Director’s Welcome
By Marty Link—EMS Director

Welcome to PULSEsd!

2018 has already proven to be a busy start to another eventful year. Four of our key priorities remain Workforce, Sustainability, Infrastructure, and Quality. These pillars have been the mainstay of our work together over the past several years and they will continue in relevance as we see healthcare change across our state and nation.

There are a number of important projects we will be focusing on in 2018. Of course, our greatest concern remains centered around EMS workforce and augmenting the culture of EMS in South Dakota. As we continue to work towards addressing this need, we will also be focused on a few “special” projects.

Here are a few in the making:

♦ Revision of our Basic Life Support guidelines
♦ Development of an EMS Instructor Handbook—“Best Practices” for successfully passing the NREMT Exam
♦ Continued work with Avera’s eEmergency CME offering—more detail to come!
♦ Rural Trauma Team Development Course offerings
♦ Continued work on the Naloxone Project
♦ Continued work on development of a Cardiac Ready Community program

Sincerely

Marty
SD Naloxone Project Update
By Marty Link—EMS Director

The South Dakota Department of Social Services (DSS) recently received a grant award similar to many other states to combat what has been called a nationwide opioid epidemic. As part of South Dakota’s target response to this epidemic, the Department of Health (DOH) in collaboration with DSS has established training sessions to equip and educate first responders, including hospital staff, Emergency Medical Services, and law enforcement—specifically, local Sheriff Offices, local Police Departments and Highway Patrol agencies statewide.

Eight regional training sessions were scheduled across South Dakota from October to December of 2017. As of this writing, over 600 first responders representing EMS, law enforcement, and other healthcare personnel have participated in the initial round of Naloxone training, and over 800 boxes each with two (4mg) doses of Naloxone have been distributed.

For additional information regarding the Naloxone project, please visit EMS.sd.gov.

New Office of Rural Health Administrator
By Andy Klitzke—Office of Rural Health Administrator

Andy Klitzke is the new Administrator for the Office of Rural Health. He comes to Rural Health after eight years with the Office of Public Health Preparedness & Response, where he collaborated with hospitals, clinics, and long-term care facilities to develop the capabilities of healthcare organizations and their communities to prepare for, respond to, and recover from disasters. He led public health and medical planning for the Sturgis Motorcycle Rally and served as the state planner for several community Point-of-Dispensing (POD) groups. His disaster response experience includes the Missouri River Flood in 2011 and deployment with the American Red Cross to Hurricanes Rita and Wilma in 2005. Andy earned a master’s degree in Health Services Administration from the University Of Michigan School Of Public Health in 2008. One of Andy’s many new duties is to oversee the EMS Program with the State of South Dakota.
EMS Leadership Courses
By Marty Link—EMS Director

The South Dakota Office of Rural Health’s EMS Program is providing two-day EMS Leadership Workshops in Rapid City, Pierre, and Sioux Falls in early 2018. These workshops are for ambulance service leaders and managers and will be a time of learning, discovery, and networking.

These engaging interactive sessions will:

- Strengthen your ability to lead your agency
- Provide a format for exchanging ideas and best practices
- Create an opportunity to present and work on specific challenges
- Explore the latest in EMS workforce development
- Host a forum for dialogue between ambulance service leaders and state leaders
- Provide important information on the Naloxone Project

The workshops will be facilitated by Aaron Reinert and John Becknell and will complement the concepts presented in the EMS Leadership Academies. Sessions will be held at meeting facilities in Rapid City, Pierre, and Sioux Falls.

Please plan to attend one of these two-day sessions. The two-day sessions will run from 9:00 am to 5:00 pm and are free of charge. Lunch will be provided each day. Each ambulance service is welcome to send two members. Participants or their agencies will be responsible for travel and lodging expenses.

Dates:

March 2-3, 2018 - Full

The Rapid City Hilton Garden Inn
815 E Mall Drive
Rapid City, SD 57701

April 20-21, 2018 - Full

The Sioux Falls Homewood Suites
3620 W Avera Drive
Sioux Falls, SD 57108

May 4-5, 2018

The Pierre ClubHouse Hotel & Suites, at The RedRossa
808 West Sioux Ave
Pierre, SD 57501

Space is limited, so please register soon by visiting EMS.sd.gov and clicking on the “2018 Leadership Workshops Registration & Information” link on our homepage (in red print near the top of the page).
EMS Week
By Julie Smithson—Western EMS Specialist

NATIONAL EMS WEEK 2018
Presented by ACEP in partnership with the National Association of EMTs (NAEMT)
MAY 20 - 26

Wednesday, May 23 is Emergency Medical Services for Children (EMSC) Day.
This year's theme is "EMS Strong: Stronger Together."

National Emergency Medical Services Week brings together local communities and medical personnel to honor the dedication of those who provide the day-to-day lifesaving services of medicine's frontline. Whether celebrated with a company cookout or a catered lunch, an open house, an awards ceremony, or even quiet reflection about what it means to be an EMS practitioner, EMS Week is the perfect time to recognize EMS and all that its practitioners do for our nation.

History of EMS Week
The American College of Emergency Physicians (ACEP) was instrumental in establishing EMS Week when President Gerald Ford declared November 3 – 10, 1974 as the first “National Emergency Medical Services Week.” NAEMT partners with the ACEP to lead annual EMS Week activities. Together, NAEMT and ACEP are working to ensure that the important contributions of EMS practitioners in safeguarding the health, safety, and wellbeing of their communities are fully celebrated and recognized.

What is your EMS Department doing to promote EMS in your community? Do you need any ideas?

* Appeal to reporters: Tell Your Story
* Recognize a CPR save
* Bring in a speaker
* Honor fallen EMS personnel
* Visit schools
* Host an open house
* Create an “EMT or Paramedic of the Year” award
* Put signs in EMS personnel’s yard thanking them
* Get local business discounts for members
* Elderly outreach

Please let your EMS Specialist know of any upcoming EMS Week events.

EMS Week Websites
* https://www.jimcolemanstore.com/
* http://www.naemt.org/initiatives/ems-week
The Trauma Problem in the United States...
By Rebecca Baird, RN SD Trauma System Manager/Eastern EMS Specialist

Providing optimal care for the trauma victim is the goal of any state trauma system. When optimal care is provided, unnecessary death and disability may be prevented. South Dakota’s Statewide Trauma System has been in effect since 2008. It is mandated that all hospitals in the state of South Dakota meet specific designation criteria, be reviewed, and be designated as verified Trauma Centers.

Why does South Dakota do this?

- “Trauma is the leading cause of death for people aged 1-44 years in the United States.”
- “There are more trauma deaths in children than all other causes combined.”
- “More than 60% of trauma DEATHS occur in RURAL AREAS.”

-ACS Committee on Trauma (COT)

“It has been shown that participation in a statewide trauma system improves chances of survival for families, friends, and neighbors in your community as well as throughout the state. Studies have demonstrated that injured patients treated in designated trauma centers have better outcomes than injured patients treated in non-trauma hospitals, even for small rural hospitals.”

–Journal of Rural Health. 2010

The elements of a trauma system include Injury Prevention, EMS/Prehospital Care, Designated Trauma Hospitals, Data, Performance Improvement, Education, and Rehabilitation. EMS is a vital part of this system. EMS provides prehospital care and can provide early notification of a trauma patient and activate the hospital’s Trauma Team. By activating the Trauma Team early, your hospital is able to mobilize resources and prepare appropriately for your patient.

Contact your hospital’s Trauma Coordinator to get more information about activating their Trauma Team and how you can be more involved in their trauma program. You can also contact me, Rebecca Baird at Rebecca.Baird@state.sd.us as your State Trauma System Manager, for ideas on how you can support your local trauma program. Thank you for your support of the South Dakota Trauma System.

South Dakota EMS Patches
By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

If you or your service are interested in purchasing SD EMS patches, you can send a check or money order, made out to ORH/EMS, and mail to the SD Office of Rural Health at 600 E. Capitol Ave, Pierre, SD 57501. The cost is $1.00 each.
SDAA Conference review
By Shawn Fischer

If you missed the SDAA Conference on February 10 & 11, 2018 in Pierre, you missed a lot of important information for Emergency Medical Services.

It started with SDML Workers Compensation Fund information. Brad Wilson gave a presentation on SDML, which provides statutory workers’ compensation coverage for 96 ambulance services and 217 fire service in South Dakota. Doug Kirkus answered questions on workers compensation from Safety and Loss Control by Safety Benefits. More information can be found on www.sdmlwcfund.com.

There were two sessions on the new ImageTrend patient care reporting system with a question & answer session. The first session covered inputting a report. The second session covered the CQI part of ImageTrend. Continuous Quality Improvement (CQI), previously known as QA/QI, is a set of modules and features that allow users to review EMS and fire incidents for quality of care.

There was a session on filing Medicaid reimbursement for ambulance services. The group had many questions on the process, filing, and receiving reimbursement. The common mistakes made by EMS were reviewed.

Other sessions were the importance of documentation; the new Emergency Medical Responder (EMR); Leadership in EMS; SD Legislation; and Compliance with Medicaid/Medicare.

Submit Articles / Subscribe to Newsletter
By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

If you have an article you would like to submit, please email to me at lance.iversen@state.sd.us. We would love to hear the great things you are doing, recognize ambulance services and the people within your organization—some of whom made EMS a life-long commitment, and share with the thousands of people who receive this newsletter.

If you would like to receive this newsletter via email, as well as other information we periodically send out via this listserv, please visit EMS.sd.gov and click on “Subscribe to PULSES" listserv.” You can also click on this link to unsubscribe. Below this link are all the former editions of the newsletter.

For the most up-to-date information from the SD EMS Program, please visit our webpage on a regular basis. If you have questions, please don’t hesitate to give one of us a call or email. Our contact information is on the back page of this newsletter.
ImageTrend Updates/Information
By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

The South Dakota EMS Program’s ePCR platform, ImageTrend Elite, went live on January 1, 2018.

To everyone who helped build, troubleshoot, and test the system, the Super Trainers who went to ambulance services around the state that needed assistance setting up their system, and to all the ambulance services who went live on or before January 1, THANK YOU!

Overall, the transition went pretty smoothly and the vast majority of the SD Ambulance Services using our State system transitioned on or before January 1.

As of the writing of this article, 100 SD Ambulance Services are compliant with using the SD ImageTrend ePCR platform. Twelve Ambulance Services are non-compliant and have been notified. This is not an option. Services will need to use the State provided and funded ImageTrend ePCR platform or contract with another company and import their run data into our repository for both State and NEMSIS reporting.

For the 19 SD Ambulance Services using third party ePCR vendors, other than their own contracts with ImageTrend, we are near completion of building and publishing the schematron. Once we have this completed (should be done and published by the time this newsletter goes out), we will notify the ambulance services of the information they will need to provide to their vendor so they can begin importing into our repository (going back to January 1, 2018).

If you notice something missing on the chart or something you would like added or changed, please email me or Marty Link and we will keep a list and evaluate on a quarterly or semi-annual basis. Since our schematron is in the process of being finalized and printed, we will not be making changes to the ePCR format in real-time any longer. Every time we make a change, we have to go in and update the schematron, republish with ImageTrend and NEMSIS, then notify all the third-party vendors so they can go back into their system and make the changes/updates, etc. As you can see, this is a lot of work and expense, so that is why we will only be making changes quarterly or semi-annually.

As most of you have noticed or experienced, the speed/performance of the system can be extremely slow and/or lock up at times. Any time you are experiencing the system running slow, please contact ImageTrend Technical Support directly. You can either log into your ImageTrend account and send a ticket that way, or email support@imagetrend.com.

If you are having problems logging into your account, such as you can’t remember your user name or password, your first point of contact should be your Director or person for your service who is the Agency Administrator for ImageTrend. When you go to the ImageTrend login page, you can also click the “Forgot Password” button and the system will email you a temporary password to get back in and you can change your password again. This will work as long as you put your email address in when you created/updated your ImageTrend profile/account.
ImageTrend Updates/Information—Cont.
By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

Another common problem is when the system asks for an Organization ID when logging into ImageTrend. If it is asking for an Organization ID, you have logged into the wrong ImageTrend site (not the SD site). You have to use the exact web address that was emailed out and posted on the EMS website. If the address is missing any of the characters, such as the / at the end, it will take you to the wrong site and will give you error messages when you try to log in. You can find the link to the South Dakota ImageTrend site at EMS.sd.gov under ImageTrend or click this link:
https://southdakota.imagetrendelite.com/Elite/Organizationsouthdakota/

To access the Practice/Training site, it is the same link above but rather than putting in your username and password, the username is: Training1 and password is: Training2.

If you have practice charts in your services account, your Agency Administrator can go in and open those charts then delete them. Any charts you have in your system will be reported, so it is important to delete all practice charts in your system and use the Practice/Training site for crew members to practice charting.

If ambulance services would like to run reports, this can be done by clicking on the Tools tab at the top of the page, then clicking on Report Writer on the left side of the page. There are many pre-built reports you can run or you can build your own. I would highly recommend that you go to the Help University in the Community tab and watch the videos. If you have a QA/QI program, you can use these tools in your ImageTrend account to pull data. Again, go to the Help University and watch the training videos. In 2018, we are planning training courses for Report Writer and CQI.

EMT Spotlight  by Parkston Rural Ambulance District

Kenneth Henke has spent the last 45 years serving the Parkston community as an EMT with the Parkston Rural Ambulance.

When he started, he worked with three other volunteer EMTs to cover the entire Parkston area. This didn’t leave a lot of time for him to be away from town, and he has missed some important family time. His state EMT identification number is only three digits long, while new EMTs in South Dakota have a five-digit ID number.

Henke is still very active in the ambulance district. He takes a week rotation every third week and is very willing to fill in for anyone that needs to take off. He has been the Parkston Rural Ambulance Director for the last 15+ years.

Kenneth is currently one of 10 active EMTs and he is still part of the family. The Parkston Rural Ambulance crew would like to extend a great big THANK YOU for 45 years of providing emergency services to the local area.

EMS.sd.gov
South Dakota Ambulance Service Licensure Renewal
By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

Ambulance Service Directors: Beginning April 1, you can submit your SD Ambulance Service Re-Licensure application to the EMS Program for the July 1, 2018 – June 30, 2020 licensure period.

Ambulance Service Licensure (both ground and air) are valid for two years and expire on even numbered years.

You can either renew online by logging into your account via our website, EMS.sd.gov, or you can open/print the paper application (also on our website), type or print your information, and mail to the EMS Program in Pierre. The fee for renewal is $12.00, so please include a check or money order (no cash and we do not accept credit cards) made out to ORH/EMS. If you are renewing online, please send a check or money order to the EMS Program. Once payment is received, we will process your application.

It is important that your application is complete. An incomplete application or missing information on your application will not be processed and will be returned to you to complete. This may cause a delay in your renewal.

Applications received after June 1 may result in a period of time that you will not be licensed; therefore, you will not be able to operate until your application is processed and new license issued. Please get your application in early (beginning April 1) so we have plenty of time to process them.

Please mail your application and check/money order to:

Office of Rural Health/EMS Program
600 East Capitol Ave.
Pierre, SD 57501

Important Notes: Your ambulance service needs to be compliant with all applicable SD Laws related to EMS and Ambulance Service Operations (these can also be found/accessed on our website). Example: If your service has not been reporting your run report data (ePCR), you are non-compliant with the law and your Ambulance Service License will not be renewed until you’re up-to-date, going back to January 1, 2018.

It is also important that Ambulance Service Directors/Managers ensure their staff are currently certified or licensed (have not expired) and have a current CPR card. If either of these are expired, they cannot function on an ambulance as a provider.
Ambulance Service Spotlight—Leola Ambulance Service
By Jackie Rau—Leola Ambulance Service

Averaging 25 years of experience, the Leola EMTs are currently six members strong. The members include (left to right) Betty Hutson, Jackie Rau, Sharon Guthmiller, Becky Wolff, Jane Severson, and Valerie Geffre.

Like most volunteer services, Leola is struggling to get new recruits. The last member to join was 14 years ago.

Emergency calls are received by all six members and everyone who is able to respond does so. Since each member has a full-time job, families, and outside activities, communication is a key aspect to the success of their group. “We let each other know if we are going to be out of town,” said EMT Becky Wolff.

The EMTs have a good relationship with the Leola Volunteer Fire Department. The firemen respond to EMS calls to help with patient lifting and transporting. They are also very receptive to training with and from the EMTs.

Leola’s coverage area includes the town of Long Lake (15 miles northwest of Leola) to the town of Wetonka (8 miles southeast of Leola) and the surrounding rural areas. Through education and interaction, the EMTs have earned the confidence of the three area Hutterite colonies. They will now call for EMS help, which never happened previously.

“Even though we are small in number, we still try to do as much community service and public relations work as we can,” said EMT Betty Hutson. “We visit the school regularly, with special emphasis during EMS week.” The EMTs also help with events like safety camp and Achievement Days to promote EMS.
2018 EMS On The Hill Day
By Maynard J. Konechne

2018 EMS Day On The Hill was held on Monday, February 12, in Pierre. Twenty-three EMS providers throughout the state attended. We attended committee meetings, the democratic caucus, and the legislation session.

We had a good turnout at the evening social at the Ramkota, even with five other activities that evening and scattered around the Pierre area. We had 57 legislators, 8 spouses, 16 EMTs, 3 DOH EMS staff, the Secretary of Health, the Secretary of State, 1 from the PUC, 3 lobbyists, 14 interns, and 2 from Senator Rounds’ office participating.

Again, we had a good turnout and thank you to all that attended.

If anyone has questions, feel free to contact me.
Maynard J. Konechne
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