On August 8, Superior hosted the quarterly meeting of the Board of Directors for the American Ambulance Association (AAA). Sixteen Board members representing ambulance companies throughout the country attended the gathering, which included a strategic planning session. This is the first time the AAA Board meeting was ever held at a member’s facility, but it appears that Superior has started a trend. Several other Board members have already volunteered to host future meetings at their respective locations.

Superior’s own Kim Godden is a Board member representing Region 3, which includes Illinois, Indiana, Michigan, Wisconsin, Ohio, Kentucky and Tennessee. Superior is also represented by Chuck Kearns, who is a Board member with the National Association of EMTs (NAEMT) and serves as its liaison to the AAA. Chuck is currently running for president of NAEMT.

Superior has been an active member of the AAA since its inception in 1979. Its mission is, “to promote health care policies that ensure excellence in the ambulance services industry and provide research, education and communications programs to enable its members to effectively address the needs of the communities they serve.”

The AAA is currently working very closely on all the Medicare reimbursement issues impacting our industry. A special thank you to Jessica Clark, Lyn McIlwain and Paul Roath for assisting with coordinating the meeting, making sure that Superior looked its best and that attendees were comfortable.
Compliments

Dear Jessica (Clark),

7-31-12

Thanks for all of your help with accommodating all of the needs for our joint meeting with the DuPage Republicans, the DuPage Business Council and the two Congressmen.

The room was perfect. The food was good & plentiful. The Information Technology folks were helpful (even though we ended up not needing them, it was still good to know they were there!) The entire Superior staff was friendly and helpful from start to finish – even the man in the parking lot making sure that there were enough parking spaces reserved!

Good Luck with your AAA event. I’m certain it will go off without a hitch.

I hope we can work together again.

Very Sincerely,

Colleen Rotkis
DuPage Business Council

News From Indiana

Ambulance 138 William Thompson/Nathan Welter picked up a patient from Marklund Childrens Home to bring to an appointment for a spinal X-ray.

The mother of the patient called to praise these crew members for the wonderful job they did. She stated they were professional, gentle and caring and they made a trying situation much easier on everyone involved.

She stated she has used Superior before, but these two gentlemen stood out above the rest!

Tom (Bettenhausen),

Thank you for transporting that veteran from Cedar Lake to Chicago VA hospital. That was a great gesture and kind thing to do. It most likely saved his life.

Todd Wilkening
Cedar Lake FD
Fire Chief

Superior Ambulance Service
2605 Garfield Avenue
Highland, Indiana 46360

Dear Superior Ambulance Staff:

On behalf of the Indiana Organ Procurement Organization, I would like to take this opportunity to thank you for your support with organ donor D.M. on May 19, 2012. As you may recall, he was a 47-year-old man who passed away due to head trauma. We were able to recover his heart, lungs, liver and kidneys. I would like to provide you with some information about the recipients.

The heart recipient is a 59-year-old man from Indiana. He is single and has two daughters. He was released from the hospital in fair condition.

The bilateral lung recipient is a 68-year-old man from Indiana. He is married and has two children. He is retired from real estate development. He enjoyed golf, carpentry and landscaping before illness. He hopes to return to these activities soon. He is still hospitalized in fair condition.

The liver recipient is a 45-year-old man from Indiana. He is single and has been disabled since 2010. He has a college degree in criminology, served in the Army Reserves. He was raised by his Aunt and remains close to her. He enjoys traveling to new places. He has been discharged from the hospital in good condition.

One of the kidney recipients is a 62-year-old Indiana woman. She is married and has two sons. She enjoys bowling, quilting, cooking, watching sports and reading. She has been released from the hospital in excellent condition.

The other kidney recipient is a 21-year-old Indiana woman. She is single and works part time while attending school full time at a culinary academy. She hopes to one day open her own bakery. She has been released from the hospital in good condition.

I hope this information is of interest to you. Your support and participation in organ, tissue and eye donation is of great value to us. It is through the cooperation of professionals like you that transplantation continues to save and enhance lives every day.

Once again, thank you for your assistance with this case. We look forward to working with you again in the future. If you have any questions or concerns, do not hesitate to contact me.

Sincerely,

Susie Ditsworth
Procurement Transplant Coordinator
News From Michigan

Superior Swings at Henry Ford Hospital Golf Outing

On August 17, David Hill, David Curtis, Matt Cunningham from Superior Business Development and Henry Ford Health System President and Chief Operating Officer Robert Riney played in the Henry Ford Hospital Golf Outing at Rush Lake Hills Golf Club in Pinckney, MI. The golf outing is one of the events sponsored by the Philanthropy Department of the health system.

Superior Crews Shine at U.S. Senior Open Championship

During the week of July 9-15, Superior Ambulance was the contracted ambulance provider for the 2012 U.S. Senior Open Championship at Indianwood Golf and Country Club in Lake Orion, MI. Nearly 63,000 spectators enjoyed seeing the golf heroes of the past, such as Tom Watson, Fred Couples and Tom Kite, compete for the top spot and the $500,000 paycheck that went along with winning. For the tournament, Superior Ambulance provided two ALS crews for transports as well as a “gator crew” to respond to calls on the course. Our crews coordinated their efforts with two volunteer medical trailers that were staffed by doctors and nurses from various metro Detroit hospitals. All spoke very highly of Superior’s employees stating that they were extremely helpful, professional and a pleasure to work with.

Stryker Staff Spend a Day in Warren

On August 9, members for Stryker’s research and development team visited our Warren location to gain perspective on the real world application of their products.

Ken Truax, Jason Mitch and Andrew Brown walked the Stryker Reps through the lift training that our new hires go through as well as the day-to-day maneuvers of moving patients to and from beds and wheelchairs. Once the tutorial was finished, both sides sat down for a quick Q&A session on current and future products.

The Stryker team then did third rides with our crews and were able to see firsthand what our crews do every day in the field. They were amazed to see just how physically demanding our work is and were extremely thankful for the opportunity to work with us.

We hope that this kind of insight can spark the future of EMS equipment.

Andrew Brown
Manager of Operations, Michigan

Tina Dennis, a Michigan Dispatcher, takes our baby “Christine” (as Tina has lovingly named her) out to all the local auto shows and cruises, where she is always a hit.

In the last few weeks “Big Red” (as Christine is known to the local vehicle enthusiasts) has been at the Ferndale Emergency Vehicle Show as well as the Woodward Dream Cruise.

Tina has been showing her off since 2008 and estimates she’s been in about 20 events over the last 4 years. Tina loves the old girl and we appreciate what loving care she provides to keep her in such great shape.

Superior Crews Shine at U.S. Senior Open Championship

Tina Dennis and Andy Brown accepted an Appreciation Award on behalf of Superior from the Ferndale Emergency Vehicle Show

Tina Dennis, a Michigan Dispatcher, takes our baby “Christine” (as Tina has lovingly named her) out to all the local auto shows and cruises, where she is always a hit.

In the last few weeks “Big Red” (as Christine is known to the local vehicle enthusiasts) has been at the Ferndale Emergency Vehicle Show as well as the Woodward Dream Cruise.

Tina has been showing her off since 2008 and estimates she’s been in about 20 events over the last 4 years. Tina loves the old girl and we appreciate what loving care she provides to keep her in such great shape.

A good day at the office.

Rick Paavola
Business Development

Scott Rosati

Ergys Zeka and John Abbo
August Birthdays

8/1 Melissa Hofmann
8/2 Kelly Begley Marquita Ellis Jacqueline Morton Danny Misiak Gerald O’Sullivan Elijah Schluefer Timothy Whaling
8/3 Shanna Andrus-Leh Erin O’Brien Desiree Shane
8/4 Michael Cantrell Brenda Farlow Nancy Mazur Scott Schraft Amber Shiel Thomas Sheil Denise Williams Diane Williams-Davis
8/5 Charles Brooks Daniel Gerken
8/6 Herbert Harden Kurtis Roman Samantha Salata Lukasz Szela
8/7 Nicholas Bashford Kevin Denmark Christopher Ireland Nicholas Maise Charles Tragas
8/8 Keith Barker Justin Emerson Nazar Goy Nathan Holdman Bennie Jones Alisha Lesko Nancy Martin Daniel Schultz
8/9 Meghan Crocilla Kimberly Degenova Arthur Flowers Timothy Johnson Mary Littrell
8/10 Latasha Dunnigan Layette Fountain Michael McNally Sarah Scannell
8/11 Charlotte Hale Ashley Harris
8/12 Theodore Beskov William Leary Christopher Ridenour
8/13 Teresa Faletti Daniel Torres
8/14 Brian Baskin John Burmeister Kevin Ralph Joshua Shaw
8/15 Kevin Frawley Danielle Hajduk James Pedraza
8/16 Nizar Abulaia Joseph Arndt Deborah Escobar Irfan Meah Joanna Romero
8/17 Nicole Balsiger Martha Barns Katelin Burton David Goodwin Shawn Habich David Porter
8/18 Michael Bruno Lance Collins David Estey Lilian Gonzalez Anthony Hass Maurice Lacy Steven Sheer Austin Yarc
8/19 Brandon Alberto Nicole Jenkins Brittany Sedwick Robert Wangles Felicia Winfield-Chrissy
8/20 Vincent Bendinelli Adam Braggeman Magdalena Fedorenko
8/21 Stacy Allison Jamie Favela Mary Franco Casey Lanis
8/22 Stephen Bradley Angela Graham Donald Konecki Robin Lewis Jeffrey Martin Joshua Santiago Nicholas Stur
8/23 Anthony Bautista Charles Bechtold Jennifer Sadus
8/25 Thomas Friz Paulette Hawkins-German Frank Pukoszek
8/27 Don Alberts II Jason Day Ericka Johnson Kelly Larson Jordan Laurent
8/28 Thomas Friz Paulette Hawkins-German Frank Pukoszek
8/29 Verise Patterson
8/30 Michael Swiat
8/31 Monica Gasienica Eric Liebert Susan Waring

Happy Birthday!

August Milestone Anniversaries

31 Years
Mark Diedrich
23 Years
Alice Tremberth
21 Years
Frederick Johnson
19 Years
Matthew Cunningham Debbie King Michael McNally
17 Years
James Matelske
14 Years
Carol Johnson Patrick Maughan
13 Years
Donald Fish
12 Years
Liza Gomez David Holleman
11 Years
Pilar Arias Carol Marrero
10 Years
Nicholas Anthony Sean Motsinger Duane Phillips
5 Years

Superior Lights & Sirens
September Birthdays

9/1
Brian Allen
Fredie Ault
Caressa Coffen
Lindsey Damore

9/2
Amber Arnold
Joshua Collier
Nicole Gikas
Walter Hewak
Brandon Pfizenmaier
Katie Webster

9/3
Mutiat Ayilara
Michael Hudson
Szymon Wojtowicz

9/4
William Eckert
Kevin Farlinger
Nicholas Gilbride
Kari Kendrick
Scott Wallace

9/5
Al Jones
Michele McCrary
Nicole Valero
Kathy Stanford

9/7
Kelsey Fay
Gregory Migacz
Jessica Sanchez
Kristin Scharnhorst
Iris Torres
Christine Williams

9/8
Tisha Forte
Scott Mason
Brian O’Keefe
Kyle Prendergast
Stephen Zurek

9/9
Nicolete Denning
Josef Konrath
Martin Perez
Anthony Suarez
Erne Ward
Michael Williams

9/10
Matthew Mulyk
Rayna Racasi
Theodore Traister

9/11
Elizabeth Brewer
Ryan Heiden
Joseph Hudziak
Donald Martinson

9/12
Tavi Burroughs
Ryan Frisk
Daniel Hesslau
Daniel Holman
Charles Homuth
Tamarra Tremblay
Veronica Valencia-Perez

9/13
Brittany Barranco
James Boyer
Patrick Carey
Barbara Marcyn

9/14
Jeffery Joncha
Todd Langellier
John Mann
James Mckinley

9/15
David Faber
David Ferris
Andrew Kasgorgis
Nicholas Murphy
Salvador Torres
Amanda Ward

9/16
Jessica Hennessy
John Natiw
Patrick Paavola
Vanessa Wright

9/17
Daniel Farias

9/18
Jacqueline Black
Brian Campbell
Kwon Leverett
Steven Morency
James Roberts

9/19
Janessa Kolish
Dawn Macak
Krystal Marshall
John Schiavone
Teresa Tweedly

9/20
Leonard Batson
Anthony Blazevich
Jason Flores
Karl Gompertz
Daniel Mieszka
Donald Nielsen
Jose Perez
James Purcell
Michael Sebella

9/21
John Abbo
Karol Chmara
Marc Kukulis
Andrew Opolski
Cayce Rasmussen
Maria Rueda
Stephen Schwar
Frances Swiney

9/22
Nicolette Denning
Josef Konrath
Martin Perez
Anthony Suarez
Erne Ward
Michael Williams

9/23
Bruce Chapman
Elzbieta Igielski
Lynette McIlwain
Olga Suszczyk

9/24
Marco Nevarez
George Nikolakakis
George Palmer
Ronald Rascia

9/25
Jessica Belasco
Chandra Ivy-Oliver
Geoffery Ostling

9/26
William Oke

9/27
Kathryn Buelow
Sheila Carr
Thomas Hohenzy
Debbie King
Laura Lonergan
Anthony Scrivani
Quiana Williams

September Milestone Anniversaries

21 Years
David Curtis

15 Years
Montagus Easley

14 Years
Tisha Forte
Michelle Jenczmionka
Sheila Rogers

13 Years
Jason Osgood
Isaac Zuniga

12 Years
Linda Johnson
George Palmer
Gregory Spencer

11 Years
Barbara Costantini
Gregory Ivey

10 Years
Freddie Ault
Angel Hernandez
John Schiavone
Rakshan Tamkanath
Michael Terenzio
Ronald Unger

5 Years
Minerva Castillo
Brenda Farlow
Lequent Jackson
Matthew Megge
John Monoscalco
Jenny Peters
Christopher Regula
Fredela Joyce Soriano
Sarah Walker

Superior’s own Chuck Kearns is running for President-elect of the National Association of EMTs (NAEMT)!

NAEMT is the largest advocacy group for EMS Practitioners in the nation! NAEMT benefits (ex. free Accidental Death Insurance) and discounts are great! Only active members can Vote. Membership costs $30-$40 depending upon your qualifying for a discount (Military, Educator, State Association member, etc.). See the benefits at:

http://www.naemt.org/become_a_member/
benefits_packagedues.aspx

Please join and Vote for Chuck!
NORCOMM BRIEFS

NORCOMM to Host 911 Education Booth at The Taste of Melrose Park

Labor Day weekend will be a busy time at NORCOMM. Our 9-1-1 education program has been such a success that we have been asked to host a booth at the Taste of Melrose Park focusing on our 9-1-1 education program. The Taste of Melrose Park is one of the largest in the Chicago area and averages more than 300,000 in attendance over the weekend. Operations Managers Jones and Lewis chair our Public Education Committee and are coordinating the event. Employees from River Grove and the Leyden center will be manning the booth all weekend. We look forward to meeting the challenge and helping one of our communities.

Donald Nielsen
Executive Director

NORCOMM Goes to APCO Conference

NORCOMM personnel attended The Association of Professional Communications Officers (APCO) Conference held in Minneapolis this year. APCO holds an annual meeting that provides classes that teach best practices in the industry. Our staff was fortunate to attend and gain some valuable insight into improving our services and ensuring we are the best.

Donald Nielsen
Executive Director

If You’re Not Reading, You’re Rusting

As I recently read and was reminded, there’s an old saying that goes: “What gets you to the top, doesn’t keep you there for long.” There is a definite bridge to EMS here. When you first graduate with your EMT-B or Paramedic you should be on top of your game as far as knowledge goes. The question is how long will it keep you on top of your game? Unfortunately, not for long. The quest for evidence-based changes in medicine keeps moving forward with or without you. As a provider, it’s important to stay current with what’s on the horizon. It is also important to see what is no longer current in practice- take for example the changes in CPR.

As you probably have figured out already, one of the biggest threats to remaining on top of your game as a quality healthcare professional is complacency. It is way too easy to settle into a pattern of care that is comfortable and stay there. Just like a machine that sits out in a field and isn’t maintained, it begins to oxidize and rust; so goes your brain. Being educated, informed providers requires that we take steps to keep our brains from rusting. The best fix for that problem is to remain curious about what is happening in our profession. The reward will come in excellent patient care, continued interest in improving our profession, and as proven in many states, improved reimbursement which in turn brings better pay; with formal education. There is a reason that R.N.’s (who have a degree) are at a higher pay scale than E.M.T.’s and Paramedics. More on that in the next issue. So go out there and seek out that ever important brain maintenance.

Thom Derkowski CCTP, EMS I/C, A.L.A.
Director of Education-Michigan

Senator John Millner (retired Elmhurst Chief of Police), Alison Tornatore (Business Development for PBS/Metro/Norcomm) and Dick Swanson (Norcomm and Retired Elmhurst Fire Chief).

This was taken at the Midwest Security and Police Conference/Expo in Tinley Park on 8/22/12.
**Metro**

**Countryside Fire Protection District**

The Countryside Fire Protection District (CFPD) is located 30 miles North of Chicago and serves a 24 square mile suburban and rural district that includes portions of Vernon Hills, Hawthorn Woods, Long Grove, Indian Creek and unincorporated areas of Lake County, Illinois. The District protects residential, mercantile, office, warehouse, light industrial property, senior apartment/assisted living facilities and open space. Additionally, critical infrastructure within the District includes two commuter and freight rail lines, major petroleum and natural gas pipelines, 16 communication towers, regional water storage and distribution system, telephone switching facilities and electrical distribution.

The District staffs two fire stations 24 hours a day and in 2012 responded to 3,909 calls. Our professional force of 43 full-time career and Metro Paramedic Service (Metro) contract firemedics are complimented by 27 part-time firefighters and Paramedics that train weekly to ensure response readiness in firefighting, emergency medical skills, technical rescue, hazardous materials and disaster response for the 31,500 people served. The District also operates a state-of-the-art dispatch center staffed by full-time EMD trained telecommunicators. The Fire Prevention Bureau is responsible for public education, fire safety inspections, building plan reviews, fire investigation and water supply testing. We pro-actively use building and fire codes to ensure safety at over 1,400 occupancies in the District. The District is an ISO class 3 and is an accredited agency by the Commission on Fire Accreditation International since 1998.

Metro began supplementing District career firemedics in 1989 with three firemedics. The contract has grown over the years to the current level of nine firemedics and one part-time Contract Manager. Red Shift firemedics are Greg Spencer, Ryan Bene and Mike Kamminga. Gold Shift firemedics are Danny Roark, Bryan Koza and John Burmeister. Black Shift firemedics are Kevin Michelle, Megan Dowd and Austin Yarc. Mike McNally is the District Fire Marshal and Metro Contract Manager. Twenty-one current CFPD career firemedics started as Metro contract firemedics. This includes four Lieutenants and one Division Chief. Through the career testing and promotion process, Metro firemedics were able to use their training and experience as a stepping stone for their career positions. Many other former CFPD Metro firemedics have gone on to obtain career firemedic positions with other area fire departments.

An excellent partnership has been established between Countryside FPD and Metro Paramedic Services over the years. We take pride in providing quality service to the District’s customers and its most valuable asset—our employees. Each of us carry a coin in our pocket as a reminder of three of the most important aspects of our daily jobs which is:

**RESPOND**

**SOLVE PROBLEMS**

**BE NICE**

Mike McNally
Contract Manager/Fire Marshal

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**Most Calls**

**IL-North Region**
Nicholas Handcox (Chicago)/
Marjorie Kudas (Schaumburg) 92

**IL-South Region**
Brian Baskin (South Chicago) 91

**IN-**
Amanda Devine (Merrillville) 98

**MI-**
James Borkowski (Detroit Main) 104

**Most Crew Compliments**

**IL-North Region**
Leticia Perez/Ricardo Cruz
(Chicago)

**IL-South Region**
Jack Johnson/John Sprinkle
(Oak Lawn)

**MI-**
Adam Dale (Warren)

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**Superior Ambulance Donates Ambulance to Country of Belize**

It was a beautiful, bright sunny day on Sunday, August 5, on the infield of Hawthorne Racetrack, where a celebration for Belize Day took place. Several hundred people came from all over the Chicagoland area to celebrate the culture and heritage of the country of Belize, formerly known as British Honduras, with food, music, dance and entertainment.

The biggest celebration of all was when dignitaries and elected officials gathered on stage to formally accept the contribution of an ambulance vehicle donated by Superior Ambulance to the country of Belize. Illinois Secretary of State Jesse White took the stage and explained the connection of all the people who were gathered for the presentation.

“I received a call from Nestor Mendez, Ambassador to Belize, who said they were in need of an ambulance and asked if I could provide assistance,” White said. “I contacted Dave Hill from Superior Ambulance who agreed to donate this ambulance to the nation of Belize. It will be driven to Mobile, Alabama, where it will be placed on a boat and shipped to Belize.”

“We will have people waiting to meet the boat when the ambulance arrives,” said Gilbert Swaso, the mayor of Dangriga, the town in Belize that will be accepting the new vehicle. “We will be with it every step of the way to make sure that it gets to the right place.”

Superior was represented by George Hynek who officially handed the keys to Pablo Marin from the Belize Ministry of Health.

“When we work together, wonderful things happen,” Marin said. “This is something good for everybody.”
BE SAFE!

More Winners Announced

Congratulations to:
Otto Reyes on winning a brand new laptop and printer for the Medicare 30 days no crashes prize.

Debra Calvin on winning a brand new iPad 2 for the Indiana 30 days no crashes prize.

Meghan Crocilla on winning a brand new laptop for the Indiana 30 days injury free prize.

Jeff George on winning the Michigan 30 day no at-fault crashes prize.

One word describes our annual Illinois Department of Public Health vehicle and aircraft inspection…..Magnificent! On August 7, 8 and 9, 2012 the Illinois Department of Public Health sent a team of inspectors to our headquarters in Elmhurst, Illinois to inspect our entire fleet for required medical equipment and supplies, cleanliness, functionality of on-board radios and various other operational aspects. Managing the logistics of such a full fleet inspection takes the collaboration and cooperation of many different teams. We must continue to function effectively and meet our clients’ needs. And we did! It gives me great pleasure to inform everyone that the Illinois Department of Public Health inspectors were extremely impressed with our fleet presentation. In fact, there was not one complaint about the cleanliness of our vehicles- and there were many compliments regarding our organization through the “pack system.” This inspection represents an accomplishment that our entire operation can take credit for, as it takes everyone to achieve these results. There were many key staff members that organized the day. I would like to especially thank Sean McGuire, Dave Faber and Anna Jarvis who kept the entire network of our organization in tune with the duties of the day!

Great job by all and truly a MAGNIFICENT inspection!

Mary Ann Miller, RN, EMT-P, TNS, CMTE
Vice President – Air Medical Services & EMS System/Dept. of Health Relations

Thank you to everyone who assisted with making our 2012 IDPH inspections a success. I know that the 2-day inspection process disrupted normal operations, and I appreciate everyone accommodating the process. Our fleet looked great and passed with flying colors!

- Dave