



★ STARLITE

An e-news update from MedStar Emergency Medical Services

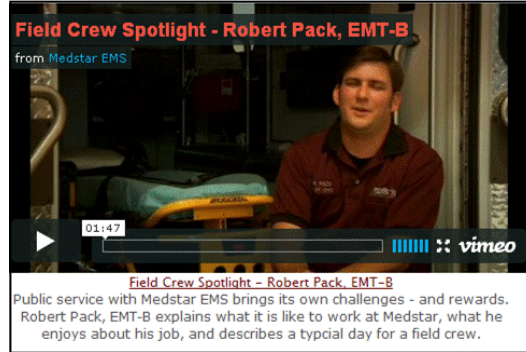
www.medstar911.org

April 2, 2010

Employee Spotlight: Robert Pack, EMT

Wonder what it's *really* like to work at MedStar? Hear firsthand about the challenges, and rewards, of being an Emergency Medical Technician at MedStar EMS. The new employee spotlight on MedStar's web site features an interview with EMT Robert Pack.

During the two minute video, Pack explains what it is like to work at MedStar, what he enjoys about his job, and some of the unique challenges his job holds. www.medstar911.org/about-us



Enroll Now 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 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.

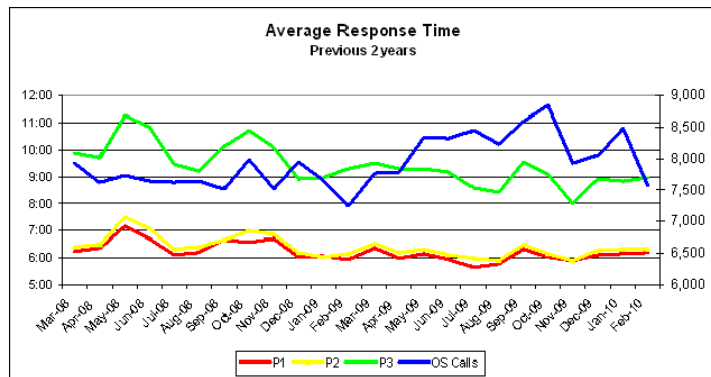
Apply today at www.medstar911.org/citizen-academy (Application Deadline: April 19).

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.

For more performance measures, go to the Accountability page on MedStar's web site, www.medstar911.org.



		Month-to-Date Reliability (as of 3/30/10)			
MedStar's response time goals (90% of time):		Priority	Calls	Late	MTD %
Priority 1	9 min. or less	1	1,917	202	89.5%
Priority 2	11 min. or less	2	3,730	258	93.1%
Priority 3-5	15 min. or less	3	2,280	228	90.0%
		4	111	13	88.3%
		5	506	18	96.4%
		Overall	8,544	719	91.6%