



# REPORT

*From the office of the...*

## EFRT Program Director

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TO: Members of the Executive Board  
FROM: Fezan Khokhar  
SUBJECT: Emergency First Response Team Report 8  
DATE: February 23, 2024

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### Year Plan Update

EFRT is on track as per the year plan. The team has returned from the annual NCEMSF conference, finished our annual midyears evaluations and are responding to McMaster emergencies with renewed energy and passion.

### Events, Projects, & Activities

#### *General Service Usage*

EFRT call volume statistics are provided below.

EFRT has responded to ~680 calls since the beginning of our return to call in late August. In line with my beliefs from the last report, EFRT is still poised to reach record breaking call volume by the end of the year (~750 calls). ~75% of EFRT patients are released in care of self which is in-line with operative goals of alleviating Hamilton EMS load. Chief complains are consistent with previous years data. Of note, mental health calls are less frequent when compared to 2022-2023 statistics.

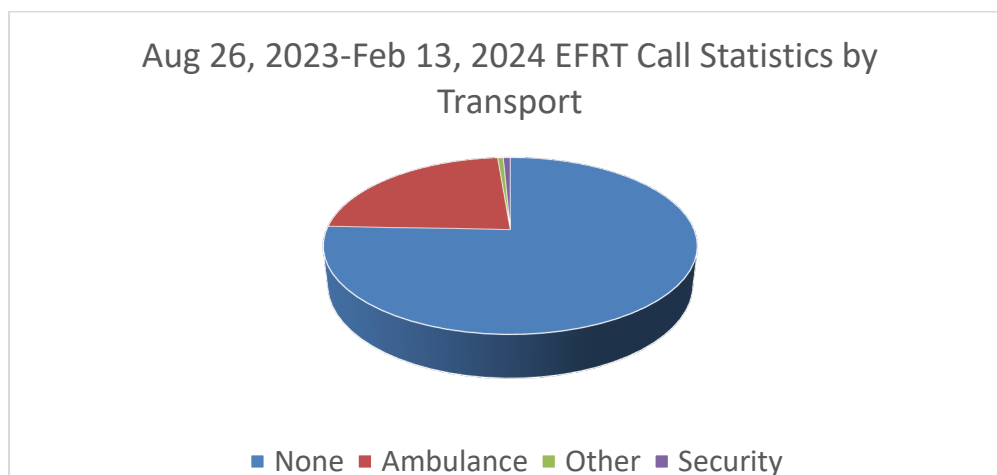


Figure 1. Visual representation of final transport decision of patients from August 26, 2023- February 13, 2024.

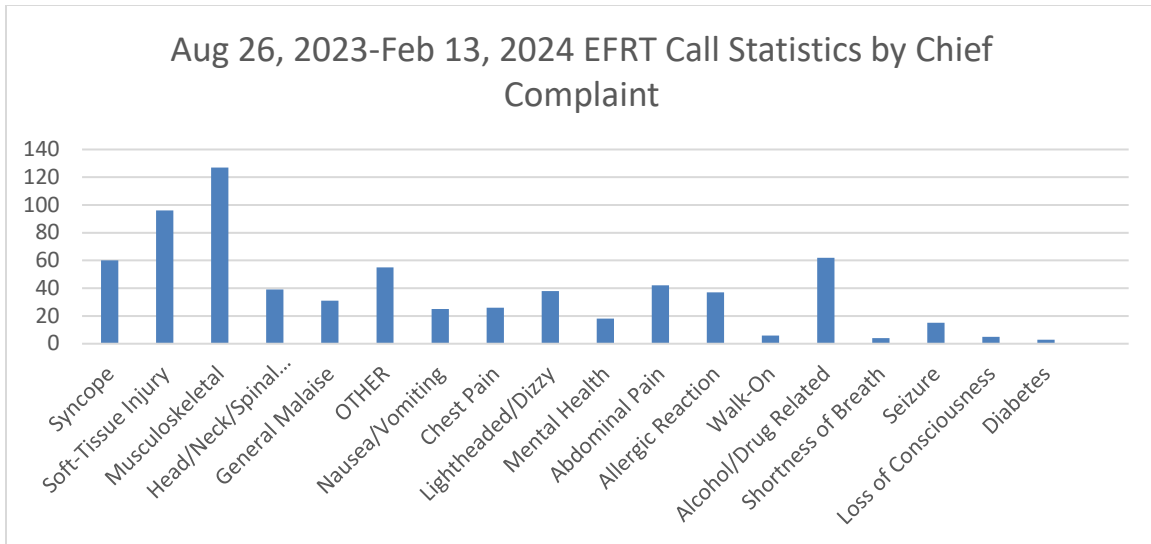


Figure 2. Visual Representation of chief complains of patients from August 26, 2023- February 13, 2024.

**Mental Health Call Volume Note:**

EFRT has noted a 50% decrease in mental health calls when compared to the prior responding year. While this is likely the result of a myriad of factors including random chance, I believe that the Student Wellness Centre (SWC) is a primary reason for the decrease in mental health emergencies. Their work on promoting drop-in counselling and hiring a Mental Health nurse may have improved longitudinal and immediate care for individuals with mental illnesses. I look forward to sharing statistics with the SWC. Based on my review of the data, EFRT is still responding to acute crisis of mental health including panic/anxiety attacks and suicidality, but they have decreased in number and are more acute in nature. This is what occurs when primary care providers support mental health care and emergency providers are prepared for acute crisis.

*Projects & Events:*

***EFRT EMR Training (Complete)***

Emergency Medical Responder Training is a significant training and took place on January 13-14 and January 20-21. The ~40 hours of training are pivotal in ensuring EFRT responders have the necessary theoretical knowledge and practical skills to provide high quality care to the McMaster campus. The junior cohort received the training and are now fully trained and providing high quality care to all patients.

***EFRT January Symptom Relief Training (Complete)***

EFRT has a monthly training almost every month however, January monthly training is especially significant. At this training, EFRT’s medical director Dr. Hillier attended to go over symptom relief protocols and the medical directives that EFRT operates through. Attendance is mandatory for this training in order EFRT responders to provide life-saving symptom relief to patients. This training was completed with no issues and a revised diagnostic criterion was brought to the team in regard to anaphylactic emergencies and epinephrine delivery. This evidence-based change in protocol is anticipated to improve patient experience and make epinephrine delivery a more specific procedure.

### *EFRT NCEMSF Conference Preparations (Complete)*

The National Collegiate Emergency Medical Services Foundation is a non-profit organization that hosts an annual conference for North American collegiate EMS teams. EFRT has the pleasure of attending this conference and it serves as an educational experience not only for responders to gain new knowledge and learn new skills but also encourages administrative initiatives that have the capacity to improve EFRT operations. The conference took place from February 23-25 and 28 EFRT attended.

EFRT competed in the Stryker EMS skills challenge alongside 43 other collegiate EMS teams from North America and I am proud to say that our team composed of senior responders and executives won 3<sup>rd</sup> place. McMaster has 2 other teams compete and they also placed in top 6. This is an extremely significant measure of EFRT's success in hiring and training practices. Administrators from ~10 separate teams have requested meetings with myself asking for advise on how to improve their service and solve challenges unique to their organization.

### *EFRT Assistant Director Hiring (Ongoing)*

Assistant director interviews are taking place this coming week and there are strong applicants. I am excited to see EFRT's future leadership and am ready to support them as best I can.

### *March Monthly Training (Ongoing)*

The March monthly training is where all responders recertify their BLS certification. This certification is what allows responders to provide high quality care in the case of cardiac or respiratory arrest. This training is expected to be run with no issues thanks to the work of our Assistant Director and Training Coordinator.

## **Outreach & Promotions**

### *Summary*

EFRT is still hosting biweekly PR booths outside of our office. The booths span a total of 3 hours and our newest responders run them with the support of the PR Coordinator. PR materials were handed out and the student population were able to interact with responders. The focus of the booths is to inform the public of EFRT's role on campus and how to activate EFRT.

### *Promotional Materials*

EFRT has been posting on our Instagram, Facebook, Twitter, and LinkedIn. We have found that Instagram is the most effective means of interacting with the student body but are remaining diligent in posting across all social media. A Airpod giveaway will be taking place this semester and a "day-in-the-life" Instagram takeover will also be taking place to better connect with the student population.

### *Social Media Engagement since the Previous Report*

Below are the analytics for EFRT Instagram and Facebook accounts over the past 30 days.

#### **Figures 1: Facebook Analytics**



5501-0107-0200 EFRT - REPAIRS & MTCE.		EFRT - REPAIRS & MTCE.	\$2,000.00		
Office Online Frame	EFRT - REPAIRS & MTCE.	Office Printer	\$402.83		130455
5501-0107-0200	EFRT - REPAIRS & MTCE.	Office Desk (130400) + Office Pillows (130465)	\$326.54		130400 + 130465
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.				
5501-0107-0200	EFRT - REPAIRS & MTCE.	TOTAL SPENT IN LINE	\$729.37		
5501-0107-0200	EFRT - REPAIRS & MTCE.	REMAINING IN LINE	\$1,270.63		
6201-0107-0200 EFRT - CONFERENCE EXPENSES		EFRT - CONFERENCE EXPENSES	\$9,000.00		
6201-0107-0200	EFRT - CONFERENCE EXPENSES	NCMSF Conference Tokens (28)	\$3,712.64		130239
6201-0107-0200	EFRT - CONFERENCE EXPENSES	Hotel Fee Cost	\$4,090.00		
6201-0107-0200	EFRT - CONFERENCE EXPENSES	Notebooks, highlights, pens	\$178.09		
6201-0107-0200	EFRT - CONFERENCE EXPENSES	Food, drink, and items for 10 bus travel	\$179.59		
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES				
6201-0107-0200	EFRT - CONFERENCE EXPENSES	TOTAL SPENT IN LINE	\$8,160.32		
6201-0107-0200	EFRT - CONFERENCE EXPENSES	REMAINING IN LINE	\$839.68		
6300-0107-0200 EFRT - MAC SUMMER FUNDING EXPENSE		EFRT - MAC SUMMER FUNDING EXPENSE	\$42,000.00		
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	EFRT Parking Pass	\$1,356.75	18-May-23	129397
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	EFRT June Monthly Training Food	\$59.20	20-Jun-23	129528
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Summer Office Snack Order	\$117.67	June 20,2023	129519
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Summer Responder Meal Plans	\$2,500.00		129529
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Summer Inventory Order	\$2,937.21	6-Jul-23	129549
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Nalgene Order	\$1,336.36		129548
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	EFRTxSWHAT Welcome Week PR magnets	\$620.00		129612
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	July monthly training food	\$59.20		129611
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Executive Training Food	\$116.37		129638
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Humanity Scheduling Fee	\$1,610.55		129530
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Welcome Week Office Food	\$149.97		129570
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Retraining Day 3 Food (Sushi)	\$167.00		129718
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Retraining Day 2 Food (Pizza)	\$132.41		129719
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Retraining Day 1 Food (Subway)	\$232.73		129720
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Retraining Starbucks	\$45.08		129721
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Retraining Day 1&2 Breakfast	\$111.49		129722
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Orientation 1 and 2 breakfast	\$164.44		129782
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Upbrief, SFA Tests, Orientation 1, Orientation 2 Pizza	\$635.26		129783
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Orientation 1 Day 2 Subway	\$248.55		129780
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Orientation Starbucks	\$90.17		129781
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Executive Appreciation Gift	\$861.97		129677
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	CIBC Hall Fee	\$336.30		129860
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Summer Responder appreciation gifts	\$1,308.22		129676
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Mental Health First Aid Training	\$3,000.00		130191
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	Summer Supervisor Honorarium	\$6,000.00		129531
		Suction Catheter + Unit, Chest Seal, Ariway Manniken, Tourniquets,	\$6,334.90		130305
		Equipment Modules for response and training	\$1,057.64		130398
		Airway, Meds, Adjunct, Modules for training packs	\$180.72		130397
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	18 Radio Batteries and 6 Lapelles	\$4,360.54		129751
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	TOTAL SPENT IN LINE	\$36,130.70		
6300-0107-0200	EFRT - MAC SUMMER FUNDING EXPENSES	REMAINING IN LINE	\$5,869.30		

6415-0107-0200 EFRT - VOLUNTEER RECOGNITION		EFRT - VOLUNTEER RECOGNITION	\$3,750.00		
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	Alumni Orientation Appreciation	\$390.00		129883
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	Backpack order (Overflow from previous fiscal year)	1983.15		
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	Holiday Party Groceries	\$133.27		130140
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	Flying Squirrel Trampoline Bonding Event	\$830.00		130316
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	Flying Squirrel Trampoline Bonding Event	\$300.00		Reimbursement
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION				
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION				
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION				
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION				
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION				
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	TOTAL SPENT IN LINE	\$3,636.42		
6415-0107-0200	EFRT - VOLUNTEER RECOGNITION	REMAINING IN LINE	\$113.58		
6804-0107-0200 EFRT - VOLUNTEER TRAINING		EFRT - VOLUNTEER TRAINING	\$20,000.00		
Office Online Frame	EFRT - VOLUNTEER TRAINING	Executive Rescheduling Fee - Retraining	\$149.31		Reimbursement
6804-0107-0200	EFRT - VOLUNTEER TRAINING	FR Lunch	\$63.00		129960
6804-0107-0200	EFRT - VOLUNTEER TRAINING	PHTLS Textbooks	\$1,150.54		130032
6804-0107-0200	EFRT - VOLUNTEER TRAINING	FR Training	\$7,627.50		129991
6804-0107-0200	EFRT - VOLUNTEER TRAINING	PHTLS Training	\$9,492.00		130033
6804-0107-0200	EFRT - VOLUNTEER TRAINING	EMR Training	\$6,893.00		130281
6804-0107-0200	EFRT - VOLUNTEER TRAINING	January Monthly Training Shout-Out Gift	\$57.92		130360
6804-0107-0200	EFRT - VOLUNTEER TRAINING	Midyears Uber Order for Evaluators	\$115.06		Reimbursement on PO130402
6804-0107-0200	EFRT - VOLUNTEER TRAINING	Midyears Lunch Order for Evaluators	\$111.75		130401
6804-0107-0200	EFRT - VOLUNTEER TRAINING				
6804-0107-0200	EFRT - VOLUNTEER TRAINING	TOTAL SPENT IN LINE	\$25,660.08		
6804-0107-0200	EFRT - VOLUNTEER TRAINING	REMAINING IN LINE	-\$5,660.08		

## Executives & Volunteers

Volunteer morale is high. The team thoroughly enjoyed the NCEMSF conference. A coffee machine has been purchased for the office from our Grants budget line and the team very much appreciates the improvement to the office space. In the coming days I hope to improve the on-call experience by mounting the TV and perhaps purchasing a new TV. The executive team is functioning well. Following check-ins with the executives it is evident that they are looking forward to the upcoming semester and a chance to commit to projects during a less hectic time.

## Successes

A major success currently is that the team is operating well with no major concerns. NCEMSF was well run thanks to the initiative of non-exec members who rose to the occasion and supported me in the logistical preparation of NCEMSF as well as training the teams competing in the skills challenges.

## Current Challenges

There are currently no major challenges within EFRT now.