

MARY LANNING'S ADOPT A SQUAD

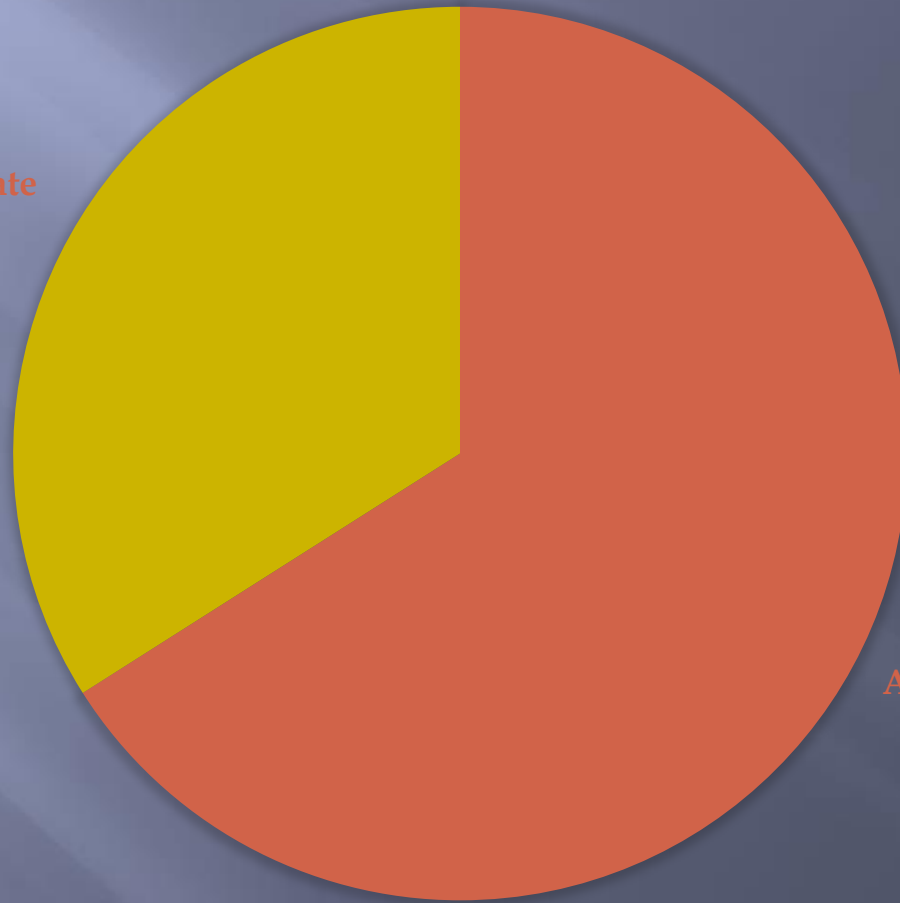
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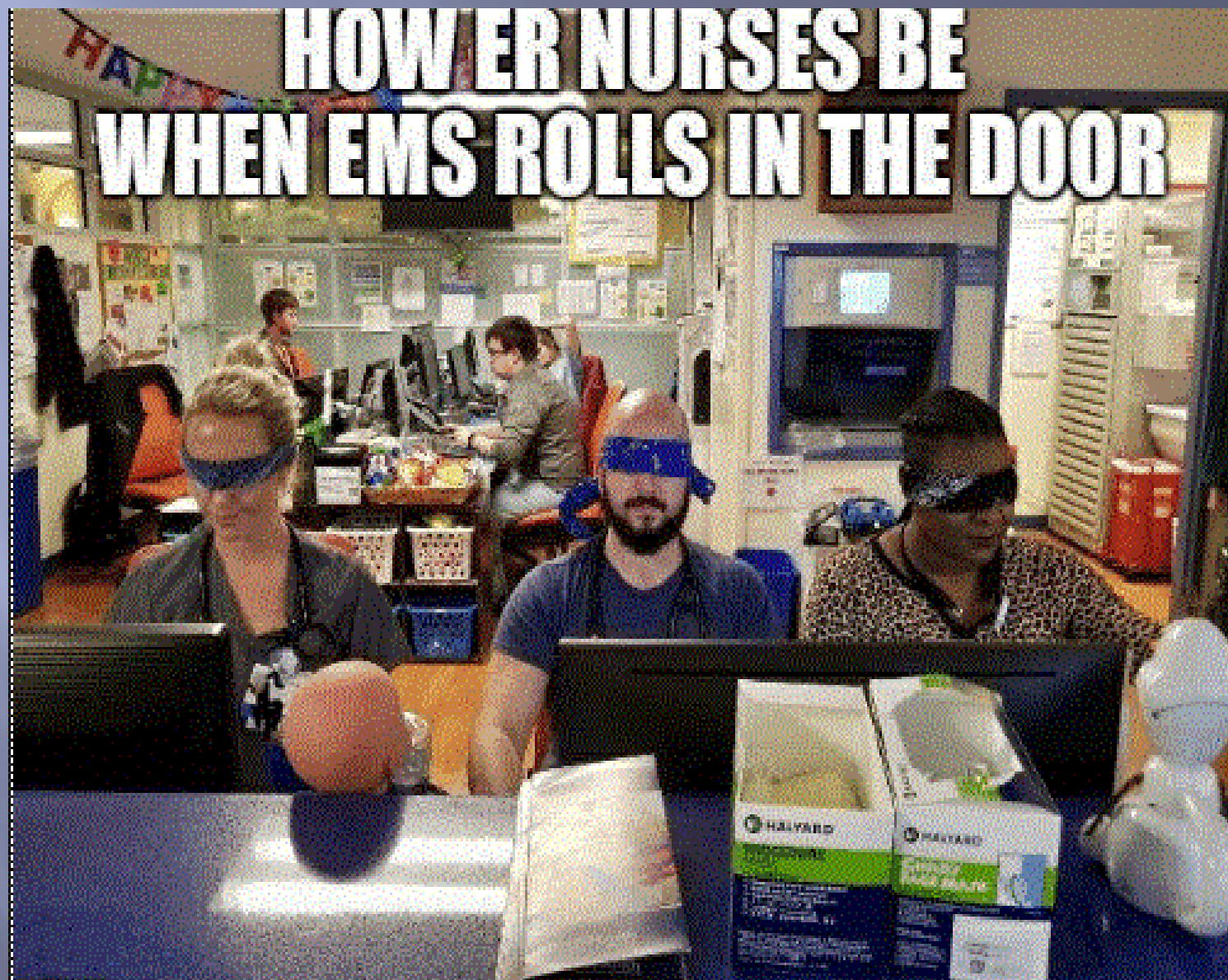
NUMBER OF INJURY PATIENTS

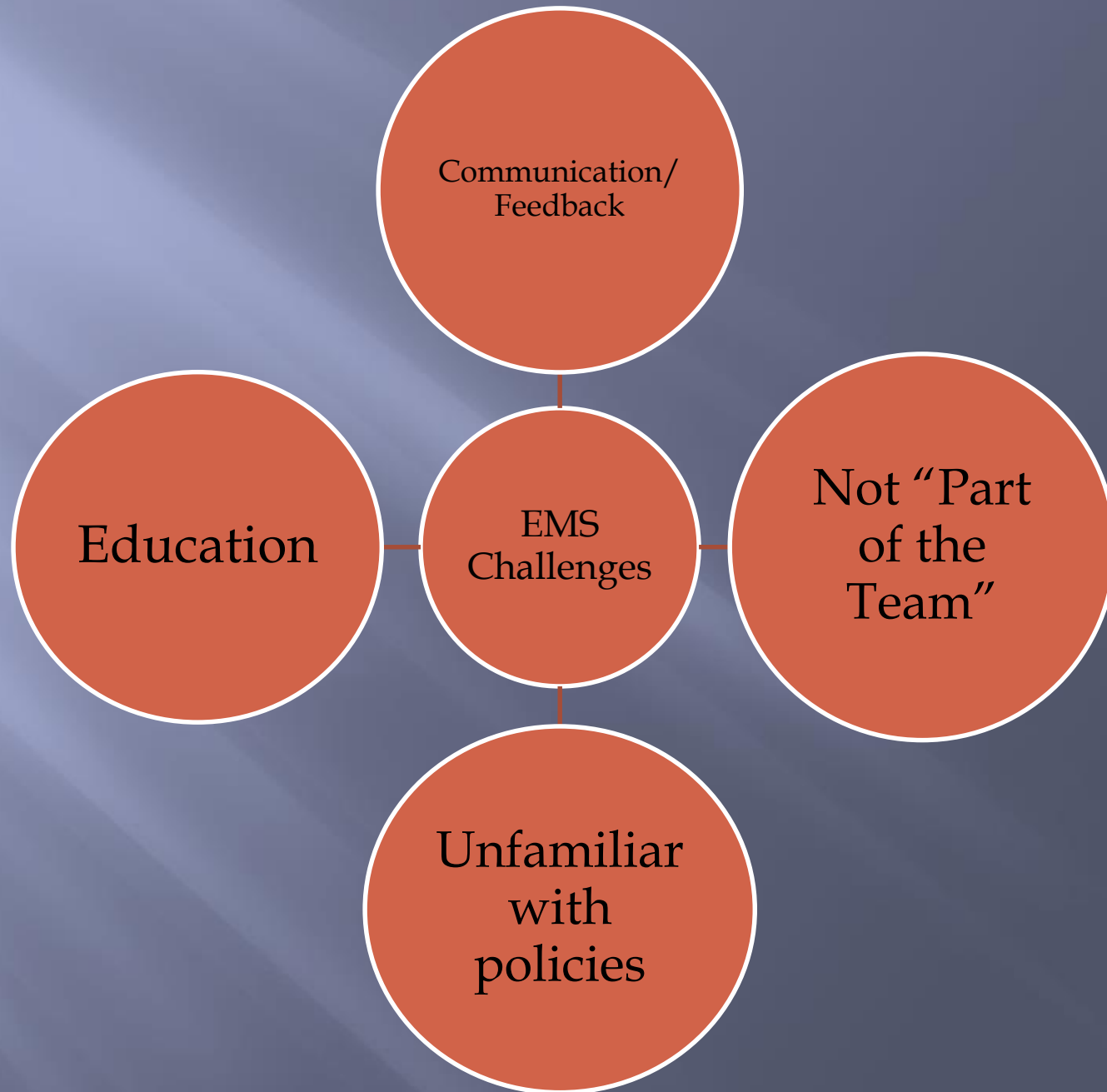
Arrived by Private
Auto 34 %



Arrived by EMS
66%

HOW ER NURSES BE WHEN EMS ROLLS IN THE DOOR





Communication/ Feedback

- ▣ Focus on building a relationship with the squad
- ▣ Bring run reports to review- good, bad, trauma and medical- at least 3
- ▣ Want to let them know we are a liaison for them- if any issues with the transport or delivery of the patient- they have someone in the ER to talk to. Then follow up on those issues

Not “Part of the Team”

- ▣ Follow up on issues
- ▣ Bring thoughts back to the ER for improvement in processes
- ▣ Incorporate them into the ER team
- ▣ EMS invited to spend time in ER for more hands on patient time

Unfamiliar with Policies

- ▣ Bring ER policies to them- when they are familiar with our policies they will understand more why they might be asked to tier with ALS
- ▣ Ask what resources they are lacking
- ▣ Ask if there something they would like the ER to know

Education

- ▣ Ask what education they need
- ▣ Sometimes this education is limited to one squad but sometimes it is a larger request that needs to be addressed and can be addressed at EMS night at the hospital
- ▣ Always follow up with their needs

How we picked liaisons for squads

- ▣ We have many nurses that live spread out through the area
- ▣ We designated a nurse to a squad nearby where they live
- ▣ This helps because that nurse is already an integrated part of the community
- ▣ For the other squads that didn't have a nurse in their community- we took volunteers

- ▣ Initially, nurses were going to visit their squad quarterly and I would go as well
- ▣ As the squads got used to the visits and had less questions, the visits have dropped down to twice a year unless requested.

Benefits

- ▣ Increased turn around time in EMS reports and proficiency
- ▣ Increased attendance to EMS Education Night
- ▣ Better engagement
- ▣ Less frustration reported EMS and ER staff
- ▣ Feeling like they are a cohesive team