

**Life EMS of Newaygo County
Ambulance Response Summary
May 1, 2007 thru June 30, 2007**

Ambulance operations for Life EMS of Newaygo County continue to run smoothly and according to plan.

We are pleased to report that volume for the Newaygo County operation has been strong and consistent thus far in 2007. To date we are 190 transports ahead of this time last year. Hopefully the increased volume trend will continue.

Staffing is very strong at this time. We are currently hiring several new associates, including a full-time paramedic. All full-time positions in our schedule are now full. We also have several new part-time associates joining our staff which will assist in keeping our schedule full as well as covering the many special events we have during the summer months. I believe at this time our staff is as strong as it has been in my tenure as Operations Manager, in terms of both quality of our staff and quantity.

If you have been north of White Cloud on M-37 perhaps you have noted the major change to our White Cloud ambulance station. Construction of our new facility is well along. Completion is anticipated in August. The new building represents a significant commitment to the White Cloud area and the Newaygo County operation. Upon completion the grounds will be landscaped and along with the new building will look great! We would specifically like to recognize Pete LeFavour for his assistance in finding temporary quarters for the White Cloud crew while construction got under way. We would also like to thank The Shack for the generous donation of rooms for the crew for several days. We much appreciate the support we have received.

In addition to the new station in White Cloud, we have also placed a brand new ambulance in service at the White Cloud station. The new ambulance replaces a high-mileage unit and continues our commitment to keep reliable, high-quality ambulances ready to serve Newaygo County.

Life EMS continues to be actively involved in quality improvement and training activities. We have recently taken delivery of a new transport ventilator that was provided for us by Region 6 HRSA funding. We have completed an inservice for our staff and the new ventilator is in use. In addition, we continue to be active with the Medical Control Authority and ensuring that the quality of patient care delivered to the residents of Newaygo County is held at a high standard.

Life EMS has been active in participating in both local and regional disaster planning and preparation activities. We have been active in recent drills, LPT meetings, and planning for the upcoming August 4 evacuation drill.

During this reporting period we received one complaint from a patient. I completed an investigation into the complaint and found that our crew did the best they could with a very belligerent patient. I was able to resolve the patient's concerns and the matter is settled.

Finally, Life EMS has been busy with the many special events that occur in Newaygo County in the summer. We have been able to utilize our BLS non-transport unit on many occasions, keeping the ALS units available for daily volume.

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:

Response Priority Information:

Life threatening emergency requests (Pri-1)	399
Non-life threatening emergency requests (Pri-3)	124
Scene standbys (providing medical support / rehab to firefighters)	8

Life EMS utilized other emergency ambulance providers on four (4) occasions during this time period.

Calls turned over to Aero Med	0
Calls turned over to Pro Med Ambulance	1
Calls turned over to Rockford Ambulance	0
Calls turned over to Life EMS of Lake Co	3
Calls turned over to Mecosta Co.	0
Call turned over to Montcalm Co.	0

Life EMS responded to one (1) requests for a medical response turned over by ProMed Ambulance.

Patient Destinations:

Gerber Memorial Hospital	293
Hackley Hospital of Muskegon	1
Mecosta Co Memorial Hospital	21
Mercy (Gen) Hospital of Muskegon	9
Metropolitan Hospital	4
Reed City Hospital	7
Spectrum Health Grand Rapids	31
St. Mary's Hospital	10
Treatment on scene / No Transport	17

Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 12:07

Priority One Average Response Time breakdown for specific areas:

Fremont	5:49
White Cloud	9:59
Grant	6:12
Newaygo	8:56

Priority One Average Response Time breakdown for combined areas:

Rural Area	13:43
Suburban Area	7:57

**Priority One Response Time breakdown for the combined areas of:
Brooks, Big Prairie, Croton, Ensley: 13:05**

Community	Requests	Avg. Emergency Response time
Ashland Twp	28	10:27
Barton Twp	2	8:26
Beaver Twp	0	n/a
Big Prairie	44	15:35
Bridgeton Twp	21	15:27
Brooks Twp	26	13:17
Croton Twp	41	11:44
Dayton Twp	2	6:49
Denver Twp	1	13:14
Ensley Twp	19	17:17
Everett Twp	25	12:38
Fremont City	50	5:49
Garfield Twp	26	12:57
Goodwell Twp	4	19:01
Grant City	9	6:12
Grant Twp	20	8:58
Hesperia	0	n/a
Home Twp	2	17:49
Lilley Twp	15	15:17
Lincoln Twp	12	13:46
Merrill Twp	5	28:33
Monroe Twp	2	18:27
Newaygo	32	8:56
Norwich Twp	1	28:49
Sheridan Twp	20	10:19
Sherman Twp	10	13:35
Troy Twp	0	n/a
White Cloud	48	9:59
Wilcox Twp	10	14:47

Public Safety Medical Support Events:

- 5/2 Fire Standby
- 5/5 March of Dimes Run
- 5/14 Fire Standby
- 5/16 Fire Standby
- 5/24 Gasoline Tanker Spill
- 5/25 Fire Standby
- 6/2 Fire Standby
- 6/3 Fire Standby

These resulted in over 16 1/2 hours of **No Charge** on-scene medical support. In addition, Life EMS participated in the following special events:

5/21 Water Safety and Rescue Demo, Fremont Lake Co

5/19 Farm Safety Day

5/25 Trooper Marshall Memorial