



Washington County Regional Ambulance Authority-2013 Annual Report

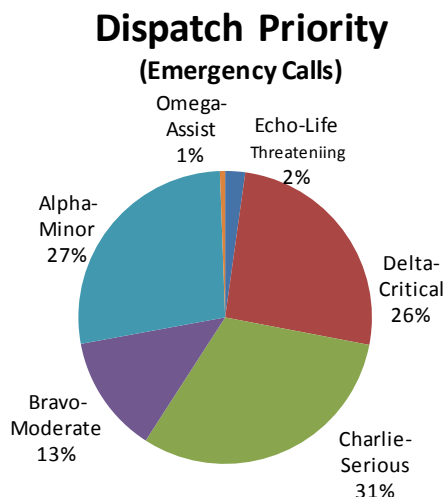
Washington County Regional Ambulance Authority-Central EMS provides exclusive emergency medical services to the cities of Fayetteville, Elkins, Farmington, Greenland, Goshen, Lincoln, Johnson, Prairie Grove, West Fork, and Winslow and most of unincorporated Washington County. As a local and state leader in the field of pre-hospital emergency medicine, Central EMS partners with WRMC to enhance care for patients suffering a heart attack, stroke, victims of traumatic injuries and newly diagnosed congestive heart failure.

Service Area: 920 sq. miles	Population: 133,519	E MS Full Time Staff: 86
EMD/EFD Dispatchers: 12	Emergency Medical Technicians: 37	Paramedics: 27
Number of Stations: 9	Non-Emergency : 2 BLS & 3 WC vans	Emergency Ambulances: 8

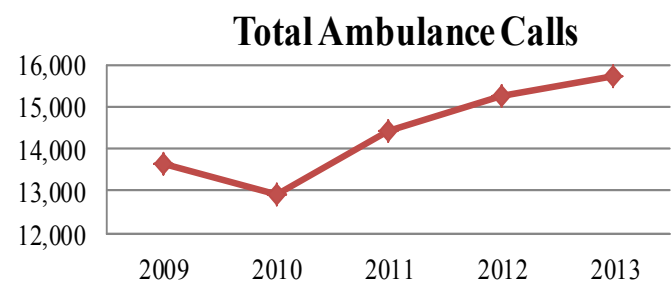
Call Volume				
	2010	2011	2012	2013
Total Ambulance Calls	12900	14408	15264	15734
Emergency Calls	9851	11043	11680	12323
Emergency Transports	6757	7727	8394	8819
Emergency Non-Transports	3094	3316	3286	3504
Non-Emergency Transfers	3071	3355	3584	3411
Wheelchair	5710	5879	5572	5034

Community	Total Calls (Amb & WC)	
	2012	2013
Cincinnati	27	46
Elkins	280	288
Evansville	16	19
Farmington	539	556
Fayetteville	15936	15951
Goshen	239	269
Greenland	94	90
Johnson	155	166
Lincoln	523	534
Morrow	64	95
Prairie Grove	790	794
Round Mountain	120	103
Strickler	59	68
Sunset	23	14
Wedington	121	149
West Fork	492	557
Wheeler	109	114
Whitehouse	54	56
Winslow/Boston Mtn	133	175
Other	866	724
Total	20640	20768

Dispatch Performance				
	2010	2011	2012	2013
Emergency Call Processing Time < 2 min (120 sec)	35.9	40.2	39	38.1
Fractile Answer Time- 911 < 3 rings (6 sec) 90%	98.5%	98.4%	98.3%	98.2%
Overall Center EMD Compliance > 90%	98.9%	99.2%	99.5%	98.6%



Call Type	Total	
	2012	2013
Cardiac Arrest	161	185
Cardiac/Respiratory	1641	1716
Medical	6575	6726
Traffic Accident	950	897
Trauma	2044	2144
Interfacility	3584	3405
Standby/Special Event	275	661
Wheelchair	5572	5034

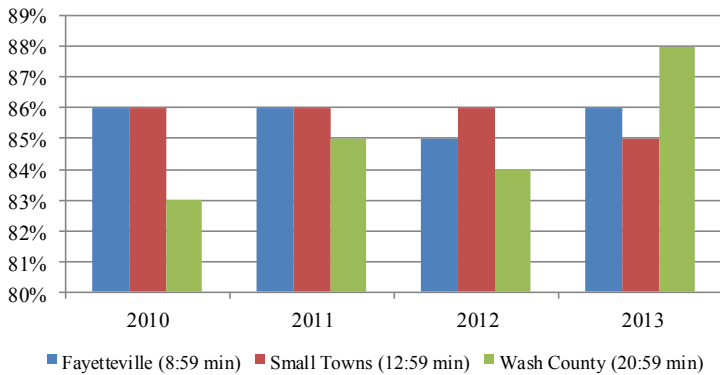




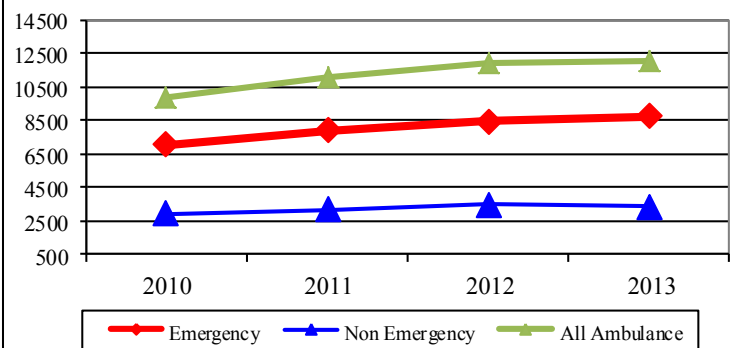
Service Highlights

Specialized Care	2012	2013	Training/Community Activities	2012	2013
Cardiac Arrest Save Rate ¹	25%	23%	RSI Completed ⁶	0	7
STEMI ²	47	59	Central EMS Education	5196 hrs	4402 hrs
Trauma Alert ³	55	91	Fire Department Education	1201 hrs	4829 hrs
CPAP ⁴	81	66	Community Education	1034 hrs	1225 hrs
Therapeutic Hypothermia ⁵	2	10	Medical Standby for Community Events	1600 hrs	1670 hrs

Emergency Ambulance Response Time
(Goal 90%)



Ambulance Charges 2010-2013
(Number of Trips Charged)



Significant Events

- Received the Arkansas State Trauma Grant for \$64,591 which we applied to: EMTs and Paramedics incentive pay for completing Pre-Hospital Trauma Life Support (PHTLS) certification, purchase two Stryker MX-Pro stretchers, tuition for two paramedic students and installation of our new electronic patient care reporting system.
- Installed a new electronic patient care (ePCR) system in May that complies with the State Trauma and EMS Section data reporting requirements.
- In June the 11th annual CAMP Rescue, a combined effort between Central EMS, the Washington County Sheriff's Office and Washington County Rural Fire Association, trained 25 youth in CPR, First Aid, and basic Fire Safety.
- Secured lease property on S. Crossover Rd. in east Fayetteville for the emergency ambulance Station 8.
- Dustin Sanders and Jamie Washington graduated from NWACC's Paramedic Program, and Mark Vrentas graduated from Kiamichi College in Oklahoma. Congratulations to our new Paramedics.
- Theresa Rothe was recognized as 2013 Employee of the Year, chosen by her Captains as someone who exemplifies trustworthiness, dedication and a compassionate spirit.
- The fleet of 16 ambulances and 4 wheelchair vans travelled over 660,000 miles and used 57,500 gallons of fuel in 2013.

¹23 % of the patients that present in cardiac arrest arrive at the hospital with a pulse. The national average is below 13%.

²Paramedics complete, interpret and transmit 12-Lead EKGs to WRMC Emergency Department and Cardiac Catheterization Lab for patients with EKG changes indicative of a heart attack. The goal is to reduce the time from onset of chest pain to catheterization-reperfusion of the heart muscle.

³Early notification of the trauma center of a major or moderate trauma injury allowing the trauma team to assemble during patient transport to the emergency department.

⁴Continuous Positive Airway Pressure (CPAP) provides for non-invasive delivery of ventilation to clear the lungs of fluids seen in Congestive Heart Failure patients. This therapy reduces the need for tracheal intubation and therefore may reduce the hospital stay for the patient.

⁵Therapeutic hypothermia is recommended by the American Heart Association for improved resuscitation outcomes and provides for cooling of the patient after successfully regaining a pulse after cardiac arrest.

⁶Rapid Sequence Intubation (RSI) allows for the use of paralyzing agents to assist Paramedics in providing emergency airway management for the critically ill or injured patient.