

Aurora South Region EMS Office  
252 McHenry Street  
Burlington, WI 53105

Mailing Label  
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# South Region EMS Program Newsletter

Welcome to the first edition of the South Region EMS newsletter. We hope it will be an introduction to the opportunities we see in the future of pre-hospital care. As an emergency medicine physician at Aurora Memorial Hospital of Burlington it has been my privilege to work with the local EMS providers over the last two and one half years through the ED as well as recently serving as the EMS Medical Director over the last 9 months. Over the last six months we have met with the local EMS providers in an effort to develop a better understanding of the unique characteristics and needs of each system and began the challenge of building a support process that will fulfill the demands of the southern EMS region. It has become evident that the local departments have a strong commitment to quality patient care and are dedicated to improving the health care of the communities they serve. Most of our EMT's are volunteers and receive very little in the way of compensation except for an occasional "thanks" from a grateful patient. The hours of hard work and sacrifice spent investing in their neighborhoods speak volumes to the quality of our EMS personal.

We are equally committed to quality health care at AMHOB and as part of that process realized the need for change and growth in the pre hospital arena. Achieving that goal would only be possible if an EMS team was assembled to design and implement the solution. The first step was to bring together a group of competent, well trained individuals that would be able to meet the challenge of encouraging the growth of our EMT's and give them the necessary skills and support to continually improve the high quality care they were already providing. As part of that process a number of changes have been undertaken including the hiring of a new EMS coordinator and two part time assistants. In this first edition of our newsletter you will meet some of our team members. In addition to building the EMS team, we have also been focusing on starting the process of standardizing pre hospital care across the region. Next steps have also included the new, soon to be rolled out, system wide patient care guidelines. Finally, significant upgrades in the licensing and continuing education documentation have been instituted with computer tracking and cataloging of demographic data for all of our EMT's. We have made some great strides but there remains much work to be done.

As a team we want to continue to develop solid working relationships with the local EMS providers. To support that concept, we will have an open door policy and invite your feedback on any area of concern. We are committed to partnering with our EMS services to provide quality care for our patients.

The upcoming months and years have great potential as we work together in serving out communities. We hope that you are as excited as the EMS team at AMHOB about taking pre hospital care to the next level and we look forward to working with all of you in the future.

J Holmberg MD  
EMS Medical Director

## **An Open Letter to the South Region EMS Providers:**

I would like to take this opportunity to thank all of you – for many reasons. First, for doing what you do every day to help the people of the communities we serve. Your tireless efforts have made the world a better place.

Secondly, I would like to thank you for supporting me in my new role as I have had to become familiar with volunteer EMS as well as being new to the community. I can't thank you enough for the warm welcome and ongoing encouragement I have received. I have been most impressed with the dedication, professionalism and willingness to care for our patients that each of you have displayed.

I look forward to continuing to work with all of you and getting to know you better.

Respectfully,

Wende Moline MSN, RN, APRN-BC  
Manager, Emergency Services  
Aurora Memorial Hospital of Burlington

## Moving Forward

### **Leif Erickson, Regional EMS Supervisor**

The Emergency Medical Services Program's (EMSP) under Aurora Memorial Hospital of Burlington (AMHOB) and Aurora Medical Center-Kenosha (AMCK) has been through quite a few changes in recent years. Change is inevitable; we as providers can provide input to enhance positive changes. The leadership team for Aurora Health Care-South Region decided in 2007 to instill positive change in the EMSP. The first step was to conduct a needs assessment by listening to EMS providers and create an action plan. Interviews were conducted with EMS providers. The input provided was reviewed and an improvement plan implemented in early 2008 based on the input received. The improvement plan focuses on providing a consistent, quality based program that meets the needs of EMS providers, patient's, and the communities. The main points of the of the program are:

- Revise the protocols, policies and procedures. Protocols will include First Responder through Paramedic. Focus will be on "Best Care Practices", and provide current practices that are evidence based.
- Provide consistent quality continuing education that is up to date, flexible, interesting and meets the needs of all levels of pre-hospital care.
- Meet the needs of all providers from volunteer departments to career departments-"Build Positive-Interactive Relationships".
- Support the administrative needs of services with a dedicated EMS staff.
- Implement a QA/QI program that is objective based and focuses on quality improvement and "Best Care Practices".
- Re-structure EMS staff to create a team approach with a streamlined reporting structure and assigned responsibilities.
- Ensure local and State laws are adhered to pertaining to Medical Control/Direction.

The points listed are the result of listening to EMS providers in the region and applying what was communicated.

As we move forward, change will continue to be inevitable. Our goal will be to communicate effectively with providers and keep the lines of communication open. The newsletter will be sent out bi-monthly, a website is currently being developed, quarterly EMS Administrative meetings with the leaders from each department will be held, as well as continue the periodic dinner lectures. We always encourage people to contact the EMS office when questions or concerns arise.

We look forward to the positive impact these changes will make and look forward to building and enhancing relationships with EMS providers.

## **EMS Staff**

### **EMS South Region Supervisor**

#### *Leif Erickson*

Leif has 22 years of experience in EMS and is the Regional EMS Supervisor for Aurora Health Care-South Region EMS Program. Leif's responsibilities include providing oversight to the EMS staff, working closely with the EMS Medical Directors and working with EMS providers.



### **J Holmberg MD EMS Medical Director**

As a relatively new member of the medical staff at AMHOB I have had limited experience with the EMS services outside the ED until the last few months. It would probably be good to share some facts about myself. My wife and I along with three teenage daughters are long-term residents of Hartland, Wisconsin. With regard to training I have completed residencies in both Family Medicine and Emergency Medicine. Since completing my last residency in 1994, I have been working full time in emergency medicine and taking care of my girls. In the past I have served as the EMS medical director with the City of Brookfield and the City of New Berlin. While at Brookfield we upgraded our system from an EMT-B system to a full paramedic system with three fully staffed squads. I also served for approximately 12 years on the City of Brookfield EMS liaison committee and as Medical Director for the ED at Elmbrook Memorial Hospital in Brookfield.

### **Coordinators**

#### *Justin Klis*

Justin has 14 years of experience in EMS and is currently a fulltime Paramedic for Flight for Life. Justin will be heading the continuing education, QA and affiliation programs.



#### *Tony Lash*

Tony has 5 years of experience in EMS as a volunteer with the Union Grove-Yorkville Fire Department and Medix Ambulance. Tony is licensed as a Paramedic and spends half of his working time in the Burlington ED as an ER Tech.

### **Adjunct Instructors**

#### *Tom Smith*

Tom has 13 years of experience in EMS. Tom is currently a volunteer with the Twin Lakes Fire Department as a Firefighter and EMT-IV. Tom also works part time in the Kenosha Aurora ED as an ER Tech.



#### *Dustin Ellis*

Dustin has 7 years of experience in EMS. Dustin is currently a fulltime Firefighter/Paramedic with the Pleasant Prairie Fire Department. Dustin also works part time in the Kenosha Aurora ED as an ER Tech.



#### *Ryan Scharnhorst*

Ryan has 13 years of experience in EMS starting as a college student at Washington State University. Ryan is currently a Firefighter/Paramedic for Mt. Pleasant Fire Department and Town of Brookfield Fire Department. Ryan is a certified instructor in First Responder, EMT-B and ACLS.



## **STAFF CHANGES**

Pam Oldenburg and Dan Divan have both resigned as EMS Instructors. Over the years Pam and Dan have spent a great deal of time providing education to area EMS providers. We wish Pam and Dan the best as thank them both for their time and efforts over the years.

Tom Smith, Ryan Scharnhorst, Dustin Ellis and Brad Bowen have joined our team as EMS Instructors. Tom started in February 2008, Ryan, Dustin and Brad started the second week of April 2008. Each of these individuals brings EMS experience at the ALS level as well as their own unique teaching experience. We welcome them and are excited to have them involved in the program

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