

Life EMS of Newaygo County Ambulance Response Summary January 1 through February 28, 2011

Ambulance operations for Life EMS of Newaygo County ran smoothly during this two month period of 2011. During this reporting period Life EMS did 704 ambulance transports in Newaygo County. This is 85 more transports than during the same time period last year. Newaygo County is continuing the growth pace that started over a year ago.

The Newaygo County operation continues to be fully staffed. We have several applications on file and some of our part time associates are requesting full time status. We are currently interested in part time paramedics. We do have one paramedic that is transferring to the GEO Prison facility ambulance in April.

Life EMS remains active with both the Newaygo County Medical Control Authority and the West Michigan Regional Medical Control Authority. We are currently reviewing new drafts and are planning on bi-annual updates to keep in line with State Model Protocols.

The Continuous Quality Improvement team at Life EMS has been reaching out to local MCA's encourage their involvement with our plan. The top request from Newaygo County is obtaining 12 lead capable cardiac monitors. We are finding that Sansio, our electronic documentation program, allows us to track and evaluate data to a degree that has not been possible previously. This program has "Flex Fields" that can be turned on by the system administrator to prompt information collection from the author. The information that we have received from this has allowed us to provide follow up education on any areas that we would like to see improvement. One of the greatest successes that we have appreciated so far was an audit on patient refusals, our biggest area of liability. After the audit was performed and education was provided, we realized a significant drop in patient refusals. The overall benefit of this reduction was nearly 1,000 additional transports company wide.

We are still waiting to hear from the Fremont Foundation on the request submitted by the MCA for financial assistance to purchase 12 lead capable cardiac monitors. We have been evaluating different options for these monitors and have invited representatives from 3 companies to give presentations on their product lines. We have already completed 2 of these with the last scheduled for next week. We will also conduct field trials on the monitors prior to a final selection.

Public Safety Medical Support Events:

Life EMS participated in demonstrations at Fremont Schools Safety Day, Cornerstone Christian Academy. Supervisor Jason Best taught a CERT class to new members of the Newaygo Co. Medical Reserve Corps.

Fire Stand-bys:

During this reporting period we supplied over 11 hours of **No Charge** ambulance coverage at area fire calls.

Thank you for allowing Life EMS to provide ambulance service to Newaygo County.

Respectfully submitted,
Jeff Stockhill
Operations Director

**Life EMS of Newaygo County
Ambulance Response Summary
Jan 1 through Feb 28, 2011**

EMS Response Details:

Life threatening emergency requests (Pri-1)	371
Non-life threatening emergency requests (Pri-3)	187
Transfers	225
Scene standbys (providing medical support / rehab to firefighters)	8

Life EMS utilized other emergency ambulance providers on 2 occasions during this time period.

Calls turned over to Pro Med Ambulance	2
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Patient Destinations:

Gerber Memorial Hospital	369
Hackley Hospital of Muskegon	6
Mecosta Co Memorial Hospital	15
Mercy (Gen) Hospital of Muskegon	30
Metropolitan Hospital	1
Reed City Hospital	4
Spectrum Health Grand Rapids	143
St. Mary's Hospital	11

Avg. Response Times for all Newaygo Co. (Life Threatening Emergencies): 11:13

Priority One Average Response Time breakdown for specific areas:

Fremont	5:32
White Cloud	7:43
Grant	5:59
Newaygo	6:59

Priority One Average Response Time breakdown for combined areas:

Suburban Area 6:29
Rural Areal 13:07

Priority One Response Time breakdown for the combined areas of:

Brooks, Big Prairie, Croton, Ensley: 15:16

Community	Requests	Avg. Emergency Response time
Ashland Twp	18	12:54
Barton Twp	0	
Beaver Twp	0	
Big Prairie	30	17:15
Bridgeton Twp	12	17:31
Brooks Twp	26	9:58
Croton Twp	21	18:15
Dayton Twp	8	9:51
Denver Twp	0	
Ensley Twp	8	16:52
Everett Twp	21	10:27
Fremont City	36	5:32
Garfield Twp	34	7:29
Goodwell Twp	1	18:45
Grant City	21	5:59
Grant Twp	14	13:21
Home Twp	1	35:05
Lilley Twp	5	16:40
Lincoln Twp	12	16:20
Merrill Twp	10	20:50
Monroe Twp	2	12:28
Newaygo	18	6:59
Norwich Twp	0	
Sheridan Twp	15	6:10
Sherman Twp	16	12:15
Troy Twp	0	
White Cloud	27	7:43
Wilcox Twp	14	12:44