



An e-news update from MedStar Emergency Medical Services

www.medstar911.org

September 25, 2009

Citizen EMS Academy Now Accepting Applications

Join us for an interactive, behind-the-scenes look at Emergency Medical Services through MedStar's Citizen EMS Academy.

Fall 2009 Citizen EMS Academy

Tuesdays evenings
6:00 – 9:00 p.m.

Nov. 3 - Dec. 8

This interactive forum is a 6-week course (one night a week) that explores what it takes to provide high quality emergency medical service to more than 800,000 residents in Tarrant County.

Participants will learn how 9-1-1 medical calls are triaged and dispatched, see demonstrations of equipment and procedures used by EMS crews in the field and be certified in CPR. The Citizen Academy also includes a "ride-along" with an ambulance crew.

Space is limited to eight students per Academy. There is no charge to attend. Participants must be at least 18 years old and live or work in the MedStar service area. **Apply today at www.medstar911.org/citizen-academy** (Application Deadline: October 16)

Paramedic Academy Graduates 4th Class

MedStar welcomes 11 new paramedics from the MedStar EMS Academy, operated in partnership with Tarrant County College. EMTs chosen for the Academy attended a 9-month training, 5 days a week 8 hours a day. The students received their salary as well as tuition, books and fees paid by MedStar. The paramedics are in the process of gaining their national and state paramedic certifications and will then enter MedStar field training.

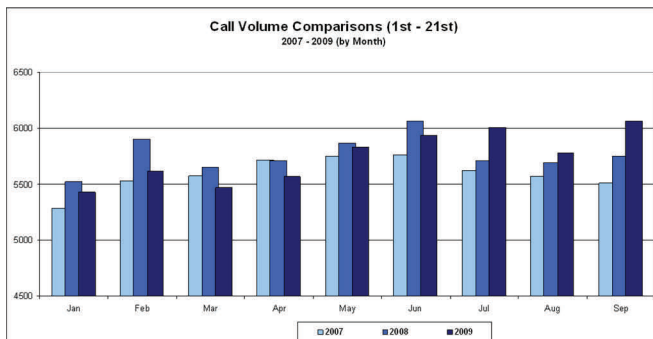


The Care You Deserve

MedStar has experienced unprecedented call volume in September, with a five percent increase in calls in the first three weeks of the month compared to the same time period last year.

Historically, MedStar only sees about four percent growth in calls annually. To meet the extra

demand, field crews have been working voluntary overtime and all credentialed administrative staff have been asked to work one field shift per pay period.



MedStar's response time goals:
(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

Month-to-Date Reliability (as of 9/22)

Priority	Calls	Late	MTD %
1	1,478	264	82.1%
2	2,261	317	88.1%
3	1,552	232	85.1%
4	52	9	82.7%
5	356	11	96.9%
Overall	6,099	833	86.3%



We Move at the Speed of Life...

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