



MIEMSS EXECUTIVE DIRECTOR’S REPORT

July 2023

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EMS NEWS DIGEST

Maryland DNR Honors First Responders with Discounted Access to State Parks (*Maryland Department of Natural Resources*). Effective June 1, 2023, the Maryland Department of Natural Resources is offering state resident first responders and law enforcement officers a \$40 discount for an Annual State Park and Trail Passport. The passport, which allows unlimited day-use entry for all of Maryland's state parks and park facilities for a period of one year, is otherwise available for \$75 to in-state residents. Read more: <https://news.maryland.gov/dnr/2023/06/01/the-maryland-department-of-natural-resources-honors-first-responders-with-discounted-access-to-state-parks/>

St. Mary's County Launches Community Behavioral Health "Warmline" (*Southern Maryland Chronicle*). The St. Mary's County Health Department, in collaboration with the Anne Arundel County Mental Health Agency Crisis Response System, has introduced a Community Behavioral Health "Warmline" to offer supportive assistance to community members. The primary purpose of the Warmline is to serve as a dedicated point of contact for individuals in St. Mary's County who are in a behavioral health crisis or need resources. Read more: <https://southernmarylandchronicle.com/2023/06/07/st-marys-county-launches-community-behavioral-health-warmline/>

New Medical Center Offers Advanced Technology in Prince George's County (*Patch.com*). A new \$70 million medical center emphasizing wellness and preventative care, as well as treatment options for acute and chronic health conditions, opened June 4 in Laurel. The new University of Maryland Laurel Medical Center (UMLMC) replaces UMLMC's previous facility. Read more: <https://patch.com/maryland/bowie/new-medical-center-offers-advanced-technology-prince-georges-co>

All-in-One: The EMS.gov Resources Hub (*NHTSA Office of EMS*). To expand access to important information for the entire EMS community, NHTSA's Office of EMS has created a convenient, new online source for all things EMS. EMS.gov's completely updated Resources Hub makes it easy to search for, browse and download a wide variety of documents, reports and guidelines created by NHTSA's OEMS, its partners, and other stakeholders. Read more: <https://www.ems.gov/resources/newsletters/spring-2023/all-in-one-the-ems-gov-resources-hub/>

Submit recent EMS-related news and headlines for consideration to ptandy@miemss.org.



MARYLAND EMS CLINICIANS AND JURISDICTIONAL PROGRAMS

2023 Maryland Medical Protocols for Emergency Medical Services

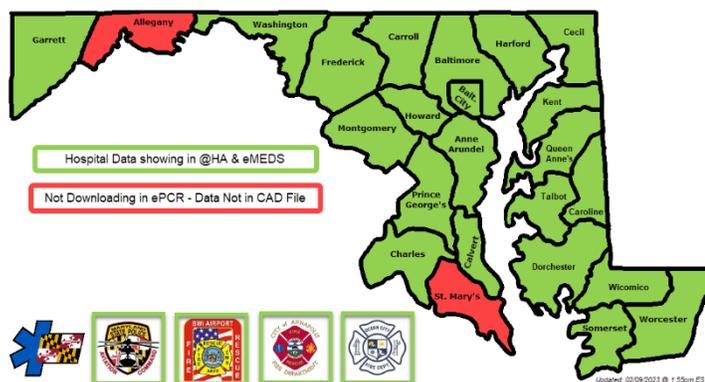
The 2023 *Maryland Medical Protocols for Emergency Medical Services* took effect on July 1, 2023, and are available online at <https://miemss.org/home/ems-providers/protocols>. There are multiple evidence-based updates to this year's protocols, which are summarized in the "Welcome Letter" found on page iii of the book. Also, this year's protocol video updates have been posted to the MIEMSS Online Training Center (www.emsonlinetraining.org). EMS clinicians should complete the protocol update version that aligns with their level of licensure: EMRs and EMTs should complete the BLS version, CRTs and

Paramedics should complete the ALS version. Every EMS clinician must login to the MIEMSS Online Training Center and complete the quiz portion in order to obtain credit for the required course. Please remember to complete your update before July 1, 2023, so that you are aware of the new protocols for this year.

At Hospital Ambulances (@HA). MIEMSS developed and released a web-based application showing ambulance activity at the many hospitals utilized by Maryland’s jurisdictional EMS clinicians. The application is known as the At Hospital Ambulances (@HA) dashboard. This application runs on iOS, Android, and Windows mobile devices as well as on desktop computers. The application displays the hospital name and number of ambulances at a hospital, as well as the minimum and maximum length of stay of a unit or units at the hospital. The information may be sorted by Length of Stay, Alphabetically by Hospital, or by Unit Count. If there are no units at a hospital, then the hospital is not listed (unless there is an associated CHATS Alert). The dashboard contains a math showing which jurisdictions are supplying data and those yet to come onboard. Access to the @HA dashboard is available to clinicians via a link on the eMEDS® patient care reporting system dashboard. It may also be viewed at <https://aha.miemss.org>. Jurisdictional EMS administrators have credentials to login to view additional details, including the ambulance’s unit number and jurisdiction. Currently, 22 of the 24 counties (jurisdictions) are submitting the necessary data to support the dashboard. MIEMSS continues efforts to improve the utility of the application.

Electronic Maryland EMS Data System (eMEDS®) Updates.

- **NEMESIS v3.5 & eMEDS® Release:** MIEMSS continues to work on various updates needed to bring our eMEDS® patient care reporting system in compliance with NEMESIS’ newest version of 3.5. Various work is being done within the eMEDS® run form, validations, data elements, integrations, and training material to ensure a successful transition for all users. NEMESIS is will no longer accept our current v3.4 as of the end of CY 2023.
- **Ambulance @ Hospital Dashboard (@HA):** MIEMSS continues to work with the remaining two (2) EMSOPs to submit their CAD data to ImageTrend® to populate the @HA Dashboard in near-real time. The final two (2) EMOPs have an extended projection timeline. In addition to counties submitting their data to the @HA Dashboard, this also improves the “CAD Download” feature used by clinicians in the field to more timely and effectively complete their eMEDS® report with information coming directly from the county’s CAD/9-1-1 system.



- **Mobile Integrated Health (MIH):** Since October 2020, MIEMSS has been working with the Statewide EMS Advisory Council's (SEMSAC) MIH subcommittee to implement ImageTrend®'s MIH module. EMSOPs have continued to utilize the MIH module within eMEDS® since Quarter 1 of 2021. In CY2022, there was approximately 2,200 MIH reports entered into eMEDS® by 13 EMSOPs. In Q1-2023, 544 reports were entered by those EMSOPs. MIEMSS continues to work closely with the MIH subcommittee to review and continue to make improvements based on the subcommittee's recommendations.
- **eMEDS® Support:** eMEDS® support continues to receive tickets from EMS clinicians, hospital personnel, and other stakeholders throughout the state for issues like password resets and login issues, access questions, report writer functionality, and other various needs. Emailing the support desk is the preferred method of contact. Each new email received, will generate a new ticket for MIEMSS staff to process. Users will automatically receive a system-generated email with a unique ticket number upon receipt of the new ticket.
 - o Email: emed-support@miemss.org
 - o Phone Number: (410) 706-3669
- **Quarterly ImageTrend® Releases:** MIEMSS and ImageTrend® continue to work to minimize the amount of downtime that occurs during periodic updates to the eMEDS® site. Since Q1-2020, it was decided to stop automatic, twice-per-month updates from being pushed and to move to a quarterly update schedule. When these updates occur, the site will be updated to the latest version available from ImageTrend®. We do not expect any prolonged outage during these updates as all necessary precautions are being taken to prevent this. However, some updates may take up to six (6) hours to complete due to the complexity during these times.

eMEDS® / ESSENCE Integration. In conjunction the Maryland Department of Health (MDH), MIEMSS has developed a near-real time data exchange between the State of Maryland's EMS electronic patient care report (eMEDS®) and MDH's syndromic surveillance system. This linkage allows EMS data to be utilized by MDH for the early identification of intentional or natural emerging infectious disease outbreak(s), providing for expedient public health threat and risk assessment for situational awareness, and ensuring prompt applications of public health interventions in the event of a public health emergency. Additionally, MIEMSS has partnered with MDH and the Johns Hopkins University Advanced Physics Laboratory to engage in the development of an EMS data module within the State's syndromic surveillance system. This new EMS module is available to other states for the purposes of integrating EMS data with ESSENCE. These technical aspects of this program were recently completed.

Statewide EMS Communication System Upgrade. The MIEMSS EMS Communications System Upgrade Project is in the Implementation Stage of Phase 1, which encompasses the Southern Maryland – EMS Region V. The Implementation Stage began in May 2021, after the successful completion on Factory Acceptance Testing of the Phase 1 equipment in March and delivery of Phase 1 Equipment in April. Current work includes the integration of the NICE audio recording system with the InterTalk™ console system and enhancements to the system software. All microwave installations associated with Phase 1 as well as a significant portion of the Phase 2 microwave have been completed. System core integrations and console configurations will be completed in the third quarter of 2023; these are precursors to performing Regional Acceptance Testing in 2024. MIEMSS has approved the contractor, OCI, to commence work on the Phase 2 (Region III and Western Maryland) to mitigate timeline challenges due

to Phase 1 equipment installation delays, COVID-19 impacts (e.g., travel ban, personnel quarantines), and resolving issues related to new equipment, e.g., tuning/optimization, firmware updates, and addressing the occasional part failure. Current projected CUP Final Acceptance is estimated to be December 24, 2025.

Medicaid Supplemental Payment Program. MIEMSS continues to work with the Maryland Department of Health (MDH) on the Medicaid Supplemental Payment Program that will help rebalance reimbursement to EMS for the unreimbursed costs of providing services to Medicaid patients by calculating and obtaining the appropriate portion of federal reimbursement for these services. Eligible to participate in the program are EMS Board-designated Jurisdictional EMS Operational Programs (JEMSOPs) that are funded directly by public (tax) dollars; bills Medicaid for EMS transports; and documents expenses paid with public (tax receipt) funds.

A total of 18 JEMSOPs participated in the program in FY23, including: Allegany County; City of Annapolis; Anne Arundel County; Baltimore City; Baltimore County; Caroline County; Charles County; Dorchester County; Frederick County; Garrett County; Harford County; Howard County; Montgomery County; Town of Ocean City; Prince George’s County; Queen Anne’s County; City of Salisbury; and Talbot County.

More than 80 percent of all emergency service transports provided to Medicaid members participating JEMSOPs are potentially eligible for a supplemental payment. This equates to 23 percent of all emergency transports. For the foreseeable future, ESPP will continue to provide annual federal reimbursement for EMS Medicaid costs. JEMSOPs that did not participate in the first two years of the program will have an opportunity to do so in the future.



EMS PREPAREDNESS AND OPERATIONS

General Report:

- **Responder Health and Wellness Workgroup.** In 2019, a workgroup was formed to improve the health and wellness of Maryland’s first responders. The group brings together critical incident stress management and peer support team members from Fire/EMS, Law Enforcement, 9-1-1 centers, and commercial ambulance agencies. In addition, licensed mental health clinicians support the workgroup. The vision of this group is to ensure that *“Every Maryland first responder has the health and wellness knowledge and support necessary to thrive.”* During the 2022 legislative session, a Peer Support Bill (SB 446) was passed and signed by the Governor. The Bill provides confidentiality protection for peer support team activities as well as other provisions. The new law also requires the Behavioral Health Administration, in consultation with MIEMSS, to study and write a report on specified items related to peer support teams. BHA has tasked the University of Maryland, Baltimore Systems Evaluation Center with coordinating the work and preparing the draft report. A group comprised of well-qualified wellness professionals

from the Fire and EMS community, as well as MIEMSS staff, has been assembled to assist and provide input. The study is nearing completion.

- **Automatic Electronic Defibrillator (AED) Program.** The Region IV office is responsible for managing the AED registration and renewal process as required by the Code of Maryland Regulations (COMAR) and the Annotated Code of Maryland. For the months of March, April and May, the Region IV office:
 - o processed 56 program renewal requests,
 - o renewed 481 AEDs located at sites throughout the state,
 - o processed 38 new programs,
 - o approved the placement of 69 new AEDs at sites throughout the state, and
 - o continued to answer a multitude of questions from organizations participating in the AED program.

Programs:

- **Critical Care Coordination Center (C4).** MIEMSS continues to utilize the C4 to help physicians identify available hospital critical care resources when patient transfers are necessary. Over 5,600 assists have been generated. C4 is staffed with two (2) critical care coordinators and a Central Intensivist Physician (CIP) 24/7. Any Maryland hospital with a patient requiring a critical care transfer or treatment guidance can contact the C4 at 410-706-7797 and select Option #1 to connect with the Adult ICU coordinator and physician team. The C4 coordinator has a near-real time view of statewide hospital critical care bed capacity. The CIP then works with referring physicians to identify the patients' anticipated critical care needs. The C4 coordinator and CIP, working jointly with the sending and receiving facilities, match the patients with available critical care resources that can manage the patients' conditions. MIEMSS has expanded the C4 to include Pediatrics, accessed by calling 410-706-7797 and selection Option #2, which connects the caller with the Pediatric coordinator and pediatric emergency care and critical care physician team. "C4-Pediatrics" provides an EMS Coordinator and Central Advisor Pediatric Physician available 24/7 by phone. C4-Pediatrics provides consultation and facilitates the transfer of patients requiring a Pediatric Intensive Care Unit or Pediatric Acute Care Unit utilizing the intensive care bed surveillance system at MIEMSS. Efforts are underway for a statewide tour to promote the CH this fall.

Regional Highlights:

- **Regions I and II:**
 - o Planning for annual Miltenberger EMS Seminar in progress.
 - o Improving accuracy of EDAS reporting through Routine contact with regional emergency departments to validate patient census.
 - o VAIP inspections being completed for Region I and II EMSOPs.
 - o Continuing coordination of the Statewide Cardiac Devices Grant for years 2022 and 2023.
 - o Region I participating in statewide responder mental health initiatives with the Coordinator recognized as the newest member of Region I CISM Team.
 - o Continuing Statewide COVID / FRED / CRISP daily hospital census and bed availability.

- **Region III:**
 - o Coordinating final review of NCR Regional Trauma Plan.
 - o Facilitating CPR manikin kits distribution to requesting EMSOPs for training purposes.
 - o Supporting the Critical Care Coordination Center (C4) in staffing shifts.
 - o Continuing to support training opportunities for region III EMSOPs.
 - o Supporting the Regional Healthcare Coalition Training and Exercise, and Pediatric Surge Workgroups.
 - o Preparing to review, schedule and conduct Base Station re-designations for 2023.
 - o Collaborating with the Crisis Scene Collaboration Workgroup to finalize the guidance document.
- **Region IV:**
 - o Continuing working with recipients of the FY 2022 and FY2023 Cardiac Device grant with their awards and reimbursements.
 - o Organized a statewide meeting of stakeholders interested in the Seal of Excellence / VAIP (Voluntary Ambulance Inspection Program) making a few minor changes to the minimum inventory standards. Continuing to seek improved methods in conducting and documenting inspections.
 - o Delivered the final 2023 SWOT report to the Somerset County Commissioners. This report was prepared by the Somerset County EMS Task Force under the guidance and support of the Office of State EMS Medical Director and MIEMSS Region IV staff.
 - o Working with three hospitals in the Region to collect data on ambulance arrivals and emergency department census in support of the EDAS (Emergency Department Advisory System) project development.
 - o Working with various stakeholders in the First Responder Health and Wellness area on statewide projects.
- **Region V:**
 - o Coordinating with the Communications Division and Region V hospitals to support the Hospital Communication Upgrade Project and assist partner hospitals in orienting on their new equipment
 - o Continuing to collect, collate and validate the daily hospital COVID census, capacity, and bed availability data and reporting to state partners coordinating the ongoing COVID response.
 - o Continuing to work with regional EMSOPs in support of ongoing financial awards.
 - o Continuing to work with the MWCOCG to support inter-agency development and coordination.
 - o Continuing to work with MIEMSS leadership and CRISP in support of the Emergency Department Advisory System (EDAS).
 - o Working with EMS agencies to support the VAIP inspection process.
 - o Supporting ongoing relationships between EMSOPs and Hospital Emergency Departments.
 - o Working with Region V Healthcare Coalition to perform inter-hospital/interagency table-top drills.
 - o Working with EMSOPs to support jurisdictional pediatric training.



HOSPITAL PROGRAMS

All applications for Trauma and Specialty Center Programs due for re-designation in CY 2023 have been received. The Office of Care Integration is contacting organizations to schedule on-site surveys in CY 2023. A 30-day notice will be given.

Trauma and Specialty Center Programs due for re-designation in CY 2024 have submitted their Letters of Intent. A notice for public solicitation was published in the March 10, 2023, edition of *The Maryland Register* listing the centers seeking re-designation. Application for re-designation in CY 2024 have been mailed to the centers and are due back to MIEMSS by October 20, 2023.



CARDIAC



Public Access AED Program. AED information, including application information, is located in the public information tab under “Public Access Automated External Defibrillator”, or scan the QR code at left.

Cardiac Arrest Steering Committee. The mission of the Cardiac Arrest Steering Committee (CASC) is to improve cardiac arrest survival in all communities in Maryland. In the past year, the CASC has been evaluating two new educational and implementation strategies that utilize feedback of high-fidelity simulation data on CPR performance to EMS clinicians and on telephone CPR data to 9-1-1 Specialists. Results of these trials are positive and have been presented to the 9-1-1 Board and to SEMSAC. Plans are underway to share the results of these pilot programs and identify a few early-adopter communities that may be interested in trying new educational and quality improvement strategies to improve survival in their communities. The next Cardiac Arrest Steering Committee meeting will be held in April, date TBD. Attendance may be in-person or virtual.

The 35th Maryland Resuscitation Academy was held on Thursday and Friday, June 1-2, 2023, in Marriottsville, Maryland. The course was an impressive success with more than 64 graduates, from 9 different Maryland Counties along with Baltimore and Annapolis cities. Allegheny County sent the most students. All graduates committed to implementing one pilot project to improve cardiac arrest survival in their community.

EMERGENCY MEDICAL SERVICES FOR CHILDREN

Emergency Medical Services for Children Department (EMS for Children). PEMAC held a business meeting on May 3, 2023, and followed by a Family Advisory Network meeting that focused on the development of a Strategic Plan for more family involvement throughout the four-year grant period. The July 5 PEMAC meeting focused on continuing to review protocol updates for implementation in 2024. The Pediatric EMS Champions met at EMS Care with educational program development for “Sims on the Go” to increase both pediatric skills and scenario training. During the workshop Safe Sleep educational kits were distributed to each EMSOP and Dr. Richard Lichenstein, MD, presented on the state Child Fatality Review data and infant sleep related deaths.

The EMSC Department coordinates four different grant programs:

The EMSC State Partnership Grant (federally funded by HRSA/MCHB) focuses on Pediatric Readiness for both EMS agencies and Emergency Departments, including identifying a pediatric champion to provide both advocacy and facilitate communication to all members of the agency/hospital. The EMSC State Partnership Grant was funded again for four years starting 4/1/2023.

- Pediatric EMS Champion July forum will be virtual and focus on recognition options for pediatric readiness in EMS.
- FAN Council lead the “Steps to Safety” interactive displays at the MSFA Convention in Ocean City reaching as many adults interested in learning how to teach safety and children and families.
- Pediatric Readiness for Emergency Departments: Maryland ENA & EMSC hosted the first pediatric preconference in May as part of ENA by the Bay 2023.
- The 2023-2028 grant will involve refocusing on Pediatric Disaster pre-planning for both EMS and ED to include children, youth, and families.

The Child Passenger Safety and Occupant Protection (CPS & OP) Healthcare Project (state-funded through the MHSO) is in a 23rd year of funding which continues to provide outreach to health care providers to as well as education and parent educational tools on child passenger safety. Carroll County DES and Annapolis City Fire Department are the newest EMS operational program to participate in the pilot Car Seat Project for EMS supervisor vehicles. Summer educational webinars and in-person training will focus on safe transport of children with special health care needs. Social media materials will continue to inform families and caretakers. Contact the project at cps@miemss.org.

The Bike Helmet Safety Project (state-funded through the MHSO) will start a seventh year of funding providing bike helmets and bike safety education through Safe Kids Coalitions and community partners, Trauma Centers, and Pediatric EMS Champions. The focus of the 2023-2024 Bike Safety Grant will encourage local communities (counties/ city-based organizations) to apply for bike safety grants in FY25. The project is seeking stories of children and adults “Saved by the Helmet” throughout the year. Contact bikesafety@miemss.org for more information or to request educational materials.

The Safe Kids Maryland state coalition continues to provide prevention information through social media and articles in *Maryland EMS News*. 2023 Safe Kids Maryland state coalition will meet on September 6, 2023, in-person at MIEMSS. The 2023 international Safe Kids PREV CON will be held July

23-26, 2023, at Gaylord Conference Center in Prince George’s County, Maryland. Contact safekidsmd@miemss.org to join the email event announcements.

- **Mid-Atlantic Life Safety Conference: September 19, 2023.** The committee has met and a call for speakers was released in early March.



PREVENTION

The National Highway Traffic Safety Administration (NHTSA) has prepared materials for use by law enforcement and public safety personnel for the following upcoming public safety and prevention campaigns:

- **Speeding Wrecks Lives: Speed Prevention Campaign (July 10 – 31, 2023).** Speeding fatalities have continued to increase over the past few years, rising a dramatic 17% from 2019 to 2020 and another estimated 5% from 2020 to 2021. According to NHTSA, in 2020, 11,258 people were killed in speeding-related traffic crashes, and speeding was a contributing factor in 29% of all fatal crashes nationally. Download campaign materials here:
<https://www.trafficsafetymarketing.gov/get-materials/speed-prevention/speeding-wrecks-lives>



EMS CLINICIAN SERVICES

Licensure-support@miemss.org is the communication method that we prefer clinicians use to contact our office with questions and concerns. All communications go into a KACE system, which is time-stamped. This helps the team categorize the ticket to the right department and helps us respond to you in a more efficient manner.

CAPCE Courses: Clinicians are now able to self-enter CAPCE courses into their ConEd Report with the CAPCE number.

Forgot Password? Licensure now has a password reset on the sign-in page. If you enter the password incorrectly too many times, you will have a 15-minute wait period before you can attempt to change the password.



EVENTS CALENDAR

September 2023

- **19: 64th Annual Mid-Atlantic Life Safety Conference.** Johns Hopkins University Applied Physics Laboratory, Laurel, MD. (<https://www.midatlanticlifesafetyconference.com/>)