



★ STARLITE

An e-news update from MedStar Emergency Medical Services

www.medstar911.org

March 5, 2010

Predicting 9-1-1 'Storms'

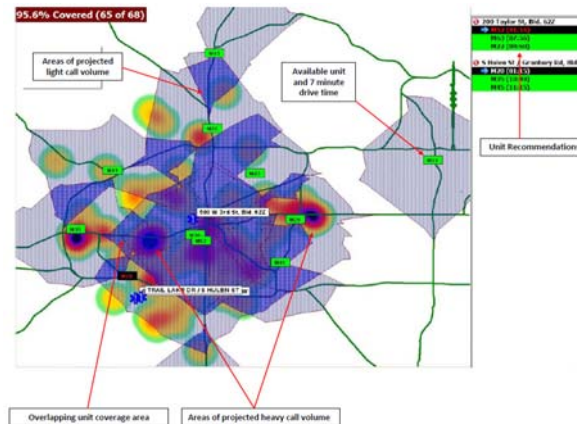
A new "weather map" of sorts is helping MedStar EMS better predict where 9-1-1 calls will come from, improving ambulance response times and ultimately patient care. The new technology graphically provides real-time analysis of anticipated call volume. This allows MedStar dispatchers to position ambulances throughout the service area at locations where they can get to the most calls in the fastest amount of time.

The new system combines data from the previous 20 weeks with data from the next 20 weeks from the same date last year to calculate where 9-1-1 calls are most likely to occur.

The Deployment Monitor then creates "storms" of calls on a digital map, with areas of projected high volume shown in dark purple and areas of moderate demand in yellow.

Each ambulance traveling within MedStar's service area is illustrated showing the vicinity the unit can drive to within 7 ½ minutes. As the unit moves, its coverage area moves with it.

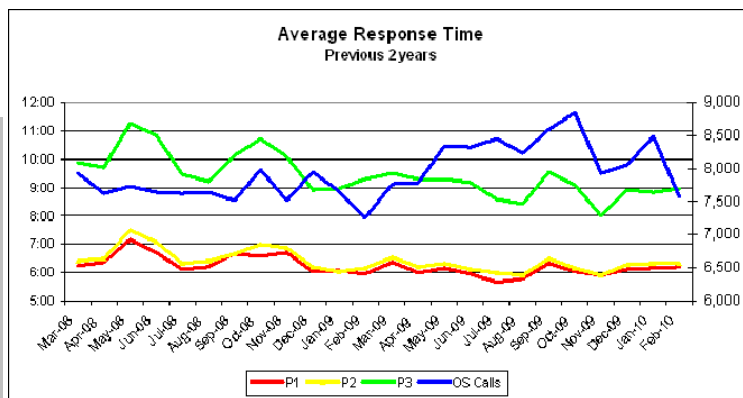
When a 9-1-1 call comes in, the Deployment Monitor analyzes the call location as well as the available ambulances with the best access to the call. Based on this information, the Deployment Monitor recommends the three closest ambulances with the best drive time listed first. All of this information is shown on two large screens mounted in MedStar's Communications Center.



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 3/4)			
MedStar's response time goals (90% of time):		Priority	Calls	Late	MTD %
Priority 1	9 min. or less	1	256	38	85.2%
		2	495	46	90.7%
Priority 2	11 min. or less	3	296	39	86.8%
		4	16	5	68.8%
Priority 3-5	15 min. or less	5	83	4	95.2%
		Overall	1,146	132	88.5%