

Life EMS of Newaygo County Ambulance Response Summary May 1, 2008 through June 30, 2008

Ambulance operations for Life EMS of Newaygo County ran smoothly during this reporting period. We continue to experience strong call volume for the year in the Newaygo operation. As of June 30 we are up 226 transports over the same time period last year. Despite the increased call volume, operations continue to run smoothly and response times remain good.

Staffing in our Newaygo division is strong and getting stronger. All full-time positions are filled, and three of our current EMT's (two full-time and one part-time) are completing their paramedic training and will be licensed soon. In addition, we have hired five additional part-time EMT's to strengthen our list of available staff. One of these recent hires has completed her medic training and will soon be a paramedic. With these additions, our Newaygo staffing is perhaps as strong as it ever has been.

Life EMS actively participated in the June 3 dam failure exercise. We were, of course, actively involved in planning of the event, including the mass casualty drill at the Bridgeton landing. During the drill, Life EMS had representation in the EOC as well as two supervisors and six medics at the MCI during the drill. The MCI portion of the drill went very well and several of our staff reported learning good lessons from the practice.

Life EMS was also actively involved in planning for the EMS response to the Rothbury Music Festival in Oceana County. We worked closely with Oceana County EMS to assist with EMS coverage for the event (NOTE: as of the writing of this report, the Festival has ended with no major problems in terms of EMS coverage. More information will follow in our next report).

During this reporting period Life EMS made a company-wide decision to move to electronic patient care reports. This is a significant change that we have been preparing for for quite some time. We have selected a product called Health EMS by Sansio, Inc. You may recall that all Newaygo Co. EMS units have a laptop mounted in the cab. EMS staff will use these laptops to complete the electronic patient care report. During July and August we will be training staff and preparing to "go live" by the end of August. There are many advantages to the electronic patient care record, including improved accuracy and completeness, faster completion time (making ambulances available faster for the next call), and tremendously increased reporting and research capabilities. Not only is electronic charting a State requirement, but it also will allow us to interface well with hospitals we transport to as they move to all-electronic patient records as well.

Also during this reporting period we completed ambulance driving safety training for all staff. This training is done every two years and includes a cone course which challenges the driver's ability to properly handle the vehicle. This, combined with an on-line driving safety course, continually reminds our staff to drive safely for the good of our staff, the public, and our patients.

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
May 1, 2008 through June 30, 2008**

EMS Response Details:

Life threatening emergency requests (Pri-1)	539
Non-life threatening emergency requests (Pri-3)	106
Scene standbys (providing medical support / rehab to firefighters)	9

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	0
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	310
Hackley Hospital of Muskegon	0
Mecosta Co Memorial Hospital	10
Mercy (Gen) Hospital of Muskegon	3
Metropolitan Hospital	1
Spectrum Health Reed City	1
Spectrum Health Grand Rapids	47
St. Mary's Hospital	6
Treatment on scene / No Transport	13

Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 10:51

Priority One Average Response Time breakdown for specific areas:

Fremont	7:45	30 calls
White Cloud	7:48	46 calls
Grant	6:34	23 calls
Newaygo	7:10	29 calls

Priority One Average Response Time breakdown for combined areas:

Rural Area	12:33
Suburban Area	7:25

**Priority One Response Time breakdown for the combined areas of:
Brooks, Big Prairie, Croton, Ensley: 11:15**

Community	Requests	Avg. Emergency Response time
Ashland Twp	16	15:07
Barton Twp	1	26:00
Beaver Twp	0	N/A
Big Prairie	34	15:41
Bridgeton Twp	9	12:42
Brooks Twp	32	8:47
Croton Twp	33	11:37
Dayton Twp	8	8:58
Denver Twp	0	N/A
Ensley Twp	9	15:04
Everett Twp	14	11:12
Fremont City	30	7:45
Garfield Twp	20	12:31
Goodwell Twp	3	13:30
Grant City	23	6:34
Grant Twp	24	12:21
Home Twp	2	15:00
Lilley Twp	4	19:13
Lincoln Twp	5	19:20
Merrill Twp	5	20:13
Monroe Twp	1	16:32
Newaygo	29	7:10
Norwich Twp	0	N/A
Sheridan Twp	9	8:35
Sherman Twp	17	12:12
Troy Twp	0	N/A
White Cloud	46	7:48
Wilcox Twp	11	8:07

Public Safety Medical Support Events:

5/6	Fire Standby	North St. & Vista Dr.
5/17	Fire Standby	W. 8 th & Baldwin
5/19	Fire Standby	8 th & Pine
5/19	Public Relations	Fremont Lake Assoc. Water Safety Demo
5/25	Fire Standby	S. Ferris
5/31	Fire Standby	N. Webster & Pine Hill, White Cloud
6/1	SRT	E. 120 th , Ensley
6/5	Fire Standby	Cypress & 96 th
6/6	Fire Standby	W. Washington, Newaygo

These resulted in over 4.5 hours of **No Charge** on-scene medical support.