its own specific QA needs, some agencies transport, some do not; some agencies have advanced skills and some do not, and some agencies do refusals and so on. We believe each agency should be QA'd on skill specific templates which incorporates strong documentation baseline criteria. All EMS personnel will be QA'd by the level of call, the skills specific to their agency and provider certification. What a novel idea!

Soon thereafter, the Agency Chief & Agency Training Officers will be able to pull quarterly reports on the agency as a whole and download this data to better serve their communities.

The QA portal will be housed in the new and improved Base Hospital Web Site which is currently undergoing changes, and each agency will need to dust off and update their Websites as they too are an integral part of the UPH Base Hospital website. The Base Hospital Team of Robert Callan, Paramedic and myself will also have points of contact.

There will be many exciting changes on the Base Hospital Website including education calendars with AHA courses BLS, PALS & ACLS, monthly & Mega CE's that are physician taught, schedules for specialty training and of course "EMS Connected" will be made available for reading and downloading each quarter. I hope everyone is as excited as I am as UPH Base Hospital continues to move forward working with their EMS partners within the region. Thank you all for your wonderful efforts day in day out 24/7.

## 2010 Fire Department Chili Cook-Off

Date: Friday, Nov. 5th, 2010  
Where: El Presido Park, next to City Hall  
Time: 10:00 am until 10:00 pm

Cuisine: CHILI and more CHILI

The proceeds go to feeding Tucson families in need. All it takes to show your support of the area fire departments is to purchase tickets. Then you follow your nose to the multiple fire departments booths. Showing your support of the area fire departments while having a great time bonding is a wonderful way to spend a Friday!

Come by and sample the Tucson Airport Fire Department Chili! Hmm Hmm Good.



# EMS Connected



HS Cheerleaders being transported in style!  
Captain Ramirez monitoring the progress.



SMFD lent a hand in providing some "heavy equipment" as well as assisted with the ceremonial M for San Manuel HS Homecoming!  
*Departmental Kudos*



Is that Crystal Cox in turnouts? Great Job Crystal!



Kudo's to AirEvac for their assist at recent Mt. Lemmon Marathon



Kudos to Amy Lopez and Kelly Rentschler for the special baked treats provided for Emergency Nurses Week! Thank you both.



Checking & knowing the equipment is a must! Great Job!

## Caught in the Act Base Hospital KUDOS



TAA & ANG hard at work learning advanced skills! Way to go!



Kudos to: Paramedics Captain Peter Arnold, ANG & Eryq Hastings SMFD for the hard work and co-instruction on the recent IV course held at the Air National Guard. You both are amazing!!



Kudos to RM Battalion Chief John Walka for "lending a hand" and an arm..at a recent demonstration!!!



Kudo's to Arnold Federico, Charles Glover and all of the TAA A shifters in creating the booth front (pumper 761) for the upcoming Chili Cook-off. UPH wishes you all the luck for your booth & chili.



Kudos to Chief Randy Ogden and the Mount Lemmon Fire Personnel for the collaborative efforts working with SWA/RM, Pima County Sheriff's Department, Pima County Office of Emergency Management and AirEvac Medical Services at the recent Marathon on the mountain. The hard work, time, organization as well as effort showed what we at the Base Hospital already know, How truly wonderful your agency is. Great Job to all!



Fond Farewell and Congratulations to Marc Flynn from TAA. Marc has left the Airport Fire Department after 29 years to take a new position as a Battalion Chief at Raytheon Fire Department. You will be missed!