

# Maryland EMS News

For All Emergency Medical Care Providers

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## Mentoring Pays Off for Maryland Emergency Services

In EMS and fire services, mentoring programs can be a great tool for preparing new generations of providers to be successful and develop into leaders within the field. Many individual companies throughout the United States see formal, or informal, mentoring programs as a valuable asset for building and preserving a robust workforce.

Mentoring is a professional relationship between two or more members of a workforce, or in this case of the same department, in which more-seasoned providers support and educate newer members. Mentors can serve mentees in a number of ways, most often by teaching the basic operations of the department, sharing their own experiences (positive and not-so-positive), encouraging them through challenging situations, and facilitating other professional or social relationships that can benefit the mentee.

Here in Maryland, in addition to statewide efforts to promote mentorship, several individual companies have implemented mentoring programs for new recruits. In particular, the efforts put forth by the United Communities Volunteer Fire Department (UCVFD) in Queen Anne’s County are showing promising results. UCVFD has launched a program that helps EMT students affiliated with the department to successfully complete their EMT training.

According to UCVFD President Ron Siarnicki, this program was designed out of a need to grow their membership; the departmental leadership realized that individuals were joining the department but rarely committing to it long-term. They saw a need to help new recruits adjust to being a member of fire and EMS services and subsequently established a mentorship program for EMT students, with the

assistance of a Staffing for Adequate Fire and Emergency Response (SAFER) grant.

The mentorship program is rooted in the idea that offering initial EMT training in the fire department would increase its retention rate. Through partnerships with the Maryland Fire and Rescue Institute (MFRI) and the Queen Anne’s County Department of Emergency Services, UCVFD was able to offer an EMT class in their station, allowing students to complete the course where they volunteer. An on-site computer lab and regular study sessions helped EMT students focus on their education and passing their exams. In addition, the EMS Chief met with each student and partnered new recruits with current members of the department who provided peer support, direction,

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## EMS/Fire in Maryland Employ Innovative Approaches for Recruitment and Retention

For many years, there have been statewide efforts to recruit EMS providers to join the ranks, and many of these efforts are paying off. From individual departments that launch their own community-centered recruitment campaigns, to statewide initiatives like those of the Maryland State Firemen’s Association (MSFA) Recruitment and Retention Committee, propagators of these efforts are seeing them yield some great outcomes.

In Washington County, the Volunteer Fire and Rescue Association (WCVFRA), of which comprises 29 individual companies, youth as young as 10 years old are encouraged to explore fire and EMS volunteer opportunities. Many member companies of WCVFRA have junior/cadet programs that teach school-aged children the basics of fire and rescue services, and many of those children, about half of their

enrollees, pursue the opportunity to attend the association’s cadet program when they reach the age of 16. The WCVFRA cadet program is a partnership among the Maryland Fire and Rescue Institute, Washington County public schools, and the association, and presents teens with an opportunity to receive fire/EMS training in conjunction with their high school studies. Upon successful completion of the program, cadets earn Firefighter I and II and EMT certifications, in addition to receiving college credit.

This program is so successful at reaching its target audience that it has been filled to capacity for the last several years. In fact, Nicole Stotemyer, the WCVFRA’s recruitment and retention coordinator, informed MIEMSS staff that about 96% of the graduating cadets stay in the fire/EMS

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# Mentoring Pays Off for Maryland Emergency Services

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and encouragement. This mentorship and training model produced successful results: every student who participated in UCVFD's inaugural EMT class successfully passed their EMT certification requirements.

Through mentoring, the department was able to help students better understand the fire and EMS system and adjust to their surroundings, and to provide support to the students throughout the education and certification process. Based on the success of this pilot program, UCVFD is considering offering it again in the future.

Hoping to have a broader, statewide impact, MFRI, which provides critical training for the state's EMS and fire service providers, recently developed and initiated an online instructor course in mentorship for professional development credit. The instructor course, which launched just this

month, was designed to teach instructors how to develop mentorship programs for their individual companies. Over 40 instructors are already enrolled in the course, which will be available through MFRI for the foreseeable future.

In a recent interview with MIEMSS, Assistant Director of MFRI Larry Preston discussed the instructor course and other initiatives undertaken by MFRI in an effort to promote mentorship programs throughout the state. Not only does MFRI provide initial training and education for EMS students, but the institute strongly believes that mentoring is the best way to develop and maintain a life-long dedication to EMS and fire services.

In that regard, to increase the number of EMS providers who complete the initial EMT course and continue on to the National Registry for EMTs (NREMT) examination requirement for certification, MFRI is

currently working with the Maryland State Firemen's Association (MSFA) to customize mentorship programs to the needs of individual companies. Mentoring programs should help students through the initial course and accessing and completing the testing requirements, but according to Assistant Director Preston, should also pair students and newly-certified EMTs with more experienced providers. The mentoring value supplied by veteran providers can significantly increase the chances that new providers will continue to work in emergency services after they are initially certified.

For more information about developing mentoring programs specific to the needs of individual jurisdictions or departments, EMS supervisors from sponsoring agencies can visit [www.mfri.org](http://www.mfri.org) or [www.msfa.org](http://www.msfa.org).

# EMS/Fire in Maryland Employ Innovative Approaches for Recruitment and Retention

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service field. In addition to the junior and cadet programs, the WCVFRA invites young people interested in fire and EMS to become Ambassadors for the association, helping to spread the message of fire safety and risk reduction. Recently, two of the association's ambassadors have begun pursuing their own fire and EMS certifications. "These programs help create community-minded kids," says Ms. Stotelmyer, "who want to help others in the spirit of public service."

In Montgomery County, a new recruitment program has been successfully bringing in a new generation of EMS providers. Chief Joseph Chornock of the Bethesda Fire Department (BFD), also the current Chairperson of the MSFA's Recruitment and Retention Committee, has been applying the principles and tools developed by that statewide committee to convert BFD's station to a combination volunteer/career staffing structure.

Having previously been a fully career department for 79 years, Chief Chornock has been working diligently to bring volunteer providers into the department, primarily through grass-root efforts. By getting the

word out in the surrounding communities of the need, the BFD has increased its volunteer membership nearly five-fold since January 2018. In addition, the Montgomery County Volunteer Fire-Rescue Association has coordinated its Volunteer Basic Orientation Course (VBOC) so that all 19 of its member corporations can send their new recruits to the same course at the same time, held four times per year. The department is currently developing a mentorship program, pairing new volunteers with long-standing members, to enhance solidarity and self-confidence.

These local efforts to recruit and retain the best of the best do not go unnoticed. In fact, the International Association of Fire Chiefs awarded the Washington County Volunteer Fire and Rescue Association with their Retention and Recruitment Award during their Symposium in the Sun awards ceremony, held in Clearwater Beach, Florida, in November 2017.

In addition to local programs, statewide efforts to enhance recruitment and retention rates are showing promising results. The MSFA's Recruitment and Retention Committee has been tasked with developing and implementing programs

that help individual companies encourage members of the community to volunteer for EMS and fire services. Initiatives developed by the committee include public service announcements and seminars targeted to potential future volunteers. In addition, the committee offers many training opportunities for fire/EMS leadership, such as planning and implementing recruitment campaigns and succession planning that will help keep departmental leadership running as inherent turnover takes place.

**EMS STRONG**  
**STRONGER TOGETHER**

MIEMSS thanks each and every Maryland EMS provider for their outstanding service to the citizens and visitors of our state. Check out our EMS Week message at <https://youtu.be/ruGLI2JSXUE!>



## Upcoming Pediatric Education Opportunities

**June 17–20, 2018**

*Maryland State Firemen’s Association Convention*

**Location:** Ocean City, Maryland

For more information visit [www.msfa.org](http://www.msfa.org)

**June 22, 2018**

*Summer Injuries Symposium*

**Location:** Children’s National Medical Center, Washington, DC

**REGISTRATION:** <https://traumaburneducation.ticketleap.com/>

**August 4, 2018**

*Pediatric EMS Symposium*

**Location:** Children’s National Medical Center, Washington, DC

**REGISTRATION:** <https://traumaburneducation.ticketleap.com/>

**October 19, 2018**

*Children’s National Health System Trauma Update*

**Location:** Children’s National Medical Center, Washington, DC

**REGISTRATION:** <https://traumaburneducation.ticketleap.com/>

For more information, email [pepp@miemss.org](mailto:pepp@miemss.org)

## EMS and Prevention Educational Conferences and Events

**June 11–12, 2018**

*Point/Counterpoint XXXVII Trauma Conference*

**Location:** Baltimore, Maryland

**REGISTRATION:** [www.mdcot.org/pcp-2018](http://www.mdcot.org/pcp-2018)

**June 16–22, 2018**

*Maryland State Firemen’s Association Annual Conference and Convention*

**Location:** Ocean City, Maryland

**June 28–29, 2018**

*Advanced Disaster Life Support (ADLS)*

**Location:** Maryland Fire and Rescue Institute, College Park, Maryland

**REGISTRATION:** <http://register2.ndlsf.org/>

**September 21, 2018**

*28th Annual Trauma Conference: Topics in Trauma*

**Peninsula Regional Medical Center**

**Location:** Ocean City, Maryland

**REGISTRATION:** Available starting August 8

**For more information:** 410-912-2844 or 410-543-7328

**September 25, 2018**

*Mid Atlantic Life Safety Conference*

**Location:** Johns Hopkins Applied Physics Lab, Laurel, Maryland

## Licensure and Certification TIDBIT

**Q.** I would like to complete the 2018 EMS Update in the MIEMSS Online Training Center, but I can’t remember how to sign in. My password used to be my date of birth, but that doesn’t work anymore. What should I do?

**A.** To access MIEMSS’ Online Training Center, your username is still your provider ID number, and in most cases your password will be the same password that you set for MIEMSS’ Licensure System. We would recommend that you try this password. If that doesn’t work, send an email to [OnlineTraining@miemss.org](mailto:OnlineTraining@miemss.org) with your name and provider number, and we will respond with instructions for logging into the system. As a reminder, this email account is only monitored Monday through Friday from 8:00 am until 4:00 pm. If you send a request at any other time, we will respond as soon as the staff returns to the office. Also, it’s important to remember that if you reset your password in MIEMSS’ Licensure System, your password to the Online Training Center will change to your new password. Questions? Please call the Office of Licensure and Certification at 800-762-7157.

## CARES Corner

The out-of-hospital cardiac arrest records for calendar year 2017 in the CARES registry are now complete. In Maryland there were 6,888 total non-traumatic, sudden out-of-hospital cardiac arrests in 2017.

National reports are now available on the CARES website at <https://mycares.net>.

The Bystander CPR Rate and the Public AED Use Rate were calculated in Maryland and at the national level. The Maryland and national rates for 2017 are as follows:

Bystander Intervention Rates		
	Maryland	National
CPR	34.0%	38.2%
Public AED Use	10.6%	11.4%

The Bystander CPR Rate is the percentage of those who received CPR initiated by a lay person, lay person family member, or lay person medical provider for arrests that 1) occurred prior to EMS arrival and 2) were not in a nursing home, health care facility, physician’s office, or clinic.

The Public AED Use Rate is the percentage of those for whom an AED was first applied by a lay person, lay person family member, or lay person medical provider for arrests that 1) occurred prior to EMS arrival and 2) were not in a home/residence, nursing home, health care facility, physician’s office, or clinic.

These rates will serve as the baseline for Maryland, as 2017 is the first year that there is complete statewide data in CARES. Maryland will continue to work with local EMS communities on strategies to improve survival from sudden out-of-hospital cardiac arrests.



# MIEMSS Joins National Vigilant Guard Full-Scale Exercise

MIEMSS recently participated in Maryland's response to the 2018 National Level Exercise, Vigilant Guard, designed to enable federal, state, and local agencies to exercise their hurricane plans and test how well these agencies work together in addressing hurricane damage. In the fictional training scenario, "Hurricane Cora" caused severe loss of life and damage to residences, businesses, and critical infrastructure throughout the mid-Atlantic region, including long-term power outages and heavy damage to transportation and communications systems.

During the full-scale portion of the exercise, the Maryland National Guard, US Public Health Service, and other federal agencies established a 250-bed federal medical station to care for victims who could not be treated at hospitals or other area medical facilities due to widespread hurricane damage. In this portion of the exercise, MIEMSS worked within a unified command structure to coordinate EMS ambulances and medical ambulance buses provided by jurisdictional EMS companies and commercial ambulance services. These EMS resources transported

mock victims from simulated skilled nursing facilities and casualty collection points.

"The purpose of Vigilant Guard is to improve coordination, operational relationships, plans, and processes in preparation for emergencies and catastrophic events," said US Army Maj. Gen. Linda L. Singh, the adjutant general of Maryland. The exercise allowed the state to observe the multi-agency response to a catastrophic event, the results of which are utilized to improve Maryland's abilities to respond to a natural disaster and enhance relationships with emergency response partners.

In addition to MIEMSS, participants included the Maryland National Guard, the Maryland Emergency Management Agency (MEMA), the Maryland Defense Force, and many other federal, state, and local agencies. International partners were also present, observing the exercise to take home lessons learned. The exercise took place May 7-10, 2018, at Aberdeen Proving Ground in Harford County.



*Clockwise from top left, Maryland Lt. Governor Boyd K. Rutherford addresses the participating members of the 2018 Vigilant Guard during a pre-exercise briefing; MIEMSS' Director of Field Operations Randy Linthicum (right), communicates with other exercise participants from the incident command center; licensed commercial ambulance services and jurisdictional companies participated in transporting "patients" during the exercise; MIEMSS Acting Co-Executive Director Dr. Richard Alcorta discusses the exercise with other participants.*

# EMS Board Members Honored for Their Service

MIEMSS is pleased to announce that four new members have been appointed to the EMS Board, the 11-member body that is charged with oversight of the statewide EMS system. We welcome the following new members and look forward to working with them: William “Bill” Frohna, MD, emergency medical services physician, Clinical Decision Unit/Urgent Care at MedStar Health; Jim Scheulen, hospital administrator, President and CEO of Johns Hopkins University; John Butler, career firefighter, Fire Chief at Howard County Department of Fire and Rescue Services; and Stephan Cox, volunteer firefighter. The new Board members will be filling vacancies left by four members who recently stepped down from the EMS Board: Vice-Chairperson Victor Broccolino, David Hexter, MD, MPH, FACEP, Chief Kyrle Preis, III, NREMT-P, and George Alfred Cross, Jr. MIEMSS sincerely thanks these members for their years of service on the EMS Board.



Departing EMS Board members receive Certificates of Appreciation from MIEMSS for their service to the Maryland EMS Board. Left photo: Chief Kyrle Preis (center left) with MIEMSS Acting Co-Executive Director Dr. Richard Alcorta, EMS Board Chair Donald DeVries, and MIEMSS Acting Co-Executive Director Pat Gainer. Right photo: Dr. David Hexter (center left) with Dr. Richard Alcorta, Donald DeVries, and Pat Gainer. Not pictured are Victor Broccolino and George Alfred Cross, Jr.

## Anne Arundel County Recognizes Providers Who Deliver the “Gift of Life”

Since 2014 in Anne Arundel County, efforts have been made to recognize EMS providers who are instrumental in a successful resuscitation of a patient experiencing sudden cardiac arrest (SCA). Several times a year, the Anne Arundel County Fire Department’s EMS Quality Assurance/Quality Improvement Committee presents the Gift of Life award to providers who participated in the care of a patient who suffered sudden cardiac arrest but survived, and who was able to enjoy good health going forward.

Sudden cardiac arrest can happen to anyone, and it is fatal without medical intervention. The only chance a person in SCA has to survive is to keep blood flowing to their brain through cardiopulmonary resuscitation (CPR) and/or the delivery of electric shocks to the heart, using an automated external defibrillator (AED) to try to restore a normal cardiac rhythm. If left untreated, SCA can rapidly lead to multiple organ failure and death, often within minutes of onset. Nationally, only 1 in 10 victims who suffer SCA in a location other than a hospital survive (Sudden Cardiac Arrest Foundation, [www.sca-aware.org](http://www.sca-aware.org)).

The Gift of Life awards program recognizes the hard work that EMS providers and other responders do to ensure the best possible outcome for victims of sudden cardiac arrest. In Anne Arundel County, EMS providers are trained to conduct high-performance

CPR, which utilizes a team approach to maximize EMS resources (i.e., number of crew members on-scene) to administer CPR effectively and efficiently. In 2017 the QA/QI office awarded 17 Gift of Life awards to 141 providers, including four civilian responders.

The Anne Arundel County Training Division also hosts monthly “Family and Friends CPR,” a program developed by the American Heart Association, in addition to public training in hands-only CPR. Communities that incorporate high-performance CPR with layperson training in CPR and AED use, such as those efforts undertaken by the Training Division, have improved rates of survival from SCA. Anne Arundel’s survival rate of bystander or first responder-witnessed cardiac arrests, who were found in an initial rhythm that was shockable (also known as meeting the Utstein Bystander criterion), was 39.1%, higher than the national average of 36.5% (Source: Cardiac Arrest Registry to Enhance Survival, [mycares.net](http://mycares.net)).

The recipients of the EMS Quality Assurance/Quality Improvement Committee’s Gift of Life awards receive a certificate of appreciation presented by their EMS supervisor and battalion chief, as well as a ribbon to add to their Class A uniforms.

MIEMSS thanks Paramedic Holly Hathaway from the Anne Arundel County Fire Department’s EMS Quality Assurance/Quality Improvement Committee for her contributions to this article.



## Maryland Active Assailant Interdisciplinary Work Group Reconvenes

On May 17, 2018, the Maryland Active Assailant Interdisciplinary Work Group (AAIWG) reconvened for the first time since Maryland Governor Larry Hogan's Executive Order *Active-Assailant Incident Preparedness and Coordination* was issued on February 28, 2018. The AAIWG was formed in 2013 to improve the response to active assailant events through closer coordination of law enforcement and fire/EMS. The recent Executive Order refocuses this ongoing effort and adds new members to the work group.

The AAIWG reconvened to introduce new members and to identify next steps; these will include working more closely with schools and other community partners, updating the AAIWG guidance (published in 2014), and on working prevention strategies. The group will continue to meet quarterly.



*Members of the Maryland Active Assailant Interdisciplinary Work Group. The work group convened on May 17, 2018, to continue collaborative efforts to prevent and respond to active assailant incidents.*

## National EMS Memorial Bike Ride Travels East Coast to Maryland

On Saturday, May 12, 2018, the National EMS Memorial Bike Ride (NEMSMBR) East Coast Route started their journey from Boston, Massachusetts, to National Harbor in Oxon Hill, Maryland. EMS bike riders from around the country participated in the seven-day ride to memorialize the loss of fellow EMS providers and celebrate the lives of those who serve.

"These men and women are heroes because of how they lived," says NEMSMBR President Brian Shaw. "EMS personnel save lives each and every day in communities throughout this country and they deserve national recognition for the work they do. By collaborating with the National EMS Memorial Service and the National EMS Memorial Foundation, we strive to honor these heroes."

On Friday, May 18, a Proclamation declaring that day as NEMSMBR Day in Maryland was presented to the group by MIEMSS Acting Co-Executive Director Richard L. Alcorta, MD on behalf of Governor Larry Hogan. Additional information on the bike ride can be found at [www.muddyangels.com](http://www.muddyangels.com).

*(Photos on page 8)*

# Preventing Heatstroke in Cars Posters and Displays Available From MIEMSS

Already this year in Maryland there have been two separate incidents of children being left alone in a car, and since the beginning of the year six children have died in the United States from heatstroke attributed to being left in a hot car. Every single one of these deaths and “near-misses” is preventable, and MIEMSS is committed to helping stop these incidents and empowering bystanders to help when they do occur.

For many years, the EMS for Children program has partnered with other organizations to highlight the dangers of pediatric vehicular heatstroke through posters, banner displays, and other means. This material is available free of charge to fire/EMS companies and health care facilities throughout the state to help spread the word about these preventable deaths. A vehicle can heat up rapidly—even in cooler weather—and these temperatures can have a deadly effect on small children. Adults are better able to regulate their own body temperatures than children; when young children are exposed to high temperatures, their bodies heat up faster and cell death can occur more quickly. Without immediate action, a child left in a car can die within minutes if their body temperature reaches 107 degrees F.

MIEMSS currently has two 11” x 17” prevention posters available for display: the ACT poster (Avoid heat stroke, Create reminders and habits, and Take Action) and “Tips for Preventing Child Heatstroke in Cars,” which is printed in both English and Spanish. Standing 6’ pull-up banners are also available for loan from the EMS for Children program. One of the most effective tools for educating the public about vehicular heatstroke is the 78” tall outdoor stand-up temperature display, also available for loan from MIEMSS. This display is an excellent tool to demonstrate the highly-elevated temperature inside a parked car compared with the outside ambient temperature. To request any of these materials, email [cps@miemss.org](mailto:cps@miemss.org) or call 410-706-1758.



This outdoor stand-up temperature display is available for loan from MIEMSS. For information, email [cps@miemss.org](mailto:cps@miemss.org) or call 410-706-1758.

**Never leave your child alone in a car.**

Your car heats up faster than you think. Help reduce the number of deaths from heatstroke by remembering to ACT.

**A:** Avoid heatstroke-related injury and death by never leaving your child alone in a car, not even for a minute.

**C:** Create reminders by putting something in the back of your car next to your child such as a briefcase, a purse or a cell phone that is needed at your final destination.

**T:** Take action. If you see a child alone in a car, call 9-1-1.

**SAFE KIDS MARYLAND**

Cars can **OVERHEAT** rapidly . . . AND So can **CHILDREN** left in them!

**Tips for Preventing Child Heatstroke in Cars**

- Never leave your child alone in the car.
- Create reminders and habits so you know exactly where your child is or should be.
- Look before you lock.
- Always keep unattended car doors and windows closed and locked.
- Take action if you see a child left alone in a car; call 9-1-1 and follow their directions.

Each year an average of 37 US children die from overheating while alone in cars.

For more info: [www.safercar.gov/heatstroke](http://www.safercar.gov/heatstroke)



# National EMS Memorial Bike Ride Travels East Coast to Maryland

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From left, Brian Shaw, President of the National EMS Memorial Bike Ride, Dr. Richard Alcorta, Acting Co-Executive Director of MIEMSS, and Jana Williams, President of the National EMS Memorial Service. Dr. Alcorta presents a Proclamation from Maryland Governor Larry Hogan declaring May 18, 2018, as National EMS Memorial Bike Ride Day in Maryland.



Dr. Alcorta gives remarks during a ceremony remembering those EMS providers who have given the ultimate sacrifice at the Taylor Avenue Fire Station in Annapolis. Bike ride participants stopped in Annapolis, the home of the Maryland Fire-Rescue Memorial, on their way to their final destination at National Harbor in Oxon Hill, Maryland.

**MIEMSS, Maryland EMS News**  
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**Governor Larry Hogan**  
**Lt. Governor Boyd Rutherford**

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