



# ★ STARLITE

An e-news update from MedStar Emergency Medical Services

[www.medstar911.org](http://www.medstar911.org)

August 28, 2009

## Increased Safety Through Higher Visibility

In the interest of safety, MedStar has begun installing a new vehicle marking scheme on its fleet.

Three inch red and white reflective diagonal stripes are being added to the rear of all MedStar ambulances. The new reflective markings, shown here, will be installed as the fleet goes through its scheduled remounts.



According to a 2002 study, at least 67 EMS providers were killed in the United States in ground transportation-related events between 1992 and 1997. Studies conducted in the U.S. and elsewhere suggest that increasing emergency vehicle visibility and recognition holds promise for enhancing first responders' safety when exposed to traffic both inside and outside their vehicles.

Along with the new safety markings, MedStar's Web address is being added to the fleet to direct the public to more information about their emergency medical service.

**Remember:**  
Texas law requires drivers nearing stopped emergency vehicles - with lights activated - to either slow down or change lanes.

## A Home Run

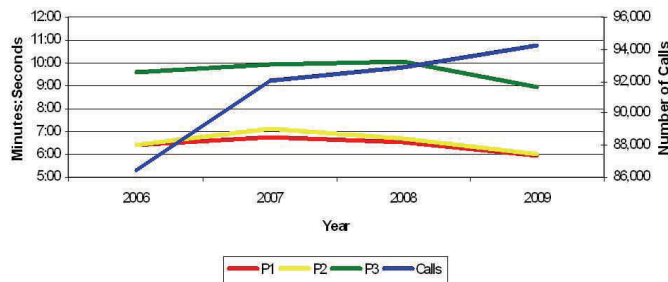
MedStar helped celebrate Health Care Professionals Appreciation Night with the Fort Worth Cats baseball August 21.

Team mascot Dodger, decked out in full medical garb, received a fitting escort onto the field after the 2nd inning in a MedStar ambulance with lights and sirens.



## The Care You Deserve

Average Response Time vs. Call Volume



MedStar's response time goals:  
(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

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.

Month-to-Date Reliability  
(as of 8/27)

Priority	Calls	Late	MTD %
1	1,659	197	88.1%
2	3,179	212	93.3%
3	1,847	193	89.6%
4	59	2	96.6%
5	426	10	97.7%
<b>Overall</b>	<b>7,170</b>	<b>614</b>	<b>91.4%</b>