



An e-news update from MedStar Emergency Medical Services

www.medstar911.org

December 18, 2009

Enrollment Open for MedStar's Citizen EMS Academy!

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

The Citizen EMS Academy 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 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: January 21).

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

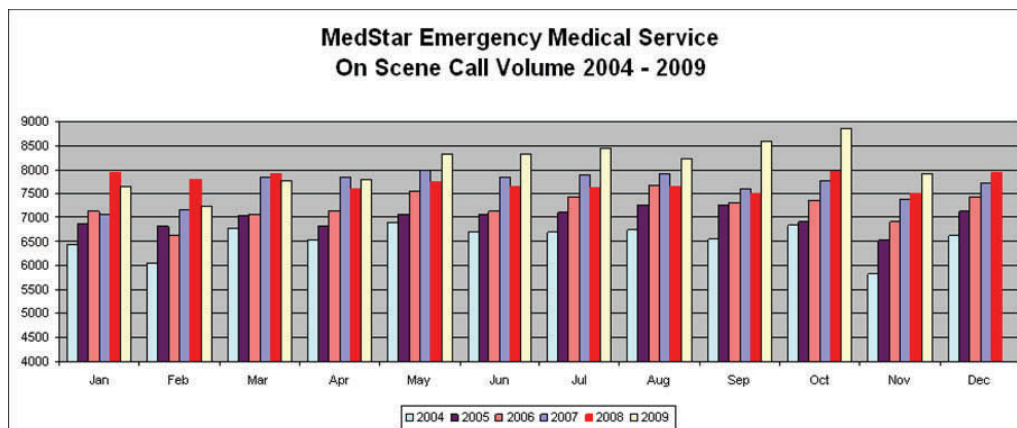
Priority 2 calls 11 min. or less

Priority 3-5 calls 15 min. or less

Month-to-Date Reliability

(as of 12/17)

Priority	Calls	Late	MTD %
1	974	116	88.1%
2	1,851	149	92.0%
3	1,094	110	89.9%
4	41	3	92.7%
5	297	6	98.0%
Overall	4,257	384	91.0%



We Move at the Speed of Life...

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