Superior’s President and CEO, David Hill III and our Director of Government Relations, Kim Godden, met with U.S. Senator Dick Durbin in September to discuss industry issues. Senator Durbin is the senior U.S. Senator from Illinois and holds the second highest position in the Democratic Party leadership in the Senate, Senate Majority Whip.

During the meeting, Mr. Hill shared Superior’s background and discussed current industry concerns related to Medicare and Medicaid reimbursement rates. Superior, as a member of the American Ambulance Association, is currently supporting legislation which would provide a 6% increase under the Medicare ambulance fee schedule for ambulance transports. In addition to discussing this specific legislation with Sen. Durbin, the temporary 2% Medicare increase which is set to expire on December 31, 2011 was also discussed. Superior and other ambulance service providers are facing serious financial concerns due to chronic low Medicare reimbursement rates. Therefore, increasing these rates is crucial.

The week prior to the meeting with Senator Durbin, the President of the American Ambulance Association testified before the U.S. House Ways and Means Subcommittee on Health regarding Medicare provider relief, including the temporary 2% ambulance rate increase. If you are interested in reaching out to Senator Durbin or your local Congressman/Congresswoman, please contact Kim Godden at KGodden@superiorambulance.com.

At right: Kimberly Pate Godden, U.S. Senator Dick Durbin, and David Hill III.
Exceptional Comments

I just got off the phone with the son of a patient we transported. He had nothing but good things to say about everyone who had taken care of his father, especially Linda Townsend. He praised her for being very compassionate and detail oriented, and for going “above and beyond.” He asked me to let everyone know about Linda’s superior service.

– Brian O’Keefe

Most if not all issues regarding Village of River Forest billing are handled by Ms. Izabela Buczynski.

When such issues arise I make a quick call to Ms. Buczynski, and the problem is quickly resolved. I cannot say enough for how she handles these issues and how it help us provide better service to our residents/clients. She does an outstanding job and puts an excellent face on PBS.

James L. Eggert / Fire Chief, Village of River Forest

This summer, we handled an aviation accident. The sole survivor recently called me to thank us for saving his life. Since the accident, he has undergone numerous surgeries and seen many different physicians. They have all said that they don’t know how he survived. The gentleman we helped still has more surgeries to deal with, but he eventually wants to come and thank those who saved him in person.

Needless to say, those of you that were involved with this incident understand the complexities. This is one for the books.

Proper training, proper equipment, proper execution. Great job!

– David Skoryi, Fire Chief, Lockport Township Fire Protection District

A/R Remembers 9-11 And The First Responders

By Heidi Brower
CAC – AR Compliance/Special Projects

On Friday, September 9, 2011, the A/R Department participated in remembering the 10 year anniversary of 9-11. Everyone wore red and a yellow ribbons made by Shellie Sanchez. We want to continue to honor those Firefighters, EMS Personnel, Police Officers and innocent victims who lost their lives that day. That day will never be forgotten.

We extend our gratitude to everyone in the EMS, Fire and Law Enforcement industry. They never think twice about facing life and death obstacles every day, even as they always strive to save lives and protect the rest of us.

God Bless All of You!

Vote for the Name Our Newsletter Contest and submit your choice to newsletter@superiorambulance.com! Please put “Name the Newsletter Contest” on the subject line and include your name, employee number and location in the body of the email, as well as your choice. One vote per employee please. The winning name will be announced in the November newsletter and the person who submitted the suggestion for the name will win the $25.00 gift certificate. Deadline to enter is Friday, November 4 by 5:00pm.

☐ The Calling  ☐ Lights & Sirens  ☐ Ties  ☐ Superior Times  ☐ Superior 911

Thanks for your participation! We will announce the winning name in the November newsletter.
November Birthdays

**11/1**
Edwin Auston

**11/2**
Benjamin Yoder
Joseph Moya
Kathrin Doran
Kurt David
Philip Wieczorek
Terika Champion
Thomas Hodge

**11/3**
Adam Klod
Brian Bassett
Christine Strom
David Lukas

**11/4**
Craig Lloyd
Doug Triemstra
James Borkowski
Nicholas Lukas

**11/5**
Angela Bedtke
Christopher Mazurkiewicz
Christopher Regula
Erik Williams
Matthew Kittner
Nicole Stewart
Ryan Januszewski
Zidian Zeidan

**11/6**
Brian Clayborn
Eduardo Ramirez
Rakshan Tamkanath
Ross Kalina
Steve McMillian

**11/7**
Alexander Qualizza
Annette Hojek
Charles Aguirre
Schiolynn Jones

**11/8**
David Holleman
Dionne Jones
Jeremy Suggs
Paul Sullivan

**11/9**
Troslyn Murphy

**11/10**
Anthony Pereira
Leticia Dardon

**11/11**
Amanda Kuester
Gina Cacioppo
Kristy Virgin
Natalie Schlavone

**11/12**
Anthony Kwilosz
Wykita Magee

**11/13**
Jared Bremner

**11/14**
Cassandra Ceballos
Daniel Hirsch-Philip
Joanna Ceballos
Rachael Wrobleski

**11/15**
Charles Allen
Paul Roscoe
Timothy Bryski

**11/16**
Erica Laubach
Kenneth Truax
Keith Rankin
Michael Catrow

**11/17**
Alan Karasek
Gail Redding
Jean La Brusk

**11/18**
Adam Hegyi
Caleb Kruse
Lorraine Fidonik
Raymond Goodwin
Sandy Curry

**11/19**
Bryan Ousset
Emily Swan
Eric Cronin
Jean Wood
Jerrett Foreman
Kristen Bankhead
Tiffany Warzecha
William Carlson

**11/20**
Bruce Wolf
Carol Grawewski
Jaclyn Zielinski
Jonathan Burnam
Michael Allen
Zachary Forsythe

**11/21**
Brandon Ashana
Danny Roark
Demel Fountain
Luis Jimenez Mejia
Matthew Sevcic
Richard Chacon
Tammy Golden

November Milestone Anniversaries

19 years
Jeffrey Blackmon
Laura Smith

16 years
Randy Kaminsky
Deborah Rogers

15 years
Carol Grawewski
Gregory Migacz

14 years
Bennie Jones
Rebecca Ralph

13 years
Charles Brown
Charles Leskie
Trent Johnson

12 years
Carol Grawewski
Gregory Migacz

11 years
Tiffany Abner
Carla Griffin
Charles Brown
Charles Leskie
Trent Johnson
Daniel Schmidt
Golden Berrien
Nicole Lenz
Daniel Leuze
Donta Watkins
Josef Konrath
Tommy Tang

11/13
John Augle

11/14
Cassandra Ceballos
Daniel Hirsch-Philip
Joanna Ceballos
Rachael Wrobleski

11/15
Charles Allen
Paul Roscoe
Timothy Bryski

11/16
Erica Laubach
Kenneth Truax
Keith Rankin
Michael Catrow

11/17
Alan Karasek
Gail Redding
Jean La Brusk

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Adam Hegyi
Caleb Kruse
Lorraine Fidonik
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Demel Fountain
Luis Jimenez Mejia
Matthew Sevcic
Richard Chacon
Tammy Golden

**SHOP TALK**

Anna Jarvis, EMT-B, Fleet Manager

New Ambulances Coming to the Illinois Fleet!

Superior Illinois received 6 brand new type II ambulances last month. This will be the first time in a long time that we will have Ford gas engines running in the Illinois Fleet. We are within weeks of being able to put them into service. Two of them will be assigned to our upcoming Cary station and four have yet to find a new home. Stay tuned for more changes coming to the fleet.
Welcome to the (603) Detroit Main Station located at 5159 Loraine Street in Detroit, Michigan. The 603 station is located approximately two miles from Henry Ford Main Hospital, our biggest contract in Michigan. We also provide backup 911 EMS service for the Michigan cities of Detroit, Hamtramck, and Ferndale. Also we provide backup support to Warren, Allen Park, and Oakland County.

The Detroit Main Station operates two shift ambulances (one Basic and one Advanced) and one Medicar. We have 13 full-time employees and one dedicated part-time employee. We will also have a BLS day car starting up in October with more plans to expand.

The station has a home loft feel to it with a tri-level setup and a very spacious indoor garage. We are a dedicated family-oriented group who truly support and show the Superior Way in all aspects of our workday and we support each other off-duty as well.

Our station’s average paperwork bonus from December 2010 until now is 91%. This score is phenomenal considering that we have been the busiest station for the past 3+ years. For example, two of our EMTs, Jamar Peterson and Dragan Spasic, have been honored with the Running The Most Calls award for the last few months (they have received this award numerous times throughout their career as have many others at the DMS station). We have some of the hardest-working crews with the highest number of calls per shift.

The main station has a very friendly and family environment. We pride ourselves on being a small station, but a very hard-working group. The following are quotes from a couple of DMS employees: Concaigretta Jackson says, “Well, the things I adore about my home station (main #603) is the togetherness we all have down here, everyone cares about and respects one another, we all have something unique about us, we put in work like no other station and still smile and carry a Superior attitude! It’s like a family here, and that’s what made the last five years of my work life enjoyable.” Mutiat Ayantayo, a dedicated 603 part-time employee says, “I like where the station is located. Accessibility to major freeways enhances getting to places in a timely manner.

Good teamwork among employees, good interactions. The building is big and spacious, a prospective site for future projects and enough space to park your vehicle, with nice bathrooms.”

Jamar Peterson says, “Hard work pays off. Congratulations to all 603 main station crews. We could have not done it without the effort of the teamwork with no complaining but getting the job done. Let’s keep up the good work and the positive attitude that can go a long way. By the way 603 DMS, you’re the best!”

In closing, all of us at the 603 DMS wish you all a very safe and happy healthy journey in life!
Superior Graduates!

Congratulations to those who graduated from the Paramedic School at St. Francis Hospital in Evanston, Illinois on September 15! Top academic honors, the Gold Stethoscope, went to Matt Nolan, who graduated with an overall average of 93.79%. Third place honors, the Bronze Stethoscope, went to Jason England, who graduated with an overall average of 92.48%.

Dan Dvora, Deb Allen, Deb Youngs, Dave Holleman, Will Zieserl, Kristi Allan, Jason England, Frank Bougher, Trevor Haupt and Mike Rossi. (Not pictured are John Aurgle, Matt Nolan and Ryan Reid.)

Wellness Initiative

Wellne$$ Winning$!

Employee’s participating in this year’s Wellness Screening activity will be entered into a random drawing to receive WELLNESS WINNINGS of $500!

• A total of eleven $500 cash prizes will be awarded.
• Each of the Company-located screening sites will have a drawing to pick the winner from among all the employees that had screening done at that location.
• One employee of those using a LabCorp screening site will also win a $500 cash prize.

Total Wellness Winnings Prize Money = $5,500

Please note: There will be one drawing and one $500 award for each screening location. Each employee who participates in the screening activity will be entered into the drawing for the screening location he or she visited. The employee’s actual work location makes no difference. Wellness Winnings are subject to all required taxation. Only one winner per family. Employees above the manager level in the organization are not eligible to win. To protect employees’ privacy, names of winners will not be announced without the express written consent of the employee. Winners from the Company-location screenings will receive personal notification no later than November 15. The winner from the LabCorp screenings will receive personal notification no later than December 15.

September

Most Crew Compliments
North – Linda Townsend
South – David Smith and Arthur Nickol
Michigan – Wisam Khalil

Most Calls
North – Joey Walker
South – Tom Jaeger
Michigan – William Benoit (Ambulance) and Kenfes Ratliff (MWT)

Have a suggestion or idea?

Please write them down and put them in our new locked suggestion box, located down in the lunch room at Elmhurst!

October 2011
Norcomm Personnel Honor September 11th Victims On 10 Year Anniversary
By Donald Nielsen, Executive Director

Telecommunicators Jamie Roberson and Falon-Jocquet Adams were tasked with setting off the alert tones and requesting a moment of silence to honor those who lost their lives on September 11th ten years ago. As we took time to remember those who gave their lives that day, our personnel did an excellent job handling what was a very emotional task.

Chief Spain of the Bensenville Fire Protection District commented, “Until I watched all the footage available, I never realized how much anxiety and the feelings of helplessness that our dispatchers endure on a daily basis. We are often on the other end with our own duties and they get lost. Please thank them on behalf of our entire Division for the work they do for us.” We agree, Chief. Our thanks to all of those who support those first responders and citizens as well.

Job Well Done!!
By Lisa Knowski / 911 Director

On September 27 the River Grove Police Department responded to an aggravated battery and fight in progress. The 911 Center received numerous 911 calls and non emergency calls for this incident. Telecommunicator Kelly Capek answered all the calls promptly and dispatched all the police units and the fire department to the scene. Kelly remained calm and made sure the officers were given all the updated information as she received it from additional callers. Kelly handled all the LEADS (Law Enforcement Agency Data System) work that was needed for this incident. Kelly received some additional assistance with her LEADS work from Telecommunicator Joe Scarpelli of the Franklin Park Police Department. I would like to say thank you to him for his help. This was great teamwork by two departments working together. Keep up the good work.

Leyden Dispatcher Helps Woman Deliver Baby

Telecommunicator Jamie Roberson (pictured at left) took a call from a woman who was in labor on September 20. Jamie quickly dispatched the ambulance to the woman, while talking her through EMD instructions. The woman, who was having her 3rd child, delivered prior to the ambulance arriving at her home. The baby and mother are doing well, and Jamie did an excellent job. Great work, Jamie!

Good Job Ladies
By Marisa E. Cotton / 911 Director, Town of Cicero

On September 12, Leticia Dardon, Gail Redding and Heather Buhle were working the day shift when Leticia received a call about possible gang activity. The caller stated that subjects had just thrown a brick through his house window. He was able to give dispatch the name of one of the offenders and a vehicle description. Gail was the primary police dispatcher that day, and she immediately dispatched units to the area and gave responding units the vehicle description. The Police Superintendent was in the area and spotted the vehicle a couple of blocks away, but he was unable to catch up to the vehicle. Dispatch did a soundex on the offender’s name and was able to get an address. Units were dispatched to check the address but the offenders were not there. It turns out that two of these subjects had been arrested a couple of days prior for criminal damage to property. Although there were no arrests made that day, all three dispatchers worked well together in getting information out quickly to the responding units.

Job Well Done!!
By Lisa Knowski / 911 Director
Superior Indiana Employees Participate In Disaster Drill

Excerpts from “Hospital, law enforcement agencies hold disaster drill” By Matt Fritz, Staff Writer / Herald Argus, LaPorte, Indiana (Re-published with permission. Edited by Superior for length.)

MILL CREEK - It’s 9:30 a.m.

Two dirty bombs have gone off in Gary and in Newton County.

As law enforcement agencies gather together in La Porte, a third is reported at Mill Creek Elementary School.

Officers from La Porte, Munster, Crown Point, Michigan City, Valparaiso and elsewhere get into their vehicles and head over to the disaster area where more than 30 people are reportedly injured or contaminated by the bomb.

Fortunately, no one is actually hurt. This was a mock terrorist disaster held Saturday morning by the District 1 Hospital Emergency Planning Committee. It was an exercise held to test the reaction times and coordination skills of area rescue units and law enforcement, as well as the capabilities of IU Health La Porte Hospital.

When the bomb was initially reported as going off, local EMS units and fire department personnel came to the scene, but as responders observed the number and type of injured students, plus the possible fatalities, they called in the District 1 response teams.

This included the District 1 Mass Casualty Strike Team, the Hazardous Material Emergency Response Team, the Mass Decontamination Unit and the Mobile Command Center.

District 1 is composed of rescue personnel from Lake, Porter, La Porte, Jasper and Newton Counties.

The personnel took students through the decontamination unit, which included a mock brushing and hosing off, then carried the injured away in stretchers.

Mass Casualty Strike Force Committee Chairman Tom Bettenhausen (of Superior) said the drill was needed to test the skills of area personnel.

“We thought this would be a great place to hold the incident as well as practice with the responders out here in case, God forbid, something actually happened,” he said. “For some of us, this is the first time we’ve ever had to work together and it went well. I’m confident that if anything large happened we’d be able to come in and handle it effectively.”

The terrorists (played by Thomas Setser and Jordan Chadwick of Valparaiso) fled off through the surrounding cornfields after the arrival of the first responders, but were later surrounded by police after throwing another dirty bomb at an ambulance. They were apprehended in a field north of the building.

Photo by Matt Fritz

Everybody worked very well together,” he said. “That’s what this is all about — to train us in doing this. There’s always glitches, we always learn things from these. That’s what this is for. It’s practice before the real game.”

Bettenhausen said his units supplemented what local personnel were doing, incorporating local experts into the overall management of the disaster.

“We only brought in people from our own district,” he said. “If this was any bigger we’d have brought in people from District 2, which is east of us, and District 4, which is south of us. We have working relationship with both of them.”

Ritter explained that this drill is part of the training Homeland Security expects of local municipalities after Sept. 11.
Thank you for your all of your effort and hard work for our record breaking months! We continue to hear so many positive comments from our patients and clients. Keep up the great work! - Dave