

Friday Night [under the] Lights... 2015



Happy Friday.

I write to you today as Tom Maxian [AMR GM – Seattle] probably adds the final strip of packing tape on the rewards he committed to Chris Stawasz [AMR GM – Maine & New Hampshire] based on their bet on the Superbowl...

In that bet between the two, in the words of Tom himself:

“If, through cheat and deceit, Brady and the rest of the chowder-headed sissy pants steal the game, they get:

- *A slab of smoked salmon from the Pike Place Market*
- *A pound of coffee from the Original Starbucks*
- *A custom-made (by Brant himself) CD with songs from Seattle musicians, including Jimi Hendrix, Nirvana, Stone Temple Pilots, Heart, Pearl Jam, and maybe even Brant and the Beauties; and*
- *At the GM conference I, while wearing Patriot rags, will inflate a football to demonstrate that, in reality, all Patriot balls are properly inflated according to NFL specifications.”*

Jeff Boyd [AMR East Region Clinical Director] is still giggling...

The equivalent of standing up in front of your class in your underwear...

OK. This is probably one of the most hilarious dinner stories I’ve ever been a part of in my life.

Remember those dreams you used to have (or may still be having, for that matter) where you find yourself standing up in front of your class in just your underwear? You’re mortified. It’s one of those moments you just don’t know how to get out of (ever notice running and/or screaming is not an option?).

At the National Association of EMS Physicians annual meeting in New Orleans a few weeks ago, we get together with our Physician Medical Directors at an annual dinner. This year, there were 37 of us (out of an impressive 92 nationwide) that gathered for the evening.

The restaurant we went to caters to large groups of people and has many different levels and rooms. As you enter, the staff guides you to the area designated for your group.

Because of our size, we took a bus from the hotel to the restaurant. When we got there, we all were directed to our designated area...

So there we all are – mingling before dinner – Medical Directors meeting their colleagues from all over the U.S. It's fun to meet fellow EMS docs and chat about common issues and the world of prehospital medicine.

Then, as it became time to eat, we all sat down at one of 9 big, round tables. Steve Murphy [AMR SVP of Government & National Services] welcomed everyone and asked each of the attendees to introduce themselves. As we went around the room, a couple of people didn't introduce themselves but simply pointed to the next person in the sequence. Most of us figured they were spouses / friends of someone affiliated with AMR and they just didn't want to introduce themselves.

After a few minutes more of discussion, we all began to chow down. But Scott Bourn [AMR VP Clinical Practices & Research] came over to me and suggested I might want to go talk to "the guy in the red". Scott said he had an absolutely horrible look on his face as Murphy was talking and welcoming the group (I'm guessing the same look Ms. Murphy gives him when they're having dinner in their own home).

Turns out, during Steve's welcome message and expression of appreciation for the work everyone did for AMR, Cheryl (the woman sitting next to the man in red) turns to Steve (we now know is her husband) and whispers, "Honey, what exactly do you do for AMR?"

Steve turns to his wife Cheryl and says, "I don't know what AMR is..."

So Cheryl googles AMR during Murphy's talk and tells her husband – "It's an emergency company".

Well... Here's where that feeling of being in front of your class in your underwear kicks in. Turns out, Steve is a Podiatrist and he and his wife were attending (supposedly) a Podiatry dinner. As luck would have it, the restaurant staff directed him down the wrong hall and he and his wife had just spent the better part of an hour with the wrong people in the wrong room. They were mortified.



But, thanks to the strong work of Ron Thackery [AMR SVP Professional Services] and Steve Murphy, we were able to welcome the very first AMR Emergency Podiatrist into the family... They were both truly wonderful sports.

We all shared some pretty deep belly laughs and (true to form for emergency care folks) thanked our guests for giving us such a great story.

At least when you realize you're in front of the class in your underwear, you wake up relieved. In this case, there was no escaping the fact that they were real live dinner crashers...

Who we are and what we do – a look at the numbers of 2014...

As we close out 2014, it's absolutely amazing to look at what we've done together in the nations largest EMS and Mobile Integrated Health organization.

Thanks to the keepers of the numbers – Our colleagues that track our activity and what that means in the big picture...

So, courtesy of Ryan Mayfield [AMR Clinical Outcomes Analyst], Mike Ragone [AMR Director of EMS System Design], Eric Beck [Evolution Health CEO], Doug Petrick [AMR General Manager], Lynn White, Ron Thackery, Alan Craig and Scott Bourn, here's a look at who we are and what we did from a unique perspective...

- We transported 3.1 Million patients last year – That's a patient every 9.8 seconds
- We transported 73 pediatric patients an hour.
- We delivered 2 children a day (actually slightly less than 2.0, but delivering fractions of kids is a bad visual)
- We performed a critical intervention every 10 min (a critical intervention defined as defibrillation, cardioversion, intubation, pacing, surgical airway, decompression)
- A patient had to be restrained every 15 minutes
- We responded to a Motor Vehicle Crash every 4 minutes
- Every 5 seconds a vital sign is documented (6.2 million total – BP, Pulse, Resp)
- We successfully placed 78 IVs every hour and every 2 minutes an IV attempt is unsuccessful
- We gave a dose of pain medication every 6 minutes
- We gave a dose of some medicine every 48 seconds (excluding IV fluid and oxygen)
- If you include IV Fluid & oxygen, we gave a medication every 22 seconds
- (This one is a Ryan Mayfield special) - AMR Field Employees created a hole in a patient (performed a procedure which punctured the skin) 1,957,709 times.
- We provide care in almost 2100 Communities nationwide; in 40 states with 19,169 clinical providers (if you're really a go-getter, calculate how many holes we create in patients per provider, per state...)
- We have 4,333 vehicles, including 3,885 ambulances and zero CMO vehicles
- If you tally up the mileage we collectively drive each day, we would drive the equivalent of 41 coast to coast ROUND TRIPS each day



- We operate 44 Communications Centers, a National Disaster Command Center (NATCOM) and a National Interprofessional Command Center (the Williams Command Center) that's actually a designated, licensed physician practice.
- We operate 12 International Academy of Emergency Dispatch (IAED) Accredited Centers of Excellence
- We have more Commission on Accreditation of Ambulance Services (CAAS) accredited ambulance services than any other EMS system (25 agencies)
- We are the largest provider of prehospital education in the United States
- We are the second largest American Heart Association Training Center in the United States (second only to the VA Health System)
- AMR Air has access to 11 fixed wing aircraft nationwide
- We have more patient lives covered through one of our many Mobile Integrated Health programs than any other organization
- Last year, 80 AMR Practices implemented the PIT / PIM review process
- Using the Performance Improvement Tool (PIT) we retrospectively reviewed 3% of the 3.1 million patients we cared for
- We documented 2 Pain Scales in 84% of patients with a complaint of pain (a loud cheer can be heard in the background on this one – That's up 472%)
- 90% of our intubations had waveform capnography ETCO2 verification (you may recall that our first look at this two years ago demonstrated less than a third of patients received ETCO2 verification)
- On May 21, 2014, we collectively trained 61,883 people in Compression Only CPR
- In addition to the one day event, AMR Practices have trained an additional 67,448 people throughout the year (and many Practices have yet to report – *You know who you are...*). That means AMR trained over 129,331 people in CPR last year. As Petrick points out – That's **10,777 per month or 354 per day or 14.76 per hour during the year...** Based on that data, we trained more people in CPR than we gave pain medicine – Just in case you were curious.
- Over 35,000 patients received the first ever EMSCAHPs (Emergency Medical Services Consumer Assessment of Healthcare Provider & Systems) survey of their experience with us – 93% of patients we took care of indicated we treated them with courtesy & respect (an important hospital indicator).
- Evolution Health's externally benchmarked readmission rate for reporting sites in 2014 was 37.6% lower than that of patients not under an Evolution Health care (traditional Medicare)

- Evolution Health's teams of nurses, physicians, therapists, nurse practitioners, pharmacists, physician assistants, paramedics, phlebotomists and technicians collectively had 1,336,083 patient encounters in 2014, up 30% from 1,025,552 in 2013. (Of note, our Medical Command Center expanded its support and coordination for our clinical services with 170,202 patient touches in 2014, more than a 700% increase from 20,900 in 2013)

Unbelievable.

I've said this so many times before that I know you think I'm a broken record (or, in today's terms – a corrupted WAV file).

With such a huge, massive, gigantic patient population we are privileged to care for, what we do makes an enormous impact on people's lives. We have to earn and maintain the trust of our communities and our colleagues.

I think the data speaks for itself from last year.

It's pretty neat to make such a nice difference in people's lives. While we still have work to do, we've made amazing, *and I mean amazing* strides in our collective AMR Practice.

I look forward to our Journey in 2015. I suspect we'll be even more impressed.

A Glimpse Into the Office of a Brilliant Mind (If you ever wondered why Lynn White is so phenomenally productive)...



Epilogue...

Thanks to Alan Craig [AMR VP of Clinical Strategies] for this week's Epilogue.

During a recent visit to an in-patient mental health facility, Alan asked the Director how she determined whether or not a patient needed to be admitted...

"Well," she said, "we fill up the bathtub and offer the patient a teaspoon, a cup and a bucket and we ask them to empty the bathtub."

"Oh, I understand," Alan said. "A normal person would use the bucket because it's larger than the cup or the teaspoon."

"No." said the Director. "A normal person would pull the plug. Would you like a bed near the window?"

That's it from my world. *Happy Friday.*

As always, thanks for what you do and how you do it, especially 1,957,709 times as you're driving coast to coast...

Ed

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