

**Life EMS Ambulance of Lake County  
Ambulance Report  
October 1 through December 31, 2017**

Ambulance operations for Life EMS of Lake County ran well during the fourth quarter for 2017. During this reporting period Life EMS did 370 ambulance transports in Lake County. This is 58 fewer transports than during the same time period last year. Life EMS had 1,686 ambulance transports for 2017, reflecting approximately a 4% decrease in transport volume over 2016.

We continue to be fully staffed in Lake County with a great group of EMTs and paramedics. We had one of our paramedics in training resign after finding a hospital position closer to his home in Traverse City. He was replaced with a paramedic from our Grand Rapids operation with nearly 10 years of experience. He has relocated to northern Newaygo County and has covered some shifts up here over the past few years, enjoying the area and the personnel.

In December the Lake County operation began using a newer version of our electronic patient care reporting (ePCR). Our paramedics quickly identified areas that the new ePCR could be improved upon and worked with our leadership, and software developers to make these improvements before the new system was rolled out to our urban operations. I'm very proud of the work that our staff did to improve this process.

At the American Ambulance Association's annual meeting in November, our company president Mark Meijer received the J. Walter Schaefer Award. The award is given annually to an individual whose work in EMS has contributed positively to the advancement of the industry as a whole. Mark has achieved this distinction through dedication and service in his role as President of the Michigan Ambulance Association. We are very proud to see this level of recognition for our leadership, and our organization.

During this quarter we had one STEMI patient that solidifies how successful the use of 12-lead ECGs, and the ability of our paramedics interpreting them. The patient requested to be transported to Ludington, it was during transport that the patient's ECG revealed what our paramedic interpreted as a STEMI. Upon arrival at the hospital the patient was evaluated by the ED staff. One hour and 22 minutes later an ambulance was requested to emergently transport her to Mercy's cardiac cath lab in Muskegon. The patient was successfully discharged following catheterization. The stark contrast here is the collaboration, trust, and process that were established years ago with Spectrum Health Reed City and the Meijer Heart Center, greatly reducing the time to receiving definitive care.

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 454 requests for service for the three months of this report, resulting in 370 total patient transports.

EMS Response Details:

<u>Response Information By Priority:</u>	<u>Count</u>
Life-threatening emergency response (Pri-1)	242
Non-life-threatening immediate response (Pri-3)	117
Inter-facility Transfers	92
Fire standby/education/special event	3

Patient Destinations:

BALDWIN FAMILY HEALTH CARE	1
FOREST VIEW HOSPITAL	2
GRAND OAKS NURSING	2
Home / Residence	8
Hurley Medical Center	1
Mercy Health Muskegon - Hackley Campus	1
MID MICHIGAN MEDICAL	1
MUNSON HEALTHCARE CADILLAC HOSPITAL	12
Munson Healthcare-Manistee	13
MUNSON MEDICAL CTR	2
PINE REST CHR HOSP - MAIN	6
SPECTRUM BLODGETT HOSPITAL	16
SPECTRUM BUTTERWORTH HOSPITAL	33
SPECTRUM HEALTH BIG RAPIDS HOSPITAL	29
Spectrum Helen Devos Children's Hospital	5
SPECTRUM LUDINGTON HOSPITAL	44
Spectrum Medical Group-4100 Lake Dr	1
Spectrum Reed City Hospital	191
UNIVERSITY OF MICHIGAN	1
VA CLINIC-BATTLE CRK	1
Treatment on Scene / No Transport	30

Avg. Response Times for all Lake Co (Life Threatening Emergencies): 0:10:13

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

October	81%
November	84%
December	<u>81%</u>
	82% overall this reporting period.

During this reporting period, Life EMS responded to 3 requests for medical standby/rehab for fire events in Lake County, providing approximately 3.75 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 88 occasions and responded to 50 calls. Lake County received mutual aid coverage from Newaygo and Mason County units on 88 occasions and responded to 26 calls.

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

<u>Jurisdiction/census</u>	<u>Fourth ¼ Count</u>	<u>Fourth ¼ Avg. Response Time</u>
Webber Township/1699	21	08:44
Pleasant Plains Twp/1581	30	07:36
Baldwin/1208	69	06:00
Chase Twp/1137	17	18:17
Elk Twp/985	14	22:08
Lake Twp/862	17	14:28
Ellsworth Twp/817	3	17:57
Yates Twp/761	20	08:59
Newkirk Twp/719	5	13:00
Pinora Twp/717	2	28:12
Peacock Twp/492	10	10:14
Eden Twp/487	9	13:32
Cherry Valley Twp/396	5	10:19
Dover Twp/395	3	21:23
Sauble Twp/333	4	20:46
Luther/318	7	17:09
Sweetwater Twp/245	7	15:55