Superior Gets Congressional Visit

Congressman Joe Walsh (R-IL) visited Superior’s Elmhurst Headquarters on Friday, February 24th. The week prior to this visit, Dave Hill and Kim Godden met with Cong. Walsh in Washington, D.C. regarding Medicare rates. After learning about Superior, Cong. Walsh made it a priority to schedule a site visit. Superior’s Schaumburg station, as well as various hospital and nursing home clients, are in Cong. Walsh’s district. Cong. Walsh sits on several committees of importance to the EMS Industry, including Homeland Security and the Subcommittee on Healthcare and Technology for the Oversight and Government Reform Committee.

During Congressman Walsh’s visit, Dave Hill provided Superior’s history – Cong. Walsh was impressed that a company, which started 52 years ago in a spare bedroom of a home, has grown in size, markets, and scope to serve patients and communities in five states. Cong. Walsh also received a tour of an SCT rig and spent time learning about our equipment and training.

The visit concluded with Congressman Walsh meeting with employees to hear about their concerns and issues.

We appreciate the Congressman’s time – any time we can educate elected officials about our industry is important.

From left to right:
Elmhurst station manager Connie Watts, CCTEMT-P and Dave Hill showing the Congressman an SCT ambulance
Dave Hill and Congressman Joe Walsh (R-IL)
Congressman Joe Walsh speaking to a group of Superior employees
Dave Hill and Kim Godden discussing Superior’s history with Congressman Joe Walsh
Dear Mr. Hill,

I would like to take this opportunity to recognize several outstanding employees at your organization. On February 15, 2012, I contacted the dispatch service to inform them of an unusual situation that would require some special assistance. My initial contact was Cara Vicicondi. Cara assured me that she would take down all the information and relay it to the appropriate person and that I would receive a call back. Her professionalism and confidence with which she spoke enabled me to trust that she would follow through. I explained that we were assisting the son of a very ill patient in arranging his father’s transportation back to Cambodia scheduled for Friday, February 17. The son’s request was to have the ambulance drive straight to the tarmac at O’Hare. In order for this to be accomplished, Korean Airlines requested identification information of the two ambulance drivers. While we knew that normal procedure was to arrange transport the morning of discharge, we were asking for drivers to be pre-assigned on Wednesday for the Friday discharge day and for their identification information to be faxed to Korean Airlines for security clearance. Cara listened carefully, accurately repeated all the information to me, and assured me that I would receive a call back from Nicole Balsiger.

I did indeed receive a call from Nicole, who explained that given these special circumstances, she would attempt to arrange the drivers ahead of time so as to accommodate Korean Airline’s request. Several phone calls and faxes ensued throughout the day between Nicole and our patient care unit, including a phone call between Nicole and the patient’s physician to ensure that the paperwork was complete. In addition, it is my understanding that Nicole spoke directly to Korean Airlines to confirm the arrival time of the plane on the departure morning. Remarkably, by Wednesday evening, every detail was in place for transportation to O’Hare airport on Friday morning.

I would also like to acknowledge ambulance drivers, James Estes and Paul Gorzelany, who arrived just before 8:00am on Friday. As I approached to thank them for coming in early to work that day to accommodate this pre-arranged transport, I overhead one of them saying to our patient, “So, I understand you are going back to your home today.” It seemed to me, that they clearly understood the cultural importance of this very ill patient returning to his “homeland.” While both James and Paul were quite humble when thanked, they, too, played a huge role in the success of this “mission” by providing their identification information prior to transport.

In closing, I would like to share that our patient arrived safely in Cambodia. I received a euphoric voicemail from his son, thanking everyone involved. As a 30+ year employee at NorthShore, I am certainly aware of our longstanding relationship with Superior Ambulance, however have had only peripheral contact over the years. The superior customer service exhibited by Cara, Nicole, James, and Paul no doubt exemplifies the core values of your organization. Please share our sincerest words of gratitude to each one of them.

Sincerely,
Carole R. Smith, Clinical Nurse Manager, 3 South (Glenbrook Hospital)

You Should Know: The Federal Elder Justice Act

By Brian Melville, Director of Education - Illinois

Since we treat/transport patients to and from long-term healthcare facilities we are considered “contractors” and therefore a covered entity under the act. Indiana facilities are starting to require signed acknowledgements. If a facility asks you to sign one of these, please have them contact your regional manager or general manager. Covered facilities will be required to post notices about this duty to report crimes against the elderly.

**Indiana:**

**Indiana State Dept of Health, 1-800-246-8909**

Local law enforcement must also be notified. The signed acknowledgements seem to currently only be in Indiana for right now.

**Illinois:**

**Illinois Elder Abuse hotline, 1-866-800-1409**

Local law enforcement must also be notified.

**Michigan:**

**Statewide 24-Hour Hotline, 1-800-99NOABUSE**

(1-800 996-6228)

If you suspect abuse, neglect or exploitation of a resident of a nursing home by another resident or by a nursing home employee, notify:

**Bureau of Health Services Abuse Hotline, 1-800-882-6006**

All will still follow protocols for reporting elder abuse, neglect, and exploitation per your medical control authorities.
A new strain of virus has been identified. Solanum aka the “zombie virus” has been discovered in lab rats.

Solanum begins to transform the host tissue from living to undead once it is introduced into the body. Through means not yet fully understood, the virus uses the cells of the brain’s frontal lobe for replication, destroying them in the process. Once the brain is infected, all bodily functions (including function of the heart and lungs) ceases, and all trace of personality, individualism, is irrevocably lost.

The transformed brain does continue some minor activity, as the body will reanimate and hunt and consume anything it identifies as living. Some bodily functions remain constant, others operate in a modified capacity, and the remainder shut down completely.

The virus mutates each infected cell into a sort of organ, both independent from and completely separate from all other cell, and the physiological tasks it once performed. The mutated cell produces a great deal of oxygen, which circulates throughout the body, though the mechanism of this is not yet known. By removing the need for oxygen, the undead brain can utilize, but is in no way dependent upon, the complex support mechanism of the body. Though there are no acknowledged human cases at this time, officials are extremely cautious, and will be updating as more is learned.

**

April Birthdays

| 4/1 | Minerva Castillo  
| 4/2 | Aaron Bendel  
| 4/3 | Sierra Donovan-Thier  
| 4/4 | Curtis Ballew  
| 4/5 | Demelva Bolden  
| 4/6 | Brian Campbell  
| 4/7 | Elliot Flagg  
| 4/8 | Chas Arce  
| 4/9 | Abby Dettloff  
| 4/10 | Edgar Garcia  
| 4/11 | David Hernandez  
| 4/12 | Rory Goldstein  
| 4/13 | Bobbie Blanton  
| 4/14 | Matthew Bland  
| 4/15 | Brent Connelly  
| 4/16 | Alicia Lewis  
| 4/17 | Justin Johnson  
| 4/18 | Marquis Bates  
| 4/19 | Joshua Banda  
| 4/20 | Marc Quattrochi  
| 4/21 | Matthew Dykriel  
| 4/22 | Dana Enzbigilis  
| 4/23 | David Donigian  
| 4/24 | Paul Girardi  
| 4/25 | Nicholas Feldmann  
| 4/26 | Daniel Buhrmester  
| 4/27 | Michael Dickinson  
| 4/28 | Lori Bugielski  
| 4/29 | Michael Bradburn  
| 4/30 | Sean McGuire  

April Milestone Anniversaries

| 17 Years | Mark Jenkins  
| 15 Years | Brian Melville  
| 14 Years | James Hewitt  
| 12 Years | Charles Allen  
| 11 Years | Jorie Thompson  
| 6 Years | Nancy Hudspeth  
| 5 Years | Eric Anderson  

CDC Alert!

By Brian Melville, EMT-P, Director of Education, Superior Air-Ground Ambulance Service

A new strain of virus has been identified. Solanum aka the “zombie virus” has been discovered in lab rats.

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Local Emergency Managers and First Responders Support Tornado Response and Recovery Efforts in Clark County

INDIANAPOLIS – On March 2, 11 personnel with the Indiana Department of Homeland Security (IDHS) District One Response Task Force deployed to Clark County to run the Emergency Operations Center (EOC) in Henryville. The EOC served as a Multi-agency Coordination Center to support the victims of the tornado outbreak.

Members of District One Response Task Force were from the following agencies: Ogden Dunes Fire Department, Crown Point Fire Department, Superior Air-Ground Ambulance Service, Porter County 9-1-1, East Chicago Fire Department, LaPorte Fire Department, Newton County Emergency Management Agency, Franciscan Alliance, Crown Point Police Department, Porter County Emergency Management Agency.

Each Indiana Department of Homeland Security (IDHS) district response task force is comprised of volunteer emergency responders who dedicate their free time to support other emergency response agencies around the state. When a disaster stretches beyond the scope of a local emergency response agency, local officials can ask the IDHS task forces for support.

IDHS District One includes the following counties: Jasper, Lake, LaPorte, Newton and Porter.

For more information about the IDHS District One Response Task Force, please contact John Kapost at 219-218-9371, JKapost@superiorambulance.com or Paige Connelly at 219-477-3170, pconnelly@pc911.porterco.org.

Want tickets? Dave Hill is offering use of his personal White Sox tickets to employees to enjoy a game with a guest. If you are interested in attending a game, please email soxtickets@superiorambulance.com with your requested date.

Please note that the tickets are not transferable (an employee and his/her guest must attend) and tickets will be given to the employee prior to the date. When you are at the game, we would like you to take a picture of yourself at the game and email to soxtickets@superiorambulance.com for the newsletter.

Highland Facility Makeover

By Tom Bettenhausen, NREMT-P, Indiana Operations Manager

We would like to thank ALL who came to Indiana for our renovation project! It was an all-night event that produced a wonderful facelift to the Highland Facility!


If we missed anyone, it was because we were a bit overtired! It was great to see the teamwork and everyone coming together for a common cause. Thanks again!
SHOP OUTING

Fleet Maintenance Enjoys a Day Out
By Andy Shadinger, Special Events

On Sunday February 19th, the Illinois and Indiana shops were treated to a day at the Blackhawks game. Employees and their families had fun relaxing and enjoying the food, drinks and environment. After many hours under the hoods of vehicles, the shop enjoyed hanging out and watching the hawks win! Many thanks to Davey for the opportunity to go to the game and have fun as a Superior family!

PAYROLL

Superior Welcomes Self Service

Self Service Plans to GO LIVE during the month of April.

The Website will be available April 1st.
- Username: first initial of first name, all of last name, the last 4 digits of SSN
- Default Password: the last four digits of your Social Security Number

With this tool you will be able to:
- View your earnings statements on-line, all paystubs since 2003
- Change your address
- Add Emergency Contacts
- Add/Change your Direct Deposit information
- Change your Federal W4 information
- Run mock payroll checks

Payroll will be setting up meetings in your areas to give a short demonstration and answer any and all questions. Stay tuned!

FYI – ALL Non Direct Deposit Checks will be mailed from the Corporate office on Pay Days.

Superior Accounts Receivable Service Excellence

By Joni Giammarino, Administrative Assistant

2011 was an outstanding year for Superior Accounts Receivable (A/R)! Teamwork and dedication prevailed. Throughout the course of the year, more than half of the employees were recognized by their managers for their service excellence by being nominated for employee of the month. Many of the nominees had multiple nominations. Recently, at a Superior A/R “all employee” meeting, there were five outstanding employees recognized for going above and beyond.

Chosen as Superior A/R 2011 Employee of the Year is Insurance Department Lead, Alicia Lewis. In addition to maintaining her daily tasks, Alicia handles repricing proposals, Health Spring authorizations, uploading batches and ZirMed rejections.

Alicia also trained two new reps on Illinois and Indiana insurances. Alicia assists the Verification department whenever needed. Alicia is the ultimate team player, who consistently goes above and beyond. She is an outstanding asset to Superior A/R and to the company as a whole. Congratulations, Alicia!

Congrats to nominees: Heidi Brower, Jon Moloney, Mike Terenzio and Jean Wood, as well. We appreciate your consistent hard work and dedication.

Superior Accounts Receivable recognizes Alicia Lewis for Service Excellence!

We are proud of the Superior A/R team and truly appreciate the efforts of every member!
Leyden Personnel Help Lead to Arrest in Crime Against Special Needs Citizen
By Donald Nielsen, Executive Director, Norcomm Public Safety Communications, Inc.

On March 5th, the Leyden center received a 9-1-1 call for a Criminal Sexual Assault in Progress. The victim of the crime was a female who is mentally challenged. Officers were dispatched to the area quickly, and were looking for two subjects who ran from the scene. Tom Woulfe then took a call from a passer by who wanted to report two suspicious subjects she saw in the area. Tom was aware of the previous call, and let his partner, Cassie Ceballos, know the address where the subjects were seen. Units were sent, and Bellwood Police quickly took the two subjects into custody. The vigilance of our personnel helped apprehend the two men, and we want to congratulate them on a great job! Keep up the good work!

Great Teamwork
By Marissa Cotton – 9-1-1 Director (Town of Cicero)

On February 1st while working the Midnight Shift, Karen Landers, Carlo Rizzo and Macario Rodriguez received several calls of Shots Fired. Carlo immediately dispatched units to the area while Karen and Macario continued to receive more calls and obtain further information. Carlo kept updating the units on any new information he received. Once the responding units arrived they advised that there was a Shooting Victim, Macario dispatched an ambulance and shortly thereafter a foot chase ensued. Carlo did a wonderful job keeping up with all the hectic radio traffic as Karen and Macario answered all the phone calls and made all the proper notifications. The offender in the shooting was arrested that night. Thanks for a job well done!

Teamwork Leads to the Apprehension of Suspect
By Donald Nielsen, Executive Director, Norcomm Public Safety Communications, Inc.

On March 12th, the Leyden station day shift was monitoring radio traffic when a Maywood Police unit started a pursuit of a vehicle. DaKeya Mason noticed the radio traffic and that the chase was headed into Melrose Park. DaKeya notified her partner Jamie McClellan, who was the radio dispatcher for Melrose Park. Melrose Park Police joined in the pursuit of the vehicle. Ultimately, the vehicle headed into Bellwood, where DaKeya, the Bellwood radio dispatcher assisted in assigning Bellwood units to assist Maywood PD. The vehicle being pursued momentarily escaped, but crashed in a Bellwood alley. The driver tried to enter a home near the address, and the resident called 9-1-1. Supervisor Adams took the call, and units were immediately sent. The subject was taken into custody, and it was learned later that he was wanted for homicide. Another criminal was taken off the streets. Great job, ladies. All of the members of your team worked together to help get a dangerous criminal off the streets of Bellwood.

River Grove Resident Goes Missing
By Lisa Knowski – 9-11 Director, River Grove Station

The Norcomm/River Grove communication center received a 911 call for an elderly male that was missing from his home in River Grove. Telecommunicator Lisa Peters took all the information from the caller and dispatched it immediately to the River Grove units and surrounding towns. Lisa then contacted the Chicago Police 16th District and gave them the information for dispatch. Lisa Peters then entered the missing elderly male into LEADS (Law Enforcement Agency Data System). Lisa worked quickly in her dispatch and computer entries. The elderly male was found by Chicago Police Department about 20 minutes after the original call. He was reunited with his family. Lisa did a great job on this call, she received all the information and handled this in a very professional manner. Great work!
SPECIAL EVENTS
– Illinois
By Karl Kuester, Special Events Coordinator

On Saturday, March 10th, the City Of Elmhurst held its St. Patrick’s day parade. Superior loaded up an ambulance and hooked up a float and played music and danced for the citizens of Elmhurst. Robert Wangles and Andy Shadinger danced as the crowds cheered, laughed, and danced with them. Thanks to Meghan Michalson and her son Kevin, Jade Dimarco and her cousin Marguerite, Brian Waterloo (our Driver) and Bobby Wangles and Andy Shadinger and his son Jake. The crew would like to thank Davey Hill for his support.

Andy Shadinger, Jake Shadinger, Meghan Michalson, Kevin Michalson, Jade Dimarco and Brian Waterloo

While in space, the chosen EMS-tro-naut will function as the medical officer for a team to include: Science Officer, Pilot, Communications, Engineer, Captain, and a selected academy Ensign. Anyone interested in this enterprise must pass a rigorous physical agility, mental acuity, psychological test. Anyone interested in qualifying please email George Ball by May 5, 2012 at GBall@superiorambulance.com.

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The Best Chili In Indiana Belongs To...

The 2nd Annual Superior Chili Cook-Off held at Valparaiso station went off without a hitch once again. Contestants had the opportunity to enter two dishes for the competition, one mild and one spicy, and there were six entries.

Indiana Director, Ken Sink; Indiana Dispatch Manager, Paul Sink; and Indiana Dispatcher, Shawn Doyle, convened privately after tasting to evaluate each entry. After a grueling hour of deliberation, they all reached a unanimous decision. The winners were: Third place and $50 – Keith Gorman (Valparaiso station); Second place and $75 – India Hayes (Highland station); and First place and $100 – Dan Slivka (Valparaiso station.) Each winner received Amazon.com gift cards. Congratulations to the winners, and a huge thank you to the contestants and the judges for sacrificing their digestive tracts to make this happen! Thanks also to Valparaiso station manager, Oscar Rodriguez, for going above and beyond in helping set up.

Next year we’d like to share the cook off with the whole company! Stay tuned.

February

Most Crew Compliments
North – Cody Brumm
South – Glen Gilgan
Michigan – Arben Gjokaj

Most Calls
North – Kevin Howard
South – Zeidan Zeidan
Indiana – America Devine (SAS) and John Louden (IMC)
Michigan – Jamar Peterson (Amb)

April 2012
More Safety Winners!

Happy spring to all! With baseball season starting, I hope employees will utilize my offer of Sox tickets. Given the dedication and hard work that you devote to Superior, it’s important to take time to relax and unwind. I’m happy to donate my season tickets for use by all of you who continue to make Superior the great EMS provider we are. Go Sox!

- Dave

News from Michigan

Congressman Visits Southfield Station

On March 2nd, Congressman Hansen Clarke, a first term Democratic congressman representing the City of Detroit, paid a visit to the Superior Southfield Station. Congressman Clarke was given a tour of the station, discussed our Critical Care and flight services and he spent some time with the crews. Congressman Clarke indicated that he was very impressed with Superior and our operations. We have made arrangements for our representatives to meet with the Congressman in his Washington D.C. to discuss important federal issues that impact Superior now and in the future. The visit was a great success!

Fun For Everyone

Michigan held our first “Family Fun Day” on March 4th. Employees and their families spent several hours at a local Pump It Up Bounce House followed by a Pizza Party. A good time was had by all.

Our March Adult Activity was taking 16 of our employees to our suite for a Pistons Basketball game. All that attended had a fun and food filled evening.

As part of our ongoing safety initiatives Michigan had a Safety Motto Contest. To help keep the safety slogan on everyone’s mind all our employees were given one of these safety bracelets to wear.

Congratulations to our most recent Safety Initiative winners! Sergio Hernandez won the Medicar raffle for going 30 days crash free. David Zagotta won the Indiana 30 day crash free raffle. Andrew Peace, EMT-B at the Warren Station, was the grand prize winner in Michigan for February for No At Fault Accidents. Andrew’s prize was a computer package containing a Hewlett Packard laptop computer, a computer case, a security software package and a Kodak wireless color printer. He was very excited as he’s never had a laptop before. Congratulations to all, and let’s keep up the great work!