



# Fenton City extends EMS contract to STAT

Fenton City Council voted unanimously to extend the STAT EMS 911 service contract for another year.

Fire Chief Bob Cairnduff stated the City's joint contract with the City of Linden and STAT EMS expires on February 1, 2014. The contract allows for one year extensions. He stated STAT EMS provides excellent service and there is a good working relationship between the City of Fenton, City of Linden, and STAT EMS. "We've been getting phenomenal service," adds Cairnduff.

Council person McDermott commented regarding response times of STAT EMS, stating "They were outstanding".

"We are very excited to

continue our partnership with Fenton City. STAT and Fenton/Linden city have worked very hard in addressing their needs of quality, response times, and future planning to enhance the way STAT deploys its resources", said Joseph R. Karlichek, STAT Chief Operating Officer.

STAT reported to the council their life threatening response times in CY2013 was 5 minutes 26 seconds. The contract requires a 8 minute 59 second response time.

National data suggests life threatening response times should require a less than nine minute response time.

"I think one of the things that makes this relationship unique is that 'EMS con-

tracts' do provide consistency and better oversight of how resources are planned and responses to the needs of the community are handled", says Christopher Watts, STAT Government Liaison.

To learn more about STAT EMS and its 911 contract operations contact the Office of Operations at 810.238.7672 ext. 214.



*STAT on standby at a drowning in Fenton in summer 2013.*

## On-line training to bring new opportunities for busy EMS and non-emergent transport staff

A new on-line training program is soon to be implemented across STAT EMS called "E-Learning", designed to provide numerous types of media that deliver text, audio, images, animation, and streaming video to make learning interactive.

"What we will be able to do with this program is phenomenal. It will save time, increase safety and training compliance across the organization and keep our staff 'wired' for the 21st century", says Matthew Rozen, Operations Logistics Director and

Vice Chair of Safety and Risk Management.

Matt says there is just a few additional committee meetings to go and expects to have this program implemented in June 2014.

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### EMS HOT SHOTS!

*Paramedic Steve Daly*

*EMT-B Matthew Leichter*

*Parents of a pediatric patient called stating they provided excellent patient care to a pediatric patient and took great care of their child and keeping the family calm during a very stressful situation.*

*Thank you gentlemen!*

# Medical Necessity to meet Federal Standards is being forged with education and policy via presentations

With the increase in Federal scrutiny over how Medicare dollars are being spent across the United States, some States have seen drastic measures being taken to reduce cases of fraud and abuse by EMS companies. One state in particular, Texas, has seen a recent moratorium of new start up services issued by the Centers for Medicare Service (CMS) as well as Pennsylvania, and New Jersey Counties.

“It’s a stark reminder to not just EMS companies but also medical facilities such as Skilled Nursing, Hospitals, and even Hospice centers”, says Joseph Karlichek, COO for STAT EMS. Joe added that STAT re-examines its policies routinely, consults with the American Ambulance Association (AAA) and Page Wolf-

berg and Wolf (PWW), a nationwide law firm designed to assist EMS companies with policy writing as well as developing higher education and policy enhancement for its EMS and management staff.

Kieth Rumbold, Director of Operations says, “We see far too often where our dispatch center receives a call from a medical facility saying ‘*the patient needs to go by ambulance*’, we send our Special Services Evaluation Team (SSET) out and discover the patient doesn’t meet medical necessity. By way of policy we remove the patient from our ambulance division and work with the facility and family for the patient to be moved to our Wheelchair and Medical CAB Division”.

Kieth says its EMS staff was recently trained in September 2013, as part of its

annual training, and has set up internal reporting procedures where clinicians report lack of medical necessity.

Kieth adds it has worked out very well with their clinical, dispatchers, and medical billing staff.

STAT is also providing numerous “Medical Necessity Campaigns” where the company will make presentations at local chamber events, skilled nursing associations, and other organizations that support the elderly.

To learn more about compliance please go to the following websites:

[www.the-aaa.org](http://www.the-aaa.org)

[www.pwwemslaw.com](http://www.pwwemslaw.com)

## EMS Academy taking applications for EMT recruits

STAT EMS Education Department is accepting applications for its upcoming EMT-Basic Academy class which begins April 22, 2014. The academy will run Tuesday and Thursday evenings from 5—9 p.m. Academy seating is limited.

This is a comprehensive academy for those interested in pre-hospital health care at the Basic Life Support level. This academy is based on curricula set forth

by the National Highway Traffic Safety Administration and Michigan Department of Community Health. Upon successful completion of the EMT Academy the applicant will be required to successfully pass the National Registry Exam for EMT-Basic to be licensed to operate.

To enroll you can click on

<http://www.statems.net/emtbasic.asp>

You can also contact STAT’s Department of EMS Education at 810.238.7672 ext.



EMS education located at 512 W. Court street

## Pre-Hospital Life Support (PHTLS) Training available

**Prehospital Trauma Life Support (PHTLS)** is recognized around the world as the leading continuing education program for Prehospital emergency trauma care. STAT EMS is a Training Site with NAEMT to instruct **PHTLS**.

PHTLS courses improve the quality of trauma care in your area and decrease mortality. The program is based on a Prehospital trauma care philosophy,

stressing the treatment of the multi-system trauma patient as a unique entity with specific needs. This may require an approach to the trauma patient that varies from traditional treatment modalities.

STAT is offering classes throughout 2014 at the cost of \$250.00 per person. The cost includes the required textbook and upon graduating the candidate receives their certificate. PHTLS can also be used

to assist EMS in their continued education credits required by the State of Michigan. To enroll please click on <http://www.statems.net/phtls.asp>



# Is your medical or public safety agency in need of CPR and AED training?

STAT EMS provides AHA CPR and Automated External Defibrillation recertification training every second and fourth Tuesday of each month.

The course is offered to fire, police, nurses, physicians, and other identified pre-hospital care providers in need of renewal.

The class is designed to teach the skills of CPR for victims of all ages including; ventilation with a barrier device, a bag-mask device and oxygen) use of an AED, and relief of FBAO. It is intended for participants who provide healthcare to patients in a wide variety of settings.

Class times are from 9:00 a.m. to 1:00

p.m. and is located at 512 West Court Street. To learn more click on

<http://www.statems.net/ahacpraed.asp>

More than 100 medical community members are trained each month on CPR and Continued Education classes at STAT.



If your medical facility, law enforcement, fire personnel, or physician staff is in need of CPR and AED certification please contact the Office of EMS Education at 810.238.7672 ext. 215 or on-line at <http://www.statems.net/enrollment.asp>



*EMS Education office and Academy located at 512 West Court Street—Downtown Flint*

## Genesee Area Skill Center Health Fair draws a crowd

STAT EMS was on hand at the annual Genesee Area Skill Center Health Fair providing information on EMS Academy classes it offers. Vendors, trade schools, branches of the military, and colleges were all represented.

The GASC Technology Center provides instruction and experiential learning in many career areas that help prepare Genesee County students for immediate entry

into the workforce, upon completion of high school and the GASC program.

The center also offers excellent opportunities for students to gain advanced exposure to knowledge and skill sets in preparation for moving on to post-secondary education in their chosen field, and can even lead to college credit for courses taken at GASC.



## Clio High School Seniors determine if EMS is the right career path

STAT EMS was represented at the Clio Senior Health Fair in February. Clio High School Seniors participated in many 'job fair' settings to learn about what potential career paths they desire.

STAT provided information on its EMS Education Academy and programs it offers.

"This is a critical time for our youth to see what is out there. It was a great privilege for STAT to be onsite facilitating our kids in a

direction to a career path like pre-hospital care/medicine", says Doug Chilson, STAT's Community Coordinator.

STAT provides a clear path from becoming an EMT to Paramedic and taking the student/employee right into a college career path at Davenport University under its new partnership with the University and Hurley Medical Center added Doug.

To learn more about the EMS Academy contact <http://www.statems.net/education.asp>



# Non-Emergency Wheelchair and Medical CAB Divisions upgrade training and certifications with higher expectations

STAT EMS deploys as many as twenty (20) Medical Wheelchair and Medical CAB non-emergency transportation vehicles every day and provides 24-7-365 responses to communities across Genesee and Saginaw Counties.

“STAT transports well over 150 patients each day in this division and with that comes a serious responsibility to ensure we not only meet compliance to state and federal standards, but that we also maintain continuing education to our dedicated staff”, says Christopher Adams, Manager of Wheelchair/CAB Division.

Chris adds they have increased team meetings, oversight of mechanical equipment such as wheelchair lifts, purchased additional wheelchairs, and have instituted a new check in/out procedure of its

vehicles.

“It’s a TEAM effort”, says Matthew Rozen, Director of Operation Logistics. Matt added that the importance behind professionalism and high expectations bolsters STAT’s abilities to create opportunities of positive growth within our Region.

STAT says to look out for the “others”, indicating there are other companies out there peddling similar services. STAT continues to provide chair to chair services and many do not.

“You have to be careful who you are doing business with, not everyone trains, certifies, or follows the rules, so ask a lot of questions

when someone comes into your medical facility saying ‘we can do the same thing and cheaper’. You get what you pay for”, says Matt.



# STAT Medical Dispatch Center changes EMD Protocols, says its better for the community

STAT EMS had been using APCO or (*Association of Public-Safety Communications Officials*) medical dispatch system as its guide to handle medical emergencies since the company’s inception in 2001. Now, that has changed says Larry Ragnone, Dispatch Center Director.

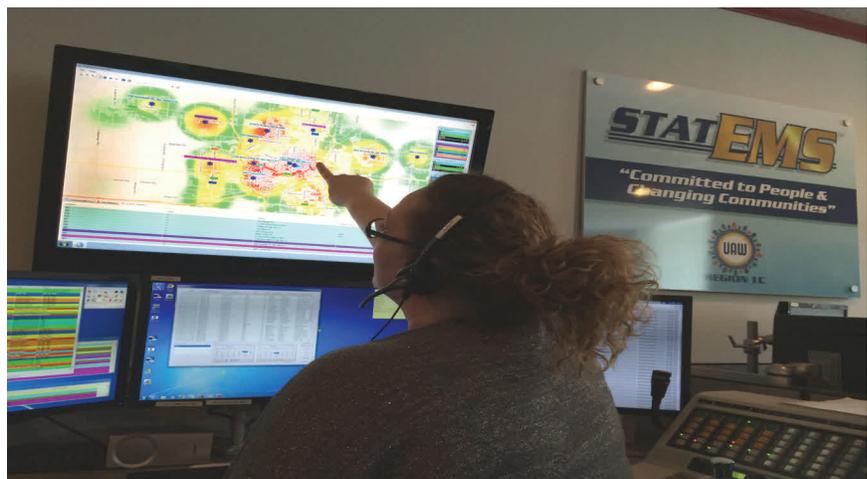
“We transitioned away from using APCO to NAEMD or (*National Academies of Emergency Dispatch*) Priority Dispatch as STAT believes this is a better approach to dispatching the ‘most appropriate’ ambulance and medical resources in our community. How we handle a patient’s medical emergency and whether we send an ambulance with lights and sirens has changed from the current system that Genesee County 911 still uses to this day”, says Larry. Larry adds that both systems do a fine job in determining a patient’s needs, but not all calls deserve the same level of response such as a Basic EMT or the needs of Paramedic vice versa.

The Emergency Medical Dispatcher (EMD) has been recognized as an essential component of effective EMS systems. Proper and timely training as well as a sound medical protocol are what help EMDs deliver quality care to the calling public with emergency medical needs.

Over the past decade, Medical Priority’s EMD Certification Course has become the standard for EMD training. The course meets or exceeds all national criteria set by A.S.T.M., U.S Department of Transportation, National Association of EMS Physicians, and others.

STAT provides its dispatchers with this training as well as ongoing education to maintain its standards of quality.

“It is important for our customers, clients, and the 911 contracts STAT services to know of change we have made and that it truly benefits those who are calling for assistance. We are proud of how well this department has transitioned from APCO and to NAMED Priority Dispatch STAT continues to see a bright future in its dispatching services as way to save communities money”, added Larry.



Tiffani Cookingham, EMD and Patient Service Specialist points to the Emergency screen indicating where a STAT ambulance is and the location of a medical call using the NAEMD system.



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STAT EMERGENCY MEDICAL SERVICE,  
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[www.facebook.com/statems](http://www.facebook.com/statems)  
[www.statems.net](http://www.statems.net)

*“Committed to People”*



### Our Service

STAT EMS is Nationally Accredited through the Commission on Accreditation of Ambulance Service or CAAS. Accreditation signifies that STAT EMS has met the "gold standard" determined by the ambulance industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation. The process included a comprehensive self-assessment and an independent outside review of STAT EMS. This independent process provides verification to the Genesee County Board of Commissioners, city council, township board members, medical community and others that quality care is provided to your community.

STAT provides basic and advanced (ALS, PALS, PHTLS, and BLS) emergent and non-emergent transportation ambulance, wheelchair, and medical CAB services.

STAT expects to respond to more than 90,000 requests for services in 2014 and will exceed more than 2.5 million miles on their fleet.

With more than 270 ambulance personnel, support staff and fleet of 70 vehicles, STAT EMS is large enough to have extensive reach, yet small enough to still

## Schedule your patient transfers on-line and save time!

STAT EMS offers a convenient method for medical facilities such as hospitals and skilled nursing facilities (SNF) to Schedule Non-Emergency Services for your non-emergency transport ambulance or wheelchair services.

“Every patient care facility I walk into has a different approach to scheduling patient transfers and we have discovered this to truly be a great benefit for case managers or scheduling personnel when scheduling patients. It takes a matter of a few minutes”, says Christopher Watts, Government Liaison and Business Development for STAT EMS.

Chris added it cuts out the phone calling where distractions can occur and gives the folks who are scheduling transports the opportunity to not be rushed and can provide better oversight to the transportation budget for each medical facility.

STAT believes this can only increase

compliance to the medical necessity needs and increases the focus and attention to budgetary compliance for SNF’s and hospitals.

Once the individual /facility submits their patient transfer on-line a certified patient

specialist confirms with the facility the requested transport and it is done.

STAT asks that you contact the Office of Business Development to schedule an in-service. The office can be reached at 810.238.7672 ext. 205



*Scheduling your patients transportation services on-line can increase compliance and save your facility time and increase oversight of your budgeted transportation.*