



An e-news update from MedStar Emergency Medical Services

www.medstar911.org

December 4, 2009

MedStar brings families Home for the Holidays

MedStar's inaugural Home for the Holidays program was a big success. Crews provided non-emergency ambulance transportation to five residents of area nursing homes to have Thanksgiving dinner with their families.

These patients had medical or mobility limitations that would normally make it difficult or impossible for their families to transport them to a holiday gathering.

In the spirit of the holiday, MedStar provided the transportation free of charge as a community service.

See the story as reported by WFAA ABC Channel 8:



www.medstar911.org/in-the-news.

The next meeting of the Area Metropolitan Ambulance Authority Board of Directors will be 10 a.m. Wednesday, December 23. Go to www.medstar911.org/board-of-directors for agenda and meeting details.

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

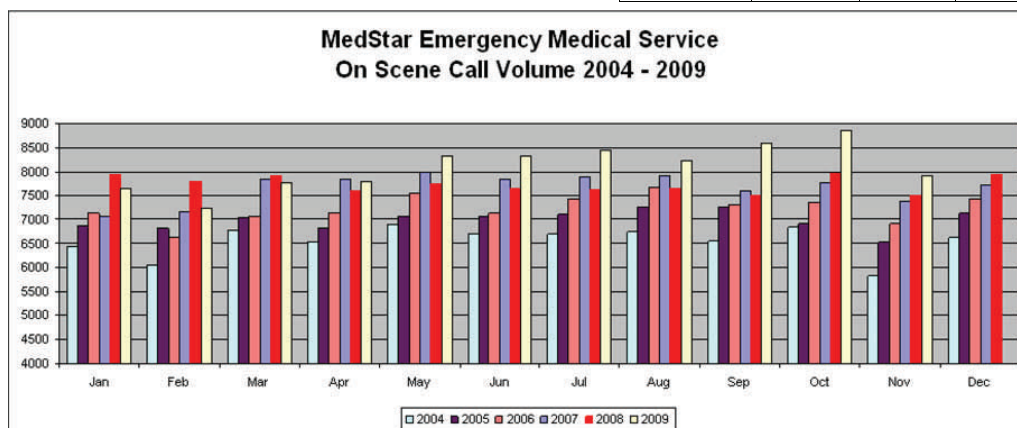
Priority 2 calls 11 min. or less

Priority 3-5 calls 15 min. or less

Month-to-Date Reliability

(as of 12/4)

Priority	Calls	Late	MTD %
1	169	19	88.8%
2	328	16	95.1%
3	204	13	93.6%
4	9	0	100.0%
5	64	3	95.3%
Overall	774	51	93.4%



We Move at the Speed of Life...

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