



One Size Does NOT Fit All

July 31, 2009

When it comes to providing the care you deserve and expect, one size does not fit all. Because individual patients present with individual complaints, our response needs to be individualized. Two new pieces of equipment are helping MedStar crews provide better, personalized care.

Treating injuries and illnesses in children requires tools designed for their size and anatomy. MedStar will soon employ a new treatment and transport tool geared specifically for children. Instead of trying to secure a child on an adult-sized immobilizer, pediatric immobilizers with Velcro closures will allow crews to quickly immobilize child patients while still managing their airway. This complete immobilization can protect against further injuries and facilitates safer transport.



For injuries to extremities, EMS professionals are trained to immobilize fractures in the position found. The Reel Splint is a framed traction splint that is easily modified to any position, providing adjustable immobilization for knees, femurs, hips or shoulders. This reduces pain and the potential for further damage. It also reduces the awkward use of rolls of cling, tape and other makeshift splints.



Working Together to Serve You Better

Sincere appreciation goes to Fort Worth Fire Department, Fort Worth Transportation Authority (The T) and MedStar crews for their professional and well-executed coordinated response to a potential mass hazardous inhalation incident this week. With the assistance of FWFD and The T, MedStar was able to assess 150 patients on scene, transporting 12 by ambulance and 22 by buses provided by The T. While the root cause of the incident was deemed inconsequential, the response proved that MedStar and our partners stand ready to serve our community in the event of a serious mass casualty incident.

MedStar Seen on CNN

On July 26, CNN's John King talked to two JPS doctors about the state of health care in the U.S. and what needs to be done. Footage of MedStar crews in action was featured in the story. To view the video, go to: www.cnn.com/video/?/video/politics/2009/07/26/sotu.king.tx.healthcare.cnn

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 striving to meet that goal.

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

Priority	Month-to-Date Reliability (as of 7/30)		
	Calls	Late	MTD %
1	1,862	216	88.4%
2	3,641	238	93.5%
3	2,179	224	89.7%
4	51	5	90.2%
5	431	9	97.9%
Overall	8,164	692	91.5%