

NYS DOH Bureau of EMS & Trauma Services
Bi-Weekly Webex Update for
EMS Agency Leadership
Wednesday 6/3/20, 3:00 PM to 3:41PM
Unofficial Notes

NYS DOH BEMS&TS Panelists:

Ryan Greenberg, Director, Bureau of EMS & Trauma Services
Steven Dziura, Deputy Director, Bureau of EMS & Trauma Services
Peter Brodie, Deputy Chief, Informatics
Daniel Clayton, Section Chief, Operations Branch
Jean Taylor, Deputy Chief, Education Branch
Valerie Ozga, Program Manager, Vital Signs
Edward Mager, Deputy Chief, Buffalo, Western Region
Richard Robinson, Deputy Chief, New York City, Metropolitan Region
Michael Bagozzi, Deputy Chief, Syracuse, Central Region

Ryan Greenberg ryan.greenberg@health.ny.gov

- Moved EMS Agency Leadership conference calls to biweekly on the 1st & 3rd Wednesdays of each month. Call on Wednesday July 1st may be changed.
- Course Sponsor conference calls on education issues have been moved from Thursdays to 1st and 3rd Wednesdays and will be starting at 4:00 PM.
- Hope everyone had nice EMS week. Thanks for recognition submissions. Still processing a few late submissions. Will be sharing names and agencies that were recognized.
- Next scheduled State Emergency Medical Advisory Committee (SEMAC) and State EMS Council (SEMSCO) meetings are for next week on June 9th and 10th but they will be held later in June via Webex platform or something similar pending all the technology being in place and members able to attend. July was also mentioned. Everybody is welcome to attend. New meeting dates will also be posted on Facebook group.
- Question from EMT with 1 year extension starting CME process. Answer was that they can start immediately. Educational content would be from 36 months prior to their expiration date or their continuous period of time that they were certified. Do not submit CME recertification documentation to BEMS&TS prior to 9 months before new expiration date.
- Question about the 90 day supply of PPE recommendation for health care institutions. Have raised question up but have not gotten a reply. From best practice point of view it is good especially with things starting to become available and able to obtain PPE. It is understood that there are still complications or difficulty but things overall have gotten a lot better. Definitive answer for EMS will be coming.
- Look at 90 day PPE supply during busiest period of pandemic not slowest period of time. There are differences in normal calls & volume in middle of January vs. middle of August.
- Questions received about provider testing, COVID-19 and/or antibody. Answer is that testing has pretty much started up in every region. Options such as private sector including pharmacies are available for providers with private insurance separate from what NYS is offering. Reach out to Regional EMS Program Agencies for testing resource information.
- PSI has started to open up more Computer Based Testing sites. A list has been sent out and an updated list of open test centers will be requested from PSI.
- Guidance will be coming out on students needing to do their practical skills exam (PSE) to become certified. It has been written and is up for review. Looking into other options for testing.
- Paper based tests have been suspended for indefinite future and looking at other options.
- Looking to get people into CME based refresher programs.
- Statewide mobilization request involving EMS personnel testing nursing home patients for COVID-19 had hundreds of agencies respond. Have gotten a significant way through testing every nursing home patient. This was a significant mobilization for something EMS would not normally do and

demonstrated resources, expertise and skill sets available. Another request for testing may be coming in the near future.

- In almost every region around the state there have been instances of civil unrest and disturbances. EMS agencies should have guidance on how providers should respond and document it. Patient contact time may be delayed. May get to staging area and marking on-scene when actually ability to move forward and make patient contact would be a different time. Agencies should protect themselves by putting themselves at a safe distance and appropriately marking when making patient contact so it does not look like there was a prolonged response time but really something out of crew's control. If any questions send to BEMS&TS.
- Statewide quality metrics is moving forward again.
- Questions received about certification extensions and will DOH be sending out new cards. Answer is that the goal is to send out cards and they are looking at who to send to – everyone or only those after certain point in time. Anyone who has an expired date on their current card and needs to see the new expiration date should work with their agency and/or Regional EMS Program Agency to obtain a printout from the Health Commerce System that shows the new expiration date.
- Paper PCR mail-in submission process may change in coming months in connection with remote working going on. Look for information to come out.
- EMT-P who has completed National Registry (NREMT) written and practical skills exams can apply for NYS reciprocity.
- Question about CME CORE content being obtained on-line with Vital Signs Academy and answer is yes. It is overseen by a CIC and signed off on by John MacMillan, Unit Chief, BEMS&TS.
- Link for COVID-19 reopening document mentioned by Daniel Clayton will be sent out.
- Question about frequency of COVID-19 testing for EMS providers. Will work on answer from DOH for EMS to see if there has been a standard set there. It does vary. Some hospitals are doing it once a month and nursing homes are under Executive Order for a much more regular basis.
- Question about if these calls are going to be done on a bi-weekly basis at a regular time can they be put in as reoccurring meetings. Answer was they are holding off decision till July.
- Vital Signs conference is not cancelled. Looking at possibly a hybrid conference with less persons attending, more options in safe environment.
- CME manual requirement for documentation to be submitted is no earlier than 9 months and no later than 45 days before provider expiration date.
- If still having issues with N95 or other PPE supplies contact BEMS&TS and they will work with state resources to determine how to help.
- Contact Regional EMS Program Agencies if an agency needs help signing up for Health Commerce System access.
- Working on additional pathways to broadcast availability of on-line courses on Vital Signs Academy. There is a calendar of courses posted on the Vital Signs Academy web site.
- It is taking time to convert the Vital Signs Academy live classes to availability as off line recordings.
- Question about BEMS&TS accepting old CME forms after 6/30/20. Answer is no and after 6/30/20 the new forms need to be used. Contact Gene Myers (gene.myers@health.ny.gov) if there is an unusual issue.
- Questions about a form in other languages. Answer was that it had not yet made it through the formal approval process.
- Enrollment numbers for EMS courses are looking good. People are engaged and looking for how they can do more to help others. Career opportunities exist both full and part time. There are opportunities for recruitment such as free training.
- Last couple of months has been an intense period and continues but not as intense and getting back to norm. Look for signs providers need help.
- Reach out to BEMS&TS if need help with anything.

Daniel Clayton daniel.clayton@health.ny.gov

Executive Order 202 that the governor signed in all of its reiterations talks of a phased reopening. Mention was made of the NY Forward website (<https://forward.ny.gov/>) that contains a template business plan for reopening and it does not matter whether essential or non-essential entity, that must be completed by ambulance and ALS 1st response agencies. It is a simple 2 to 3 page fillable PDF that would involve occupational health & safety folks if agencies have it, physician Medical Director and Chief Executive Officer (CEO) and/or Chief Operational Officer (COO). It asks about safe ways of reopening your

business. This only recently came out with Phase 2 reopening information and more information will be forthcoming.

Edward Mager edward.mager@health.ny.gov

- Western Region staff has returned and is back to 100% staffing.
- Trying to organize and look at the applications and information that has come forward.
- Thanks to all providers for commitment to quality.
- Agencies should keep track of providers' mental health.
- There is a downward trend with COVID-19 but it is not over and there is civil unrest and troubling times.
- Trying to be responsive but may have missed some e-mails or calls and apologize for any gaps.

Michael Bagozzi michael.bagozzi@health.ny.gov

- Central Region is keeping up with protest activities and the curfews.
- Been checking with all 14 County EMS Coordinators.
- Locally in the 14 counties we have serum antibody testing, both IgM and IgG, for EMS a couple days a week.

Capital Region

In absence of report from Capitol District staff Ryan Greenberg commented. Issues in Albany area, protests and stuff like that is a statewide issue and in many cases a national issue. Ensure agencies have plan in place for how to respond to an unsafe scene and what it looks like, appropriate staging, keeping providers safe from a distance and making sure it is documented appropriately in patient care report so it does not look like you had an hour long response to a cardiac arrest or difficulty breathing when in reality you were restricted in getting to the scene by police activity. Now is time to ensure providers are aware of department policies, communicate with local police departments and how to document in patient chart. Please remember provider safety first, we can't help patients if providers aren't safe.

Jean Taylor jean.taylor@health.ny.gov

- Education is starting to move along and things are starting to open up a bit.
- Course Sponsors have gotten extremely creative with finishing up classes and getting practical skills done.
- Some colleges are letting students back on campus to do skills in a socially distanced environment.
- PSI's Computer Based Testing sites are a little more stable now as regards which ones are open.
- Question about 2/20/20 test results posted to site and Course Sponsor being unable to submit voucher. Answer was that will send answer and will address at Course Sponsor call at 4:00 PM.
- Certified Instructor Coordinator (CIC) and Certified Lab Instructor (CLI) personnel did get 1 year extensions on their certifications and BEMS&TS is getting the information into its data base & will send out certificates.

Peter Brodie peter.brodie@health.ny.gov

- Data & Informatics is coming along well
- Working on a BLS 1st response agency data standard. It has fewer requirements than ALS 1st response or transporting agencies. Taking into account comments and feedback provided last year. Would have been further along except for pandemic.
- Looking at taking suggestions from the EMS community and working them into an updated documentation standard that will come out later this year.
- Other projects are in the infancy stage. Information will come out later this month or next month.
- NEMSIS 3.4.0 field exists to document the time provider arrived at patient side. There is also a field to document reason for a delay in patient care or an unstable incident.

Valerie Ozga valerie.ozga@health.ny.gov

- Vital Signs Academy is going to be offering presentations 5 days a week starting Monday 6/8/20.
- Presentations were added on Mondays and Fridays at 11:00 AM.
- They are looking for instructors to volunteer their time to teach a course on Vital Signs Academy. If interested contact Valerie Ozga at valerie.ozga@health.ny.gov, John MacMillan at

john.macmillan@health.ny.gov or Patricia Buonanno at jennifer.buonanno@health.ny.gov They will review presentation and reply.

Steven Dziura steven.dziura@health.ny.gov

- Regional staff is still working remotely.
- Over the next couple weeks focus is to work to bringing processes back on line to a more normal operation.
- Looking at guidance documents published during this time period for updates or changes.
- Question about obtaining genuine N95 masks & gowns. Answer was that they are being advised at federal level that supply chains are coming back on line. Check with traditional suppliers and shop around for other suppliers.
- Health Commerce System allows 1 role per agency. Looking at adding additional roles for access such as an agency's Training Officer.