

**Life EMS Ambulance of Lake County
Ambulance Report
January 1 through March 31, 2018**

Ambulance operations for Life EMS of Lake County ran well during the first quarter of 2018. During this reporting period Life EMS did 453 ambulance transports in Lake County. This is 30 more transports than during the same time period last year.

The Lake County operation continues to be well staffed with 9 full-time paramedics and 3 EMTs. Two of the EMTs are enrolled in the Life EMS paramedic program held in Reed City and we look forward to their advancement when they complete their training and certification requirements.

In February, Life EMS provided the initial training and education necessary for Medical First Response (MFR) agencies to carry and use epinephrine under the new MABEES protocol. The MABEES protocol went into effect on March 1 giving MFR agencies the ability to administer epinephrine during anaphylaxis and severe respiratory distress with associated wheezing. Led by paramedic and Instructor Coordinators Tom Maliszewski and Nan Lloyd, area MFRs received training on recognizing the correct symptoms and how to draw up the medication and administer the injection. Understanding the importance of this, Life EMS provided this training without cost to the departments.

We are gearing up for some of the biggest changes in our state and regional protocols in several years. These will require many hours of training and testing prior to being rolled out. The state has also approved the Region 6 *Enhanced Paramedic* protocol, allowing paramedics who have been trained to this level to deliver several additional medicated infusions. Life EMS plans to require this additional training for all of our paramedics and we have been actively involved in establishing the standards required for this course.

Life EMS has always looked for ways to measure themselves to insure that we are the best that we can be. One of the ways we do this is to participate in *The Best and Brightest Companies to Work For* competition. The organization identifies and honors companies that deliver exceptional human resource practices and an impressive commitment to their employees. Organizations are assessed on categories including work life balance, communication, employee education, retention, diversity, and recognition. On May 3, Life EMS was recognized again as one of the 101 Best and Brightest companies to work for in West Michigan. We are proud to attain this achievement and will continue to strive for workplace excellence.

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 518 requests for service for the three months of this report, resulting in 453 total patient transports.

EMS Response Details:

<u>Response Information By Priority:</u>	<u>Count</u>
Life-threatening emergency response (Pri-1)	262
Non-life-threatening immediate response (Pri-3)	124
Inter-facility Transfers	123
Fire standby/education/special event	9

Patient Destinations:

FOREST VIEW HOSPITAL	4
GRAND OAKS NURSING	10
Mercy Health Muskegon - Hackley Campus	1
MERCY HOSPITAL - MAIN SHERMAN	1
MUNSON HEALTHCARE CADILLAC HOSPITAL	18
Munson Healthcare-Manistee	16
MUNSON MEDICAL CTR	1
Oakwood Manor Apts -C & D side	1
PINE REST CHR HOSP - MAIN	4
SPECTRUM BLODGETT HOSPITAL	20
SPECTRUM BUTTERWORTH HOSPITAL	43
Spectrum Gerber Memorial Hospital	1
SPECTRUM HEALTH BIG RAPIDS HOSPITAL	34
Spectrum Helen Devos Children's Hospital	8
SPECTRUM LUDINGTON HOSPITAL	28
Spectrum Reed City Hospital	236
UNIVERSITY OF MICHIGAN	1
Treatment on Scene / No Transport	26

Avg. Response Times for all Lake Co (Life Threatening Emergencies): 0:10:46

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

January	80%
February	85%
March	<u>83%</u>
	83% overall this reporting period.

During this reporting period, Life EMS responded to 9 requests for medical standby/rehab for fire events in Lake County, providing approximately 12 hours of NO CHARGE paramedic ambulance standby for the health and safety of Lake Co. firefighters.

Mutual Aid Coverage

Lake County Ambulances provided coverage on 64 occasions and responded to 45 calls. Lake County received mutual aid coverage from Newaygo and Mason County units on 94 occasions and responded to 23 calls.

Priority 1 responses and average response time, by jurisdiction:

<u>Jurisdiction/census</u>	<u>First ¼ Count</u>	<u>First ¼ Avg. Response Time</u>
Webber Township/1699	35	09:28
Pleasant Plains Twp/1581	32	08:20
Baldwin/1208	84	05:26
Chase Twp/1137	12	13:42
Elk Twp/985	17	20:58
Lake Twp/862	12	16:07
Ellsworth Twp/817	5	16:45
Yates Twp/761	10	8:16
Newkirk Twp/719	11	14:26
Pinora Twp/717	2	17:37
Peacock Twp/492	10	11:57
Eden Twp/487	1	08:16
Cherry Valley Twp/396	2	10:45
Dover Twp/395	6	25:41
Sauble Twp/333	8	15:19
Luther/318	7	14:54
Sweetwater Twp/245	8	20:03