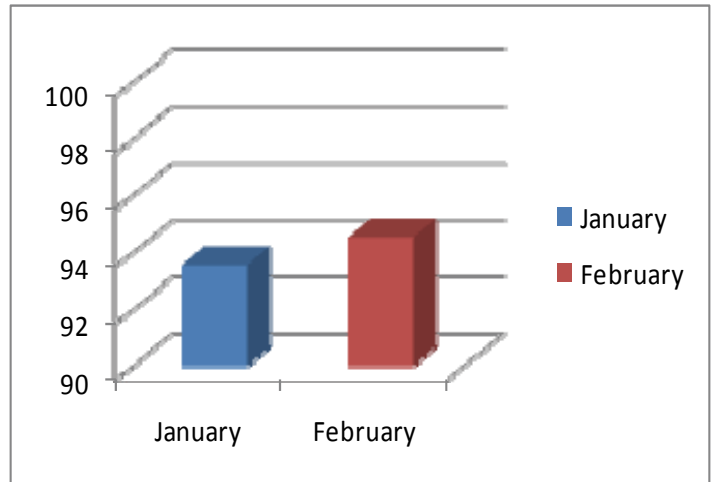




February 2011

Response Time

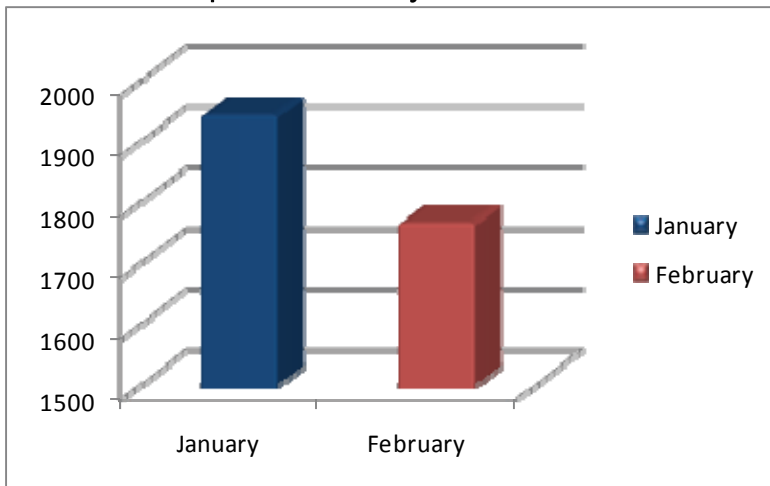
Lifeguard Ambulance Service is excited to report another month of exceptional response time performance, exceeding the Santa Rosa County contractual benchmark with industry leading numbers. The month of February served to be a record setting month for response time performance, with an **Urban** call reliability percentage of **94.92%** and a **Rural** call reliability of **91.11%**. Lifeguard takes great honor in providing a level of customer service that the citizens of Santa Rosa County can be proud of.



Combined Call Reliability Percentage 2011

Lifeguard Remains 100% Compliant *“Record Setting Fractile Response Times”*

Response Volume By Month 2011



System Resource Utilization

Lifeguard continues to work closely with the Santa Rosa County 911 Team to ensure a “One Team” approach to managing system resources. This dynamic EMS environment requires continual reassessment of staffing and unit utilization in order to meet the needs of high call volume. This was exemplified in the month of February, as Lifeguard responded to 1766 calls: 966 emergency calls and 800 non-emergency calls.

February 2011 Response Time:

- Rural 12.34 minute average response time
- Urban 6.55 minute average response time



Training & Education

Lifeguard Ambulance Service continues to work diligently to improve employee training and increase the availability of high-quality medical training to other members of the community. In February, Lifeguard Ambulance Service continued its dedication to providing the highest quality patient care through hosting continuing education classes for our staff and area emergency responders. Some of the classes taught were:

- International Trauma Life Support: Pediatric
- International Trauma Life Support: Adult
- Critical Care Paramedic Course
- Advanced Cardiac Life Support
- Pediatric Advance Life Support
- CPR for Healthcare Providers
- Neonatal Transport Training
- Difficult Airway Training

Lifeguard News

Effective February 20th, Shawn Bradberry became the Assistant Chief of Operations (Operations Manager) for the Santa Rosa County Operation. Shawn served as a Shift Captain and has over 15 years experience as a paramedic and holds a Masters Degree in Public Administration.

Quality Assurance/ Quality Improvement

In the month of February, Lifeguard applied for over \$800,000 in grants to help us to continue to improve our services and reinvest back into our community. In the upcoming months, Lifeguard will gain CAAS accreditation. In addition, Lifeguard will invest over \$250,000 in technology and work on improving our local Critical Care Transport program; all while remaining focused on safety and delivering unprecedented clinical quality, which is built on a

Community Service

Lifeguard Ambulance Service has a true commitment to the community. During the month of February Lifeguard Ambulance Service participated in events across the community to help support our citizens. Lifeguard Ambulance Service supplied personnel to assist with the Santa Rosa County Community CPR classes that were provided by the Emergency Operation Center. In addition to the CPR classes, Lifeguard staff spent two days at the "SkillsUSA" career expo hosted by Pensacola State College (pictured left).

