



PULSE

ASM Employee Newsletter

April 2017

Spring

Issue 1





Kim Aroh, President

LETTER FROM THE PRESIDENT

Happy Spring to you All!

Wintery mix of snow and sleet on almost the 1st day of April? This is not appropriate in my book. It better be the last of it! The four storms were challenging with the last one having you all setting up camp in the building. Let's face it, New England winters test our strength and they build our character. From what I witnessed in the Werfel class yesterday we have lots of great character. I see so many great strengths in both of our Companies each week,

I could not be more proud. Thank you all for all your hard work, patience and team-work in getting through the difficult transports.

Now let's focus on the exciting things ahead! With the arrival of Spring, polo shirts are back on, new stretchers on our trucks and EMS week is around the corner. There will be great raffles, challenges, and an awesome picnic at the end of the week.

The last few months have been very busy and I think everyone realizes we are making some good changes. The implementation of NinthBrain has proved to be extremely beneficial. It is an excellent database that houses all credentials, CME credits, incident reports, and it simplifies the communication within the entire company. It offers hundreds of courses and allows us to upload customized ones, like the proper lifting video that was put out last week. I understand learning new technology is never easy, I fall victim to that all the time. My kids are always annoyed with me when I ask for their help with the phone, TV or computer. But let's face it, technology is not going away! The good thing is we have plenty of people to help you; please seek it out if you need help navigating through it. I encourage everyone to make it a habit to sign on to NinthBrain at least twice a week. It will then become a habit, not a chore.

Wayne's vision with designing the new training room was to have everyone go through an annual course on proper lifting. I want to thank all the supervisors and managers that worked very hard to get it accomplished. I hope you all find the online course useful and I look forward to catching up with you when you come in to do the actual test in the training room.

I realize with all the gloom and doom bombarding us on the news, radio, tweets and buzz feeds, it's hard to stay positive. However, I want to confidently say I see the exact opposite when I talk with you. We have something fantastic going on here; I see it your faces, the stories I hear and the glowing patient satisfaction surveys I read. Our two companies are some of the most respected in the state. I have grown more impressed each week by what I am seeing and I want to say a sincere thanks for all you do. Stay healthy and have a great Spring.

Kim

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Luke Zalewski



SAFETY MATTERS

According to the National Institute for Occupational Safety and Health (NIOSH) 21,300 Emergency Medical Service workers (EMS) were treated in a US hospital for work-related injuries in 2014.ⁱ The majority of the injuries resulted directly from an adverse physical response of the provider.ⁱⁱ As stated by NIOSH “about half of the overexertion and bodily reaction events were specifically identified as overexertion during lifting.”

In March, 2017, ASM purchased 28 Stryker Power-Pro XT Model 6506 powered ambulance cots to replace the manual stretchers currently in service. The implementation of these stretchers will greatly reduce physically demanding tasks for crew members. Loading and unloading patients to and from the ambulance and raising/lowering the stretcher will now be accomplished at the touch of a button. This will eliminate the necessity for road personnel to manually lift and lower patients prior to, and following transports. Moreover, it allows EMTs and paramedics to make quick cot height adjustments to ensure patient safety while walking with the stretcher.

Some Key Features Include:

- Lightweight, rugged aluminum construction
- Battery-powered hydraulic system
- Manual back-up release handle
- Floor-mounted safety hook
- One-hand release, infinite positioning, pneumatically assisted backrest
- Automatic high-speed retract
- Two lap belts and one four-point shoulder restraint
- Reduces load time for EMS personnel down to 2.4 seconds

Performance-Load manual fasteners were also placed in each new ambulance to accommodate the new cots. Along with securing the stretcher during transport,

these devices offer guided loading and unloading to increase both efficiency and safety.

In addition to the numerous advances that come stock with these units, ASM has added Stryker “Steer-Lock” mechanisms as an after-market upgrade that will in-

crease ease of use and maneuverability. When engaged, “Steer-Lock” reduces the likelihood of cot drift both inside and outside of the ambulance and provides better steering precision. According to Sr. Design Engineer Jacob Kloss “the system reduces the effort needed to maneuver the cot, and maximizes steering control, which allows for a more efficient patient transport.”ⁱⁱⁱ

This is an innovative system that assists with navigating the stretcher on difficult terrain preventing crew members from making quick, unsafe, adjustments due to road incline, environmental conditions, or other obstacles they may encounter.



ⁱ "EMERGENCY MEDICAL SERVICES WORKERS." Centers for Disease Control and Prevention. Centers for Disease Control and Prevention, 06 Sept. 2016. Web. 16 Mar. 2017.

ⁱⁱ *ibid*

ⁱⁱⁱ StrykerEMS1. "Stryker Steer-Lock." YouTube. YouTube, 29 Aug. 2012. Web. 5 Mar. 2017.

Making the decision to lead a healthy lifestyle requires both commitment and discipline. Balancing shift work with exercise, family obligations, and social events is inarguably a challenge, however, not impossible. In this section you'll find a sample workout routine, and an interview with a health-conscious ASM employee, Charlie Lodge.

Circuit Central Station

GOOD NEWS! Becoming physically fit does not require you to run a marathon, spend 2 hours on a yoga mat, or curl 135 pounds while taking a selfie. In fact, recent studies demonstrate a steady decline in dating success rates for males who participate in "selfie-taking" at the gym (or anywhere else). **Circuit Training** involves high-intensity calisthenics or aerobics, and can often be completed using just your body weight. Quicker workouts with limited breaks, work to increase both cardiovascular health and weight loss. In addition, these training regimens help to maintain, and even build lean muscle. Shift work can make it difficult to fit a trip to the gym, or extended walk/run, into the day. Incorporating circuit training routines into a weekly schedule presents a solution to the problem.

Below is a sample workout direct from **Nerdfitness.com**. It can be completed almost anywhere, and in a short period of time!

When is the best time to work out?

When you'll actually commit to it!

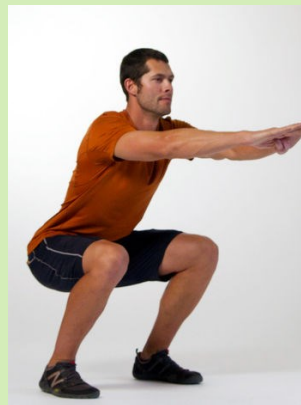
Beginner Body Weight Workout

This is a basic body weight circuit. In a circuit routine, you'll do each exercise in succession without a break in between (if you're able). Once you've finished all exercises in the circuit, you do it again. If you're still able after the 2nd run through, go for a third. Because all of these exercises come one after another, you're bound to get tired. It's better to stop and take a break than to do an exercise incorrectly. If you can't do all three circuits without stopping, that gives you something to build towards.

Before you start, WARM UP – Never ever ever ever forget to warm up. Make sure to get your heart rate pumping and get your muscles warm or you're just asking for injury. If you're strapped for time, cut short your workout, not your warm up. You can run in place, jump rope, do a few push ups, pedal on a stationary bike, jog up and down your stairs, etc. Don't wear yourself out completely, but get your heart rate elevated and a little bit of sweat never hurt anybody.

Workout

- ♦ **20 body weight squats**
- ♦ **10 push ups**
- ♦ **20 walking lunges**
- ♦ **10 dumbbell rows**
- ♦ **15 second plank**
- ♦ **30 Jumping Jacks**



After you've completed your workout, make sure you stretch. All of your muscles have been contracted from lifting and need to be stretched back out and rebuilt.

For either the body weight squats or lunges, if you can't do them properly yet, it's okay to put your hand on a support to keep your balance.

For the body weight squats, think of it like sitting back into a chair. If you can sit down onto a chair, and then stand immediately right back up *without* having to lean forward, you are in balance.

For the lunges, keep your eyes ahead and your upper body completely vertical. I had a slight bend at times in the video due to trying to exercise and explain at the same time.

I used a milk jug for my dumbbell, but you can use whatever is heavy enough for you. Find something that is challenging to lift 10 times in a row.

Medical Disclaimer: You should consult with a healthcare professional before starting any diet, exercise, supplementation or medication program.

MAKING IT COUNT!

Q&A Session with Charlie Lodge



Q Your schedule is extremely full. With full-time work, paramedic school, Coast Guard Reserve training, and home life, do you find it difficult to be health conscious and fit in weekly workouts?

A "Let's be honest, everyone is busy to some extent. However, finding the time for fitness is like anything, you have to make the time, and, more importantly, you have to commit to it. When your schedule gets hectic, diet and exercise are two easy things to sacrifice. I've always performed best academically when I made the time to exercise and stay healthy. When I was getting my undergrad, it was something I seldom sacrificed. It's a time to clear your mind and rid yourself of unnecessary stress. Furthermore, I find it only aides in time management and my ability to focus throughout the day."

Q What are some of the most important aspects of your exercise routine?

A "I try to incorporate lifts and exercises that I feel develop functional muscles for work, and aid in injury prevention. The most important example, hands down, is maintaining a strong and healthy core. Let's face it, back injuries plague our profession, so not only will a strong core help in preventing injuries, but it could also speed up your recovery from a minor strain. When it comes to lifts, think practical: squats, deadlifts, etc. Basically any movement that involves engaging the core and maintaining proper form (something we should be doing at work). Focusing on a "beach body" is all good and well, but quite frankly we don't bench press stair chairs."

Q Shift work makes eating right even more challenging. What do you do to combat this?

A "I typically enter every work week with a certain amount of days I allow myself to steer away from a well prepped lunchbox. For example: if I work 4 shifts in a week, I make sure to at least meal prep 3 out of the those 4 days and the final workday can be viewed as "cheat" day to treat myself. It's important to reward yourself for hard work. Moderation is the name of the game."

Q Water, soda, and coffee...what's your take?

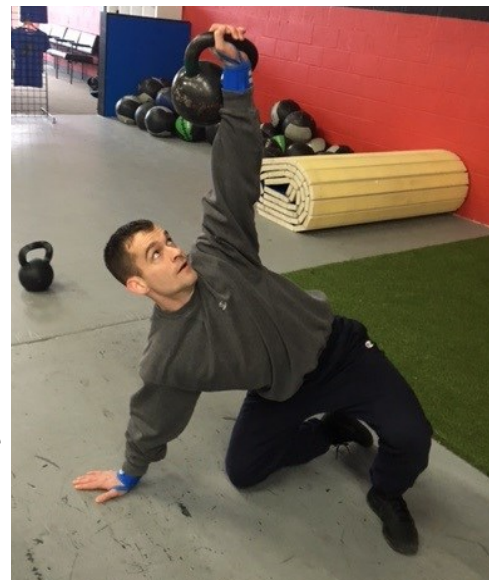
A "I love my coffee, but I don't dress it up. I keep it simple and if I can, I make it at home. It's an excellent way to cut out a \$100 per month habit. I try to limit it to two cups a day, and I stay away from drinks with a lot of sugar, as well as energy drinks. Seltzer is a good substitute for that. Lastly, I stay hydrated. It makes such a huge difference in my overall energy throughout the day."

Q How often to do you exercise?

A "Typically 3 to 4 days. When I make the time to get to the gym, I'm there to work. Free time can be hard to come by for the average working student so it's important to mean business when you get here."

Q Can you provide us with a sample daily meal plan for a 12 hour shift?

A "One thing I've always struggled with, and still do to this day, is forcing myself to eat breakfast. I can't stress enough how important it is to get something in your stomach to kickstart your engine. Yogurt is a big one for me because it's a great way to personalize a breakfast parfait. I typically add some oats, flax seed meal, a little protein powder or fruit so now your 150 calorie yogurt tuned into a well-balanced 4-500 calorie breakfast. Chicken and red peppers are a typical meal for me with a frequent substitution of the protein or vegetable to avoid stagnation in my meal plan. Nuts are my go to snack, cashews are my favorite."





Connecticut EMS EXPO

Where

Mohegan Sun Convention Hall

Dates

May 31, 2017 - June 3, 2017

Lodging

Mohegan Sun Resort (Rate: \$199.⁹⁹ per night)

Golf Tournament

June 1, 2017 8:00am-5:00pm

Keynote Speaker

Steven Berry, BA, NREMT-P

Welcome to the Dark Side: Finding Humor in the Crazy World of EMS

Pre-Conference

- ◇ Homemade Explosives: Awareness, Recognition, and Response (HME)
- ◇ The EMS Command School
- ◇ Rapid STEMI Recognition: From the Bunny Slope to Black Diamond
- ◇ IRTB - Incident Response to Terrorist Bombings
- ◇ Special Events Management & Planning
- ◇ Slap the Cap! Teal Use for Capnography
- ◇ Grant Writing 101: Write Grants to fund Programs

Contact Info

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c/o SW CT EMS Council	Website	Phone: 866.745.5424
PO Box 320355	ctemsexpo.org	Fax: 866.739.2788
Fairfield, CT 06825		

AHA Training Site

In January 2017, ASM was officially recognized as an American Heart Association Training Site. In order to obtain this acknowledgment, ASM needed to demonstrate its ability to fulfill strict requirements set by the AHA. Melissa Osborne will act as the Site Coordinator. Working in conjunction with New Haven Sponsor Hospital, Melissa will oversee training operations and ensure training site compliance. Employees now have the opportunity to attend several AHA courses at 10-1 throughout the year free of charge. In addition, certification cards for CPR, ACLS, and PALS can now be produced and distributed in-house.



American Heart Classes

- ACLS Refresher - April 6, 2017
1:00pm-9:00pm
- PALS Refresher - June 20, 2017
1:00pm-9:00pm

All classes held at ASM Training Site

No fee for ASM/Aetna employees

Individuals that are not associated with ASM/Aetna are welcome. Contact Melissa Osborn for fee information.

Everyone needs a little Deb!



Have a question? Deb has the answer. Deb has been with ASM for the last 3 years working full time in the Medicare billing office. Before coming to ASM Deb spent nearly 20 years working in the field of medical billing with extensive experience in orthopedics and pediatrics. Deb is dedicated to ensuring our patient experiences with the billing process is as great as their interactions with our providers. In an effort to continue to expand patient satisfaction Everyone needs a little Deb! will be a column dedicated to addressing billing documentation concerns. In addition, Deb will provide general advice and life tips. Deb's goal is to ensure our patients have the happiest possible experience from start to finish. She enjoys helping out any where she can across the company. From helping to educate new employees to turning wrenches or plowing the lot, nothing can stop Deb. Deb's duties include reviewing run-forms for medical necessity, billing claims and serves as a representative of the safety committee.

"One thing I love about ASM/AETNA is my co-workers and the constant team effort"

Deb a resident of East Hartford has three great kids and two dogs. Some of her interests include traveling to the Cape with her family, obsessing over the Walking Dead and tailgating like a college student at UCONN football games.

Please feel free to email deb at DMegquier@asm-aetna.com with any questions you might have. Maybe your question will be included in the next issue of the PULSE.

EMS Week 2017

EMS Week is just around the corner, May 21st-27th. Please take the time to thank your partners and co-workers for their hard work and dedication. It is essential for crew members, dispatchers, mechanics, and office staff alike to realize the vital role they play in the health care continuum.

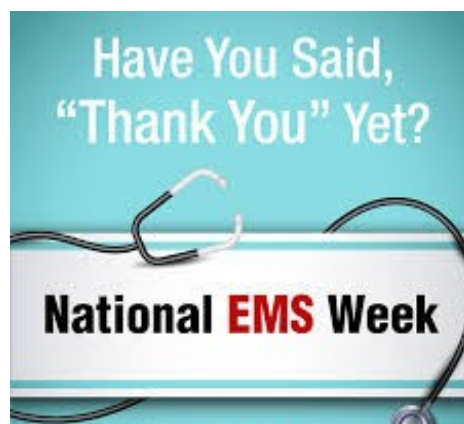
The EMS community has progressed drastically over the last decade, and ASM is at the forefront of that movement thanks to the professionalism and devotion of its employees. Please understand that your efforts do not go unnoticed



Below you will find a description of activities and events in honor of ASM's employees.

Dairy Queen: \$10 dollars per day will be allotted to road crew employees during their scheduled shifts.

BBQ: On Friday the 26th, ASM will be hosting a barbeque for Crew Members and Office Personnel. From 1700-2000, managers will be preparing, grilling, and serving snacks, dinner, and desserts. All attempts will be made to accommodate road employees working the day of.



HAPPY WORKIVERSARY

April - June

One Year of Service

Benjamin Adamik, EMT
Scott Harrington, EMT
Michael Cedeno, EMT
Sean McNeff, EMT
Karisa Welch, EMT
Justin Cole, EMT
Erind Muco, EMT

15 Years of Service

David White, Paramedic

Road Crew Raffle: Employees will be automatically entered into the process. Seven full days of raffling will occur, with two winners selected at random per day. Additionally, one Grand Prize winner will be selected at random on Saturday May 27th.

Work & Life Employee Assistance Program

Hello Everyone,

Several weeks ago I sent out information on the Lifebalance.net website. That is the Employee Assistance Program website. Even if you do not think you need to "talk" to someone, there is a lot of great information on the site, however, I will admit there is so much it can be a little overwhelming.

These short articles have suggestions that can assist employees in all departments.

Here are a few highlights from the article,

"Getting Through Hectic Times at Work"

When you feel stretched to your limit, it's vital to take care of yourself.

Try to stick to a healthy diet.

- Avoid too much caffeine
- Limit alcohol consumption
- Build in time for exercise

Reevaluate your other commitments.

- Focus on the activities that mean the most to you
- Cut back on less rewarding activities.
- Try to limit demands on your time.

It can be hard to say no, but it's also liberating when you save precious time for other activities.

Set priorities.

The more pressured you feel, the more important it is to stay on top of your workload. Have set times during the day when you check and respond to email, texts, and phone messages so you aren't continually taking your

focus off important projects.

Make a to-do list of what you want to accomplish the next day at the end of each day.

That way you won't be distracted by nonessential tasks. Try to keep the list short. Sometimes having just three or four items increases the chance you'll actually accomplish them and feel good about your progress. Consider downloading a good to-do list app, such as Evernote or Todoist, if you'd like to keep your list on a phone or computer. There are many to-do list apps; some are free and some have paid versions with more features. Pen and paper can work, too.

Stay positive with co-workers.

Teams that take their work seriously while also finding ways to have fun together keep their morale up. And they are often the most productive in challenging times. Whether you expect the crunch to be short term or long term, the more your team can support and appreciate each other's efforts, the more positive the work environment will be.

And a few ideas from,



"Quick Tips for Getting Along with Co-workers"

Use basic good manners.

Say "please" and "thank you," whether you're communicating face-to-face, on the phone, or in email or text messages.

A simple smile can go a long way. These are the easiest to do but sometimes quickest to forget.

Be careful not to send emails when you are upset.

Take a pause and let some time pass. If you do write an email when angry, leave the email address blank. This will prevent you from accidentally sending emails you may regret.

Offer to help.

Check in with co-workers and offer your help when you have some extra time or when someone is having a bad day or seems overloaded or stressed.

Be generous with praise.

Everyone likes to be appreciated and noticed for good work as long as you're sincere.

To read the full text of either of these articles, check out the **Lifebalance.net** website. The user name and password is lifebalance.

If you are looking for specific information and are not sure where to find it, please feel free to give contact me via e-mail or phone. I may be able to direct you to the location on the website.

Kathy Roche

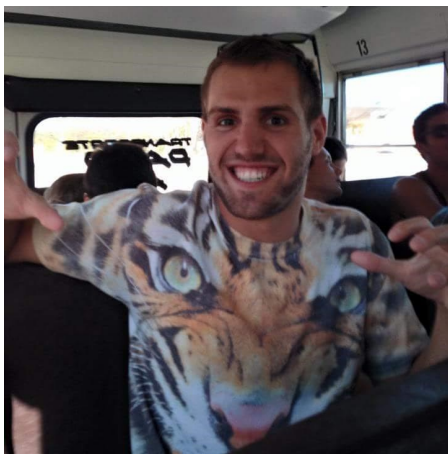
unum[®]
Work & Life Employee Assistance Program

1-800-854-1446
Toll-Free, 24 Hour access

www.lifebalance.net
User ID/Pass: lifebalance

Employee Spotlight

*With each publication, our newsletter will honor an employee who has demonstrated a commitment to patients and co-workers alike via a positive attitude, work ethic, and overall inspiring demeanor. This issue's selection is **EMT Luke Zalewski**.*



Luke graduated from the University of Connecticut in 2015, with a Bachelor of Science Degree in Allied Health, and a Minor in Psychology. During his time at UConn, Luke competed on the Division 1 Varsity Swim Team. Becom-

ing a member of the American Athletic Conference All-Academic Team, the 2015 State Record Holder in the 400 Freestyle Relay, the Big East Conference All-Academic Team, and the 2014-2015 UCONN Swimming and Diving Outstanding Scholar Athlete list only a few of his achievements while in school (no big deal).

In addition to his academic responsibilities and commitment to the team, Luke managed to find time to volunteer with community outreach programs such as "Husky Reach," and raise money for cancer research as a participant in the "Swim Across America" campaign.

Luke was hired at ASM a few months after graduation with the long-term goal of attending PA school. He was recently accepted at Stony Brook University's School of Health Technology and Management, and leaves for NY this coming summer to commence the program. Luke's passion for emergency medicine developed quickly during his time here as an EMT. He credits his fellow employees for helping him succeed, and expresses his gratitude for the experience ASM has provided with the following words:

"During my time here at ASM I was given the opportunity to experience the highest pre-hospital care available. ASM dedicates their emergency services to a large number of surrounding towns and hospitals, providing me with a large variety of medical care. At ASM, I felt the friendly family atmosphere that this organization has, and how my fellow employees molded me into the healthcare provider I am

today. I am proud to be a part of this organization, and am grateful for all the memories and experiences I have had."



A few of Luke's main interests:

- ◆ Motorcycles: rides a 2009 Yamaha Raider
- ◆ Boston Sports Fan: Celtics, Red Sox, Pats, Bruins
- ◆ Team Sports and Outdoor Activities: Swimming, softball, loves to Ski!!
- ◆ Dressing up like Harrison Ford

