



Washington County Regional Ambulance Authority-2014 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
 EMD/EFD Dispatchers: 12
 Number of Stations: 8

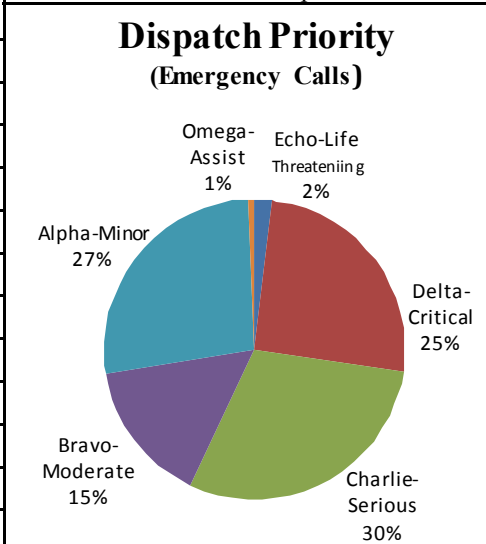
Population: 133,519
 Emergency Medical Technicians: 37
 Non-Emergency : 2 BLS & 3 WC vans

E MS Full Time Staff: 86
 Paramedics: 27
 Emergency Ambulances: 8

Call Volume				
	2011	2012	2013	2014
Total Ambulance Calls	14408	15264	15734	16666
Emergency Calls	11043	11680	12323	13282
Emergency Transports	7727	8394	8819	8951
Emergency Non-Transports	3316	3286	3504	4331
Non-Emergency Transfers	3355	3584	3411	3384
Wheelchair	5879	5572	5034	4745

Community	Total Calls (Amb & WC)			Dispatch Performance				
	2012	2013	2014		2011	2012	2013	2014
Cincinnati	27	46	52	Emergency Call Processing Time< 2 min (120 sec)	40.2	39	38.1	38.4
Elkins	280	288	288	Fractile Answer Time- 911<3 rings (6 sec) 90%	98.4%	98.3%	98.2%	98.6%
Evansville	16	19	31	Overall Center EMD Compliance > 90%	99.2%	99.5%	98.6%	98.8%

Community	2012	2013	2014
Farmington	539	556	677
Fayetteville	15936	15951	16541
Goshen	239	269	190
Greenland	94	90	80
Johnson	155	166	202
Lincoln	523	534	540
Morrow	64	95	62
Prairie Grove	790	794	814
Round Mtn	120	103	120
Strickler	59	68	94
Sunset	23	14	26
Wedington	121	149	140
West Fork	492	557	547
Wheeler	109	114	114
Whitehouse	54	56	61
Winslow/ Boston Mtn	133	175	205
Other	866	724	616
Total	20640	20768	21400



Call Type	Total		
	2012	2013	2014
Cardiac Arrest	161	185	207
Cardiac/ Respiratory	1641	1716	1760
Medical	6575	6726	7410
Traffic Accident	950	897	975
Trauma	2044	2144	2582
Inter-facility	3584	3405	3384
Standby/Special Event	275	218	154
Wheelchair	5572	5034	4745

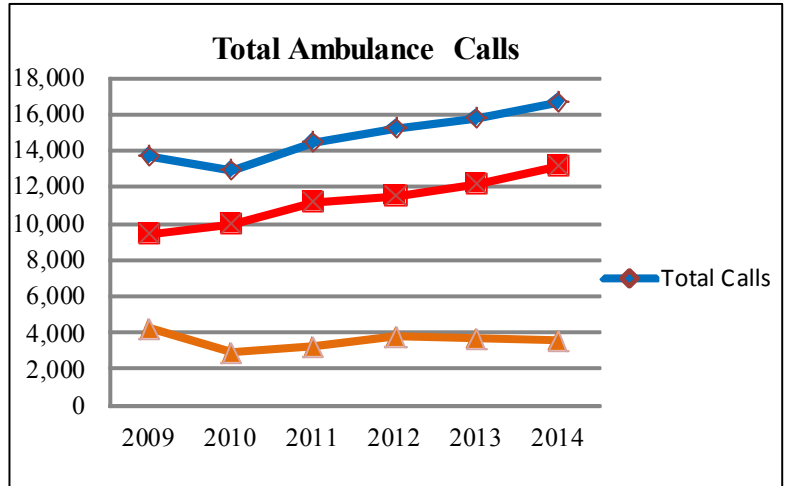
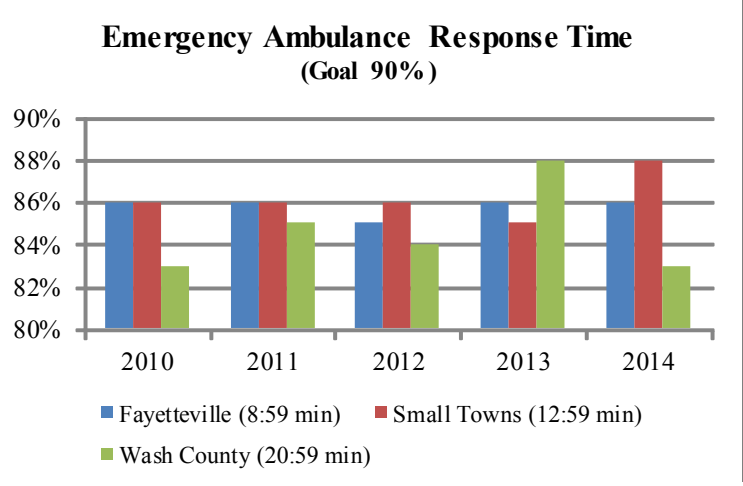
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Service Highlights

Specialized Care	2012	2013	2014	Training/Community Activities	2012	2013	2014
Cardiac Arrest Save Rate ¹	25%	23%	22%	RSI Completed ⁶	0	7	25
STEMI ²	47	59	65	Central EMS Education	5196 hrs	4402 hrs	4830
Trauma Alert ³	55	91	118	Fire Department Education	1201 hrs	4829 hrs	1986
CPAP ⁴	81	66	45	Community Education	1034 hrs	1225 hrs	1362
Therapeutic Hypothermia ⁵	2	10	4	Medical Standby for Community Events	1600 hrs	1670 hrs	1740



Significant Events

- Received the Arkansas State Trauma Grant for \$46,478 which we applied to: EMTs and Paramedics incentive pay for completing Pre-Hospital Trauma Life Support (PHTLS) certification and purchased two mechanical CPR (LUCAS) devices to improve the efficiency of chest compressions during long transports of cardiac arrest patients.
- Received the Federal Assistance to Firefighter's Grant (AFG) of \$163,980 to purchase power stretchers for every ambulance. These stretchers will increase patient, EMT and Paramedic safety as well as reduce lifting injuries.
- In June the 12th annual CAMP Rescue, a combined effort between Central EMS, the Washington County Sheriff's Office and Washington County Rural Fire Association, trained 21 youth in CPR, First Aid, and basic Fire Safety.
- Stephen Gilstrap, Dustin Gibson, Gabriella Soto and William Coker graduated from NWACC's Paramedic Program. Congratulations to our new Paramedics.
- William Coker was recognized as 2014 *Employee of the Year*, chosen by his Captains as someone who exemplifies the values of Central EMS: *Honesty, Integrity, Professionalism, Compassion, Respect, Trust and Commitment*.
- The fleet of 16 ambulances and 3 wheelchair vans travelled over 585,548 miles and used 61,118 gallons of fuel in 2014.
- Auto launch policy implemented for time critical situations: Trauma, STEMI and Stroke Alerts. Helicopter transport decreases time to definitive life-saving treatment.
- Upgraded computer network with high capacity servers.

¹22% of the patients that present in cardiac arrest arrive at the hospital with a pulse. The national average is 7%.
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.