

# Quarterly Newsletter

February 2018

## Stettler District Ambulance

5906 47 Avenue, Stettler, AB T0C 2L0

Tel: 403-742-1900 Fax: 403-742-8207

<http://www.stettlerambulance.com/>



Stettler District Ambulance Association

### From the Manager

January was Workplace Violence Prevention & Response Awareness Month. Staff were handed out new surveys on their perception of violence in the workplace. Workplace Violence was described as "verbal and/or physical aggression," "physical or sexual intimidation," "bad behavior," "harassment, intimidation, bullying, yelling," "favoritism," "perceived threat that causes fear & anxiety," "abusive language, gossip and undermining a coworker." Staff acknowledged participating in workplace violence prevention training such as Non-Violent Crisis Intervention offered by AHS, Self-Defense course hosted in Stettler, and training video at tailgates (that was getting old). Suggestions to help prevent workplace violence was "keep training staff," "extensive background checks," "create a clear understanding that a person's preferences aren't always rules."

This year's training offered 2 new videos to watch with review of our policy. Additional awareness techniques will be shared throughout the year.

I appreciate everyone's input to help us achieve a harmonious workplace environment free from behavior that can be perceived as workplace violence.

Employee Evaluations will be conducted in March/April. You will be required to bring a current 5 years drivers abstract. If not done so already you are required to bring copy of ACP license and Professional Liability insurance required as per policy. Please get prepared.

***SDAA strives to create a great place for great people to do great work***

Linda Borg

Manager/ACP/BAppB-ES



### UPCOMING EVENTS

#### January

Workplace Violence Prevention & Response Awareness Month

#### March/April

Employee Performance Evaluations

### IMPORTANT ANNOUNCEMENT

Welcome to the 4th addition of the SDAA newsletter! This newsletter will be distributed Quarterly in an attempt to enhance communication throughout SDAA. Staff are welcome to submit articles for the SDAA newsletter. Deadline for next submission is May 1<sup>st</sup>, 2018.

### STAFF REMINDERS

PDIC training is almost completed, a few left to complete.

Infusion Pump Training on your website has started, please utilize spare core hours and core hours on Mondays to complete your training.

## SCHEDULED TRAINING THIS QUARTER

N95 Fit Testing/Infusion Pump Training

## HAND HYGIENE



Our **Patient Safety Reminder** for this quarter is **IV Access Issues**

**How to improve patient safety?**  
Interstitial IVs may be detected by inspecting the IV insertion point/area often for signs of:

- inflammation
- taut skin with pain/stiffness
- skin that is colder to the touch and/or
- damp IV dressings

Unrecognized interstitial IVs are a significant patient safety risk as medications administered during an emergency via an interstitial site will not be properly absorbed and patient care may proceed under the assumption that the IV is correctly placed.

Every 45 days there is an RLS report submitted to AHS regarding IV access issues. Primary concerns include interstitial IVs and use of inappropriate sites for IV access (e.g. dialysis fistula, PICC line).



# Staff Spotlight



*Congratulations to Leisha Hansel for achieving her goal for raising \$5172.00 for the purchase of new stuffed animal mascots for our pediatric clients.*

*Fantastic Work!!*

# Staff Spotlight



*Welcome to SDAA Brad Snodgrass!*

*Brad resides in Stettler with his wife and 2 young boys. He has many year's experience as an ACP & Pharmacist.*

*Brad has a casual ACP position with SDAA*

# Statistic Reporting

Stay tuned for more data collected by Alberta Health Services, such as data on call types, compliance with protocols and skill intervention. This data collection will help identify trends and enable us to steer the continuing education in the areas it is needed most.

Out of Community Responses by Stettler Units (IFT Excluded)		
Municipality	January 2018	12-Month Period
County Of Stettler No. 6	5	140
Big Valley	1	44
Red Deer	3	40
Alix	3	19
Lacombe County	1	19
Bashaw	4	17
Red Deer County	2	12
Erskine	0	9
Edmonton	0	8
Calgary	0	7
Red Willow	0	7
Camrose County	0	6
Delburne	1	6
Rochon Sands	0	6
Mirror	0	5
White Sands	3	5
County Of Paintearth No. 18	1	4
Special Area No. 4	0	4
Botha	1	3
Donalda	1	3
Byemoor	0	2
Castor	0	2
Joffre	0	2
Mountain View County	0	2
Nevis	1	2
Rocky View	0	2

# ***Quality Assurance***

## ***Patient Indicator Data***

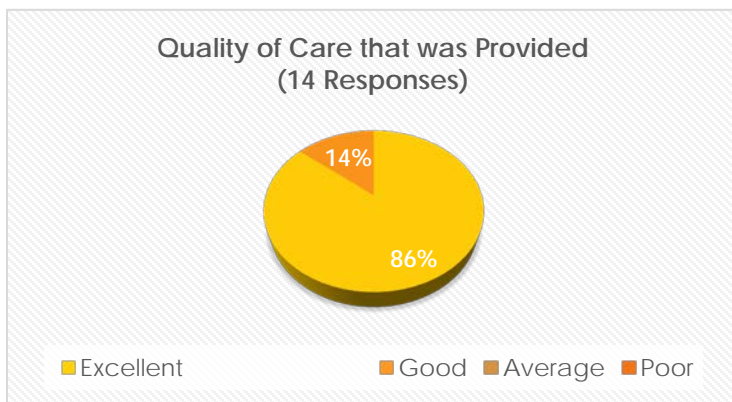
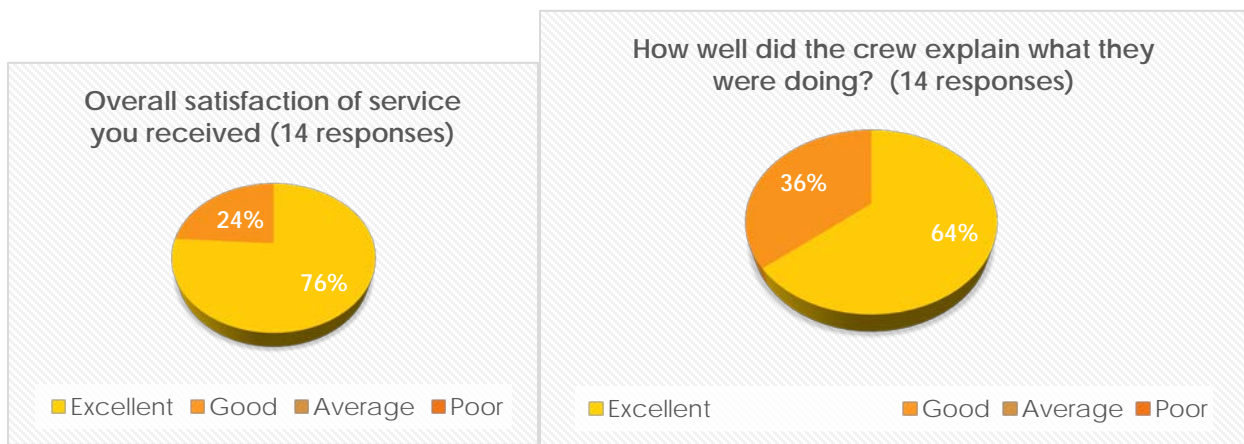
### ***Coming Soon***

*Alberta Health Services is working on collecting data on call types, compliance with protocols and skill intervention. This data collection will help identify trends and enable us to steer the continuing education in the areas it is needed most. Stay tuned for the results!*

***Trend identified this quarter through AHS Monthly Contractor Reports:  
Many Chute Interval times have surpassed contracted Chute Interval times of 7 and 10 minutes. Practitioners need to ensure they utilize their Enroute Timestamp once immediately responding in the ambulance. Practitioners also need to be more mindful of making their designated Chute Times for their shift.***

# Patient Experience

As part of the Accreditation process, SDAA conducts Patient Satisfaction Surveys. The information collected will allow us to enhance the patient experience and to engage our patients in the betterment of their treatment and our policies and procedures.



## Patient Comments

"They were awesome!"

"Great Care!"

"Ride was a little rough to Red Deer"