



LIFEGUARD AMBULANCE SERVICE

Monthly Operational Report — April 2011



In the month of April, Lifeguard began implementing the use of the EMS Toolkit. The EMS Toolkit is a web based information repository as well as an interactive learning management system. This tool will allow unprecedented access to policies, procedures, protocols, reference materials, and training while simultaneously reducing the amount of paper usage within our operations. One of the biggest advantages to this system is that customized learning modules, either commercially procured or locally developed modules, can be added to this site allowing employees to access the training anytime, from anywhere that they have internet access. This system will also allow all data that has been previously maintained in hard copy files to be collected, categorized, and stored in searchable folders allowing custom reports to be generated from the data we collect. Another tremendous advantage to this system is that it will allow employees to store scanned images of their certification and manage their own certifications online. This system will also send automated reminders of expiring or missing credentials.

Community Events April 2011

- Navarre Relay for Life
- Milton Relay for Life
- Santa Rosa County Fair and Rodeo
- Easter Event at Swenson Park
- Immanuel Baptist Church Easter Event
- Scratch Ankle Festival
- Navarre Beach Triathlon
- Avalon Middle School Career Day
- West Florida Baptist Kids' Carnival
- St. Ann's Catholic Church Discovery Center
- Jay Rodeo
- Navarre Beach FunFest
- Demonstration for Youth Works high school students
- Attended SRC Emergency Preparedness Workshop

CAAS Accreditation Update

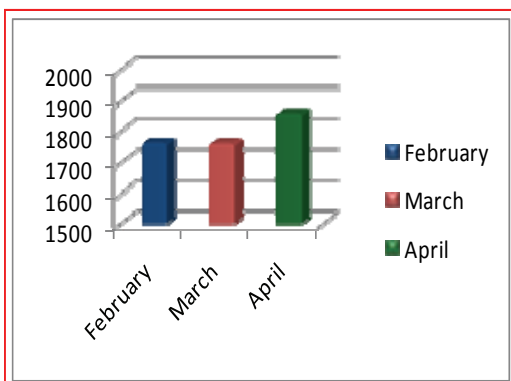
After many months of hard work, Lifeguard has entered into the final stages of the CAAS accreditation process. Lifeguard has been approved for an onsite inspection which is expected to be scheduled within the next 90 days. This process has been a difficult task which has forced Lifeguard to reexamine and strengthen every policy, procedure, and protocol that has been in place. Receiving the CAAS accreditation will reassure the citizens of Santa Rosa County that they are receiving the highest quality of ambulance service possible. Maintaining this accreditation also requires ongoing reevaluation which will ensure that the high standards that have been put in place will be maintained.

Lifeguard Remains 100% Compliant

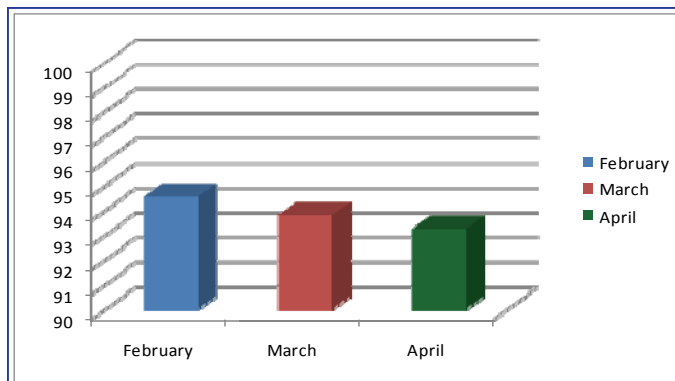
“Record Setting Response Times For 44 Consecutive Months”

April 2011 Response Time:

- Rural 12.19 minute average response time **93.46%**
- Urban 6.51 minute average response time **93.25%**



Combined Transport Volume



Combined Call Reliability Percentage April

Over the last month, quality assurance reviews indicated a decreased frequency of calls requiring paramedics to utilize advanced airway techniques. In response, Lifeguard offered an RSI and Advanced Airway Class to reinforce the skills and knowledge required to reliably and accurately manage airway issues through the use of airway devices and rapid sequence intubation.

Lifeguard continued moving toward the goal of having all full-time paramedics CCEMT-P qualified throughout the month of April, as four more paramedics graduated from the Critical Care Paramedic Program. This insures that the citizens are receiving the highest level of patient care from our paramedics.

Lifeguard held quarterly meetings during the month of April, updating all employees on the changes occurring within the organization. This rare opportunity to have nearly all employees together at the same time enabled Lifeguard to ensure that all questions were answered, concerns were addressed, and everyone received the same information. This event also offered a format to reinforce Lifeguard's commitment to excellence and customer service, while reinforcing our dedication to the community.

