

**Life EMS of Newaygo County
Ambulance Response Summary
November 1, 2007 thru December 31, 2007**

During this reporting period ambulance operations continued to run smoothly and without any problems. Call volume in Newaygo County has been normal and as expected.

I have been involved in meetings regarding the Lilley-Merrill Rescue issue and overall lack of first responders in the White Cloud and northern Newaygo County areas. To assist in addressing these issues, Life EMS started an MFR class at the Lake Township Fire Dept. in Lake County. The class is ongoing and will end in February. Life EMS will continue to do what it can to support local first responders.

Vice President Ken Morris and myself met with Administrator Lake and Commissioner Nieboer in November to continue to work on the ambulance funding issue. This was a very good meeting which resulted in a plan for 2008 to continue to address the issue.

Life EMS has contracted a leading EMS consultant to assist in taking the organization to the next level of being a "high performance" EMS agency. Keep in mind Life EMS is a CAAS Accredited agency which demonstrates that Life meets and exceeds industry standards already. However, we know there are areas in which we can improve and become even better. During the next several months the consultant will be meeting with and educating management, supervisory, and line staff and making several recommendations for change to make operations run more efficiently. We anticipate that the Newaygo County operation will benefit from this as we are able to use sophisticated new reporting tools to fine tune matching staffing with run volume. This will result in more cost-effective operations and the best possible response time performance.

During this reporting period we have encountered some staffing issues related to maternity leave, work injuries, and non-work related surgeries. We also have several staff members taking a paramedic course in Grand Rapids which has limited their availability. Despite these, we have been able to maintain staffing, response times, and have turned over very few calls to other services. The maternity and work injury situations will resolve in January which will assist with our staffing. In the long run the area will also benefit from the associates who are becoming paramedics.

We continue to monitor quality indicators other than response times as part of our overall QI program. Newaygo County division QI performance is excellent. We have had no recent complaints or issues from the hospital or medical control. We continue to work closely with Gerber to maintain a strong working relationship.

An initiative we are working on very diligently is ELECTRONIC CHARTING. The trend in medical documentation is to use electronic charting, and we plan to begin using this company-wide within the next six months. There are many advantages to electronic charting that we plan to take advantage of, including increased accuracy, faster completion, faster billing, interface with hospitals and doctors offices, and more.

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

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EMS Response Details:

Life threatening emergency requests (Pri-1)	402
Non-life threatening emergency requests (Pri-3)	86
Scene standbys (providing medical support / rehab to firefighters)	10

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	4
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	273
Hackley Hospital of Muskegon	1
Mecosta Co Memorial Hospital	9
Memorial Med Center, Ludington	0
Mercy (Gen) Hospital of Muskegon	6
Metropolitan Hospital	0
Kelsey, Lakeview	1
Reed City Hospital	6
Spectrum Health Grand Rapids	34
St. Mary's Hospital	6
Treatment on scene / No Transport	14

Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 11:09

Priority One Average Response Time breakdown for specific areas:

Fremont	7:02	35 calls
White Cloud	9:35	25 calls
Grant	6:14	14 calls
Newaygo	7:36	45 calls

Priority One Average Response Time breakdown for combined areas:

Rural Area	12:53
Suburban Area	7:41

**Priority One Response Time breakdown for the combined areas of:
Brooks, Big Prairie, Croton, Ensley: 11:41**

Community	Requests	Avg. Emergency Response time
Ashland Twp	24	11:02
Barton Twp	1	20:00
Beaver Twp	0	N/A
Big Prairie	30	15:11
Bridgeton Twp	9	16:29
Brooks Twp	29	11:25
Croton Twp	19	12:36
Dayton Twp	5	8:04
Denver Twp	0	N/A
Ensley Twp	14	16:41
Everett Twp	14	12:23
Fremont City	35	7:02
Garfield Twp	12	11:13
Goodwell Twp	3	18:30
Grant City	14	6:14
Grant Twp	20	9:37
Home Twp	1	14:00
Lilley Twp	10	21:37
Lincoln Twp	2	18:14
Merrill Twp	7	18:51
Monroe Twp	2	20:01
Newaygo	45	7:36
Norwich Twp	0	N/A
Sheridan Twp	9	10:06
Sherman Twp	18	12:13
Troy Twp	0	N/A
White Cloud	25	9:35
Wilcox Twp	8	9:51

Public Safety Medical Support Events:

11/5	Fire Standby	Green Ave., Grant
11/8	Fire Standby	S. Walnut, White Cloud
12/1	Fire Standby	S. Plymouth, Fremont
12/9	Fire Standby	E. 8 th St., WC
12/9	Fire Standby	Bingham Ave, Newaygo
12/12	Fire Standby	Ferris Ave., Grant
12/12	Fire Standby	Benson/Pine Hill, WC
12/12	Fire Standby	N. Gordon, WC
12/26	Fire Standby	S. Oak, WC
12/31	Fire Standby	W. 136 th St. Grant

These resulted in over 15 hours of **No Charge** on-scene medical support.