



STARLITE

An e-news update from MedStar Emergency Medical Services

June 19, 2009

MedStar on the Web

MedStar is back on the Web!

MedStar911.org has been redesigned to better communicate the latest news and events at MedStar.

In addition to information about the MedStar system, new Web site features include online forms to request special event standby and demonstration units, downloadable forms for patients and facilities, and current performance benchmarks.

Look for the newly published MedStar brochure on the News & Events page.



Visit us online at www.medstar911.org

Setting the Standards for Others to Follow

MedStar has applied for accreditation by the Commission on Accreditation of Ambulance Services. CAAS accreditation signifies that an EMS system has met the "gold standard" determined by the industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation.

The accreditation application process includes a comprehensive self-assessment and an independent outside review of MedStar operations, including a multi-day on-site review by a team of reviewers. Of the 2,500 licensed ambulance providers in North America, only 120 are CAAS accredited.

The onsite review is scheduled for August, with a final determination expected by the end of the year.



The Care You Deserve

MedStar holds itself accountable to providing high quality patient care in an efficient and cost effective manner with accountability. These performance measures illustrate how we're trying to meet that goal.

Priority	Month-to-Date Reliability (as of 6/18)		
	Calls	Late	MTD %
1	1,121	127	88.7%
2	2,173	156	92.8%
3	1,283	150	88.3%
4	32	1	96.9%
5	234	13	94.4%
Overall	4,843	447	90.8%

Month (2009)	Response Time Reliability		
	All Calls % on time	Priority 1 Calls % on time	Avg. response time
Jan	90.1%	85.6%	6:01
Feb	89.0%	86.7%	5:51
Mar	88.0%	84.5%	6:16
Apr	87.5%	84.8%	5:55
May	88.0%	85.0%	6:03

MedStar's response time goals are: (90%)

Priority 1 calls 9 min. or less

Priority 2 calls 11 min. or less

Priority 3-5 calls 15 min. or less