



Longtime Dispatcher to Hang Up His Microphone

When the month of February draws to a close, so too will the 32 year career of Northwest CMED dispatcher Peter Miller.

Often referred to as *"The Voice of CMED"*, Miller's distinct voice, acumen and quick wit have been a steadfast fixture over the airwaves. He began his career at Northwest Connecticut Public Safety Communication Center, Inc. (aka CMED) in 1989. At that time, the dispatch center was on the third floor of Waterbury City Hall. In those days, there were only two dispatchers on per shift. As the years went on, the center and the communities it served continued to grow. In 1991, the center moved to Prospect. In 2016, the center moved to its current space on the campus of Saint Mary's Hospital. "It started out kind of casual", said Miller of CMED's standards and processes. "Over the years it has become more regimented and rigorous in terms of certifications and requirements. Not to mention the center has grown exponentially".



Prior to joining CMED, Miller worked as a news broadcaster for AM radio stations in Waterbury. "I would leave my shift at the radio station and come over to CMED for training", explained Miller. He first began as a part-time fill in dispatcher, but soon after took a full time role. He has remained there ever since. He continued to dabble in broadcast media in the 1990's, when he worked as a weekend DJ for *Country 92.5*.

While many in the EMS community may not recognize his face, his voice and demeanor are distinct. "He is articulate on the radio", said veteran Paramedic Jimmy Whiteside. "He can also be really funny. Sometimes his injections of deadpan humor are just hysterical and truly appreciated".

The years have also allowed Miller to develop a keen intuition with responders in the field. "Having spoken these folks (over the radio) for many years, I can tell by the tone of their voice when things are serious. They don't need to say it. I know by their tone and inflection", explained Miller. "This job is all about multitasking and prioritizing. My job is to get the responders in the field what they need quickly so they can do their job and take care of patients".

While Northwest CMED dispatchers are often assigned a number of roles, from 911 call takers to fire and police dispatch tasks, Miller has always preferred the Med Channels. "I have always enjoyed the Med radio side of things. You get to know the field units and hospital staff and develop a kind of synergy with them".

"I will miss his voice and his mannerism on the radio", said Waterbury ED Charge Nurse Phyllis Guererra. "After all these years, he's like a part of the family".

"I have enjoyed working at Northwest and interacting with amazing first responders over the years. I wish them well".

On February 24 at 1500hrs, Northwest CMED Dispatcher #112 will sign off for the last time as a full timer and enjoy a much deserved retirement, with our gratitude.

EMS TIME OUT REPORT

Recognizing Outstanding Work

M	Mechanism or Medical Complaint	Name, Age, Sex Mechanism: Speed, Mass, Height, Restraints, Number and Type of Collisions, Helmet Use and Damage, Weapon Type Medical: Onset, Duration, History
I	Injuries or Illness Identified	Head to Toe Pain, Deformity, Injury Patterns STEMI—12-Lead / Stroke — Cincinnati
S	Signs and Symptoms	Symptoms and Vitals Initial, Current, Lowest Confirmed BP HR, BP, SPO ₂ , RR, ETCO ₂ , BG GCS: Eyes ___ Verbal ___ Motor ___
T	Treatments	Tubes, Lines (Location and Size), Fluids, Medications and Response, Dressings, Splints Defibrillation / Pacing

STEMI Kudos for American Medical Response Paramedic James Whiteside and EMT Cathy Feliciano responding to a 911 Call for a patient with chest pain. 12 Lead EKG revealed significant ST - Elevation for a Myocardial Infarction. EMTP Whiteside transmitted the EKG to Waterbury Hospital Emergency Department and requested a STEMI Alert. The Cardiac Cath Team found a 100% occlusion of a major coronary artery which was successfully cleared and stented restoring perfusion. Note: D2EKG (Goal<10) Actual 1 Minute. D2B(Goal<90) Actual 33 Minutes. Great Job AMR! Patient was subsequently discharged post procedure stating, "Thanks to everyone, I am able to spend Christmas with my family".

The Waterbury Hospital Emergency Department will soon be utilizing the CT EMS to ED Handoff Tool known as MIST when taking report from prehospital providers.

This form will be used by ED nursing staff when talking incoming radio patches via CMED. This will serve as an important interim EMS Medical Record until the required Electronic Patient Care Record (ePCR) is received.

Please contact EMS Coordinator Jose Matias if you would like additional information about MIST. Jose.matias@wtbyhosp.org



STEMI Kudos for Southbury Ambulance Paramedic Nicholas Paproski and EMT Burt Cieply responding to a patient with acute chest pain. 12 Lead EKG revealed significant Lateral Wall ST Elevation for an Acute Myocardial Infarction - STEMI Alert. Note: D2EKG(Goal<10) Actual 2 minutes. D2B(Goal<90) Actual 68 Minutes. EMS did a great job providing care and transport to Waterbury

Hospital Emergency Department for continued emergency cardiac care. Great Job Southbury Ambulance! Patient was discharged post care and is doing well.

Upcoming EMS Classes

Pediatric Simulation Opportunity

Wednesday March 9th 2:30pm – 5:00pm

Location: AMR Waterbury, 117 E Aurora St, Waterbury

Connecticut Children's Simulation Program will offer a 2.5 hour CME for Paramedic and EMT-level providers. Participants will engage in three simulation-based scenarios with multiple opportunities for hands-on practice of low-frequency, high-acuity skills. Space is limited, and registration is required. <https://bit.ly/3uhBHUF> There is no cost to register for this CME activity. Please contact simulation@connecticutchildrens.org with any questions. OEMS F2 Approval CTOEMS-2022-88

EMT Initial Course

February 22 through June 14 (Tuesday and Thursday 6-10PM)

Thomaston Ambulance—Instructor Larry Duffany

Cost: \$800 (Includes: Stethoscope, BP Cuff, Shears, Pen Light)

Larry.duffanyjr@gmail.com

EMR Initial Course

February 8 through March 22 (Tuesday and Thursday 6-10PM)

Beacon Hose Company #1—Instructor Jeremy Rodorigo

Cost: \$550—Call 203.888.8843



Trauma Alert - Job well done by American Medical Response EMTs Carlos Martinez, Mary Barden, Joseph Randolph and Paramedic John Racloz responding to a traumatic event with significant mechanism of injury potential. Paramedic John Racloz provided an excellent verbal report during Waterbury Hospital's Trauma Alert "EMS Time Out" period allowing EMS to give important criteria in a timely manner to the Trauma Team. (see attached M.I.S.T. acronym).

Trauma Alert - Job well done by Charlotte Hungerford Hospital Paramedic (Northwest Medic 1 - EMTP Joseph Kosswig) and the North Canaan Ambulance Personnel on a Motor Vehicle Accident with injuries. Emergency Medical Services personnel and First Responders work tirelessly to care and transport patient to Waterbury Hospital Trauma Center Emergency Department for continued care. Professionalism, dedication and integrity are representative of these heroes. Great job by Northwest Medic 1 and North Canaan Ambulance.

Please contact José Matias, Waterbury Hospital EMS Coordinator at jose.matias@wtbyhosp.org or call (203) 573-7574 regarding any questions, suggestions or patient follow up.