



★ STARLITE

An e-news update from MedStar Emergency Medical Services

www.medstar911.org

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MedStar on the Web

Have you visited MedStar's Web site lately? The site is a great way to stay informed about the latest happening at MedStar, as well as keep track of how we're meeting our mission to provide high quality patient care.

Subscribe to newsletters, read recent press, download board agendas or view photos of MedStar at work and at play. Visit www.MedStar911.org and see what's new!



MedStar's Community Health Program Impacts Call Volume

MedStar has seen a 50 percent reduction in 9-1-1 calls by participants in the new Community Health Program in just the first six months of operation.

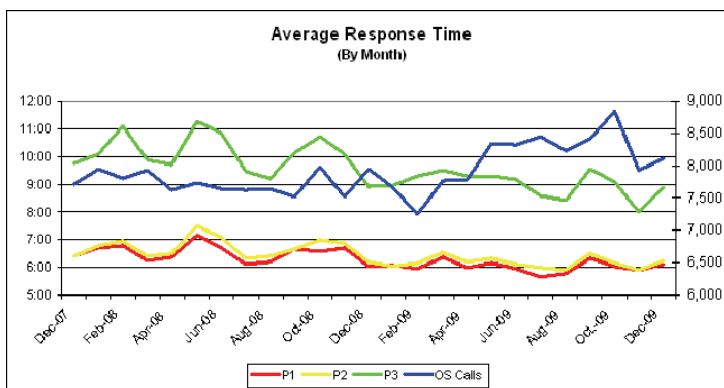
The Community Health Program is designed to provide preventive measures to reduce the use of the 9-1-1 system and coordinate appropriate healthcare for those enrolled. Frequent users of emergency medical care are identified based on dispatch and patient care records, then MedStar pre-schedules visits to these at-risk patients to provide basic medical assessment and treatment designed to prevent the need for an emergency response in the future.

In the 90 days prior to being enrolled in the Community Health Program, participants were calling for an ambulance up to 12 times a month.

The Care You Deserve

MedStar holds itself accountable to providing high quality patient care in an effective and cost-efficient manner with accountability to system performance standards.

These performance measures illustrate how we're striving to meet that goal.



		Month-to-Date Reliability (as of 2/4)			
MedStar's response time goals (90% of time):		Priority	Calls	Late	MTD %
Priority 1	9 min. or less	1	253	31	87.7%
Priority 2	11 min. or less	2	463	26	94.4%
Priority 3-5	15 min. or less	3	273	17	93.8%
		4	8	1	87.5%
		5	93	1	98.9%
		Overall	1,090	76	93.0%



We Move at the Speed of Life...

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