



An e-news update from MedStar Emergency Medical Services

July 2, 2009

## 90 Days of Summer Safety

MedStar EMS encourages the community to enjoy their summer activities safely through



*90 Days of Summer Safety*. Each week from June 15 through September 7 a new summer-themed safety topic will be highlighted with tips and information. Topics include firework safety, drunk driving awareness, and tips for avoiding heat stroke. Check [www.medstar911.org](http://www.medstar911.org) each week for the latest Summer Safety topic!

## Enhanced Readiness = Better Patient Care

The MedStar fleet is being enhanced with auxiliary air conditioning units to keep the trucks, and onboard medications, within a safe temperate range when not in use. So far 27 MedStar ambulances have been equipped with auxiliary units which are plugged into special electric power sources that have been installed at MedStar's operations center. The power also keeps the onboard equipment and truck battery charged. In addition to auxiliary power, a shade canopy has been built that has been shown to lower the vehicle's temperature up to 20 degrees. As summer temperatures top 100 degrees, keeping the ambulances cool during their down times helps reduce engine wear and fuel consumption, as well as ensures the ambulances are ready to hit the streets when crews are deployed.



## 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 6/30)		
	Calls	Late	MTD %
1	1,950	260	86.7%
2	3,751	301	92.0%
3	2,166	283	86.9%
4	55	7	87.3%
5	388	19	95.1%
<b>Overall</b>	<b>8,310</b>	<b>870</b>	<b>89.5%</b>

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
June	89.5%	86.7%	5:54

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

Priority 1 calls 9 min. or less

Priority 2 calls 11 min. or less

Priority 3-5 calls 15 min. or less