



LIFEGUARD AMBULANCE SERVICE

Monthly Operational Report—March 2011

As part of Lifeguard's on-going dedication to the citizens of Santa Rosa County, we have set the goal of having all of our full-time paramedics trained as Critical Care Paramedics. With the assistance of Workforce Florida, seven more of our full-time paramedics completed this training and became certified during March with several more employees in the current class due to end in April.

Because of the dedication involved in completing this rigorous training we have developed a "rocker," as demonstrated in the image to the right, to recognize these employees and reassure their patients that they are getting the most highly trained paramedics available.



In February 2011, Lifeguard submitted more than \$800,000 in grant requests to the State Department of Health. One of those grants was for the LUCAS2 Automated Chest Compression Device, a device that allows uninterrupted chest compressions throughout patient movement and treatment. Shortly after the grant was submitted, Lifeguard began "live" testing of this device in Santa Rosa County.

Within days of Lifeguard receiving this device for testing, it was put into action during a cardiac arrest at the Arcadia Mill Historical Site. This location is a difficult location to perform patient care due to the extensive boardwalk network that crosses the site. Typically this would mean a patient would receive relatively ineffective CPR until they could be moved off the boardwalk where responders had more room to work. However, on this occasion the LUCAS2 was placed on the patient, and it performed perfect CPR for the 8 minutes that it took to move the patient to the ambulance, where the patient was then transported to Santa Rosa Medical Center. During transport to the hospital, spontaneous circulation was restored and upon arrival the patient was breathing on his own.

After several weeks in ICU, this patient was released and walked out of the hospital due to the efforts of Lifeguard, Pace Fire Rescue and the LUCAS2 device. Since that time, this device has been instrumental in five more "saves" and Lifeguard is working with county fire departments to attempt to secure funding to place these devices throughout the county.

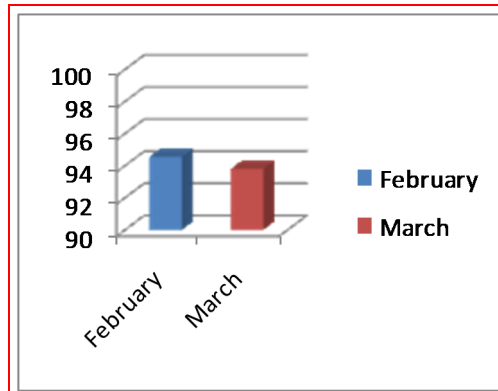
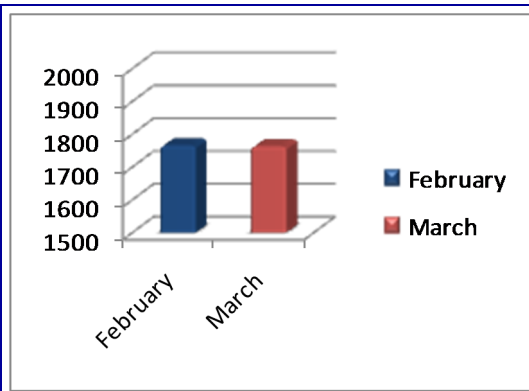
Community Events March 2011

- Milton Mardi Gras Parade
- Navarre Mardi Gras Parade
- Lumberjack Festival
- Milton Senior Expo
- Pace Health Fair
- Mommy & Me Walk
- Disaster Drill at Gulf Breeze Hospital

Lifeguard Remains 100% Compliant *“Record Setting Response Times For 43 Consecutive Months”*

March 2011 Response Time:

- **Rural 12.11 minute average response time 93.26%**
- **Urban 6.42 minute average response time 93.85%**



Combined Transport Volume

Combined Call Reliability Percentage

The next few months will be marked by significant changes within Lifeguard as we continue to invest in Santa Rosa County and embrace the advantages of advanced technology. Over the next three months, every ALS ambulance in Santa Rosa County will have a dedicated mobile data terminal, automated vehicle location system and a stand-alone electronic patient care reporting system that will allow near real-time transmission of patient data to receiving hospitals.

As part of Lifeguard’s ongoing commitment to providing the highest quality patient care available, we have recently purchased and began the implementation of an electronic training and management system. This system will increase our employees access to protocols, SOPs, and field guides, as well as making training available anytime the employee has internet access. This system will supplement our already extensive educational offerings.

March began with a single vehicle accident, which caused severe damage to one of Lifeguard’s ambulances and minor injuries to two employees. Since that time, Lifeguard has undertaken an extensive review of our safety policies, and we have instituted new training measures designed to directly increase the safety of our employees and the citizens we so proudly serve.

