



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Erin Hastings
WESTCOMM
President

Peter Kinnas
State 911 Department
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police
Essex County VP's

Patrick Feeney
SEMRECC
Michael Gethin
State 911 Department
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Anne Camaro
Nashoba Valley RECC
Middlesex-Suffolk County VP's

Chris Carleton
Northborough Communications
Daniel Walsh
Clinton Police
Worcester County VP's

Khristy Lord
WESTCOMM
Johnathan Danek
Wilbraham RECC
Hampden/Berkshire Cty VP's

Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Kevin Lessard
Northern Middlesex RECC
911 Commission Representative

Board@ma911.org

February 12, 2025, Monthly Meeting - Hybrid meeting held at Holden Police and via Microsoft Teams. 35 Total Attendees, 17 in person and 18 virtual
Minutes Completed by Secretary Greg Lynskey

1. Welcome and Introductions

- President Hasting called the meeting to order at 10:00.
- President Hasting informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- Video Link: <https://ma911.org/2025/04/13/february-2025-meeting-video/>
- In person attendees introduced themselves.
- Johnathan Danek was unable to attend due to illness however provided an update. He stated there was not much new to report. He stated he had drafted a letter on behalf of the MCSA supporting the 911 SAVES ACT and was awaiting feedback from the Legislative Committee before sending it off to Congresswoman Torres's office.

2. Monthly Training / Presentation

- President Hastings introduced Tina Dixon, Executive Director of Central Massachusetts EMS Corp. Tina presented on What CMED is and How CMED can assist local dispatch. The presentation was good for EMD Con-Ed credits for those in need.
- Tina explained the functions and operations of the Regional EMS Councils and CMEDs. There are a total of 5 regions across the state and 7 CMED centers. Region 5 runs 3 CMED centers.
- Central Mass EMS provides AHA Trainer courses.
- All regions assist the Department of Public Health with EMS planning and oversight.
- MCI planning and Scene management are also a big part of the regional councils.
- The purpose of the CMED centers is to facilitate Ambulance to Hospital Communications. She provided an explanation of the MED channels and explained that they are standard across the country with the except of different regions having different PLs.
- In 2024, Central Mass EMS, the Region 2 CMED processed 135,266 calls from Ambulances to Hospitals. They do that with 1 operator on at a time. Some examples of calls they processed are entry notifications and



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medical control calls. She noted that everything is done in plain English. No codes are used at all.

- h. Central Mass EMS also is responsible for Health and Homeland Alert Network notifications, team activations for CISM, CMSRT, and CMDART in Region 2. She noted that if you get a HHAN message, make sure you don't hang up until you have received the full details of the automated message.
- i. She stated that in MA, there is no longer hospital diversion. Hospitals can now only divert a patient that that hospital can't care for such as a stroke. She noted that it is very important for ambulances to know about things such as Stroke or STEMI diversion before they transport to a hospital that can't accept those patients.
- j. She provided a flowchart showing an example of the patient treatment pathway.
- k. She went over Mass Casualty Incidents and specifically noted that incident commanders should not be asking dispatchers to active an MCI. An MCI activation should be done from the field direct to CMED. An MCI is defined as any incident where the number of patients is more than you have resources for. The typical calculation is 1.5 patients per available ambulance.
- l. She noted that part of the resources available in Region 2 for MCIs includes the Ambubus which is a converted WRTA Transmit bus. It is setup for 22 patients and is available to respond across all regions.
- m. Corey Swift asked what happens if a CMED center is swamped due to a major incident, do they back each other up? Tina stated that currently that capability does not exist.
- n. Tina was thanked for her informative presentation, a copy of which is attached.

3. Update from State 911 Department

- a. Pete Kinnas stated the next State 911 Commission meeting is tomorrow at noon in Middleborough. He also stated he was pleased to announce that the PSAP Operations Division West Director position has been filled and that Don Tryon will be the new Director.
- b. Katrina Shamshak was not present but provided an update regarding TERT which is attached.



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4. *Appointee Reports*

- a. SIEC – Corey Swift stated there was no meeting since his last report. The next meeting is being held today at 1:30pm.
- b. State 911 Commission – Kevin Lessard was not present. They only update to report is the next Commission meeting is tomorrow at noon.

5. *Treasurer's Report*

- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$18,753.28
- c. Total Expenses: \$237.67
 - i. \$31.88 for Intuit Quickbooks online monthly
 - ii. \$125.30 to Kevin Lessard for January meeting refreshments
 - iii. \$40.25 for one month of Microsoft Office 365
 - iv. \$40.24 for one month of Microsoft Office 365
- d. Total Income: \$2,306.22
 - i. \$1,000 in FY25 Dues Payments
 - ii. \$1,100 in March 2025 Training Payments
 - iii. \$206.22 Donation from Code 10 Energy (SEMRECC Vending Machine 3% payout)
- e. There are 63 FY25 paid members to date. 89 Membership invoices have been sent out and all agencies should have received an invoice.
- f. New Members: none this month
- g. Renewed Members are listed on the attached report.
- h. Corey Swift made a motion to accept the report. Second by Chris Carleton. Unanimous vote.

6. *Secretary's Report*

- a. Secretary Greg Lynskey stated last months minutes were completed by Asst. Secretary Alexa Owen and he recommended they be approved as written. Chris Carleton made a motion to approve with one correction that Boston IS going encrypted. Second by Corey Swift. Unanimous vote.
- b. Secretary Lynskey stated he is beginning to work on the 2025-26 meeting schedule and is looking for meeting hosts.

7. *Regional Vice President Reports*

- a. Essex County – Keenan Leonard-Solis stated that as of 0745 on February 7, Beverly has opened its new communications center and is now jointly handling police and fire dispatch. He further noted that in Boxford, Dispatcher Marguerite “Peg” Decoteau was honored by the



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Selectmen for 20 years of service. He stated Merrimack and Haverhill are hiring. Katrina Shamshak was not present but provided a report which is attached.

- b. Middlesex/Suffolk – Corey Swift reported that Lawrence General Hospital recently became trained in whole blood transfusion, becoming only the second EMS agency in the state to provide the service. They can conduct the procedure within 30 miles of their base and it is activated through Lawrence CMED. He noted that LGH Medics and Canton FD are two of only 182 agencies across the country that can perform the skill in the field.
- c. Southeast Regional – Mike Gethin reported there are many agencies that are hiring. He and Pat Feeney have also been in touch with Katrina to explore the idea of info packets for their region similar to what she and Keenan have been doing in their region. Mike noted that Pat couldn't make the meeting today as he and his wife are expecting a baby today and he wishes them well. Pat did wish to recognize the staff at Holbrook RECC who assisted in delivery of a baby on January 26.
- d. Worcester County – Chris Carleton reported that Grafton, Nashoba Valley, Wachusett Regional, and Worcester are all hiring. He stated that MA NENA is holding their annual training day at Devens Commons Center on April 3rd. He stated four members of the Wachusett RECC received a TEAM award as part of an incident at Moore State Park in Paxton where there was an injured hiker. Chris noted several other upcoming trainings as well. Dan Walsh stated he had nothing to report.
- e. Hampden/Berkshire – No representatives were present.
- f. Franklin/Hampshire – Donald Tryon stated he had nothing to report.

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak provided a report which is attached. Katrina in her report suggested the idea of purchasing lanyards and name badges for training day attendees and purchasing welcome baskets for the presenters. Greg Lynskey made a motion to approve the lanyards and name badges at a cost of up to \$300. Second by Corey Swift. Unanimous vote. Corey Swift made a motion to approve welcome baskets for the presenters at a cost of up to \$150. Second by Alexa Owen. Unanimous vote. She provided an update on the May professional development day as well. Katrina provided a reminder about the annual meeting being held in June at Gallifords Restaurant and that the awards will be part of that event. Katrina further reported



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that for the 25th anniversary, she has done some preliminary looking into options. She looked into Samuel Slater's Restaurant in Webster. They include the sale of tickets on an event site as part of booking an event with them. The cost is \$1,500 for the hall. Food is additional beyond that. She noted that she and Greg Lynskey had talked about costs from the 20th anniversary. Greg noted that the costs Katrina is finding were comparable to the cost for the 20th but noted that there were several corporate sponsors for the 20th that kept MCSA's cost down. She stated she is looking at possibly a June event.

- b. Newsletter – Katrina Shamshak provided a report which is attached.
- c. Emerging Technologies – Rob Verdone was not present and there was no report.
- d. Historical Committee – Butch Garrity sent an email this morning with a survey regarding MCSA's impact over 25 years. The survey will be going out to the membership.
- e. Outreach/Membership – Pete Kinnas noted that the annual training day will be capped at 100 attendees. He provided an update on training day sponsors. He stated the annual awards ceremony is moving along. Nominations are open. He stated there are some clarifications on categories from last year and the guidelines have been posted. The deadline for nominations is March 31. Pete stated the 25th anniversary challenge coin has been designed and thanked Chris Hurst for helping with it. The cost is \$6.25 per coin and he has ordered 100 for now. He asked for thoughts on price. He was suggesting \$20-25 each. President Hastings, Greg Lynskey, and Katrina Shamshak all expressed they believed that was too high. After discussion, Chris Carleton made a motion to sell the challenge coins for \$10. Second by Warren Gould. Unanimous vote. Pete stated he is looking to have the logo made into a patch as well and is also looking for other ideas for logo items. Corey Swift asked if we had a list of agencies who have been members for the entire 25 years. Warren Gould stated that might be tough as the Quickbooks records only go back to about 10-12 years ago when Paula Snow set it up. Before that, records might not be available.
- f. Book Club – Khristy Lord was not present and there was no report.
- g. Peer Support Committee – Khristy Lord was not present and there was no report.
- h. Generic Training Manual Committee – Corey Swift stated he has a draft which he meant to bring with him today but forgot.



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9. President's Report

- a. President Hastings stated we received a thank you card from a dispatcher at NMRECC who we made a donation to due to a medical situation.
- b. President Hastings stated that confirmation has been received from the Lobbyist Brian Hickey that there will be no charge for the upcoming 4 months. He is still willing to help us during that time and we can still use his office for 911 Goes to Boston.
- c. President Hastings asked Greg Lynskey to speak about his thoughts on the Western Mass VP regions. Greg stated that we seem to have consistent issues with filling all of the Western MA seats. He suggested the idea that we consider merging the Franklin/Hampshire and Hampden/Berkshire regions into a single Western MA region, similar to the Southeast region. He stated we would have to do a bylaw change would wouldn't take effect until after the annual meeting so we'd need to include a provision that anyone elected continues to serve until the next election. Pete Kinnas suggested we have communication with all of the Western MA reps that currently hold positions to find out their intentions before we make a decision.

10. Other business

- a. Corey Swift stated that NENA 911 Goes to Washington is soon and he was curious if there was any thought of sending anyone. Pete Kinnas noted that MA NENA is not sending anyone. After discussion, it was determined that it was probably too late to make arrangements for anyone to attend as the event is February 23-26.

11. Adjournment

- a. Corey Swift made a motion to adjourn at 11:20, second by Chris Carleton.



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Meeting Attendees:

Michel Amidon (Virtual)
Stephanie Brown (Virtual)
Chris Carleton (In Person)
Liz Defosse (In Person)
Cameron Dunbar (In Person)
Michael Gethin (Virtual)
Warren Gould (In Person)
Johnathan Gordon (Virtual)
Brendan Gray (Virtual)
Erin Hastings (In Person)
Natalie Hunt (Virtual)
Stephen Johnson (In Person)
Michael Keady (Virtual)
Bob Keville (In Person)
Laura Kilgour (Virtual)
Peter Kinnas (In Person)
Jocelyn LaPlante (In Person)
Keenan Leonard-Solis (Virtual)
Greg Lynskey (In Person)
Shawn Marques (In Person)
Stephanie Minardi (Virtual)
Robert Mohr (Virtual)
Michael Moriarty (In Person)
Kristina Morin (Virtual)
Caitlin Mroczek (Virtual)
Tom O'Brien (Virtual)
Rebecca Ocasio (Virtual)
Alexa Owen (In Person)
Katrina Shamshak (Virtual)
Phil Sisk (Virtual)
Corey Swift (In Person)
Michael Tranghese (Virtual)
Don Tryon (In Person)
Nick Waleszczyk (In Person)
Dan Walsh (In Person)



February 12, 2025 – Wachusett RECC

Name	Agency/Business	Email
Erin Hastings	MRECC	ehastings@framinghamma.gov
Shawn Marques	Stow Police Dept.	Smarques@stow-ma.gov
Dan Walsh	CLERN	on file
Don Tryon	MSP	on file
CAMERON DUNBAR	MSP	on file
Michael Moriarty	RRECC	on file
Warren Gould	Dorford	on file
Liz Defosse	RRECC	edefosse@recc.us
BOB KEVILLE	MSP	ROBERT.KEVILLE@MASS.GOV
Nick Walcott	911	on file
Jocelyn LaPlante	WRECC	jlaplante@holdenma.gov
Alexa Owen	WRECC	File
PETER KINNA	STATE 911	ON FILE
LOREY SWIFT	Wilmington	on file
Chris Carlton	Northboro	on file
Stephen Johnson	Concord	on file

MCSA Treasurer report through 2/10/2025

Beginning balance (1/12/25) = \$ 18,753.28

Expenses:

Intuit Quickbooks (monthly)	= \$	31.88 (01/13/25)
Kevin Lessard (Reimbursement for January meeting refreshments)	= \$	125.30 (01/23/25)
Microsoft Office 365 (monthly)	= \$	40.25 (01/27/25)
Microsoft Office 365 (monthly)	= \$	40.24 (02/03/25)

Expenses (total) = \$ 237.67

Income:

FY25 Dues payments	\$ 1,000.00
March 2025 Training payments	\$ 1,100.00
Donation from Code 10 Energy SEMRECC Vending Machine (3% payout)	\$ 206.22

Income (total) = \$ 2,306.22

BALANCE = \$ 20,821.83

72 FY21 Members, 70 FY22 Members, 89 FY23 Members

79 FY24 Paid Members

63 FY25 Paid Members to date

RENEWED MEMBERS: Concord, State 911 Dept., Waltham, Westfield-Soutwick,

NEW MEMBERS: none this month

89 FY25 Membership have been sent covering all members and requests for membership.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

Siteground Webhosting (yearly)	= \$	275.76 (05/28/24)
Johnson & Johnson (1 year) Eboard Insurance	= \$1,460.00 (08/01/23)	(was \$1,416.00)
Constant Contact (yearly)	= \$	490.92 (08/23/23) (\$40.91/month)
Canva (1 year-2 subscriptions) (Katrina Shamshak & Peter Kinnas)	= \$	239.98 (12/05/24)

Total yearly costs = \$2,466.66

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Tuesday, February 11, 2025 08:04
To: Gregory Lynskey (SWCCC)
Subject: [External]MCSA February Updates

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Katrina Shamshak MCSA February Updates

TERT Updates:

Deployment to Charlton for coverage of active-duty officer wake/funeral

TERT team is currently at capacity due to financial limitations from the grant. Only a few that applied during open enrollment will be put through.

Essex County Updates:

Keenan and I created a packet to mail to centers in Essex County. The through process is it can be hung in breakroom or anywhere else for dispatchers to see. Includes our newsletter, state 911 newsletter, training flyers, MCSA membership flyer, awards flyers, etc.

Training

March 12th

- March Training Event registration is open, currently a little over 70 registered
 - Adam Timm morning is maxed out but there is still room in afternoon session for him
- Hotel block is open but only a few spots remain
- Sponsorship Registration is open
- Would like to give each of the speakers a "Welcome Basket" waiting in their room for them. Massachusetts themed items and whatever MCSA swag we have to give. I can purchase items myself but looking to see if I could be reimbursed after up to 100.00 (spread across the 3 instructors)
- I have been doing the lanyards/badges myself the past few years. As we have grown it has gotten harder to keep up with and we are almost out of the lanyards we purchased a few years ago (not enough for this year). Looking to see appetite for ordering pre done badges with lanyards. Would also put on back what classes they are registered for.
 - Axiom Pring has Gloss Laminated Both Sides with name and black lanyard 238.59 for 100.

Professional Development Day

- May 14th 0830-1630
- State 911 Milford Facility
- \$30 Members
- \$50 Non-Members
- Great response on speakers so far, open until March 1st. 5 already ready, good possibly fit 1 or 2 more.
- Going to open registration early march one line up is finalized

Annual Meeting

June 18th Gallifords Restaurant in Mendon at Southwick

Newsletter

Please send me things....

Katrina C. Shamshak, RPL
 Public Safety Dispatcher III
 Training & QA Coordinator
 Massachusetts TERT Coordinator
 North Shore Regional 911 Center
 Massachusetts State 911 Department
 18 Manning Ave., Middleton, MA 01949
Main: 978-801-4911 x4163
katrina.c.shamshak@mass.gov
www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, February 12, 2025 10:50
To: aowen@holdenma.gov; Gregory Lynskey (SWCCC)
Subject: [External]February Meeting Notes

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Good morning! Here are my notes for the month of February:

Meeting Notes

Beverly

- Beverly's official go-live date was last Friday, February 7, at 07:45. Dispatch Supervisor Stephanie Brown and her team have successfully begun operations in their new Communications Center, handling both Police and Fire services for the City of Beverly.

Boxford

- Marguerite "Peg" Decoteau of Boxford Communications was honored by the Town of Boxford Select Board for 20 years of dedicated service.

Hirings

- **Merrimac** – Part-Time Dispatcher
- **Haverhill** – Full-Time Dispatcher

Gregory Lynskey (SWCCC)

From: Chris A. Carleton <ccarleton@town.northborough.ma.us>
Sent: Thursday, February 13, 2025 10:08
To: Gregory Lynskey (SWCCC)
Subject: [External]MCSA Worcester County Regional VP report for 2-12-25

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Good morning,

Hiring:

- Grafton Police Department is accepting applications for the position of full-time public safety dispatcher.
- Nashoba Valley is looking to fill the position of Full-Time Dispatcher.
- Wachusett Regional is hiring one part time and one full time in preparation for losing two in April/May to the State Police Academy.
- Worcester is hiring for a regional dispatcher.

Trainings:

- Westboro is hosting the Public Safety Group on March 3rd and 4th for Crisis Intervention and Basic Fire Communications.
- South Worcester Communications Center is hosting the Denise Amber Lee Foundation "A Victim's Plea; A 9-1-1 Call for Excellence" on March 19th.
- South Worcester Communications Center is hosting the Denise Amber Lee Foundation "Why They Stay; Domestic Violence Awareness" on March 20th.
- MASS NENA will be holding their 2025 Training Day on Thursday April 3rd from 8-5 at the Devens Common Center \$200.00 Members and \$225.00 Non-Members. State 911 Approved and Breakfast and Lunch will be served! You can register on-line at <https://www.massnena.org/training>.

Outreach:

Nothing currently.

Special note:

I also wanted to recognize the four members of Wachusett Regional who were recognized by the TEAMS award from the Worcester County District Attorney's office for an incident that took place last summer at Moore state park in Paxton. This incident was where a husband and wife were hiking almost a mile into the woods, though rough terrain on a hot day when the woman fell and slashed her arm open. The on-duty dispatchers got units out quickly and pinged the phone. Upon arrival at the hospital, the woman ended up needing emergency surgery but recovered. So, congratulations to:

- Supervisor Abbi Parkinson
- Dispatcher Emily LeBeau
- Dispatcher Jordan Smith
- Dispatcher Alice Ordnung

Thanks!

Chris Carleton
Communications and Records Supervisor

Northborough Police Department
211 Main Street
Northborough, MA 01532

Phone: 508-393-1515

Cell: 978-621-4885

Email: ccarleton@town.northborough.ma.us



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Region II EMS Council & CMED Operations



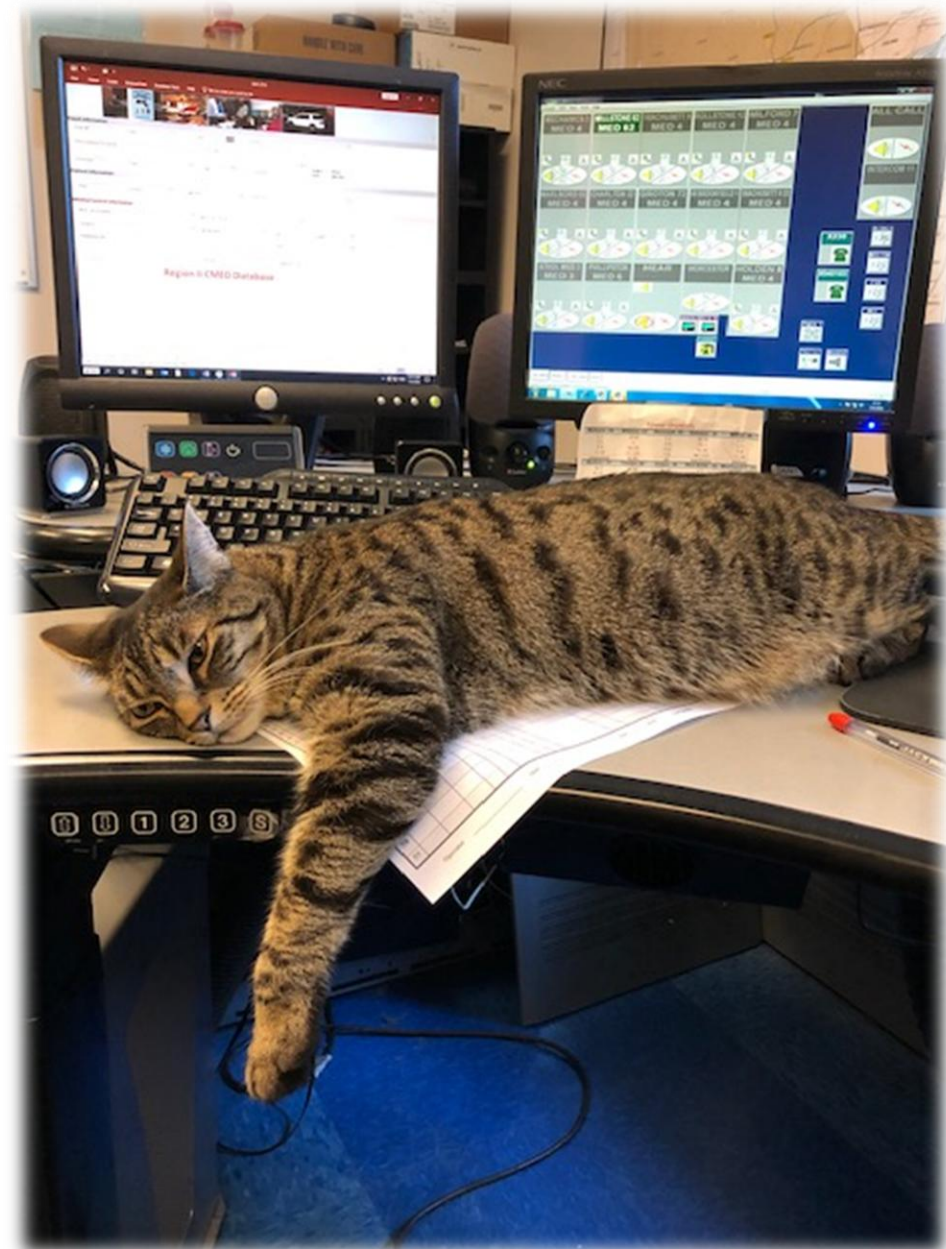
**CENTRAL MASS EMS CORP.
361 HOLDEN STREET
HOLDEN, MA 01520**

Purpose:

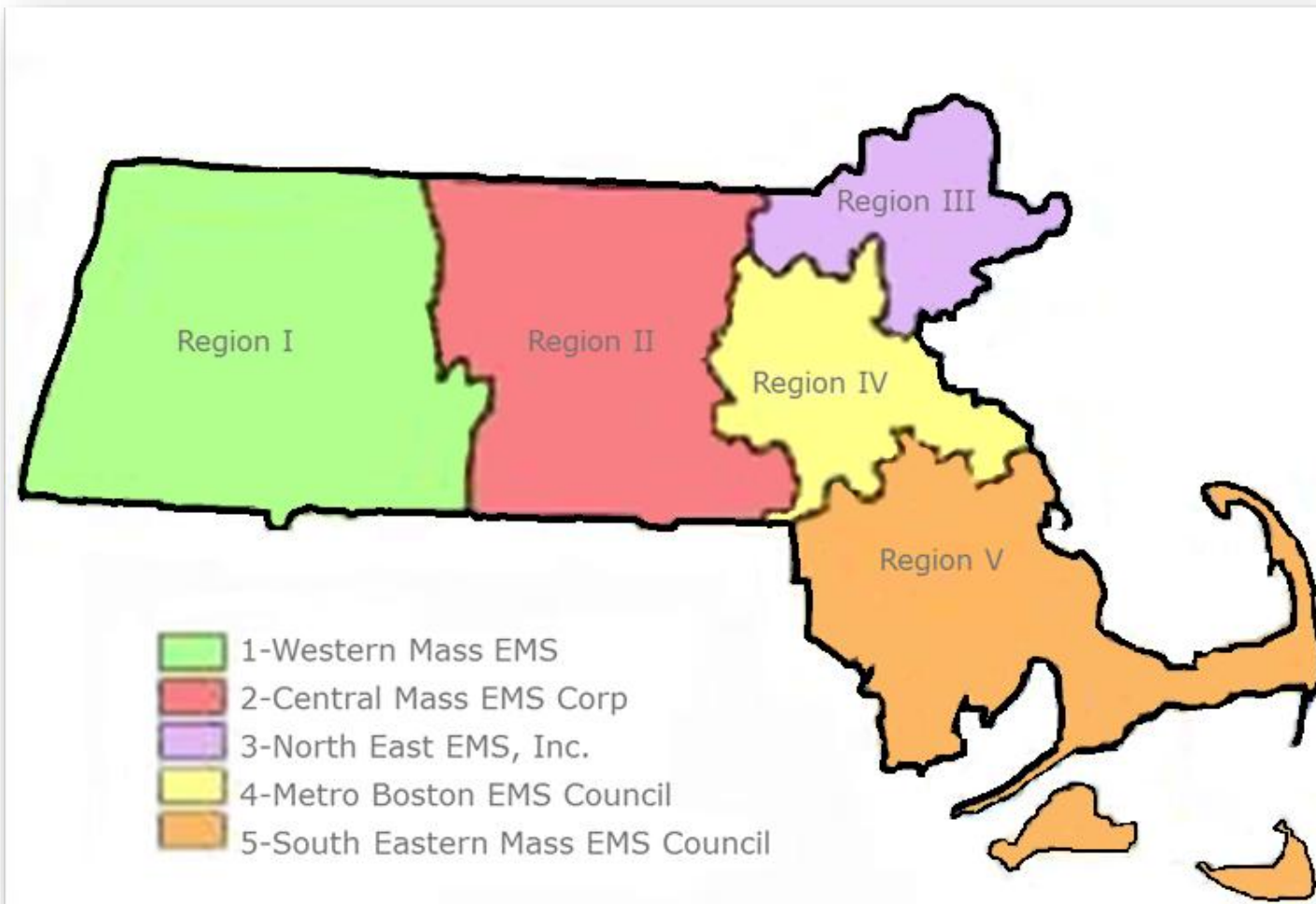
TO EDUCATE DISPATCH
STAFF & SUPERVISORS
ON THE FUNCTION AND
OPERATIONS OF THE
REGION II EMS COUNCIL
& WORCESTER CMED



**Working in EMS is
exhausting!**
-Petey



EMS Regions & CMED Centers in MA



Central Mass Emergency Medical Systems Corp



- EMS Regional Council
- 501c3 Nonprofit Corporation
- Defined in Regulations & Mass General Laws

Central Mass Emergency Medical Systems Corp



EMS Council

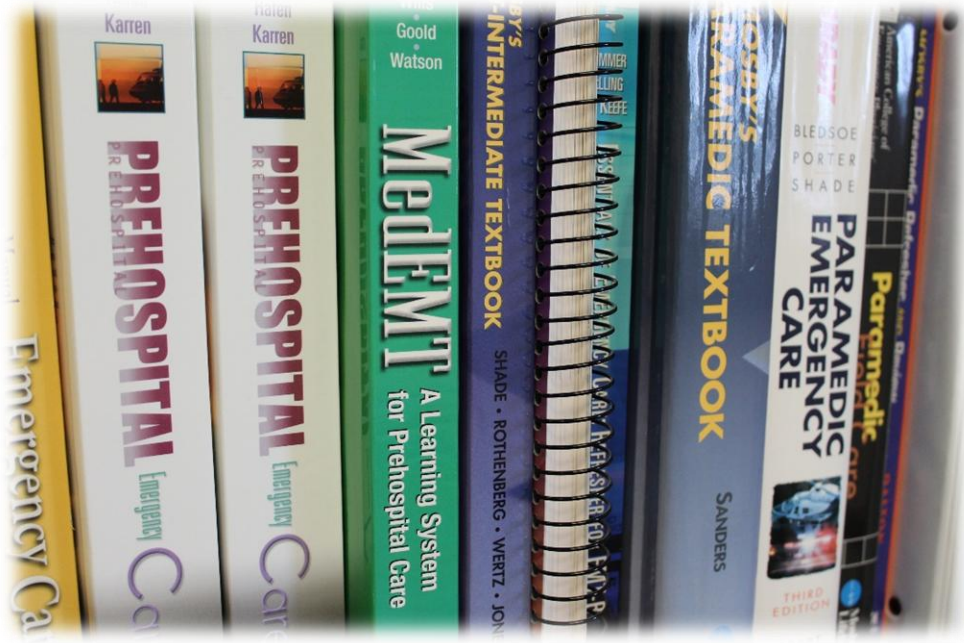


Central Mass Emergency Medical Systems Corp



**AHA Training
Center**

Central Mass Emergency Medical Systems Corp



**Assist MDPH with
EMS planning &
oversight in Region II**



Central Mass Emergency Medical Systems Corp

Assist OPEM with MCI Planning & Scene Management



Central Mass Emergency Medical Systems Corp



Central Mass Emergency Medical Systems Corp



Central Mass Emergency Medical Systems Corp



Central Mass Emergency Medical Systems Corp

EMS Communications Sub-System



CMED is a...



SOPHISTICATED
COMMUNICATIONS
CENTER WHOSE
PRIMARY FUNCTION IS
TO FACILITATE
AMBULANCE TO
HOSPITAL
COMMUNICATIONS.

This is Worcester CMED



**HOW MAY
WE HELP
YOU?**



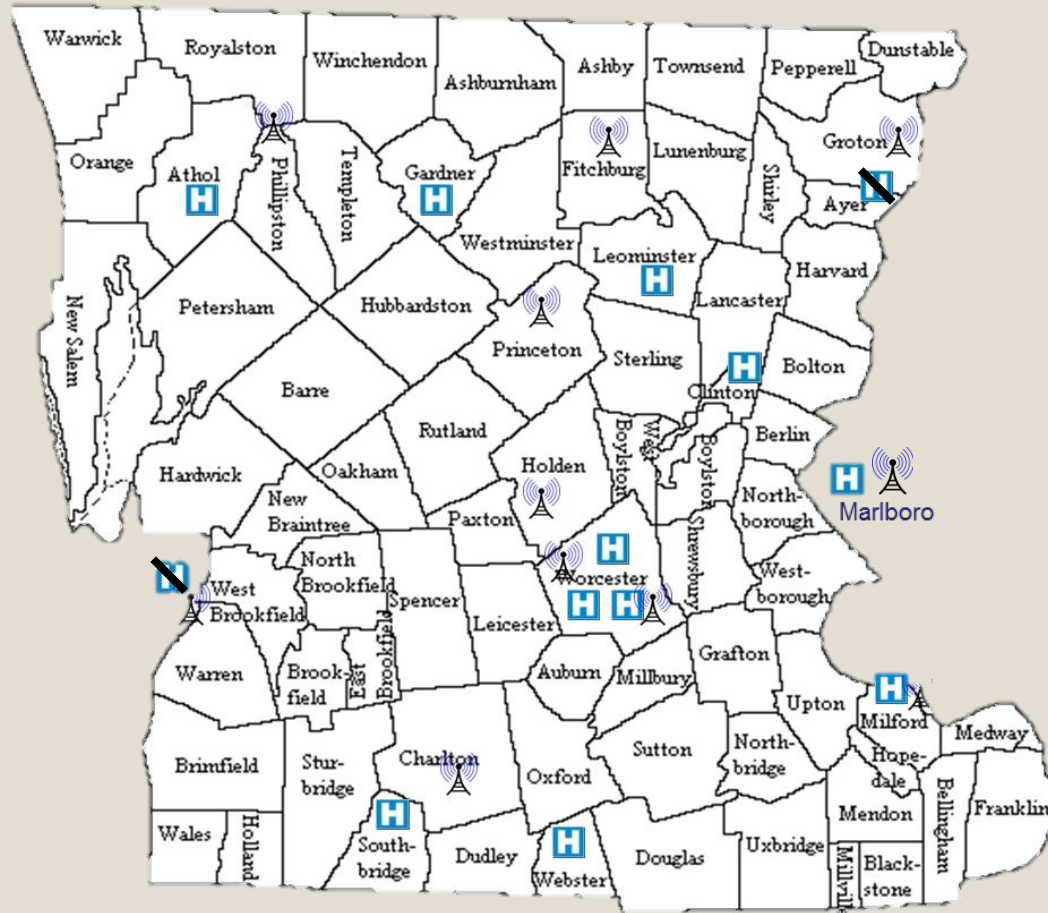
How Does It Work?



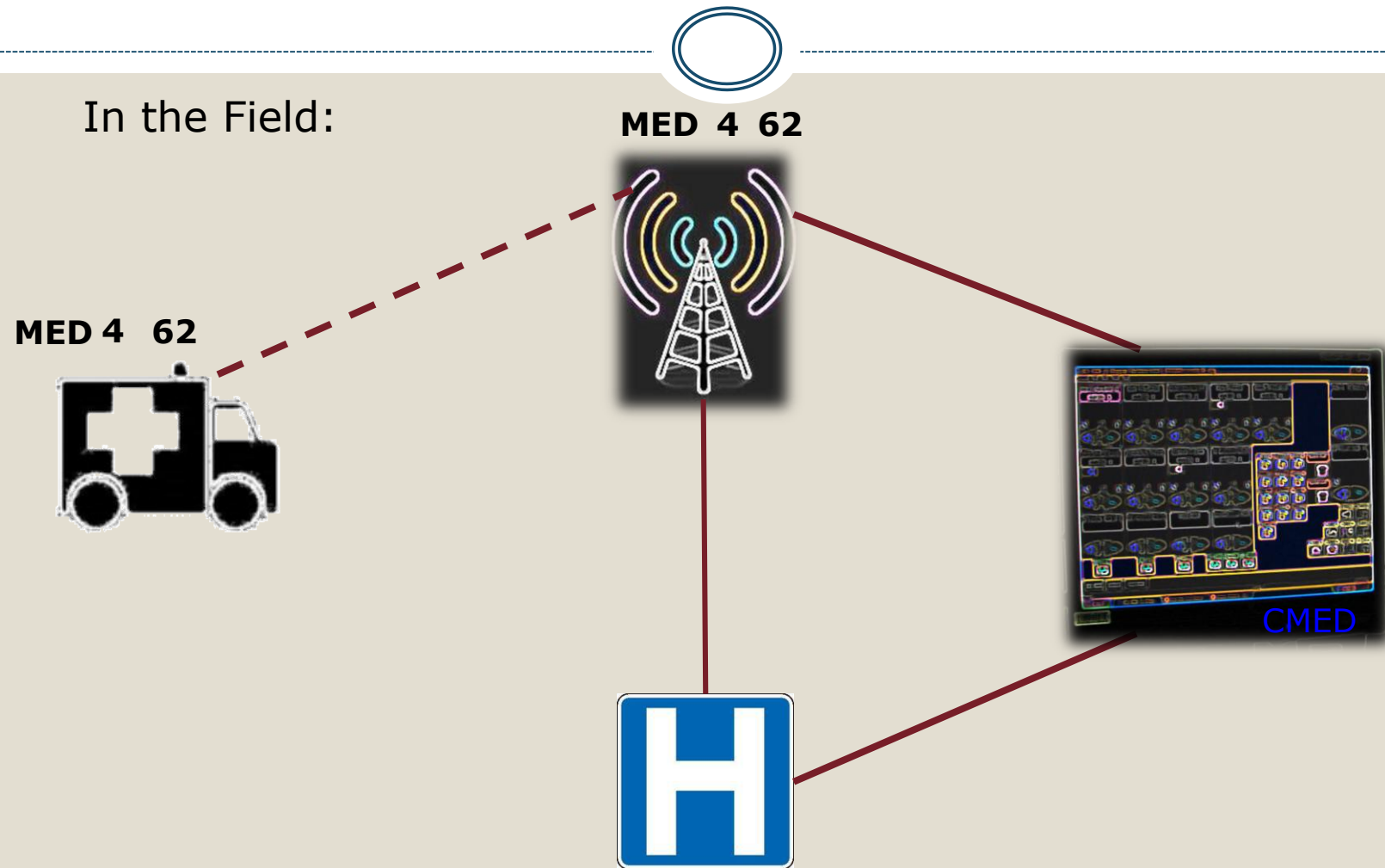
The Region II CMED communications system consists of radio base stations (towers) and dedicated copper or fiber optic lines or microwave links, controlled by computer operated consoles at the CMED operations facility.



Location, Location, Location



Region II Radio Towers and Hospitals



Region II Radio Towers and Hospitals



CMED Database



Patch Information

Run # Date: Time: Service:

Receiving Hospital:

Priority: Type: Tower: Channel:

Patch: Radio ☒ Phone ☐
VoIP ☐ 800 MHz ☐

Patient Information

Age: Gender: Months: Chief Complaint:

Medical Control Information

Med Con Hospital: Med Con Doctor:

Request: Medication: Units: Dosage:

Additional Info: Status:

Add Record

Exit

Operator

Logged in User

Region II CMED Database

CMED Database



Monthly Medical Control Reports

01/01/2014 - 01/31/2014

Umass University Campus-Pediatrics

Date	Patch Time	Service Name	Control/MD	Patch Priority	Patch Type	Age	Sex	Chief Complaint	Request	Medication	Units	Dosage	Additional Info	Status
1/1/2014	1:20	UMass Memorial EMS	Murphy, Peter	2	BLS	9	Male	Fall	Trauma Alert					Approved
1/3/2014	19:11	Med Star	Vulfovich, Michael	2	ALS	17	Male	Fall	Trauma Alert				>10 feet fall. Report to PEDI O/A per MD	Room Assignment O/A
1/4/2014	21:31	Lancaster Ambulance	Jehle, Frank	3	BLS	13	Male	Lower Extremity Pain/Injury	Request for permission to bypass				Unit requested Med Con to determine if PT was appropriate for UMASS Pedi or Leominster. Dr Jehle approved entry to Leominster (Leominster on to monitor)	Approved
1/6/2014	16:46	Douglas Fire	Cathers, Andrew	3	BLS	5	Male	Motor Vehicle Accident	Trauma Alert				report to Pedi O/A	Report to Pods O/A
1/6/2014	16:46	Douglas Fire	Cathers, Andrew	2	BLS	3	Male	Motor Vehicle Accident	Trauma Alert				report to Pedi O/A	Report to Pods O/A
1/6/2014	17:52	Southbridge Fire	Boyle, Katherine	4	ALS	4	Male	Fall	Trauma Alert				PHD, in and out of responsiveness, Tx from Harrington	Approved
1/9/2014	16:54	Med Star	Marshall, Trevor	2	ALS	17	Male	Fall	Trauma Alert				+LOC	No direction given
1/26/2014	16:41	Hubbardston Fire	Eslam, Raneen	2	ALS	17	Male	Amputation	Trauma Alert				Unit requested trauma entry Dr Eslami directed unit to PEDI	Report to Pods O/A

Entry Notifications



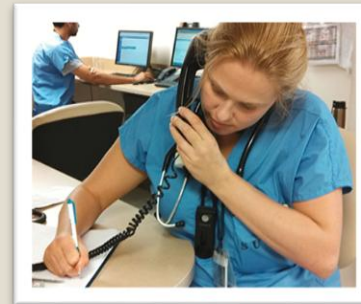
- A good entry note will give the hospital the right information to prepare for the incoming patient with wasting too much airtime.
- CMED call volume for 2024

135,266

Entry Notifications



- Allows hospital to prepare for patient
- Med Con for items beyond standing orders



Other Things That CMED Does



- Health & Homeland Alert Network (HHAN) Messages
- Team Activations
 - CISM
 - CMSRT
 - CMDART
 - Intercepts



Flow of an EMS Call



FOLLOWING A PATIENT THROUGH THE SYSTEM

Accident or Medical Emergency



Call 9 1 1



9 1 1, What and Where is Your Emergency



15 A2 Responding, On Arrival



Assessment and Initial Treatment



Enroute to the Hospital



Treatment Protocols

MASSACHUSETTS
OFFICE OF EMERGENCY MEDICAL SERVICES
DEPARTMENT OF PUBLIC HEALTH

EMERGENCY MEDICAL SERVICES PRE-HOSPITAL STATEWIDE TREATMENT PROTOCOLS

OFFICIAL VERSION 2024.1

Complete Version
April 22, 2024



2.3A Altered Mental/Neurological Status/Diabetic Emergencies - Adult

EMT/EMT-INTERMEDIATE STANDING ORDERS

- Routine Patient Care
- If patient is unconscious or seizing, transport on left side (recovery position).
- If authorized and trained to do so, obtain a blood sugar reading.
- If glucose is **less than 70 mg/dL** and the patient is conscious and can speak and swallow, administer oral glucose or other sugar source as tolerated.
- **Oral Glucose**, One dose is one tube.
 - Patient must be able to speak and swallow
 - Other sugar sources are acceptable.
- A second dose may be necessary after 10 minutes if patient remains symptomatic.

ADVANCED EMT STANDING ORDERS

- For HYPoglycemic emergency:
 - **Dextrose** up to 25 grams IV/IO. Recheck glucose 5 minutes after administration of **Dextrose**.
 - May repeat **Dextrose** up to 25 grams IV/IO if glucose level is <70mg/dL with continued altered mental status.
 - **Glucagon** 1mg IV/IO/IM/IN/SC if unable to establish IV access
 - Recheck glucose 15 minutes after administration of glucagon.
 - May repeat **Glucagon** 1mg IV/IO/IM/IN if glucose level is <70mg/dL with continued altered mental status.
- For HYPERglycemic emergency:
 - Administer 500ml fluid bolus, then 250ml/hr.

PARAMEDIC STANDING ORDERS

- **Thiamine** 100 mg IV/IO/IM

MEDICAL CONTROL MAY ORDER

- Additional doses of above medications

*Hypoglycemic Emergency:

- Glucose <70mg/dL with associated altered mental status
- Causes of hypoglycemia include medication misuse or overdose, missed meal, infection, cardiovascular insults (e.g., myocardial infarction, arrhythmia), or changes in activity (e.g., exercise)
- Sulfonylureas (e.g., glyburide, glipizide) have long half-lives ranging from 12-60 hours. Patients with corrected hypoglycemia who are taking these agents are at particular risk for recurrent symptoms and frequently require hospital admission.

**Hyperglycemic Emergency:

- Glucose > 300 mg/dL with associated altered mental status

CAUTION: If cerebrovascular accident is suspected, follow stroke protocols and notify Medical Control

Dextrose may be administered in any concentration (D10, D25, D50), as long as the correct dose is given.

Massachusetts Department of Public Health, Office of Emergency Medical Services
Emergency Treatment Protocols Version 2024

Medical Control



Destination



Patient Handoff



Patient Care Report



Chart #43

Upload Charts Print Tool Box Documents No Patient New EKG Import

Full Chart Templates CC/HPI >> Cardiac Arrest

Cardiac Arrest Information

Witnessed 03 / 29 / 2011 14 : 08 Unknown ALS Initiated 03 / 29 / 2011 14 : 08 Unknown

Who Witnessed CPR Discont. 03 / 29 / 2011 14 : 08

Cardiac Etiology Reason Terminated

Initial Rhythm Circ. Retd. 03 / 29 / 2011 14 : 08

CPR Started 03 / 29 / 2011 14 : 08 Vent. Retd. 03 / 29 / 2011 14 : 08

CPR By Dest.Rhythm

Resuscitation

First Defib 03 / 29 / 2011 14 : 08

Defib Type

Defib By

Activity Log Signatures Times Vitals/Activity Quick Actions Notepad Attachments

Back in Service



Overview MCI Communication



MCI Procedures

- Contact CMED
- Declare MCI
- Assign dedicated MED Channel
- Open line of communication for incident



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MCI Procedures

CMED will ask:

- Nature of the incident
- Approximate number of patients
- Additional resources required



MCI Procedures

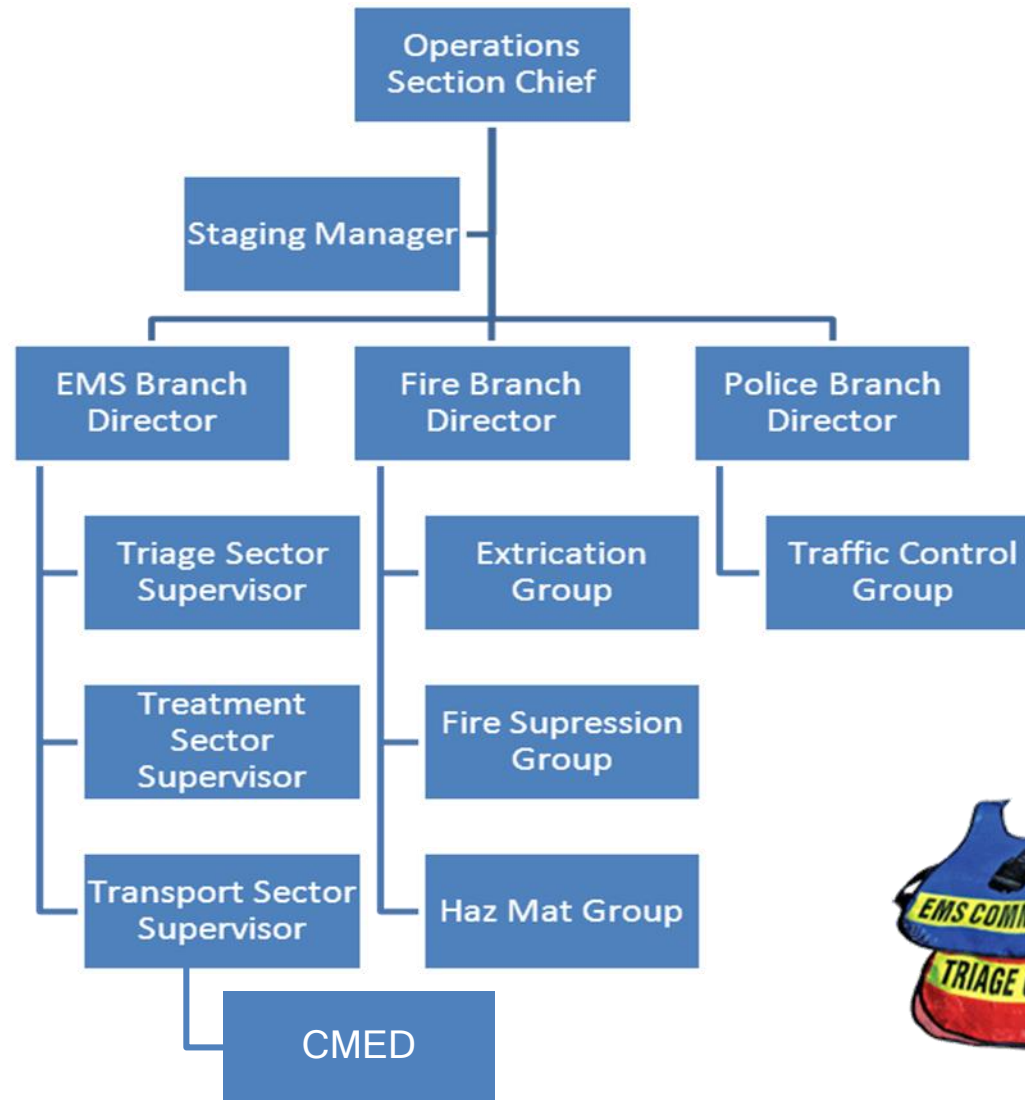
Who talks to CMED?

- Incident Command
- EMS Branch Director or Operations
- Transportation Supervisor
- Dispatch
 - Landline
 - District 7, 8
 - LPS 7



MCI Procedures

- Flow of Communication



MCI Procedures

- Alert Regional staff and hospitals
- Deploy requested resources
- Obtain bed count status from area hospitals



MCI Procedures

- Patient Tracking
 - SMART Tags®
 - CMED Paperwork



Central Mass EMS Corp/CMED- Mass Casualty Incident Log

CMED Operator: Upon Activation of an MCI, immediately notify: ☐ CMED Supervisor (SD96) ☐ Send MCI HHAN alert

Nature of Incident: Haz-Mat incident-Marlboro Hospitals: 1 Marlboro

Location of Incident: Spectrum Microwave, 400 Nicholson Road, Marlboro 2 UMass University

EMTrack Name: N/A 3 St. Vincent

Scene Contact: Brian Urato, Patriot Ambulance, 978-423-3697 4

5

6

PT#	Tag Color	Age	Sex	Chief Complaint	Ambulance	Hosp.	Depart Time	Hospital Notified
1	2	62	M	Chemical inhalation, throat irritation	2333	Marlboro	*	09:24
2	3	63	M	Chemical inhalation, no complaints	2331	Marlboro	*	09:30
3	3	44	F	Chemical inhalation, no complaints	2331	Marlboro	*	09:30
4	3	46	F	Chemical inhalation, no complaints	2331	Marlboro	*	09:30
5	3	53	M	Chemical inhalation, no complaints	2332	Marlboro	*	09:42
6	3	37	F	Chemical inhalation, no complaints	2332	Marlboro	*	09:42
7	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
8	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
9	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
10	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
11	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
12	3	/	/	Chemical inhalation, no complaints	School bus	Umass University	10:29	10:30
				*2 of these tags reported to CMED being removed of MCI by patient no info on ALS/EMT status				

MCI Log Page 1 of 2 Date 01/27/2011 Shift 07:00-15:00 Operator Mark Florio

Stay Connected



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FOLLOW US ON TWITTER
VISIT OUR WEBSITE

