



MedStar Receives National Accreditation

January 8, 2010

MedStar EMS, the exclusive ambulance service provider to 15 Tarrant County cities, now joins the elite group of medical transportation service providers that are accredited by the Commission on Accreditation of Ambulance Services (CAAS).

Of the 2,500 licensed ambulance providers in North America, only 133 are CAAS accredited. With this achievement, MedStar becomes only the fourth ambulance service to be accredited in the state of Texas.



The 18 month application process included a comprehensive self-assessment and an independent outside review of MedStar operations, including a multi-day on-site review by national experts in emergency medical services.

Crews Help Homeless Cope With Cold Weather

During this weekend of extreme weather temperatures, MedStar is supporting the Fort Worth Police Department's initiative in identifying homeless persons in need of shelter.

Any MedStar crews who find a homeless person in need of shelter can refer them to the



Salvation Army Mabee Center at 1855 East Lancaster. The Salvation Army will accept all people during this extreme cold weather situation.

For those in need of transportation to the shelter during the extreme cold, MedStar crews are notifying field supervisors to coordinate transportation.

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. During the 6-week course (one night a week) participants 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 become 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. **For more information or to apply, go to: www.medstar911.org/citizen-academy (Application Deadline: January 21).**

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		
	Calls	Late	MTD %
1	1,686	203	88.0%
2	3,166	260	91.8%
3	1,905	201	89.4%
4	67	5	92.5%
5	470	10	97.9%
Overall	7,294	679	90.7%