

## **Life EMS of Newaygo County Ambulance Response Summary January 1, 2008 thru February 29, 2008**

Ambulance operations for Life EMS of Newaygo County ran smoothly during this reporting period. We have experienced higher than anticipated call volume during the early weeks of 2008 but have been able to handle the call volume with no problems.

The recent severe winter weather has certainly had an effect on operations and our staff. The sustained cold and snowy conditions have an effect on response times and make simple tasks such as moving patients more difficult. We did have one incident where a patient on the stretcher was toppled into a snow bank as the crew brought him down an icy set of steps. Our paramedic suffered a knee injury when he slipped. Fortunately, the crew had properly secured the patient to the cot and the patient never moved off the cot. The patient did not suffer any injury. We remind folks to please shovel their steps, sidewalks, and driveways which certainly is helpful for the ambulance and MFR crews.

We continue to evaluate how we can serve the residents of Newaygo County better by monitoring response times and quality indicators. Response times remain within normal limits and we continue to rotate units to cover the area well. In previous reports we have mentioned working with a consultant to review operations and find opportunities for improvement. We continue to work in that direction, with increased focus on daily response times and identifying reasons why calls do not meet response time standards. This will allow us to identify root causes and address the underlying reasons for delays that are within our power to correct.

While response times are the most commonly watched EMS performance measure, there are certainly many other parameters that are important as well. These include patient care indicators such as IV success rates, drug dosage accuracy, protocol compliance, and more. These are monitored on a regular basis by our Clinical Performance Manager and local supervisors who do QI of EMS calls. We also work closely with the Medical Control Authority if any specific cases are identified that may need review. At this time, our staff is very strong in terms of clinical skills. We have had no complaints or concerns from the MCA in quite some time. Our quality indicators are all within normal limits. We also work with our staff to ensure they are remediated for any calls in which better clinical options may have existed.

One significant area we have already been discussing is that of ambulance funding. Issues related to response times certainly also involve broader issues such as funding, which impacts the number of ambulances available to cover the area. Life EMS leadership has a follow-up meeting scheduled with Newaygo County leadership to continue to address concerns in this area. While ambulance volume has been very good of late, there remain significant issues which must be resolved on a go-forward basis.

I have been actively involved in Region 6 emergency management planning, including attending local LPT meetings and disaster drill planning meetings.

We continue to have adequate staffing in Newaygo County. We are also looking to hire additional staff for the busy summer months to help with the many upcoming special events and standby's that occur in the summer.

We are working with neighboring Oceana County EMS to provide ambulance coverage for the planned 4-day concert event at Double JJ Ranch over July 4 weekend. That weekend is likely to stretch EMS resources due to the influx of people into the area.

We have had no patient/customer complaints during this reporting period.

Thank you for allowing us to provide ambulance service to Newaygo County.

Respectfully Submitted,  
Kraig Dodge  
Operations Manager

**Life EMS of Newaygo County  
Ambulance Response Summary  
January 1, 2008 thru February 29, 2008**

**EMS Response Details:**

Life threatening emergency requests (Pri-1)	476
Non-life threatening emergency requests (Pri-3)	91
Scene standbys (providing medical support / rehab to firefighters)	8

**Life EMS utilized other emergency ambulance providers on no occasions during this time period.**

Calls turned over to Aero Med	0
Calls turned over to Pro Med Ambulance	2
Calls turned over to Rockford Ambulance	1
Calls turned over to Life EMS of Lake Co	10
Calls turned over to Mecosta Co.	0
Call turned over to Montcalm Co.	0

Life EMS responded to 1 request for a medical response turned over by ProMed Ambulance.

**Patient Destinations:**

Gerber Memorial Hospital	264
Hackley Hospital of Muskegon	4
Mecosta Co Memorial Hospital	16
Mercy (Gen) Hospital of Muskegon	6
Metropolitan Hospital	1
Reed City Hospital	1
Spectrum Health Grand Rapids	40
St. Mary's Hospital	5
Treatment on scene / No Transport	11

**Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 12:56**

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

Fremont	8:10	27 calls
White Cloud	8:35	21 calls
Grant	10:39	12 calls
Newaygo	10:06	35 calls

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

Rural Area	14:22
Suburban Area	9:16

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

Brooks, Big Prairie, Croton, Ensley: 14:12

<b>Community</b>	<b>Requests</b>	<b>Avg. Emergency Response time</b>
Ashland Twp	22	10:47
Barton Twp	0	N/A
Beaver Twp	0	N/A
Big Prairie	23	19:30
Bridgeton Twp	14	17:38
Brooks Twp	33	12:39
Croton Twp	13	11:16
Dayton Twp	7	11:50
Denver Twp	0	N/A
Ensley Twp	21	19:27
Everett Twp	18	14:40
Fremont City	27	8:10
Garfield Twp	17	10:50
Goodwell Twp	4	20:04
Grant City	12	10:39
Grant Twp	13	11:33
Home Twp	1	29:29
Lilley Twp	8	21:57
Lincoln Twp	5	15:28
Merrill Twp	7	21:30
Monroe Twp	2	17:41
Newaygo	35	10:06
Norwich Twp	0	N/A
Sheridan Twp	12	9:02
Sherman Twp	9	11:48
Troy Twp	0	N/A
White Cloud	21	8:35
Wilcox Twp	13	9:41

**Public Safety Medical Support Events:**

1/3	Fire Standby	1055 Lake Dr., Fremont
1/10	Fire Standby	8730 E. 16 <sup>th</sup> St.
1/15	Fire Standby	2681 W. 12 <sup>th</sup> St.
2/6	Fire Standby	4665 76 <sup>th</sup> St.
2/8	Fire Standby	Pettibone and Ford St.
2/14	Fire Standby	Russell Rd. Croton
2/16	Fire Standby	4226 Baldwin Ave. X3
2/23	Fire Standby	4215 E. Baseline

These resulted in over 11 hours of **No Charge** on-scene medical support.