

**Life EMS of Newaygo County
Ambulance Response Summary
September 1, 2007 thru October 31, 2007**

During this reporting period Life EMS experienced normal call volume for this time of year. Requests for service have decreased noticeably from the busy summer months. Operations ran very smooth with no major problems or issues during this timeframe.

We continue to have strong staff of which I am very proud. We have a great group of paramedics and EMT's who make my job much easier because of the fine job they do. I am very pleased with their clinical performance – their patient care abilities are excellent and we get very few, if any, comments from ER physicians regarding patient care problems.

We continue to have a strong relationship with Gerber Hospital and Newaygo Co. Medical Control Authority. Our strong collaboration has resulted in good protocols and medics who know how to use them, which translates into good care for the residents of Newaygo Co.

During this reporting period we established a relationship with Family Health Care. We are providing CPR training for their staff in Newaygo and Lake Counties.

Operations Manager Kraig Dodge participated in the ICS 300 & 400 class in Big Rapids Oct. 29 – November 2. Abbey Marek and Pete Lafavour were also in this class. This was an excellent class for all of us and will certainly help us be prepared for a major event should one come our way. We appreciate the strong working relationship we have with Newaygo Central Dispatch and the Emergency Management office.

We have had no patient/customer complaints during this reporting period. This, again, is a testament to the strong quality of staff we have and the fine job they do in caring for patients and families.

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)	398
Non-life threatening emergency requests (Pri-3)	99
Scene standbys (providing medical support / rehab to firefighters)	1

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	0
Calls turned over to Rockford Ambulance	0
Calls turned over to Life EMS of Lake Co	21
Calls turned over to Mecosta Co.	0
Call turned over to Montcalm Co.	0

Life EMS responded to no requests for a medical response turned over by ProMed Ambulance.

Patient Destinations:

Gerber Memorial Hospital	283
Hackley Hospital of Muskegon	5
Mecosta Co Memorial Hospital	16
Memorial Med Center, Ludington	2
Mercy (Gen) Hospital of Muskegon	6
Metropolitan Hospital	1
Reed City Hospital	6
Spectrum Health Grand Rapids	39
St. Mary's Hospital	3
Treatment on scene / No Transport	15

Avg. Response Times for all Newaygo Co (Life Threatening Emergencies): 11:29

Priority One Average Response Time breakdown for specific areas:

Fremont	6:07
White Cloud	10:54
Grant	8:41
Newaygo	7:13

Priority One Average Response Time breakdown for combined areas:

Rural Area	12:56
Suburban Area	8:10

Priority One Response Time breakdown for the combined areas of:

Brooks, Big Prairie, Croton, Ensley: 11:27

Community	Requests	Avg. Emergency Response time
Ashland Twp	16	12:12
Barton Twp	1	21:54
Beaver Twp	1	24:24
Big Prairie	37	13:59
Bridgeton Twp	7	14:49
Brooks Twp	28	10:33
Croton Twp	27	11:17
Dayton Twp	8	11:52
Denver Twp	1	14:14
Ensley Twp	16	16:47
Everett Twp	18	11:34
Fremont City	30	6:07
Garfield Twp	16	8:30
Goodwell Twp	8	20:30
Grant City	14	8:41
Grant Twp	14	11:11
Home Twp	1	21:43
Lilley Twp	13	13:19
Lincoln Twp	6	15:05
Merrill Twp	7	25:08
Monroe Twp	1	48:50
Newaygo	35	7:13
Norwich Twp	0	N/A
Sheridan Twp	8	7:17
Sherman Twp	14	11:45
Troy Twp	0	N/A
White Cloud	32	10:54
Wilcox Twp	6	8:07

Public Safety Medical Support Events:

10-14 Fire Standby

These resulted in over 30 mins of **No Charge** on-scene medical support.