

**Life EMS of Newaygo County  
Ambulance Response Summary  
September 1, 2008 through October 31, 2008**

During this reporting period ambulance operations ran well and according to plan. All aspects of our operation continue to go smoothly and we continue to look for ways to fine-tune our operation.

Call volume in Newaygo County dropped noticeably during this time frame. It seemed as if once the summer ended, ambulance requests quickly slowed. While for the year our overall transport volume is running well ahead of last year (+225), for the months of this reporting period we were down quite a bit from the prior year (-43). We will continue to watch this trend and hope that it does not continue.

Our overall staffing remains good. We had one full time paramedic leave our employment during this time frame for an out-of-state job. This position remains open. We are currently seeking to fill this position, as well as hire some additional part time staff. We are having no difficulty filling shifts and our schedule is full.

In October, Life EMS placed one brand new ambulance in service at our Fremont base (Medic 101). You will know this unit when you see it, as it has a new marking scheme which includes a checkerboard scheme on the lower half of the vehicle. The checkerboard decals are highly reflective and increase visibility of the vehicle. This is an effort to increase the safety of ambulance operations by making our units more visible. Also, this vehicle boasts several changes that were recommended by a company-wide ambulance design team. This team has been meeting for some time and is recommending ways to change the standard Life EMS ambulance design to improve safety and ergonomic efficiency. All four of our main response units in Fremont, White Cloud, Grant, and Croton, have now been replaced within the last two years. This demonstrates Life EMS' commitment to maintaining a quality fleet through ongoing capital investment.

Also, during this reporting period, Life EMS made the transition from paper patient care records to Sansio Health EMS electronic patient care reports (ePCR). We are one of the first EMS agencies in West Michigan to begin using ePCR, and the only one to be using Health EMS, which we believe to be the best ePCR product available. There are several advantages to using ePCR reporting. The ePCR is easier to complete and results in better patient care documentation. It interfaces with our dispatch billing programs and provides our field staff with data not previously available to them. Units are able to clear the hospital quicker and return to their service area faster. Health EMS also provides us with significant new QI and reporting capabilities. All of this meets the requirements of the State of Michigan for electronic data reporting.

We appreciate the effort of the Public Safety Committee and the full Commission in investigating ways to support the EMS service financially. We have been assisting in this effort by attending meetings and providing information to the committee as requested. We will continue to work with the committee as needed.

Life EMS is currently teaching a Medical First Responder course in Croton. The course has 11 students in it.

We had no customer complaints during this reporting period. Thank you for allowing us to provide ambulance service to Newaygo County.

Respectfully Submitted,  
Kraig Dodge  
Operations Manager

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**EMS Response Details:**

Life threatening emergency requests (Pri-1)	518
Non-life threatening emergency requests (Pri-3)	107
Scene standbys (providing medical support / rehab to firefighters)	5

**Life EMS utilized other emergency ambulance providers on several occasions during this time period:**

Calls turned over to Aero Med	0
Calls turned over to Pro Med Ambulance	2
Calls turned over to Life EMS of Lake Co	11
Calls turned over to Mecosta Co. EMS	1

Life EMS responded to 0 request for a medical response turned over by ProMed Ambulance.

**Patient Destinations:**

Gerber Memorial Hospital	242
Hackley Hospital of Muskegon	5
Mecosta Co Memorial Hospital	18
Mercy (Gen) Hospital of Muskegon	9
Metropolitan Hospital	2
Spectrum Health Reed City	3
Spectrum Health Grand Rapids	22
St. Mary's Hospital	6
Treatment on scene / No Transport	18

**Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 11:11**

**Priority One Average Response Time breakdown for specific areas:**

Fremont	8:12	34 calls
White Cloud	7:40	31 calls
Grant	8:24	6 calls
Newaygo	9:48	32 calls

**Priority One Average Response Time breakdown for combined areas:**

Rural Area	13:22
Suburban Area	9:07

**Priority One Response Time breakdown for the combined areas of:**

Brooks, Big Prairie, Croton: 12:48

<b>Community</b>	<b>Requests</b>	<b>Avg. Emergency Response time</b>
Ashland Twp	17	9:31
Barton Twp	0	N/A
Beaver Twp	0	N/A
Big Prairie	24	14:30
Bridgeton Twp	12	17:40
Brooks Twp	20	9:52
Croton Twp	30	13:23
Dayton Twp	7	7:34
Denver Twp	2	19:20
Ensley Twp	13	11:32
Everett Twp	15	11:33
Fremont City	34	8:12
Garfield Twp	10	11:50
Goodwell Twp	2	20:54
Grant City	6	8:24
Grant Twp	24	13:47
Home Twp	2	22:30
Lilley Twp	7	21:39
Lincoln Twp	7	17:22
Merrill Twp	2	29:32
Monroe Twp	3	10:45
Newaygo	32	9:48
Norwich Twp	0	N/A
Sheridan Twp	8	5:54
Sherman Twp	10	14:38
Troy Twp	0	N/A
White Cloud	31	7:40
Wilcox Twp	9	15:00

**Public Safety Medical Support Events:**

9/10	Fire Standby	S. Pierce Rd.
10/10	Fire Standby	Lake Dr., Fremont
10/15	Fire Standby	Pine Hill, WC
10/24	Fire Standby	Willow Ave.
10/28	Fire Standby	Austrian Dr.

These resulted in over 5.5 hours of **No Charge** on-scene medical support.