

**Life EMS Ambulance of Lake County
Ambulance Report
October 1 through December 31, 2021**

Ambulance operations for Life EMS of Lake County ran well during the fourth quarter for 2021. During this reporting period Life EMS completed 629 ambulance transports and advanced assessments in Lake County. This is 109 more transports than during the same time-period last year. Life EMS had 2,242 ambulance transports and assessments for 2021, reflecting approximately a 9% increase in volume over 2020. For reference, the call volume for the previous 10 years are as follows: 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, 2011-1,612.

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. It's essentially become a bidding war between agencies for staffing. We strive to make Life EMS the most desirable place to work and recognize that pay and benefits are very important to our associates and do our best to remain competitive in these areas. We also recognize that a creating positive culture and showing appreciation for the difficult tasks that our associates do on a regular basis, assists us in retention and attracting new recruits. I'm happy to report that Lake County has kept the most consistent staffing levels of any Life EMS operation.

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.

The continued success of our STEMI protocol and algorithm still amazes me. As a reminder, STEMI is one of the deadliest types of heart attacks and timely intervention is key to a person's survival. While these are low frequency, high acuity events, it is the most innovative system improvement that I've witnessed during my career. This impacts both patient survival and the quality of life following the event. During this reporting period we did have one very successful outcome with this protocol. A 58-year-old from the Chase area was experiencing cardiac symptoms. Within 3 minutes of arrival a 12-lead ECG had been completed, identifying a STEMI involving the anterior wall of his heart. He was flown from Reed City to the Meijer Heart Center where he received angioplasty and had 3 stents placed. He was discharged home 2 days later.

Fire Standbys

During this reporting period we responded to 2 requests for medical standby and rehab for local fire departments.

Mutual Aid Coverage

Lake County units provided mutual aid coverage to Newaygo and Mason Counties on 43 occasions. Newaygo and Mason County units provided mutual aid coverage to Lake County on 91 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