

Priority Traffic

The Groveton EMS Newsletter



Issue 2
Quarter 1 - 2017

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Groveton Discusses Fall EMT Course

Groveton Ambulance will be hosting an Emergency Medical Technician (EMT) class in Groveton this Fall (2017). The class will lead to National Certification and Licensure as a State of New Hampshire EMT.

The class will be held in Groveton, two days a week, for four months. Class will be capped at 20 students, and any interested individuals are encouraged to apply, especially if you are serious about joining the field of Emergency Medicine (EMS).

The lead Instructor will be Edward J. Laverty, PA-C; he will be assisted by in house Groveton Ambulance Providers.

The class requires a few hospital clinical Observer hours and ambulance "Ride Time". Groveton will be available as a service to choose for your Ride Time and Weeks Hospital will be available for Clinical Hours.



Groveton can assist with the cost of the class and any additional fees, such as textbooks and testing.

The Registration deadline has yet to be determined.

Updates on the class, including fees, will be posted on the Groveton Ambulance Facebook page and Website as well as at the Groveton EMS Office.

For more information, or to register for the class, contact EMS Chief James R. Gibson, Jr. at (603) 636-1057 or jgibson@grovetonambulance.com.

You may also stop into the EMS Office at 10 Station Square, Suite 2 in Groveton, New Hampshire.



Melting Snow Reveals a Prickly Problem

Well it's that time of the year again; the warm weather has eaten away at Mother Nature's beautiful white cover. With the melting of the snow pack we have had a few calls from residents who discovered discarded needles around town.

If you see any needles, please call us at the EMS Office at (603) 636-1057. We will properly dispose of any needles, syringes, or waste.

Do not pick up any needles that you find! You are at risk of possible exposure to a variety of diseases.

Even if the needle has a cap or cover on it, it can still transmit diseases if you are not careful when handling them.

Your health and safety is our first priority.

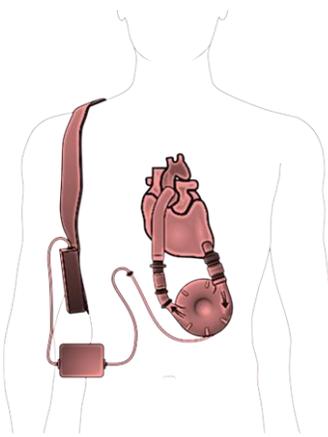
Don't Get Stuck!



ZOLL E-Series
Defibrillator



ZOLL AutoPulse



Ventricular Assist Device
(VAD)

EMS Trainings of the Quarter

In EMS it is mandatory that all licensed EMS personnel recertify every two years, while being able to show competency of their skills. Groveton plans on finishing the year with enough training hours to help all providers recertify with all of their required LCCP hours, thus helping their providers recertify with ease.

Training is held on the third Thursday of every month at the Northumberland Town Meeting Room unless otherwise informed of a change. All local EMS Providers are encouraged to attend.

On Thursday, January 19th, 2017, Groveton Ambulance held their first training of the year in the Northumberland Town Meeting Room.

The subject of this training was High Performance CPR. Training was instructed by EMS Captain Jeremy A. O'Neil, Paramedic and Deputy EMS Chief Samuel J. Oakes, Paramedic.

During training Jeremy discussed the changes made to the New Hampshire State EMS Protocols and the reasoning behind the changes.

One of these changes was the use of Double Sequential Defibrillation. This is used during Cardiac Arrests when the patient shows signs of persistent Ventricular Fibrillation.

During the hands on portion of training, each Groveton Ambulance provider had to show their competency of skills during crew based cardiac arrest scenarios.

Each provider was given a certain task or role during each scenario.

John Gilbert provided and operated the High Fidelity Sim Manikin from the Northwoods Center for Continuing Education (NCCE).

After the hands on portion of the training, the ZOLL AutoPulse, a device that allows for constant, hands free, high quality compressions, was shown to the providers. Currently Groveton has one of these devices on both front line ambulances.

On Thursday, March 16th, Groveton Ambulance held their second training of the 2017 year, in the Northumberland town Meeting Room.

The second training had to be postponed due to weather. The instructors were also both out on calls at the time of the initial training.

The subject of this training was Acute Coronary Syndrome (ACS), Congestive Heart Failure (CHF), and Ventricular Assist Devices (VADs). Training was instructed by Deputy EMS Chief Samuel J. Oakes, Paramedic, and EMS Captain Jeremy A. O'Neil, Paramedic.

During training Sam presented a power point that was separated between the three categories, and showed not only the signs, symptoms, and treatment of three, but also visuals and EKGs displaying the three.

During the Acute Coronary Syndrome portion of the presentation, Sam discussed the pathology and physiology of the different types and stages of ACS as well as the anatomy of the heart. Sam also showed the current New Hampshire State EMS Protocols and the proper ways to treat ACS. Many different printouts of Electrocardiograms (EKGs or ECGs) were shown to help give a visual of what providers should expect to see when they take 12-leads of patients with ACS.

During the Congestive Heart Failure portion of the presentation, Sam discussed the signs and symptoms of CHF. He also discussed and showed the separation between ACS and CHF, and how to differentiate the two in an emergency situation. Sam also discussed the differences between left and right sided CHF and how they affect the many systems of the human body.

During the Ventricular Assist Devices portion of the presentation, Sam discussed the do's and don'ts of what to do when coming across a patient with a VAD. A patient with a VAD is rare, but a provider should know what they are dealing with when they come into contact with one. Patients with VADs are treated differently in most emergency situations because of how a VAD affects the body.

From the Chief's Desk

"2017, where are we now and where are we going?"

This is the question that I ponder daily as I try to plan out the weeks, months, and year ahead.

As I look at the community and what's happening as far as growth and the health of our population, I am faced with the realization that we need to find more capable personnel to provide the service that is going to be needed.

The future of Groveton Ambulance is based solely on the will of the community and the commitment of trained and licensed individuals to provide this much needed service.

A consistent trend of rising call volumes and seriously ill patients has become apparent as we look to the future. As we look forward to the year 2020 and the 50th year of the existence of Groveton Ambulance I envision a space to call our

own, a thriving Paramedic service and a thriving, growing, and safe town of Northumberland.

As always I would like to hear from our residents and any ideas or questions that they may have. We are your service and hope that you are happy with the care and treatment we provide.

Thank you for your continued support."

EMS Chief J. Gibson



EMS Chief

James R. Gibson, Jr.
NREMT

Groveton's Observer Ride-Along Instituted

Emergency Medical Services is an intense, challenging, and rewarding field of work, but it isn't meant for everyone. It takes a special kind of person to withstand all the EMS Providers go through on a daily basis. Everyday an EMS Provider learns something new, even if they have been in the field for 50 years.

While responding to a call and EMS Provider never knows what they are walking into. The call could be exactly as it was toned out to be, or it could be completely different. It is because of this variable that EMS Providers must always be ready to act, no matter what happens.

EMS is a misunderstood field of work. When EMS first started, the main concept was to pick someone up in their time of need, and transport them to the nearest

hospital as fast as they could. This was the "load and go" era of EMS. EMS has changed dramatically since then. The load and go theory is no longer in effect, and the patient compartment of an Ambulance has become a Hospital on wheels. EMS Providers are taught skills that doctors and nurses do in the Hospital.

EMS is now the frontline service when it comes to emergencies. EMS Services deal with patients at the worst time in their life. This is why it takes a special kind of person to survive in this field. Even when an EMS Provider is not "on-call" or worker, if they come across a medical emergency they are legally obligated to act.

Groveton Ambulance started an Observer Ride-Along, which allows anyone to ride on an ambulance to Observe what is really done out on scenes or in the back of a moving Ambulance.

The Ride-Along is open to any interested individuals of the age of 14 and older, as long as they have finished the 8th grade. If you are interested in any branch of the Medical Field, you are strongly encouraged to do some Ride-Along time with Groveton.

The Observer Ride-Along was started in August of 2016 and currently there are four active Observers with Groveton. One of which is doing it partially for her "Senior Project" for the High School.

Any students or members of the community are also encouraged to Ride-Along with Groveton, especially if you are interested in EMS, or you want to learn more about EMS.

If you are interested in doing some Ride-Along time with Groveton, please call or stop into the EMS Office at the information provided throughout the newsletter.

"The patient compartment of an Ambulance has become a Hospital on wheels."

*"Currently there are **four** active Observers with Groveton."*



Transitioning Between AHA Training Centers

On February 10th, 2017 the Upper Connecticut Valley Hospital (UCVH), American Heart Association Training Center closed.

One month prior to this UCVH announced that the Training Center would be closing and that all local Training Sites would have to transition to the new "North Country Healthcare" Training Center based out of the Littleton Regional Hospital (LRH) in Littleton, NH.

North Country Healthcare is the combination of four local hospitals based out of Coos County. These hospitals include Upper Connecticut Valley Hospital (UCVH), Weeks Medical Center (WMC), Androscoggin Valley Hospital (AVH), and Littleton Regional Hospital (LRH).

Prior to the transition, Groveton was an AHA Training Site based out of UCVH. After receiving this news, Deputy Chief Oakes started to compile all of the proper paperwork for the transition.

After one rough week, all of the proper paperwork was submitted to the head of the North Country Healthcare Training Center. Groveton is now working to be back up and running as an AHA Training Site and will hopefully be able to teach CPR classes again soon.

If you are interested in taking a CPR class please call the EMS Office at (603) 636-1057 and ask for either EMS Chief James Gibson or Deputy EMS Chief Samuel Oakes.



HIPAA and EMS in the 21st Century

The Health Insurance Portability and Accountability Act of 1996, or HIPAA is a policy used in all forms of Healthcare, especially in EMS. HIPAA was signed by President Bill Clinton to protect personal information and medical records of patients treated by any field of healthcare. According to the U.S. Department of Health & Human Services (www.hhs.gov/hipaa), "The Rule also gives patients' rights over their health

information, including rights to examine and obtain a copy of their health records, and to request corrections."

Providers cannot give out information in regards to a scene or patient to any bystander or family unless there is written consent by the patient.

Patient Care Records cannot be shared with other services, or even service members unless they were directly involved with patient care.

With modern advancement in technology, it is becoming more and more difficult to keep patient information private in EMS.

Some Witnesses desire to post about calls that happen around them, the Victim's and Responder's names on social media. Although being curious and concerned is understandable, please help us protect our fellow citizen's privacy, do not ask EMS Providers about calls or patients.



Tahnya M. Cloutier
NREMT-I

Tahnya M. Cloutier Announces EMS Retirement

In March of 2017 Tahnya Cloutier announced that she would not be renewing her EMS License as an Emergency Medical Technician – Intermediate (EMT-I).

Tahnya has been working for the Groveton Ambulance Corps for 22 years, making her the third longest active employee on the department. She

started as an Emergency Medical Technician – Basic (EMT-B) in 1995.

Tahnya has been in all administrative positions in the Groveton Ambulance Association, including President, Secretary, and Treasurer. She has been the Vice President of the Ambulance Association for the past 2 years, and has been teaching CPR classes

with the ambulance for many years, teaching all over Coos County.

Tahnya's service for Groveton will be missed, but we wish her the best in her future endeavors. She was a great asset with not only her service, but her training and knowledge that she has been able to provide the service for 22 years.

Building for EMS? The Search Continues!

Emergency Medicine is a field of work that will carry on for a long time. As time goes on, the equipment and skills needed to work in EMS continues to grow. This is also true with the town of Northumberland (Groveton).

With all of the potential jobs and growth coming from Bob Chapman's development project at the Mill Site, Groveton will soon be booming once again.

With the town growing, the ambulance service grows as well, to help meet needs of the ever-growing population.

Currently, Groveton Ambulance is separated between three different buildings. Two of the three ambulances are housed at the Groveton Fire Department; the third ambulance is temporarily being housed at the Town Garage in Groveton. The administrative office is separated into two parts, allowing the Chief and Deputy Chief to work, while also allowing some of the providers to stay at the office during the office hours so they can easily respond to the station if there is a call.

What happens after hours?

Where do providers stay when the office closes?

What happens if there is a need for the third ambulance?

These are issues that Groveton has been dealing with for some time now.

Currently, there is no place for providers to stay after the office business hours.

Many of the providers respond from their houses, but this limits who can work for the service. Many of the Paramedics and other providers who are willing to work for Groveton Ambulance live out of town. Some of the providers currently serving on the ambulance open their doors for people they know, but this doesn't resolve the issue. Some providers are allowed to stay at the office after hours, but the office only has a couch. There are no beds, no showers, and limited means to cook food.

If there is an emergency or transfer that requires the third ambulance, a provider must pick up the key for the town garage and then pick up the ambulance. This takes time and affects the response time to a scene as well as possible patient condition.

This delay could easily be avoided by having all of the ambulances and providers in the same building.

Not only is a unified building needed to support Groveton Ambulance personnel, but also the ambulances and equipment. The ambulance at the Town Garage will need a new location to be garaged as soon as winter ends. The other two ambulances are currently an obstacle to growth of the Fire Department, and Groveton Ambulance can't improve our services when separated.

There has been discussion about getting crew quarters; however it would be in the upstairs of the Northumberland Town Office. This will help with operations, like the Town Garage, it is a temporary fix. The Town Office crew quarters adds a fourth building to the already distressed EMS department.



Groveton Ambulance Office & Northumberland Police Department



Groveton Fire Department



Groveton Town Garage



Northumberland Town Office

*“Currently, Groveton Ambulance is separated between **three** different buildings.”*

*“This takes a lot of **time** and hurts response time to a scene as well as possible patient condition.”*

*“The Crew Quarters is just going to add a **fourth** building to the already separated department”*

Groveton EMS

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*“Providing Quality Care
and Leading EMS in the
North Country”*



We're on the Web!

www.grovetonambulance.com

Any suggestions are strongly encouraged. Please email any thoughts and submissions to gac@grovetonambulance.com or write to us at

Groveton EMS
10 Station Square, Suite 2
Groveton, New Hampshire 03582

Archives of Priority Traffic can be found on our website at: www.grovetonambulance.com
Or on our Facebook page

Priority Traffic to become a Quarterly Newsletter

“Due to the busy and emergent nature of EMS, Priority Traffic was postponed time and time again. The only way to resolve this issue was to change the format of the newsletter from Monthly to Quarterly.

This change allowed for the ability to compile more information over the course of four months and to get into more detail with articles. The extended time frame allowed me to figure out what I wanted to write about. For some reason two pages just didn't seem like it was enough.

After my first issue of Priority Traffic, I found that it was becoming increasingly difficult to find

enough things to write about to fill the pages every month.

Starting my second issue of Priority Traffic in mid to late 2016 just felt wrong, so I decided to wait until the start of 2017 to start the new and improved “Quarterly” newsletter.

I am hoping that I will be able to continue with the newsletter and grow over time.

When I first started writing Priority Traffic, I just planned on using it as a Newsletter for the ambulance department, but I had a realization that this would give the department a new way of keeping the community apprised of what the service does

beyond response and transport. It would also allow the service to show how EMS changes, and why we do what we do.

The Newsletter will be posted in several areas around Groveton, including the Northumberland Town Office, the Northumberland Town Meeting Room, and the Groveton Ambulance Office. Check on the Groveton Ambulance Facebook page and Website to read a digital copy of the Quarterly newsletter. If you have any suggestions please contact me by emailing me at tjgibson@grovetonambulance.com.”

Trevor J. Gibson, NREMR

About Groveton Ambulance

Groveton Ambulance (EMS) is a municipal service in the northern New Hampshire town of Northumberland (a.k.a. Groveton). A town located on the Connecticut River bordering the State of Vermont, and about an hour's drive from Canada. We currently have a full-time EMS Chief, Jim Gibson EMT and a full-time Deputy EMS Chief, Sam Oakes Paramedic. We have approximately 30 dedicated volunteer members. Groveton Ambulance is a member of NH EMS District A-3, also VT EMS District 5.

Our main objectives are: *To provide quality emergency medical services to the Town of Northumberland, along with the surrounding towns that we contract with. To provide mutual aid service to other surrounding areas when requested. To educate the community in EMS practices, CPR/First Aid, and general health and safety practices. To provide other community services.* In doing this, we provide ambulance services at community events, we organize and volunteer at the Red Cross Blood Drives, we do health screenings at community events, we hand out glow in the dark accessories to the children during trick-or-treating annually, and many other activities.

We cover the towns of Northumberland, Stark, and Stratford in New Hampshire. We also cover the towns of Maidstone, Brunswick, and Bloomfield in Vermont.

For additional information regarding Priority Traffic, or about Groveton Ambulance, please contact Chief James R. Gibson, Jr. or Deputy Chief Samuel J. Oakes by calling the Groveton EMS Office during regular business hours with the phone number provided below.