

AMERICAN MEDICAL RESPONSE®

AMR News

For Immediate Release

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AMR's Connecticut Statewide Communications Center Receives Re-Accreditation as an Emergency Medical Dispatch Center of Excellence

New Haven, Conn., January 6, 2010 – American Medical Response's (AMR) Connecticut statewide Communication Center has received re-accreditation as an Emergency Medical Dispatch Center of Excellence from the National Academies of Emergency Dispatch (NAED). Of the 92 NAED accredited communication centers around the world the AMR Connecticut center was the twenty-third to receive initial accreditation. The center received re-accreditation for its comprehensive implementation and compliance with the NAED's Medical Priority Dispatch System (MPDS) and associated "20 Points of Excellence."

The MPDS is the world's most widely used 911-type pre-arrival instruction and dispatch-life-support protocol system. With scripted telephone instructions for CPR, airway obstruction relief, hemorrhage control and childbirth assistance, the MPDS has been credited with helping save thousands of lives. In addition to requiring proper system oversight, medical control and quality improvement programs, re-accreditation demands careful MPDS compliance and certification for all emergency call-takers and medical dispatchers.

Earning this re-accreditation award is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates that AMR Connecticut's Statewide Communications Center is compliant with all international practice standards for emergency medical dispatch.

The AMR Connecticut Statewide Communications Center is one of AMR's largest dispatch centers, processing more than 200,000 ambulance transports, 100,000

wheelchair transports and over one million phone calls annually. The center provides emergency medical dispatch services to the cities of Hartford, Waterbury, Bridgeport and New Haven, Conn., as well as surrounding communities. The center is staffed by 26 call takers, 45 dispatchers and seven supervisors.

With headquarters based in Salt Lake City, Utah, the International Academies of Emergency Dispatch is a 501(c)(3) non-profit organization comprised of three allied Academies with related programs and standards for emergency Medical, Fire, and Police dispatching. The IAED regularly reviews and updates the Medical Priority Dispatch System (MPDS) protocols for EMD and also maintains protocols and certification standards for Fire and Police Dispatch based on the time-proven MPDS logic structure. The NAED is the public-safety dispatch industry's leading certifying and standard-setting body, with over 30,000 members in 20 countries.

American Medical Response Inc. (www.amr.net), America's leading provider of medical transportation, provides services in 38 states and the District of Columbia. AMR's 18,500 paramedics, EMTs and other professionals transport more than four million patients nationwide each year in critical, emergency and non-emergency situations. Operating a fleet of approximately 4,500 vehicles, AMR, a subsidiary of Emergency Medical Services Corporation, is headquartered in Greenwood Village, Colo.

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North Central Connecticut Emergency Medical Services Council, Inc.

January 4, 2010

Charles I. Motes, Jr.
Director of Health
Town of Southington
93 Main Street
Southington, Connecticut 06489

Dear Mr. Motes:

I received your email dated July 9, 2009 regarding the request that an additional station or remote receiver be located in the southern area of Southington to fill in the coverage gap. As noted in your email, we have conducted surveys, relocated base station equipment and continue to have intermittent coverage issues.

North Central Connecticut Emergency Medical Services Council's (NCCEMSC) Communications Committees discussed your concern at the September, November and December meetings. They are requesting an independent study. Our history for intermittent coverage in Southington near Bradley Memorial Hospital goes back as far as 1996 (letter to Phil Coco, AMR, Director of Communications regarding ambulance radio equipment and proper radio procedures). In January 2004 we received approval to locate base station radio equipment on the Southington Water Department's tower located at 435 Mill Street. Later we relocated this equipment to a tower site in Bristol hoping to resolve this intermittent coverage issue.

The CMED Communications Committee is represented by individuals from the cities in towns within the region. They recognize the importance of quality emergency medical services communications. At their last meeting they agreed to explore all of the options. The cost of purchasing and installing radio equipment, on going telephone line expenses and maintenance is significant. The Committee proposes that an independent study be performed to determine if the UHF frequencies, ambulance radios and antennas, hospital radio as well as CMED's fixed equipment are functioning according to the operational standards.

ANNUAL CLIMATOLOGICAL SUMMARY

NAME: Southington Health Department CITY: STATE:
 ELEV: 197 ft LAT: 41° 36' 02" N LONG: 72° 52' 40" W

TEMPERATURE (°F), HEAT BASE 65.0, COOL BASE 65.0

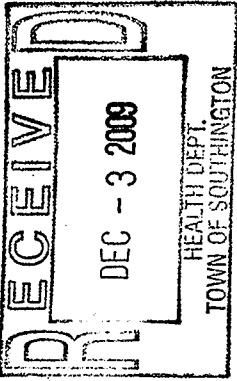
YR	MO	MEAN MAX	MEAN MIN	MEAN	DEP.	HEAT	COOL	HI	DATE	LOW	DATE	MAX >=90	MAX <=32	MIN <=32	MIN <=0
					FROM NORM	DEG DAYS	DEG DAYS								
09	1	31.9	15.1	23.9	0.0	1272	0	43.8	23	-3.3	16	0	14	31	2
09	2	44.2	23.6	33.4	0.0	876	0	68.3	11	6.0	5	0	3	24	0
09	3	49.6	29.5	39.3	0.0	796	0	67.3	7	9.7	4	0	3	18	0
09	4	62.9	41.3	52.2	0.0	429	45	93.4	28	30.0	9	2	0	4	0
09	5	71.6	49.4	60.1	0.0	182	55	90.7	22	35.9	19	2	0	0	0
09	6	76.1	59.1	66.3	0.0	62	98	86.1	29	51.6	17	0	0	0	0
09	7	82.0	61.9	71.1	0.0	28	216	89.0	30	52.2	14	0	0	0	0
09	8	84.8	65.0	74.2	0.0	21	307	96.3	17	53.2	8	10	0	0	0
09	9	74.3	53.0	63.2	0.0	142	89	85.9	4	40.9	20	0	0	0	0
09	10	60.7	42.3	51.2	0.0	435	7	76.8	4	31.0	20	0	0	2	0
09	11	55.7	38.8	47.4	0.0	529	2	71.5	8	26.6	7	0	0	3	0
09	12	39.1	23.6	31.6	0.0	1035	0	66.1	3	9.3	23	0	8	25	0
		60.9	41.8	51.1	0.0	5807	820	96.3	AUG	-3.3	JAN	14	28	107	2

PRECIPITATION (in)

YR	MO	TOTAL	DEP.	MAX	DAYS OF RAIN			
			FROM NORM	OBS. DAY	DATE	.01	.1	1
09	1	2.07	0.00	0.70	28	7	5	0
09	2	1.03	0.00	0.34	18	6	4	0
09	3	1.67	0.00	0.41	2	9	5	0
09	4	2.59	0.00	0.79	20	8	7	0
09	5	2.61	0.00	1.06	7	13	6	1
09	6	5.86	0.00	1.45	18	13	7	2
09	7	8.71	0.00	2.06	2	16	12	3
09	8	2.71	0.00	0.73	21	9	7	0
09	9	1.27	0.00	0.60	27	5	3	0
09	10	4.93	0.00	1.45	3	10	6	2
09	11	1.65	0.00	0.72	14	7	3	0
09	12	5.03	0.00	1.11	26	13	10	1
		40.13	0.00	2.06	JUL	116	75	9

WIND SPEED (mph)

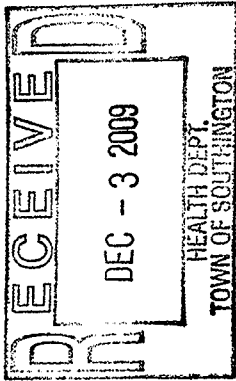
YR	MO	AVG.	HI	DATE	DOM
					DIR
09	1	2.3	31.0	8	NNW
09	2	3.6	43.0	12	NNW
09	3	3.1	31.0	30	NNW
09	4	3.4	39.0	4	SSW
09	5	2.3	35.0	14	SSW
09	6	1.4	22.0	30	SSW
09	7	1.8	26.0	7	SSW
09	8	1.4	28.0	21	SSW
09	9	1.4	30.0	28	NE
09	10	1.8	37.0	7	NE
09	11	2.3	37.0	28	NNE
09	12	3.3	45.0	29	NNW
		2.3	45.0	DEC	SSW



MEDSTAR DIVISION

Report for September 2009

	911 & Private		911 Only		Pri 2	Combined
	Priority / Comp	DR	Priority / Comp	DR	Total	DR Overall
	Priority 1 - 7:55	DR	Priority 2 - 12:55	DR	Totals	Totals
Town of Southington						
A) Total Referrals	263		122		122	385
C) Calls meeting exemption guidelines (Yes)	23		5		8	28
D) Total calls used in compliance	240		117		117	357
E) Number of calls in excess of Compliance Parameters (No) Does Not Include Line F - Excusable Calls	21		6		7	27
F) Excusable - Number of calls in excess of Compliance Parameters Not used in Compliance Calculation.	0		0		0	0
Monthly Compliance (100% - E/D) <i>Line E (NO) / Line D (Total Calls used in Compliance)</i>	91.3		94.9		94.0	92.4



MEDSTAR DIVISION

Report for August 2009

	911 & Private		911 Only		Combined	
	Pri 1 Priority 1 - 7:59 DR	Pri 2 Priority / Comp Priority 2 - 12:59 DR	Pri 1 Total	Pri 2 Total	Overall Totals	Combined DR Overall Totals
Town of Southington	237	144	237	144	381	381
A) Total Referrals	23	4	25	6	27	27
C) Calls meeting exemption guidelines (Yes)	214	140	214	140	354	354
D) Total calls used in compliance	12	2	13	2	14	14
E) Number of calls in excess of Compliance Parameters (No) <i>Does Not Include Line F - Excusable Calls</i>	0	0	0	0	0	0
F) Excusable - Number of calls in excess of Compliance Parameters <i>Not used in Compliance Calculation.</i>	0	0	0	0	0	0
Monthly Compliance (100% - E/D) <i>Line E (NO) / Line D (Total Calls used in Compliance)</i>	94.4	98.6	93.9	98.6	96.0	95.8