

**Life EMS Ambulance of Lake County
Ambulance Report
October 1 through December 31, 2020**

Ambulance operations for Life EMS of Lake County ran well during the fourth quarter for 2020. During this reporting period Life EMS did 520 ambulance transports in Lake County. This is 85 more transports than during the same time period last year. Life EMS had 2,100 ambulance transports and assessments for 2020, reflecting approximately a 11% increase in transport volume over 2019. For reference, the call volume for the previous 10 years are as follows: 2019-1,886, 2018-1,781, 2017-1,686, 2016-1,741, 2015-1,710, 2014-1,747, 2013-1,773, 2012-1,656, 2011-1,612, 2010-1,526.

We continue to be fully staffed in Lake County with a great group of EMTs and paramedics. We do have recent openings and have posted for both EMT and paramedic levels. We do have one paramedic that is moving to part-time, he will be replaced with a local EMT that is currently working part-time with us.

North Flight EMS, serving Wexford and Manistee Counties, was recently acquired by Mobile Medical Response (MMR) based out of Saginaw. MMR is a large agency serving many counties on the east side of Michigan. Shortly following the acquisition, we began receiving multiple requests for mutual aid coverage in Wexford County. On a couple of occasions we did move an ambulance to M-37 and M-55. After reviewing the frequency of requests, and the distance from our response area, we have decided against this action moving forward. We will continue to honor our mutual aid agreement that was initially established with North Flight, which does not include moving an ambulance for coverage.

As COVID-19 entered West Michigan with a vengeance during this period, most crews were in direct contact with carriers on a frequent basis for several weeks. We experienced call volume levels that we've never come close to before in both October and November, with COVID cases being a contributing factor. The diligence that our crews had with PPE utilization, as well as decontamination procedures, kept our staff healthy and at work. While we experienced some positive shift screenings that sent people home for testing and quarantine, only one paramedic in Newaygo County has tested positive for the virus. As we lost a third of our Oceana County staff over a 5 day period in November to positive tests, we remained very fortunate here.

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

During this reporting period we did have one very successful outcome with our STEMI protocol. A 50 year-old man in the Branch area was determined to be having a STEMI involving the LAD artery; these are referred to as the Widow Maker. This call was handled by a Mason County crew who appropriately transported him directly to Mercy Hospital in Muskegon. The care and decisions made in the 87 minutes from the time that they were dispatched to their arrival at a cardiac cath lab certainly played a significant role in him being discharged, 2 days later and one stent heavier. The survival rate for the Widow Maker heart attack is 12% when it occurs outside of an acute care facility; he was 76 miles away.

Mutual Aid Coverage

Lake County units provided mutual aid coverage to Newaygo and Mason Counties on 35 occasions. Newaygo and Mason County units provided mutual aid coverage to Lake County on 67 occasions.

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
Life EMS Ambulance