

**Life EMS Ambulance of Lake County
Ambulance Report
July 1 through December 31, 2022**

Ambulance operations for Life EMS of Lake County ran well during the third and fourth quarters of 2022. During this reporting period Life EMS did 1,172 ambulance transports and on scene assessments in Lake County. This is 130 fewer transports than during the same time period last year. Life EMS had 2,323 ambulance transports and assessments for 2022, reflecting approximately a 1% increase in volume over 2021. For reference, the call volume for the previous 10 years are as follows: 2021- 2,242; 2020- 2,100; 2019-1,886; 2018-1,781; 2017-1,686; 2016-1,741; 2015-1,710; 2014-1,747; 2013-1,773; 2012-1,656.

The Lake County operation continues to be very well staffed with excellent paramedics and EMTs. We currently have part-time positions posted to provide us with added depth. One of our EMTs recently graduated from the paramedic course through the Life EMS Education Centre and is awaiting completion of his National Registry testing. Additionally, we have another one of our EMTs attending the paramedic course through West Shore Community College.

Life EMS has taken an innovative approach to behavioral health transports. We have worked with Pine Rest Hospital to develop a specialized vehicle to transport behavioral health patients for inter-facility transfers. This vehicle will allow these patients without a medical need to be transported by a different means than using an ambulance. We often see behavioral health patients being transported to very distant hospitals. We hope that by providing this means of transportation, we will improve ambulance availability for 911 response calls.

For the holidays, our on-duty associates were treated to Thanksgiving and Christmas Dinners from Honey-Baked Hams to show our appreciation for their dedication in keeping Lake County fully staffed for the holidays.

There were 2 STEMI cases during this reporting period with successful outcomes. In November we transported a 50 year old directly to Butterworth from Baldwin, she was treated medically and discharged home. In December we transported a 73 year-old to Reed City, and subsequently to the Meijer Heart Center (AeroMed was unable to fly) where he received emergent cardiac catheterization with stent placement. He was discharged following a 3 day stay.

In October, we experienced a Commission on Accreditation of Ambulance Services (CAAS) site review. We were the first company in the United States to have an onsite review since the beginning of the pandemic. The 3 onsite reviewers reported that they were able to take a more extensive look at our organization versus the virtual visits conducted since the pandemic began. I'm pleased to report that we scored a perfect

309 for the 309 aspects evaluated in all of our operations. This is a three-year accreditation.

- CAAS is an independent Commission that established a comprehensive series of standards for the ambulance service industry.
- CAAS accreditation signifies that your service has met the “gold standard” determined by the ambulance industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation. The CAAS standards are designed to increase operational efficiency and clinical quality, while decreasing risk and liability to the organization.
- The process includes a comprehensive self-assessment and an independent external review of the EMS organization. This independent process provides verification to your Board of Commissioners, medical community, and others that quality care is provided to the community.

Thank you for allowing Life EMS to provide ambulance service to the residents and visitors of Lake County.

Respectfully submitted,
Jeff Stockhill
Director of North Operations