Superior Ambulance and Gift of Life Michigan Celebrate 50

In life, turning 50 means a big celebration of past achievement! So Superior and Gift of Life Michigan decided to celebrate just that, 50 donors transported. What we did not realize was that by the time we had planned our celebration, we would be at 75 donors moved...and nearly 100 by the beginning of January!

We have traveled all over the state of Michigan and helped get nearly 250 people transplanted. All donors made it to the Straith Surgical Center for successful donation.

For our celebration, we invited staff and volunteers from Gift of Life to a cook-out. They contributed a magnificent cake, which did not last long. We listened as staff told us about the donation process, and one recipient told the story of how she received a pancreas transplant 13 years ago.

And of course, no celebration is complete without the helicopter dropping in to say hello. We all had a wonderful time.

It is great to be part of something so meaningful, and we look forward to future transports and transplants. By the time everyone reads this, we will be well over 100 transports, giving many recipients a very good start to 2012.

Top: Members of the CCT and Flight Team
Bottom, left to right: Nicholas Feldmann, EMT-P; Karen Walker, EMT-B and Joseph Greshack, EMT-B

“By the time everyone reads this, we will be well over 100 transports, giving many recipients a very good start to 2012.”
Exceptional Comments

A paramedic from Alliance called to thank the crew of 6035, Mayfield and Pearce, for their help today with a patient they had at Cambridge East Healthcare Center. The crew was there to drop off their own patient when they noticed the Alliance crew didn’t have enough man power to move a patient. They volunteered to help out. The Alliance paramedic said, “Without their help, we would not have been able to run the call or would have been delayed on scene for a long time.”

Great job guys!

One of our ground crew members, Melissa Bushy, called to compliment our flight team on a job well done. Melissa said she was present in the ER at Condell when our flight team arrived to pick up a pediatric patient last Wednesday. She said it was impressive to watch them work with the ER, and she could tell that the ER staff was extremely happy and impressed with the care and professionalism of the flight team. She could see what a positive impact they made. Flight team members were Brian Luchtman, Traci Wood and pilot Jeff Meisenger.

Nicoie Balsiger, Dispatch Customer Service Supervisor, Flight Coordinator Supervisor

This compliment goes out to paramedics Simon Carrillo and Anthony Zych who transported my mom to the hospital. They did a great job, they were very professional and I really appreciated their caring attitude. Thanks again!

Zach Forsythe and Antos Dabrowski (Vernon Hills) received a compliment from a patient they transported. The patient stated that she had been very sick and “a handful” but that the gentlemen were superb. She thanked them for all they did to care for her.

MICHIGAN RECOGNIZED FOR SUPERIOR PATIENT CARE
By Kim Piesik, I/C-Paramedic, EMS Coordinator

On January 26, the Oakland County Medical Control Authority commended two members of Michigan’s Critical Care Team for the care they recently provided.

On December 14 2011, Paramedics Scott Masterson and Geoff DePew were dispatched to Henry Ford West Bloomfield Hospital to transport a critically ill patient from the ICU to the main campus of Henry Ford Hospital. The nature of this patient’s illness made ventilation especially difficult to manage. Scott maintained the delicate balance of vent settings required to optimize the patient’s oxygenation, resulting in a safe transport.

Geoff and Scott, who is one of our newest CCT members, work out of the Oakland County station. They were presented with an OCMCA pin and certificate by Dr. Steve McGraw, OCMCA medical director. This was the first time a Superior crew was recognized in this manner.

Congratulations!

Wellness Initiative: CHOLESTEROL
Brought to you by the Benefits Dept and the Wellness Initiative

More than half of American adults have unhealthy blood cholesterol. Heart disease is the nation’s deadliest disease. It claims a life every 39 seconds. High cholesterol is a main cause of heart disease.

Cholesterol is made by the body. There are different types of cholesterol (good and bad) that make up your total cholesterol. Too much or too little of a certain type of cholesterol can affect your health.

Everyone who took the Wellness Screening should look over their test results again. If the numbers weren’t all that great, don’t despair. The good news is you can alter your cholesterol by making healthy food and lifestyle choices.

Here are some things you can do:

• Control total fat that you eat
• Limit dietary cholesterol
• Eat foods with soluble fiber
• Avoid smoking
• Limit the amount of alcohol you drink
• Reduce sugar intake
• Exercise to maintain a healthy weight

Superior Lights & Sirens
March Birthdays

3/1
Joseph Rauktys
Stephen Schaefer
3/2
Joseph Nykoluk
Preston Allen
Julian Rullman
3/3
Maric Lojko
Steven Tark
Nicole Lenz
3/4
Craig Lauer
Thomas Krueger
3/5
Niels Olsen
Stephanie Bobbe
Michael Pereira
Christopher Robles
Jeanette Holleman
Stephanie Miller
Dakeya Mason
Jeremy Madden
3/6
Daniel Dvora
Brandon Kvistad
Mark Pfiege
Anthony Sacco-
manno
Brandon Gatto
3/7
Tdanil Rodriguez
Demetris Ash
Danuta Cisek
Sharon Barnes
Matthew Contreras
Andrew Ehle
3/8
Dennis Chan
Derrick Cellarius
Angela Barner
Victoria Hubbard
3/9
Kevin Dolezal
Robert Drape
Janice Starkey
Jeremy Simonelli
Jessica Velazquez
Jamie Karr
3/10
Jillian Zubeck
Joseph Miller
Fernando Delgadillo
Ciara Almon
3/11
Francisco Contreras-
Gomez
Richard Eaker
Lee Wlaznik
Stephanie Sheehan
Juan Luna
David Foster
Rosalie Tizcon
Orsauta Bulluck
Brian Luchtmann
3/12
Harvey Rivera
Kelly Sperry
Sarah Williams
3/13
Christina James
Charles Rummell
Erich Borsodi
George Klaman
Brian Jacobson
3/14
Abigail Medina
Mariola Zalewski
Ethan Bolin
Jessica Blaskowski
Mark Mischle
John Pratt
Paul Tank
3/15
Kristopher Mallo
Michael Steinhaus
Richard Daykin
Whitney Wheeler
3/16
Ann Marchiafava
Gregory Pearce
Joseph Marcero
3/17
Scott Figueroa
Bridget Pappas
Robert Parrington
Bartlomiej Irla
Donna Prince
Benard Taylor
Bruce Hill
Justin Hooks
3/18
James Jacks
Nicholas Kazmanian
Deborah Youngs
Nina Lopez
Jeff Lenzie
Jason Brown
Ergys Zeka
3/19
Leticia Perez
Jefrey Sorensen
Jade DiMarco
Joy Sweangen
3/20
Douglas Fleming
Ashley Jackson
Jeremiah Romein
Richard Kroman
Montagus Easley
Kristen Beauleaux
3/21
Nicole Tauster
Christopher Trice
Michael Tillman
3/22
Nicholas Caban
Maciej Sarota-Rac-
zek
Cesar Morales
Lawrence Jajowa
Angel Reyes
3/23
Roxanne Orsborn
Anna Jarvis
Amanda Flores
3/24
Amir Ahmed
David Smith
Matthew Goebel
Richard Fletcher
3/25
Sara Bailey
Peggy Howell
Zaneta Magee
3/26
Andrew Zack
3/27
Anthony Dolney
Roberto Levento-
poulos
Christopher Petrov
Joseph Krivak
John Santner
Heather Wallace
Andrew Brown
3/28
Joshua Baker
Anthony Velez-Capo
Jessica Siconolfi
Sara Bailey
Peggy Howell
Zaneta Magee
3/29
Monica Nunez
India Hayes
Michael Smith
3/30
Kyle Marcangelo
Derek Bonomo
Michael Lynn
3/31
Matthew Chick
John Clauson
Michael Hillstrom
Lynda House
James Kupras

March Milestone Anniversaries

26 Years
Joseph Krivak
25 Years
Dennis Carr
24 Years
James Clark
22 Years
Thomas Eisenbraun
18 Years
Donald Fagan
17 Years
Robert Starck
16 Years
Thomas Isaacs
15 Years
Gillian Manners
Roosevelt Gulley
14 Years
Robert Degraff
Carl Hunter
Christopher Gorniak
Daniel Schweig
13 Years
Michael Infante
12 Years
Zina Oppor
Cherie Pepping
11 Years
Deborah Escobar
10 Years
Jason Melahn
9 Years
Mirinda Higgins
Nicholas Levalley
Alexender Hawking
Marc Kukulis
Stacy O’Conner
Tamesha Brown
Derrick Cellarius
Sean Dennis
Gregory Eberlein
Kenfes Ratliff
5 Years
Mirinda Higgins
Nicholas Levalley
Alexender Hawking
Marc Kukulis
Stacy O’Conner
Tamesha Brown
Derrick Cellarius
Sean Dennis
Gregory Eberlein
Kenfes Ratliff

SPECIAL EVENTS - Illinois

By Karl Kuester, Special Events Coordinator

Chris Ireland and
Andy Shadinger
working a Mixed
Martial Arts event
at the Carlson Gra-
cie Team MMA -
Aurora/Naperville
facility. Superior
has been provid-
ing service at
events for MMA
for two and a half
years.
Superior Ambulance is proud to announce one of the newest additions, the Cary station. It opened November 1st, 2011. Located just northwest of downtown Cary, we have a quick response time to Good Shepard Hospital.

The Cary station’s main purpose is to service Good Shepard Hospital in Barrington as well as to service the immediate care centers associated with Good Shepard Hospital within the area. The station staffs one ALS shift car, one BLS 18-hour car and two BLS 10-hour day cars. Unfortunately, when first starting the Good Shepard Hospital contract, the station was not ready due to construction. The shift car had to use the Rivers Inn Motel as a temporary station. The BLS cars were stationed at Schaumburg for a brief period until we could move in.

The Cary station currently has 17 employees: six medics and 11 basics. The shift car averages three calls a shift and four to five calls for the day cars. Since the Cary station’s drive is to meet the expectations and needs of Good Shepard Hospital, the call volume is decreased. As manager of the Cary station, I am proud to report that Good Shepard has held high praise for the Cary station employees and our timeliness. The transition has gone smoothly even with the delays of opening the new station. The Cary station will continue to strive to give Good Shepard the best customer service possible.

FEATURED STATION

Cary

By Mike Maher EMT-P, Station Manager

U.S. Congress Extends Temporary Ambulance Relief

By Kimberly Pate Godden, V.P. Legal & Government Relations

In mid-February, Congress Passed a Bill which extended Medicare Ambulance Relief Payments Through 2012.

Many of you may be following the federal debate over extension of the payroll tax cut bill – these tax cuts were temporarily extended in December and set to expire on February 29, 2012. Tied to these tax cuts were important increases to Medicare rates for ambulance transports which were also set to expire at the end of February.

Fortunately, the U.S. Congress came to an agreement on February 17th which extended tax relief for many Americans as well as extending the temporary Medicare 2% urban, 3% rural, and 22.6% super rural “bonus” payments for ambulance services through December 31, 2012.

Over the next 10 months, updates to the 2007 Government Accountability Office (GAO) report regarding Medicare reimbursement for ambulance services will be made. In 2007 when that report was drafted, the GAO determined that the average Medicare reimbursement rates were 6% percent below cost. Much has changed since 2007, not only have fuel prices and insurance costs increased, but advances in EMS have required new equipment and technology. We look forward to the GAO study being updated to reflect current conditions.

Please assist Superior with educating members of Congress about ambulance rates and the need for adequate reimbursement. Contact Kim Godden (Kgodden@superiorambulance) for information about your local representative in Congress as well as your State’s Senators.
**SHOP TALK | Sprinter Information and Other Important Reminders**

*By Andy Shadinger, Special Events*

Even though we have had an incredibly mild winter, please don’t forget to use fuel additive and warm the cycle glow plugs on your vehicles before starting.

The Chicago City Certification process is still going on. Our goal is to have each vehicle at the shop 48 hours prior to the scheduled day for a pre-inspection. This may mean many of you will be required to drop off your vehicle at the shop. Please make sure you empty your trash and clean the vehicle before doing so.

The new Sprinter vehicles are hitting the streets. We are putting together some education on the differences associated with them. This information is going to include interior controls, fueling, and DEF, which is a special fluid that needs to be maintained and will be presented by your managers in the very near future. In the meantime, if you are given a warning light on the dashboard please let your station manager know. This means the fluid needs to be replaced.

Keep in mind that idling of the ambulances is one of our main customer complaints. It is also costly. Keep idle time to a minimum, and do not let vehicles idle outside of our accounts unless the temperature falls below 20 degrees.

Lastly, increase your following distance in bad weather and please...

**Drive Safely!**

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**Illinois Medicar Team Enjoys Blackhawks Game From Skybox**

*By Gloria Cisneros, IMC Dispatch Supervisor, Superior Air-Ground Ambulance, Inc.*

IMC drivers had the opportunity to attend a Blackhawks game this season. For many, it was their first hockey game. Others described the outing as a “once in a lifetime experience!”

We all had a good time being together outside of our daily work environment, sharing good food and drinks. We were even treated to a hat trick by Viktor Stalberg! Many thanks to the management team and Mr. Hill for their generosity.

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**January 2012 Was a Superior, Record-Breaking Month!**

*By David Curtis, Vice President of Operations*

Congratulations to everyone! We broke the old all-region monthly record with 21,761 calls. The last record was 21,315 back in March of 2009. Way to go team! Great job!

Other records broken in January:

- Michigan – 1188 ALS calls in one month
- Michigan – first 4,000 call month
- Michigan – Record day of 195 calls
- Indiana – Record month of 3098 calls
- SCT all regions – Record month of 911 calls (old record was November 2011 at 882 calls)
- Combined ground regions – First payroll ever with over 10,000 calls run

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**January**

**Most Crew Compliments**

North – Linda Townsend
South – John Schiavone
Indiana – Jeremy Suggs and Bobbie Blanton
Michigan – Terrance Mayfield

**Most Calls**

North – Ryan Taylor
South – Ryan William
Indiana – Al Jones (Amb) and Chris Gonzales (IMC)
Michigan – Ergys Zeka (Amb) and Kenfes Ratliff (MWT)
Norcomm Alarm Technician Acknowledged for Excellence
By Donald Nielsen, Executive Director, Norcomm Public Safety Communications, Inc.

Technician Anthony Wellington was scheduled for an alarm install at a location in Melrose Park. The previous alarm was in disrepair and needed to be fixed quickly, as it was protecting a school. The school administrator was so impressed with the work Anthony performed, he sent an email to let us know. The administrator said, “I want to comment on the professionalism of your tech. He completed the install without an issue although I know our system posed challenges. He was cordial, friendly and left no evidence of his work except a functioning alarm system. Kudos to you and your group.” Excellent work, Anthony!

Great Teamwork Leads To Capture Of Suspect In Armed Robberies
By Dionne Jones, Director, Franklin Park Police & Fire Departments

Communications Officers Ramirez and Scarpelli received multiple 9-1-1 calls from a local food store about a male subject with a gun inside the store. Both Ramirez and Scarpelli were able to gather information quickly and found that the subject robbed the service desk and ran out the front of the store. They also got the information out quickly to the officers en route and in surrounding towns.

The following day, Communications Officers Swan and Doran received 9-1-1 calls from another business in town for an armed robbery that just occurred. Swan and Doran quickly gathered the information and dispatched officers to the scene. It was determined that this was the same subject from the previous robbery, and the subject was finally apprehended by another agency a few days later.

Great job to Communications Officers Swan, Doran, Ramirez and Scarpelli for the quick response and teamwork that ultimately lead to the apprehension of the offender!

Leyden Center Helps Foil Another Robbery
By Donald Nielsen, Executive Director, Norcomm Public Safety Communications, Inc.

On January 29th, a 9-1-1 call was received about an armed robbery in Bellwood. Telecommunicator Mason received a call from a citizen who reported a subject robbing a store at gunpoint before fleeing. The call was immediately dispatched by Supervisor Adams to Bellwood units, who responded to the area and performed a grid search to look for the suspect. Within 10 minutes from the time of dispatch, a gun and two suspects were taken into custody. This is the second month in a row that these two ladies have helped foil a robbery in Bellwood and led to the apprehension of suspects.

Commander Goodrum of the Bellwood Police Department called me to express his gratitude to these ladies for a job well done. Thanks to their work, Bellwood was able to take an armed subject and an accomplice off of the streets. Your ability to perform at a high level with speed and detail is very much appreciated. Great job!

Technician Anthony Wellington

Go Team!

Top: Communications Officers Eddie Ramirez and Joe Scarpelli, Bottom: Communications Officers Kathi Doran and Emily Swan
Job Well Done!
By Marisa E. Cotton, 9-1-1 Director Norcomm/Cicero

Afternoon Shift Supervisor Jean LaBrusk would like to acknowledge a good job well done by Donna Chevry. On January 15, Donna received a call from a male who was making suicidal statements. The caller told Donna that he was homeless and felt like doing harm to himself. Donna continued talking to the caller, kept him calm, and obtained all the necessary information while keeping officers informed. The caller was located without incident.

Jean would also like to commend Macario Rodriguez for a job well done. On January 15, there was a report of smoke from a building. Upon arrival at the fire scene, the Fire Chief upgraded the fire to a Full Still. Macario handled the call very well and made all the proper notifications.

Two False 9-1-1 Calls Lead to Felony Arrest
By Lisa Knowski, 9-1-1 Director, Norcomm/River Grove

On December 27, 2011 the River Grove Police Department made a traffic stop in which the driver had no valid license. The driver was arrested and brought to the station for processing. The vehicle was turned over to the two passengers who followed the officer to the station.

Telecommunicator Dawn Macak subsequently received a 9-1-1 call about a male subject running with a gun at a certain location. Dawn dispatched the units to the scene, and the area was checked with negative results. About four minutes later, Dawn received another 9-1-1 call reporting shots fired at another location. Dawn dispatched the units to the scene, but when the area was checked, the second call was also found to be false. The officer handling the traffic stop arrest heard these two calls and advised a River Grove unit to come and check the parking lot for the vehicle that had been released to the two passengers. When officers approached the vehicle, the subjects fled in the car. After a short pursuit, the vehicle was stopped, and the officers checked both subjects in LEADS (Law Enforcement Agency Data System).

After further investigation, it was confirmed that these two subjects made the false 9-1-1 Calls. Both subjects were arrested and charged with felony disorderly conduct. One of the offenders had a previous arrest for making false 9-1-1 calls. Dawn did a great job with this event, verifying for the officers that the offenders’ phones were the same numbers that placed the two 9-1-1 calls. This was a great job by Norcomm Telecommunicator Dawn Mack and the River Grove Police Department!
The American Ambulance Association (AAA) is the national trade association representing ambulance providers across the country by advancing initiatives in medical transportation and emergency medical services. Superior has a long history of being an active member of the AAA. This year Kim Godden was elected to serve on the Board of Directors representing Region III (IL, IN, KY, MI, OH, TN & WI.) Kim also represents Superior on the Government Affairs Committee for the Association. As part of this committee, Kim works on legislative priorities.

The Illinois State Ambulance Association (ISAA) represents ambulance industry professionals throughout Illinois. Mary Ann Miller was recently re-elected to her second term representing Superior on the ISAA Board of Directors. She and Kim Godden are active members of the Government Affairs Committee. ISAA Board members work together with the goal of “development and maintenance of high quality ambulance and medical transportation service in Illinois.” The ISAA has successfully advanced several legislative issues and hosts and annual conference focused on best practices.

The Indiana Emergency Medical Services Association (IEMSA) represents EMS providers in Indiana. This includes all government services, fire departments, hospital-based, and private services as well as profit and non-profit, ground ambulance, fixed wing and rotary winged EMS providers. They also represent EMS personnel and EMS Educators. Superior is well represented on this Board through Board Member George Schulp. The goal of the Association is “for IEMSA members to have an opportunity to be actively involved in working with regulators, legislators and others who will determine the future of our profession.” They intend to provide education about these issues so responders can make informed decisions and are on top of issues including certification, reimbursement, equipment and policy changes as well as other issues.

Superior is an active member of the Michigan Association of Ambulance Services (MAAS), which represents pre-hospital care providers throughout the state and is actively involved in regulatory and legislative issues.

The Illinois Association of Air and Critical Care Transport (IAACCT) promotes and enhances safety, education and communication in critical care air and ground medical transport within the State of Illinois. Mary Ann Miller is active in this association and a member of the Government Affairs Committee. Larry Wall, our chief flight nurse, Illinois, serves on the Safety and Disaster subcommittee, and he is also a member of the Air Surface Transport Association.

Air Med 1 is a regular member of the Association of Air Medical Services (AAMS). Our administrators attend the annual conference. The association, an international, voluntary non-profit organization, encourages and supports its members in maintaining a standard of performance reflecting safe operations and efficient, high quality patient care.

Michigan Association of Air Medical Services (MAAMS) provides a forum for the providers of regional critical care helicopter and fixed-wing patient transport services. Our goal is to maximize the safe and clinically efficacious delivery of critical care services through formal and informal member information exchanges. Mary Ann Miller also is an active member in this association as well as our chief flight nurse, Matt Guy.

If you are interested in learning more about these Associations or how you can assist with an Association, please contact Kim Godden at Kgodden@superiorambulance.com.

Congratulations on our record-breaking month! Each one of you plays an important part in achieving these amazing accomplishments. Thank you for all that you do. - Dave