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New Employees

Lori Schwartz, Equipment Tech
Carrie Mallard, Equipment Tech
Samantha Browning, Equipment Tech
Andrew Harmon, EMT-P, Genesee
Robert Lindahl, EMT-P, Genesee
Alan Moses, EMT-P, Genesee
Benjamin Deneen, Equipment Tech
Jason Schumer, EMT-P, West
Tina Grubbs, EMT-P, West
Kirk Sugden, EMT-B, Saginaw
Brandi Nicholson, EMT-B, Saginaw
Jody Foster, EMT-B, Saginaw
Steven Heffelfinger, EMT-S, Saginaw
Nicole Smith, EMT-B, Genesee
Bradley Hazel, EMT-B, Genesee
Nicholas Funk, EMT-B, Genesee
Robert Leonard, EMT-B, Genesee
Melica Vargas, EMT-B, Genesee

Sentimental Journey

by Chris Graham, SCT-P, I/C, Pictures with permission from James Jeffery and Family

On a routine day, during a routine call—I had the pleasure of meeting James Jeffery, and his wife Rhoda. Being dispatched to a fall, I was shocked to learn that Mr. Jeffery, although unresponsive, was in a “normal state.” After ensuring he suffered no further injuries, and his caregiver/POA would continue to care for him, I made sure that the caregiver was exhibiting no signs of burnout.

The information I gained that night was mind-boggling to say the least—Mr. Jeffrey’s rare condition called *Shy Draggers Syndrome* progressively degenerates the central and autonomic nervous system, with no known treatment or cure. Also, his wife, Rhoda, the sole caregiver shared that all insurance benefits had been exhausted. Any and all care he receives is paid out-of-pocket, and is provided for primarily by his wife. She went on to tell me that her children lived out of the area, and that she has few friends because she is unable to leave James alone. Rhoda has someone come in a few times per week to help bathe, massage atrophied muscles and monitor him. She is unable to go out for a cup of coffee, get lunch with a friend, grocery shop, or attend church, as James is bedridden. That night, I learned a lot about compassion, dedication and the true love this couple shares. Rhoda told the crew this condition is very rare, and that at any time, he can pass out for days at a time, or become severely hypotensive if he sits upright or moves too fast.



I googled the disease and learned that *Shy Draggers Syndrome* disrupts the autonomic nervous system intermittently and without warning. I realized that this patient will never lead a normal life, and neither will his wife. This progressive condition is unpredictable.

In one night, I had not only met some new people, but I had learned of a rare condition and was committed to becoming a patient advocate for this family. I contacted Rhoda later that week and told her about the Sentimental Journey program, and asked her to speak to James about the one thing that he would like to do.



The answer was simple, and came quickly to him; James wanted to visit all of his children and grandchildren at their homes. He has three children, all living in the Pontiac area. Coincidentally, all of his kids had the same day off, which also happened to be James' birthday. I thought to myself, "How cool is this?"

After all of the details were hammered out, my partner Katie and I met the day of July 28, 2011 at the station to pick up our truck to begin James' Sentimental Journey with his wife and family. Before we left, we decorated the truck with streamers and balloons, tying streamers to the air vents so they would move when the air kicked on. It was James' birthday, and we weren't going to let him forget.

Arriving at the house, James was smiling, and more alert than he had been in years. In a baseball cap and ready to go, we presented him with a party top hat that he eagerly wore instead. We wished him a Happy Birthday, and loaded him onto the stretcher to begin his Sentimental Journey. He said while we were readying him that he was excited to go. Rhoda had packed a bag of goodies for their children and grandchildren. We loaded him up, helped her in the ambulance and our trip began.



At our first destination, we arrived and were met by James' son Ray and his children. The smile on James and Rhoda's faces was priceless. We were led inside where the grandchildren enjoyed showing off their pets, pictures and skills. Ray led us throughout the house as major renovations had been completed since they had last visited. Happy Birthday was sung throughout the visit, and an impromptu lunch was served. After lunch, James received a birthday present from his grandchildren, and then goodbyes were exchanged.



Another hour or so down a very busy stretch of highway, we arrived safe and sound at James' oldest son's home. Jay met us at the door and invited us into the living room where conversation was shared. Jay sparked an interest in his dad with a specialty beer, that was one of it's kind in Michigan (only one case sent to Michigan), coming from small collection on the west coast. Fried Green Tomatoes were prepared, birthday cake was served and Happy Birthday was sung once again. Goodbyes were shared shortly after, and James was returned to the ambulance while Rhoda was quickly shown all of the gardening that had been done.



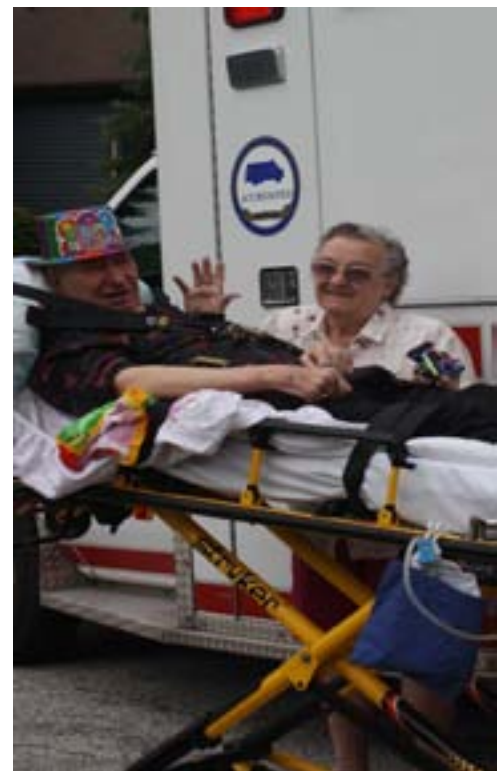
The last leg of the journey took us to their son Jon's house without complication, but James was getting tired. He was greeted outside by his son and his two children. Once inside, the grandchildren serenaded their grandfather with Happy Birthday playing the saxophone and clarinet. According to Jon, his daughter had only been playing for two weeks! How incredible! Ice cream cake was served and James woke up long enough to have some cake and play with their dog. Once again, goodbyes were shared, and everyone was loaded back into the ambulance for the ride home.

Back at home, James was assisted back into his bed, and wished a Happy Birthday by my partner and I. The handshake was firm and he gave us the biggest smile I think I've ever seen. Rhoda, also grateful, gave us a big hug, and wondered aloud how she could ever repay us. We told her with a smile, that was repayment enough.



From a fall call to a journey of a lifetime, EMS sure does come in a variety of ways. We learned a lot from this couple and were overjoyed to be able to provide the compassion, professionalism and respect that each and every one of us has inside to share. Sometimes people don't get what they want because they are afraid to ask, and some don't receive because they are afraid to give.

This Sentimental Journey was just that, *sentimental* for all involved.





R E S P O N S E

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September 2011

Thank You MMR

Dear MMR Ambulance,

On behalf of the Charter Township of Montrose, Montrose Township Fire Department and the Citizens of the City of Montrose, we would like to express our sincere appreciation for the hard work and professionalism demonstrated in response to our emergency on June 28, 2011 with the fire involving historic buildings in the downtown business district.

This fire is a tragic loss for our community, but it could have been significantly worse. It was quite evident to even the untrained bystander the time spent by such dedicated individuals training to provide support during such a catastrophic event is well spent. Their ability to arrive on scene and offer support in such an organized fashion was amazing. The crews worked tirelessly through the evening and into early morning hours to assure the emergency workers had medical attention if it was needed and provided additional coverage to our area for unrelated medical calls. Your company's complete competence and great effectiveness was essential in this event.

The outpouring of support has been overwhelming. Please accept our deepest gratitude, and convey to all of the members of MMR, that we are truly thankful for the assistance we received in this massive fire.

Sincerely, Darrell Ellis & Mark Emmendorfer

Patient Satisfaction

Lynn Schutter, Director of Community Relations/Strategic Planning

Congratulations to all MMR employees for your part in our patient satisfaction annual score of 91.52. We fell just shy of our goal of 91.75 but still finished the year strong. MMR ranks in the top five of Michigan-based agencies participating in the survey process. We compare favorably to the overall database score of 91.87.

In February of this year, we committed to increasing the number of surveys sent out on a monthly basis in order to solicit more information on our performance and the communities' opinion of our services. We now send out approximately 2,500 surveys each month and the breakdown is as follows:

- 40% from Saginaw
- 50% from West
- 100% all other service areas

The number of surveys returned has dramatically increased and this will allow us to breakdown our data by service area and eventually by care provider. This will enable you to have feedback on an individual basis from the patients you care for. We hope to be able to provide you with individual data late in this fiscal year.

Please see the table on the next page showing our results over the past three years. The top five and lowest five scores have not changed much over time. Please take a moment to review the questions in the survey and remember these as you care for our patients, either in the field or on the phone, during pre-hospital care or for questions or concerns after a transport.

Each of us plays an important role in maintaining the superior reputation we have earned over the years. It is critical for our continued success to enhance our relationships with the communities we serve and provide all with unrivaled access to medical care!

Questions, comments or suggestions are welcome. Please contact me at 907-2013 or via email at lschutter@mobilemedical.org.



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September 2011

Patient Satisfaction, Con't.

HIGHEST AND LOWEST SCORES

	2009	2010	2011	DB 11
Degree to which the medics took your problem seriously	94.11	94.22	93.64	93.78
Care shown by the medics who arrived with the ambulance	94.04	94.1	93.62	93.86
Extent to which medics cared for you as a person	94.11	94.25	93.5	93.66
Cleanliness of the ambulance	93.13	93.56	93.24	93.61
Skill of the medics	94.22	93.87	93.22	93.67
Degree to which the medics listened to you and/or your family	93.44	94.08	93.15	93.36
Skill of the person driving the ambulance	93.36	92.89	92.6	93.14
Concern shown by the person you called for ambulance service	91.33	93.31	92.53	91.99
Overall rating of the care provided by our Emergency Medical Transportation service	92.72	93.1	92.53	92.83
Appropriateness of Emergency Medical Transportation treatment	93.09	92.76	92.44	92.62
Extent to which our staff eased your entry into the medical facility	93.28	92.74	92.28	92.86
Medics' concern for your privacy	92.87	92.76	92.2	92.39
Likelihood of recommending this ambulance service to others	92.6	91.92	92.17	92.43
How well did our staff work together to care for you	92.94	92.75	92.12	92.68
Helpfulness of the person you called for ambulance service	91.69	92.97	92.01	92.18
Extent to which the medics kept you informed about your treatment	92.68	92.52	91.53	91.67
Extent to which medics included you in the treatment decisions (if applicable)	91.58	91.83	91.34	91.37
Extent to which you were told what to do until the ambulance arrived	89.35	91.91	91.12	90.2
Extent to which the ambulance arrived in a timely manner	89.57	90.65	90.59	91.57
Degree to which the medics relieved your pain or discomfort	91.64	90.5	90.35	90.11
Willingness of the staff in our billing office to address your needs	86.75	87.47	87.22	87.94
Professionalism of the staff in our billing office	86.91	87.09	86.51	87.87
Comfort of the ride	85.93	86.64	86.01	87.08
Extent to which the services received were worth the fees charged	85	83.27	85.55	86.01
Overall Survey Rating	91.81	91.96	91.52	91.87
All Database Score	91.78	91.91	91.87	

MMR RESPONSE

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September 2011

Camp 911

by Leslie Bilodeau

Mobile Medical Response held Camp 911 for children ages 6 - 10 years old in Saginaw, Mt. Pleasant and Tuscola this past summer with great enthusiasm from the children, and lots of support from assisting agencies, MMR staff and volunteers.

A BIG thanks to all that helped schedule, participate and plan for these days. The following individuals took special care and time out of their busy schedules to manage these events; Dave Rapacz, Brian Mattheis, Lisa Flannery, Cheryl Kampf and Phil Petzold.





Details on access to the MMR Employee Assistance Fund:

- Must be employed by MMR on part or full time basis for a minimum of six months, be in good standing at the time of application.
- Grant dollars may not exceed \$1,000.
- Application must be completed by employee.
- Request is reviewed/approved by EAF Committee.
- Cash payouts will be made whenever possible directly to vendor. Other types of payouts could be in the form of gift or gas cards, or supplies/equipment/appliances.
- Provision of assistance will be made in a manner that protects the dignity and confidentiality of employee.
- No repayment is necessary.
- The grant is considered a taxable event through MMR payroll distribution.

Employee Assistance Fund - Update

Lynn Schutter, Director of Community Relations/Strategic Planning

The MMR Employee Assistance Fund was created in January of this year and provides employees direct assistance with basic living expenses during times of urgent need. These situations are generally related to disaster or other catastrophic situations such as a house fire, flood, family illness or injury, death, funeral or medical expenses. This program is a reflection of the Human Resources Strategic Pillar and consistent with our organizational value of Respect.

MMR is pleased to be able to offer assistance and provide employees with critical resources during difficult times. To date, six individuals have taken advantage of this program. Although this program was established eight months ago, only a very small number of employees contribute to the fund. Contributing is easy and is done through payroll deduction. You may contribute at any amount starting at \$1 per pay period. Payroll deduction forms for this program can be found on the MMR website under EMS Link – MMR Employees Only. Request for Funds forms are located here too. Requests should be sent to Jill Westall in MMR's Human Resources Department.

Recipients of funding are encouraged to express their gratitude through a gift of their time and/or talent by involvement in volunteer services for the community which are sponsored by MMR and/or financial support of the fund as their situation improves – a sort of “pay it forward” philosophy.

Questions regarding the Employee Assistance Fund may be also be directed to Jill Westall in Human Resources.



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September 2011

MMR Continuing Education Schedule - October

September 23, 2011

CE Day

Spinal Injuries

1 Lecture/1 Practical, Trauma

Extremity Trauma

1 Lecture/1 Practical, Trauma

Medical Emergencies

1 Lecture/1 Practical, Medical

Environmental Emergencies

1 Lecture/1 Practical, Medical

Deadline: Friday, September 16, 2011

Location: Chipp-A-Waters Park Pavilion

1403 W. High St., Mt. Pleasant, MI 48858



Requests from the Techs

Steve Spellerberg, Fleet Services Manager

Please make sure you're not leaving the engine running unless there is a reason for it; for example, if you are on scene and you have all the electrical loads on.

Letting the engine run for no real reason wastes fuel and increases wear and tear on the engine and related components. The amount we spend on fuel in one month is astronomical, and as a team we can all help to cut down costs in this area.

If you need to let the engine idle make sure you set the parking brake to activate the high idle. When you set the parking brake make sure you set it with enough effort that the vehicle won't move - this prevents you from forgetting to release the brake and driving with it on. The only exception to this is on the Sprinter's in Saginaw. In addition to setting the parking brake you also need to push a button on the dash next to the left side of the steering column. We are requesting you to activate the high idle because at a slow idle the engine starts to choke up with carbon, causing increased cost in maintenance to clean and repair, and it adds an extra load to the A/C system when the engine idles for an extended period of time at low idle.

Also if you leave the engine running you must have the keys with you at all times if you're not sitting in the drivers seat. Set the ignition security system by turning on the switch and remove the keys from the ignition. To cancel, push the brake pedal or run the shifter from park to drive. Rigs have been stolen in the past and this is completely avoidable by removing the keys.

If you have further questions about the items described in this news letter or anything on the rigs in general, please feel free to contact Steve or Mark in Maintenance at (989)907-2030.



Anniversaries

5 Years

Tim Burggraf
Sarah Pegouskie
Jennifer Holloway
Ben Skirvin
Tom Capyak
Robert Allard
Tom Beagle
Chris Budd
Jeremy Lee

10 Years

Lynn Schutter
Randy Smith
Richard Jeffries

15 Years

Robert Fitzgerald

Announcements

Congratulations to Joseph Feinauer on his engagement to Krystyna Kozak. A fall 2012 wedding is planned.



Congratulations to the following High School graduates:

Alex Fernandez, son of Gillian Brody, John Glenn High School. He is attending Ferris State University on a scholarship to study Civil Engineering.

Meaghan Rant, daughter of Michael Rant, John Glenn High School. She is attending Delta College and will transfer to either Ferris State University or USC to study Graphic Design.



Kate Thompson, daughter of Mark Thompson, Nouvel Catholic Central. She is attending Lansing Community College, with plans to transfer to MSU to study Nursing.

Hailey Heideman, daughter of Robin Heideman, Pinconning High School. She is attending SVSU to study Nursing.

CONGRATULATIONS! Seth Deisig on his recent ASE Certification as an Advanced Level Specialist. This certification is over and above the Masters Level Certification, he currently holds.

FROM HUMAN RESOURCES:

As of May 2010, Mobile Medical Response became a tobacco free workplace. Since then, MMR has assisted many employees with reimbursement of out of pocket expenses for smoking cessation products. MMR will continue with the reimbursement through the end of the 2011 calendar year for employees who are wishing to stop smoking or using smokeless tobacco. Please contact Human Resources with any questions.

MMR honors Chris Warnock from West Division, as he has received orders to deploy to Afghanistan in October for 14 months with his Army Reserve Unit in Operation Enduring Freedom.

One Great Catch

John Kustuch, Director of Operations
Saginaw, Bay & Tuscola

Each day at St. Mary's, a team of staff meets to review safety within the hospital. Last week, when the team met, they discussed a case which involved two of MMR's EMT's. Our crew had transported a patient home and the patient was on continuous oxygen. The EMT's noted upon arriving at the patients home, that there was no oxygen at the residence and after making appropriate calls, they discovered it would not be delivered until the following day.

Working with Dispatch, the Supervisor and SMMC, the decision was made to return the patient to SMMC until the oxygen equipment was delivered to the residence.

Based on a vote by clapping, the "One Great Catch" of the week award was awarded this traveling trophy. This awarded is given weekly to a department or individual. For the first time since the program's inception, the trophy has gone to an outside agency. MMR is extremely proud of EMT's Savannah Jerry and Caleb Garcia for their "One Great Catch."

CMU/MMR CE Event

Jason MacDonald, Director of Operations, West

Randy Duke, West EMT-P, I/C and Chris Wright, West EMT-P developed and facilitated a cutting edge continuing education event with Central Michigan University Sports Medicine Department. The event was held at Kelly-Shorts Stadium in Mt.Pleasant and the attendance included athletes, trainers, pre-hospital personnel and students from both CMU and MMR programs.

During the course, CMU Athletes participated as "patients". Sports Medicine and Emergency Medical Services professionals from all over Central Michigan participated in the event and ran through several scenarios as a team. People had the opportunity to learn about new advances in the equipment that athletes are using and wearing, and medical personnel learned about some of the latest tools for treating sports injuries.

The event was a tremendous success and Randy and Chris are excited about future opportunities to partner with CMU. Thanks to both of them for taking the initiative to provide some innovative and timely continuing education credits. Partnerships with community stakeholders like this are very valuable to our organization and help us fulfill our mission of providing unrivaled access to medical care.



Upcoming Events

Run for Your Heart - MCVI, Saturday, Sept. 10
Making Strides for Breast Cancer 5K -
Saturday, October 15th

Look for dates for upcoming Town Hall
Meetings soon!

Contact Us

Do you have info to share? To contribute
to **MMR Response**, please contact Leslie
Bilodeau at: lbilodeau@mobilemedical.org.

Our next publication deadline is October
15th for our November Newsletter.

Message from the President

Mark Thompson, CEO/President

Organizational Improvement Teams

In early July I wrote you to announce changes we were implementing related to compensation (i.e. market adjustments, wage increases and PTO changes). These changes have been fully implemented.

I would now like to announce the formation of four organizational improvement teams and the team leaders. These teams were formed to specifically address issues raised in the employee survey results. The team and team leaders are as follows:



System Status Plan (Saginaw) – Team Leader John Kustuch

One of the challenges faced by all EMS organizations is responding to requests for service at an appropriate level in a timely fashion. This requires positioning properly staffed ambulances throughout Saginaw County and cooperating with other community resources to respond quickly to patient requests.

The goals of this team will be to evaluate our system status plan to 1) reduce response time, 2) minimize post moves; which you indicated was a major dissatisfaction, and 3) reduce the number of “unproductive miles” which will reduce fuel and vehicle maintenance costs. If you would like to provide feedback/input or possibly participate with this team, contact John.



FTO Program – Team Leader Brett Hansen

Feedback on our FTO program has been that the training was inconsistent, feedback to employees was limited, and the expectations of the FTO's were unclear. We began implementing changes in the West division to improve consistency and clarify expectations. This process has been well received and plans are to expand into all areas of the organization. If

Team Leaders

System Status Plan (Saginaw)
Team Leader John Kustuch

FTO Program
Team Leader Brett Hansen

Praise for Pride
Team Leader Lynn Schutter

Experience Credit
Team Leader Jill Westall

you have specific recommendations, ideas, and/or comments, please contact Brett.

**Praise for Pride – Team Leader Lynn Schutter**

This program was initially developed to create organizational awareness of our Values and to recognize employees for demonstrating our Values in performing their daily activities. The first year resulted in over 500 nominations and the employee opinion survey results indicated 85% of the respondents were familiar with our Values. The feedback we received on this program has motivated us to take a look at the program and re-evaluate the nomination process to develop a stronger connection between the award and behaviors that represent our Values as well as the type of gifts/recognition that are provided. This team has met this week. Your thoughts on how we can make this program better are welcome.

**Experience Credit – Team Leader Jill Westall**

Do we grant experience credit for work outside of MMR? How much? Should we give internal experience credit for employees moving from EMT to Paramedic? What impact does this have on existing employees? What is fair? This, as you can imagine is a complex issue. The recent market adjustments for Paramedics made the wage differential of moving from EMT to Paramedic substantial. We have taken some initial steps to put some gap in hourly rates based on years of service and realize continued focus on this is required. I believe the solutions to this may be seen over the next couple of years. As for now, we have suspended giving experience credit. However, if you have thoughts on this contact Jill.



R E S P O N S E

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September 2011

“I am certain we are on this path and I know by working together, in ways that build and improve trust; we will increase the speed that we accomplish our goals.”

It is our intention to report on the status of these teams and their initial solutions/recommendations during our “Town Hall” meetings later this fall. As I mentioned previously, in terms of these teams and continued organizational improvement, our work is never done.

We need to keep looking for ways and opportunities to encourage Growth & Creativity; drive Organizational Success; create a competent, compassionate, empowered, and accountable work force; and elevate Community Service to meet community needs and provide unrivaled access to medical care.

I am certain we are on this path and I know by working together, in ways that build and improve trust; we will increase the speed that we accomplish our goals.

Best wishes for continued success!