

The City of Floresville is the largest city in our service area and is home to a three-year old resident with a chronic seizure disorder. This child lives with her mother, father, and older brother in a modest home on limited income. Throughout 2022, this three-year old child has struggled with numerous emergency episodes of status epilepticus in her home despite ongoing medical treatment by physicians. The child's mother has been diligent about maintaining medication and treatment regimens; however, she continues to have severe seizures several times per month. During these episodes, the patient's rescue medication frequently fails to stop her seizure activity—resulting in EMS being called. In 2022 alone, our agency responded to this patient 12 times—representing over 25% of our entire agency's pediatric transport volume for the year. During her EMS encounters, this patient is almost always actively in status epilepticus and requires prompt emergency care. In these critical situations, our providers must quickly administer Midazolam on-scene while maintaining and decontaminating the patient's airway (usually contaminated with emesis). Moreover, our providers must not just address the patient's emergent needs during these situations, but also attend to her emotionally distressed family members. During transport, this patient frequently requires multiple doses of Midazolam to stop recurring seizures and diligent airway management during the 40-minute journey to our nearest pediatric center. These frequent encounters force our crews to juggle multiple competing priorities on a critical pediatric patient—and thankfully each EMS encounter with this patient has resulted in a positive outcome for her. The listed personnel from Wilson County ESD 4 are on the "A" shift and have been at the forefront of responses to this young patient and her family, responding to about half of her EMS encounters in 2022. Further, one of the Paramedics on A-Shift works at an adjacent EMS agency and has also responded several times to this patient when she has seized outside of our jurisdiction. The staff on A-shift have not only performed outstanding clinical care on this patient during their multiple emergency encounters, but the crew has gone above and beyond in helping her family in the long-term. For the child's birthday this past year, the crew fundraised over \$300 to purchase the patient and her brother gifts and provide HEB grocery cards for her parents. With the family being low-income and facing extensive hospital expenses, the A-Shift crew's efforts helped provide this patient a special birthday despite her medical challenges. Thinking long-term, this crew has also worked to connect the family with local resources for children with special healthcare needs. The crew has also worked with the family to coordinate long-term care with the patient's physicians and provided first-aid/CPR instruction to the family. The "A Shift" crew has not just exemplified outstanding clinical care during time-critical pediatric emergencies, but has also gone above-and-beyond their duties as first responders to consider and help address the long-term socioeconomic and emotional factors at play with this young patient and her family.