

**Life EMS Ambulance of Lake County  
Ambulance Report  
April 1 through June 30, 2018**

Ambulance operations for Life EMS of Lake County ran well during the second quarter of 2018. During this reporting period Life EMS did 465 ambulance transports in Lake County. This is 29 more transports than during the same time period last year.

The Lake County operation continues to be fully staffed. Recently, one of our paramedics requested to drop to part-time. We are currently evaluating possible staffing transfers to fill that void. We have part-time positions posted for both EMT and paramedic.

On Blessing of the Bikes weekend we staffed a 3<sup>rd</sup> ambulance Friday through Sunday during our peak times along with a staffed golf cart at the airport. We had a minimal increase in call volume during this weekend with very little related directly to motorcycles.

Our CISM (Critical Incident Stress Management) team was activated on one occasion at the request of Undersheriff Beirling, following a suicide. Those directly involved in the event, members from central dispatch, Life EMS, and law enforcement, were able to attend the debriefing. Debriefing is a specific technique designed to assist others in dealing with the physical or psychological symptoms that are generally associated with trauma exposure. Studies have shown that those involved in this process experience less short-term and long-term crisis reactions or psychological trauma. The debriefing allows those involved with the incident to process the event and reflect on its impact.

National EMS week was celebrated May 20-26. It was my pleasure to recognize the efforts of our Lake County staff, and their families, by smoking ribs for the EMS Week dinner. We had the largest turnout that we've ever had for this event. We also served a large breakfast and a pizza lunch later in the week.

We had two STEMI cases in this quarter. The first was a 72 y/o who was transported directly to Munson in Traverse City from the north end of the county; AeroMed was unable to fly. Unfortunately we weren't able to get a disposition from Munson. The second was a 57 y/o from the Baldwin area. He was transported to Reed City and subsequently to Grand Rapids after AeroMed aborted flight. He had a 99% occlusion in the right coronary artery that was successfully resolved in with cardiac catheterization and was discharged following a two day stay.

The Oceana County Board of Commissioners recently voted to contract with Life EMS as their ambulance provider beginning October 1. I have been providing some administrative oversight since January and look forward to working with them. We have already started the interview process with several of their current staff. This gives Life EMS a large contiguous service area between Lake, Mason, Newaygo, and Oceana Counties. The addition of Oceana County provides us with an opportunity to enhance service to the entire region.

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

Respectfully submitted,  
Jeff Stockhill  
Director of North Operations

## Summary of Responses

Life E.M.S. Ambulance responded to a total of 465 requests for service for the three months of this report, resulting in 421 total patient transports.

### EMS Response Details:

| <u>Response Information By Priority:</u>        | <u>Count</u> |
|---|--------------|
| Life-threatening emergency response (Pri-1)     | 220          |
| Non-life-threatening immediate response (Pri-3) | 147          |
| Inter-facility Transfers                        | 93           |
| Fire standby/education/special event            | 5            |

### Patient Destinations:

|  |     |
|--|-----|
| BALDWIN AIRPORT                          | 1   |
| FOREST VIEW HOSPITAL                     | 1   |
| GRAND OAKS NURSING                       | 2   |
| HOME/RESIDENCE                           | 6   |
| Hurley Medical Center                    | 1   |
| Mercy Health Muskegon - Hackley Campus   | 1   |
| MERCY HOSPITAL - MAIN SHERMAN            | 2   |
| MUNSON HEALTHCARE CADILLAC HOSPITAL      | 12  |
| Munson Healthcare-Manistee               | 18  |
| MUNSON MEDICAL CTR                       | 1   |
| PINE REST CHR HOSP - MAIN                | 4   |
| SPECTRUM BLODGETT HOSPITAL               | 17  |
| SPECTRUM BUTTERWORTH HOSPITAL            | 40  |
| SPECTRUM HEALTH BIG RAPIDS HOSPITAL      | 27  |
| Spectrum Health Rehab & Nursing – Fuller | 1   |
| Spectrum Helen Devos Children's Hospital | 5   |
| SPECTRUM LUDINGTON HOSPITAL              | 39  |
| Spectrum Reed City Hospital              | 191 |
| UNIVERSITY OF MICHIGAN                   | 2   |
| Treatment on Scene / No Transport        | 49  |
| WHITE PINE PSYCH CENTER                  | 1   |

Avg. Response Times for all Lake Co (Life Threatening Emergencies): 0:09:58

Response time compliance by month (15 mins. or less 80%):

|                                    |            |
|------------------------------------|------------|
| April                              | 88%        |
| May                                | 82%        |
| June                               | <u>85%</u> |
| 85% overall this reporting period. |            |

During this reporting period, Life EMS responded to 5 requests for medical standby/rehab for fire events in Lake County, providing approximately 8.5 hours of NO CHARGE paramedic ambulance standby for the health and safety of Lake Co. firefighters.

## Mutual Aid Coverage

Lake County units provided mutual aid coverage to Newaygo and Mason County on 75 occasions.  
Newaygo and Mason County units provided mutual aid coverage to Lake County on 76 occasions.

### Priority 1 responses and average response time, by jurisdiction:

| <u>Jurisdiction/census</u> | <u>Second ¼<br/>Count</u> | <u>Second ¼ Avg.<br/>Response Time</u> |
|----------------------------|---------------------------|--|
| Webber Township/1699       | 18                        | 07:40                                  |
| Pleasant Plains Twp/1581   | 20                        | 08:42                                  |
| Baldwin/1208               | 71                        | 05:41                                  |
| Chase Twp/1137             | 15                        | 14:51                                  |
| Elk Twp/985                | 11                        | 16:42                                  |
| Lake Twp/862               | 13                        | 14:52                                  |
| Ellsworth Twp/817          | 2                         | 21:18                                  |
| Yates Twp/761              | 22                        | 08:29                                  |
| Newkirk Twp/719            | 4                         | 12:44                                  |
| Pinora Twp/717             | 2                         | 17:15                                  |
| Peacock Twp/492            | 5                         | 15:10                                  |
| Eden Twp/487               | 13                        | 12:04                                  |
| Cherry Valley Twp/396      | 9                         | 12:55                                  |
| Dover Twp/395              | 0                         | 00:00                                  |
| Sauble Twp/333             | 5                         | 13:02                                  |
| Luther/318                 | 6                         | 14:43                                  |
| Sweetwater Twp/245         | 4                         | 15:21                                  |