



Professional Development

SEMS is committed to the professional development of it's staff. Each year we sponsor at least 1-2 volunteers for Paramedic Licensure training. We provide CPR, Advanced Cardiac Life Support and Pediatric Advanced Life Support Training. All Drivers are trained to the National Certified Emergency Vehicle Operator course standards. We provide monthly classroom Continuing Medical Education (CME) and also provide all members with free access to an Online Learning Management System where they can acquire National and State recognized CME credit. We offer training in Tactical EMS and Medical Dispatch and provide Leadership training to all supervisory staff.

Stratford E.M.S.
2712 Main Street
Stratford, CT 06615 USA
203.385.4060 ph
203.385.4156 fax
www.stratfordems.org

Follow us on:



Upcoming Events

• Sterling House Down & Dirty Dash

SEMS will be providing medical support for the event.
October 4, 2014

• Stratford Day at the Beardsley Zoo

SEMS will be there providing information and Touch-a-truck.
October 4, 2014

• Turkey Trot road race.

SEMS will be providing medical support for the event.
November 2014 (Specific date TBA).

• Advanced Emergency Medical Dispatcher

International Academies of Emergency Dispatch Certification
December 1-3 from 8a – 5p each day.

SEMS Statistics

• Call Volume:

2007	2008	2009	2010	2011	2012	2013	2014 YTD
5774	5923	6218	6203	6411	6531	6245	4272

• Response Time:

2010	2011	2012	2013	2014 YTD
7:15	7:04	6:23	5:46	5:17

• % Passed Calls

2010	2011	2012	2013	2014 YTD
12%	7%	5%	3%	3%

• Volunteer Hours:

2010	2011	2012	2013	2014 YTD
17000	23000	25000	25000	17000

• January-September 2014:

Heart Attacks	Strokes	Breathing	Fall	Sick	Vehicle
325	86	496	687	834	522



Advancements in technology and performance

- PAD Mobile Data Terminals
- Satellite GPS Tracking
- Enhanced Radio and Wireless
- Paperless Medical Records
- Automatic Chest Compressions
- Advanced Cardiac Monitors
- Power Stretchers
- PowerLoader

PERFORMANCE

- Reduced Mutual Aid
- Reduced Response Times
- Increased Volunteerism
- Increased Training Opportunities
- Increased Quality Improvement
- Patient Satisfaction Surveys
- Increased Focus on Safety/Risk
- Increased Community Outreach
- Transparency

“We fully intend to take it to new levels of excellence”

Ron Sachs



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A look back at the past 5 years

The past five years have yielded tremendous advancements in the Stratford Emergency Medical Services system in five key areas. Performance, technology, safety, standards compliance and community outreach.

While call volume has increased, we are passing fewer calls to mutual aid than in previous years. This means that today, Stratford residents receive services from Stratford EMS more than ever before. As an “Enterprise Fund”, SEMS operates solely from funds generated by billing insurance companies. SEMS requires no subsidy from the taxpayer. Since we are covering more calls, we are able to bill insurance companies more often to ensure that the costs associated with providing services are properly covered. Our response times are also better than ever before, which means we are arriving on scene faster to help our patients. Overall we are meeting or exceeding national best practice standards.

From improved cardiac monitoring equipment to state-of-the-art mobile data terminals, paperless medical records and automated compression devices for CPR, SEMS has significantly enhanced its technology to ensure we are providing the most current services to the Town.

We have upgraded our fleet of vehicles and equipment to include state-of-the-art technology, powered stretchers and auto-loaders to enhance patient comfort while improving patient and rescuer safety.

These enhancements reduce risk and increase the longevity of volunteer and paid staff alike. This has also led to increased volunteerism and recruitment.

Our billing and standards compliance is reviewed annually to ensure we are meeting all local, state and federal requirements appropriately. We are providing our staff with monthly continuing education opportunities, continuous quality improvement review and we have started leadership training for our supervisory staff.

We have also taken great steps to become more transparent. Our Medical Bike Team and EMS standby services are more active. We have updated our website and social media presence. We are engaging with local news media and participated in more local and statewide EMS committees to ensure that the Town of Stratford's needs are being considered within the EMS community. We have also instituted a patient satisfaction survey to help us identify service strengths and opportunities for improvement.

Much has changed for the better, and SEMS continues its strong commitment to providing excellent EMS services to the Town of Stratford. – Mike Loiz Director



Town of
Stratford, CT

New Cardiac Monitors provide a higher level of detail and accuracy

When EMS responds to emergencies, we want and need the most advanced monitor/defibrillator that sets the new standard in innovation, operations and toughness. That's the LIFEPAK 15 cardiac monitor/defibrillator from Physio-Control.

The LIFEPAK 15 is tough, rugged and designed for use in the field of emergency medical services.

It provides a much more clinically accurate picture of the heart. This allows rescuers to see heart attacks more clearly and adjust treatments for better care.

With tools such as accurate automatic blood pressure monitoring, pulse oximetry, carbon monoxide detection, waveform capnography and 12-lead EKG, Paramedics are able to provide a much higher degree of patient focused care than ever before.



Operational Safety Updates

We focused on those areas that affect our rescuers and our patients, to make the most significant updates to safety.

Stratford EMS has gone to great lengths to improve the efficiency of operations and safety for patients and staff.

Our new vehicles have been redesigned inside and out. The external graphics design was intended to improve visibility for the public. We used the safe design on our intercept vehicles. Inside the new ambulances, we redesigned everything to improve safety for the patient and rescuer as well as provide more efficient working areas for the rescuer which intern, improve patient care. The new Stryker PowerLoad systems make moving the stretcher and patient into the vehicle safer, easier and more secure. Each vehicle in our fleet was also outfitted with a new state-of-the-art, mobile data terminal (MDT). These touch screen terminals provide information to the crew while enroute to each call. Of course, for safety purposes, it is the passengers responsibility to interact with the MDT. The crew can get up-to-date patient information from Dispatch, mapping and weather information

and data on who else is responding or scene safety information.

Within the Dispatch Center, new emergency medical protocols are being used that prioritize responses more efficiently and provide better pre-arrival instructions to callers prior to EMS arrival. This also enhances scene safety.

Our dispatch radio systems have been upgraded throughout the Town, within the Center itself as well as in our vehicles.

Portable radios have been purchased so that staff have radio access to the Dispatch Center at all times.

Within our Headquarters, there were several items that required our attention to enhance safety, security and efficiency. The apparatus bay floor had several large holes which if not noticed, could cause ankle injuries or were a tripping hazard. The floor was resurfaced to provide a clean and consistent surface while

significantly improving the esthetic look of the area.

Our EMS Bike Team has been updated to include new bikes, equipment and uniforms that provide better visibility.

Our Special Operations Team has also updated their uniforms for greater visibility. They are now in the process of acquiring personal protective equipment for special operations through a grant.

"Safety doesn't happen by accident"

SEMS has updated our Material Safety Data Sheet management process. We monitor our OSHA reportable incidents and review them annually looking for opportunities to enhance safety.

SEMS has also gone to great lengths to ensure the security of all occupants within the facility. Our integrated security/ID badge system allows us to maintain strict oversight of access to the EMS facility.



Training and Continuous Quality Improvement

educational programs in our EMS Training & Education Center (EMSTEC). We are dedicated to clinical excellence and as part of that dedication, we pride ourselves on being able to extend that clinical commitment to the learning environment. Our professional instructor cadre are active EMS practitioners who have been selected to represent our clinical expertise in the classroom. Most are State of CT certified EMS-Instructors and/or American Heart Association Instructors and Nationally Certified

also regularly host guest instructors.

Our EMSTEC offers full audio & video components and can accommodate up to 30 students. We host day and evening courses.

SEMS offers training in:

- EMR/EMT and recertification
- Emergency Vehicle Operations
- CPR, ACLS and PALS
- Emergency Medical Dispatch
- Tactical & Wilderness Medicine
- Continuing Education (All Topics)

SEMS also reviews 100% of our

feedback is provided to the staff member to help them develop their skills, provide the most current care and reduce risk.

Through this process, we are able to determine departmental areas for enhancement, training or skills review or even key areas for public education.

SEMS is one of the only area EMS services reviewing 100% of our calls for clinical accuracy as this is required for national accreditation.

This Month's Q&A On Stratford EMS

Q: How can I learn more about Stratford EMS?

A: WWW.STRATFORDEMS.ORG

Stratford EMS has updated its website and social media presence to provide more information, transparency and access to our information. You can learn about our leadership team, read news articles, get answers to frequently asked questions and even see statistical information about our service performance.



You can provide feedback and suggestions using the Feedback feature on our website and you can see upcoming training, job opportunities and contact information. You can also "follow us" and "Like Us" on Facebook and Twitter. There you can also find current, up-to-date information and news, see pictures and video and interact with SEMS. We're proud to serve the Town of Stratford and want our patients to feel comfortable that they fully understand who we are and what we do. Visit our new website today to learn more!

Lucas II Automatic Chest Compression Device. What is it?

The LUCAS 2 Chest Compression System is designed to help improve outcomes of sudden cardiac arrest victims and improve operations for medical responders. Performing at least 100 compressions per minute, LUCAS can be quickly deployed with minimal interruption to patient care.



Town-wide AED Program

EMS oversees the Town's public access AED program.

The Town has approximately 30, Cardiac Science AED's located throughout the Town.

In 2013, EMS replaced all of the batteries in those units.

Batteries typically have a 2-year life. This year, EMS began replacing the AED pads. EMS

also checked the internal software on each machine to ensure that it is up-to-date.

Each AED is logged in the Town's 911 system. Please

contact SEMS if you have any questions regarding your AED.