



LIFEGUARD AMBULANCE SERVICE



Monthly Operational Report December 2011



Call/Transport Volume

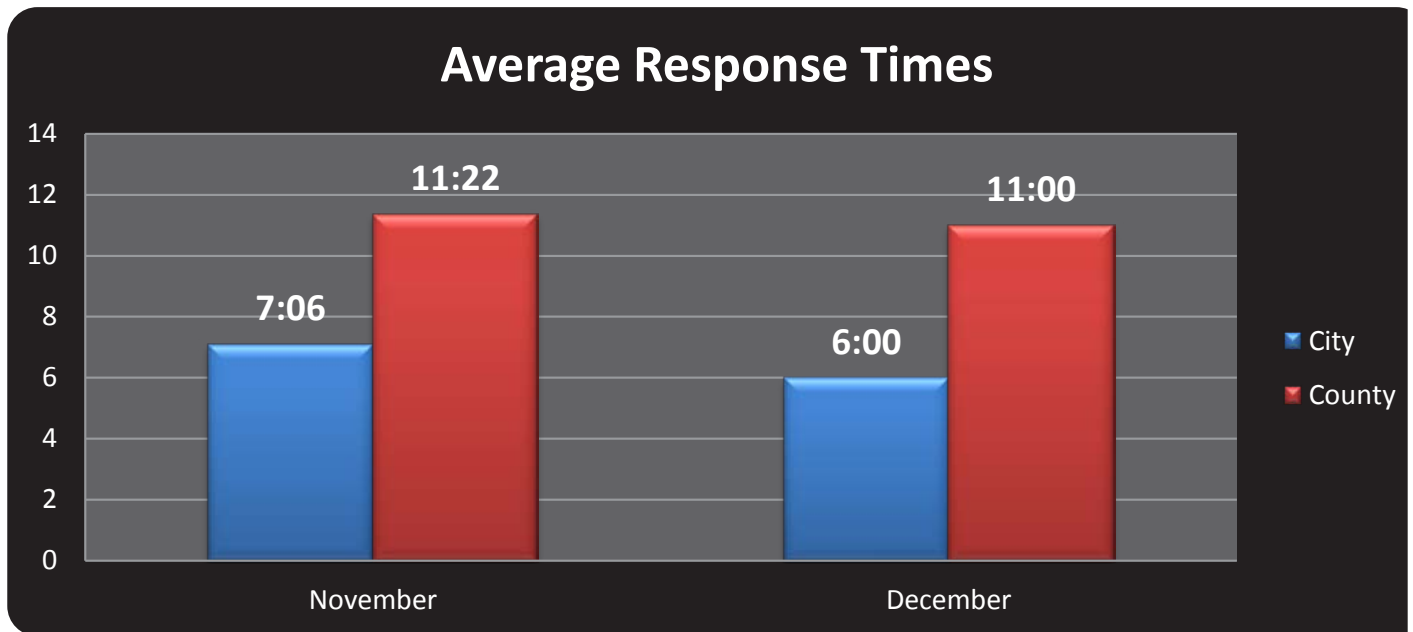
748 Requests for Service

597 Transports

Average Response Times

City- 6 minutes, 0 seconds

County- 11 minutes, 0 seconds



Call Volume Breakdown

• Within City Limits: 275 Calls

• Within County: 473 Calls

Inter-agency Training

Training was provided by the County to train Lifeguard employees on the use of the CAD system at the dispatch center and the Mobile Data Terminals (MDT) and Automated Vehicle Location (AVL). The AVL/MDT allows the communications center to dispatch the closest unit to a call. The system also will provide the crews more information about their patient as they are in route to an emergency. The unit mounts are installed in each ambulance now. Once the final technological systems are in place, this program will be fully implemented.

Disaster Drill at CCI

During December, Lifeguard participated in a disaster drill with Columbia Correctional Institution. This was a required drill for CCI. They requested our assistance and that of the fire department, because of our expertise in the ICS system. Chief Boozer from CCFR and Lifeguard's operations manager, James Brinkley, were integrated in the Command post for the drill and provided feedback on the process during and after the incident. The scenario was a tornado that touched down and damaged a cell block in the prison leaving people unaccounted for-six inmates and five staff members.

Community Involvement and Monthly Activities

- Home for the Holidays, 2 transports
 - Disaster Drill with Columbia Correctional Institution
 - AVL and MDT Training with County and City Fire Departments
 - ePCR Training
 - Local Heroes' First Annual Cookout with
*Columbia County and Lake City Fire Departments,
Trauma 1 Lima Charlie personnel, and Shandscair personnel*
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New Technology

ePCR: Electronic Patient Care Reporting

During the month of December, Lifeguard started training our employees in the use of the electronic patient care reporting system or ePCR. The ePCR system allows unprecedented access to data, which will enable Lifeguard to monitor quality and performance much quicker and with infinitely more detail than has previously been possible. This system also allows quality assurance reviews to take place in real time, often times even while the report is still being composed. The rapid availability of this data also extends to our hospital partners, who will be able to view reports near real-time if they so choose and they have the capability of accessing those reports electronically at any time in the future.



Lifeguard's operation in Mobile, Alabama was the first operation to start using the ePCR. The Mobile Operations Manager came to Columbia County, so that they could learn firsthand how to use the ePCR system. Each ambulance will be equipped with a Tough Book computer that will allow the crews to input the data into a patient care report electronically, as opposed to handwriting each report. Lifeguard's plan are to go live on January 16th with the ePCR.

Home for the Holidays

Lifeguard has always recognized that the holidays are a very special time for families to be together and we are committed to helping those in need achieve that goal. We were excited to provide our *Home for the Holidays* program again at Christmas time. Lifeguard first provided this service to Columbia County to two residents on Thanksgiving. The *Home for the Holidays* is a **complimentary** transportation program that allows residents in nursing facilities to be with their families for the holiday.

Lifeguard received requests to take two individuals *Home for the Holidays*. Both individuals were ecstatic to be able to spend Christmas Day with their families. Each family was overjoyed and extremely grateful that their loved one was able to be with them on the holiday.



“It’s an honor for us to be able to offer this program to the community in Columbia County. We are happy that we can do a little something and give back, especially during the holidays,” said Lifeguard’s operation manager, James Brinkley.