

LIFEGUARD AMBULANCE SERVICE

Monthly Operational Report -- July 2011

FIRST MONTH SUCCESSES

On June 28, Lifeguard Ambulance Service began its operation in Columbia County. The transition process went very smoothly. Lifeguard has completed its first month of service to Columbia County with the following accomplishments:

- Ran 655 calls with an average response time of ***8 minutes***
- Added a 12-hour truck to add coverage during peak times
- Hired ***13 more employees*** to cover the 5th unit full-time
- Implemented a dynamic posting model, which allows ambulances to stage closer to where they are needed
- Received a “No Deficiencies” excellent inspection from the State Department of Health Bureau of EMS
- Acquired a new administration building at 136 E Duval Street, across from the County Courthouse
 - Remodel begins this week
 - Move-in should be in about a month



COMMUNITY INVOLVEMENT

- Partnered with the community on several activities:
 - Boy Scouts of America Food Drive: attempt to break the record in the Guinness Book of World Records
 - Lake City's Police Department's Annual Night Out
 - July 4th Celebration: standby for fireworks and one of the co-sponsors of the event
 - Multiple Sporting Events
- Initiated a patient choice program by taking patients to their preferred hospital
- Started providing services to hospitals that allows them to contact Lifeguard for emergency transfers, such as STEMI's and Trauma Alerts



Inter-Agency Relationships

- Worked well with Columbia County Fire and Rescue and Lake City Fire Department on several major incidents, including:
 - A tour bus rollover, involving 21 patients
 - Multiple wrecks with more than 3 critical patients each
- Joint training with Lake City Fire Department and Columbia County Fire and Rescue
- Participated each week in 911 communications meeting
 - Multi-agency committee focused on improvement in communications and responses
 - Involved agencies: Columbia County Sheriff's Office, Columbia's Dispatch Center, Columbia County Fire Department, Lake City Fire Department, GIS Mapping Coordinator, County and City IT Department Heads, and Lifeguard
- Relationship with Lifeguard and Columbia County Fire and Rescue
 - With Dr. Landry as Columbia County Fire and Rescue's new medical director, they now are providing blood glucose checks and starting non-medicated IVs.
 - Lifeguard assisted with grant opportunities to obtain cardiac monitors and other ALS required equipment.
 - Lifeguard is working closely with Columbia County Fire and Rescue to help make them a full ALS First Responder Program

