

**CHECK OUT
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The Pink Ambulance is Back



Sunstar Paramedics has re-striped unit #52 pink, in support of National Breast Cancer Awareness month. The fully equipped ALS ambulance will be used throughout the month of October for events like Race for the Cure at St. Petersburg's Vinoy Park, the Susan G. Komen 3-day and other local happenings throughout Pinellas County. In addition to the pink décor and ribbons, the ambulance includes a poster with personal dedications to Sunstar employees, family and friends affected by breast cancer (pictured, right).

This October, Sunstar Paramedics dedicates unit 52 to our friends and family members touched by breast cancer. Their battles will forever give us strength.

In Our Hearts

- | | |
|----------------------------|-------------------------------|
| <i>Jackie Baldwin</i> | <i>Evelyn Niemann</i> |
| <i>Maryanne Blouin</i> | <i>Mark Barbara Peterson</i> |
| <i>Joan Dumas</i> | <i>Kimberly Pickett</i> |
| <i>Debbie Frankenfield</i> | <i>Tiffany Nicole Post</i> |
| <i>Eileen Hall</i> | <i>Monica Ponton</i> |
| <i>Meme Hieneman</i> | <i>Nancy Schabner</i> |
| <i>Debbie Jones</i> | <i>Catherine Schomp</i> |
| <i>Jennifer Kelly</i> | <i>Kim Snyder</i> |
| <i>Eleanor Martin</i> | <i>Rabun Tichenor</i> |
| <i>Amy Horne Meeker</i> | <i>Kathy VanOrden</i> |
| <i>Linda Moffitt</i> | <i>Barbara Peterson Weiss</i> |



Cheerleaders participating in the October 6th Race for the Cure walk in St. Petersburg, take their turn to pose in front of the pink ambulance, after crossing the finish line. (pictured, left)

PREPARING FOR THE WORST



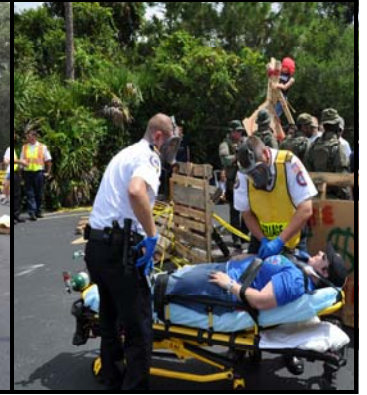
On August 15th, 100 employees, supervisors, SWAT medics, local FDs and volunteers helped to reenact a political protest, similar to ones expected during the Republican National Convention. Although the primary convention was being hosted in Hillsborough County, many delegates were staying within Pinellas County and planned after-hour gatherings in and around the beaches. With that many visitors and heightened political awareness, EMS needed to be prepared for the potential of higher call volume, including mass casualty incidents and demonstrators resisting arrest.



FTOs, along with their friends and family, acted as political demonstrators while our Sunstar Tactical Team played the role of law enforcement. Supervisors followed the incident command structure while on-duty crews were dispatched to mock medical calls. Employees practiced negotiating crowds, preparing for airborne threats on scene and treating patients who were barricaded or chained. Although the RNC was held with little to no political disturbances, it's important to be prepared for similar events in the future.



Great job to every team member who was involved in this drill!



SUNSTAR ANNUAL STATISTICS

October 2011 - September 2012

Total Miles Driven	3,087,996	<u>Response Time Compliance</u>	
Total Emergency Responses	136,109	Emergency (arrival within 10 mins)	95.00%
Total Emergency Transports	63,066	Non-Emergency (arrival within 60 mins)	98.32%
Total Non-Emergency Responses	32,458	Total Dedicated Standby Events	280
Total Non-Emergency Transports	30,694	Total Public Education Events	193
		Public Education Contacts	446,776
Total Special Service* Responses	5,216	*All Children's Hospital Transport, Critical Care Transport & Mental Health Transport, Combined	
Total Special Service* Transports	5,059		



Congratulations 2012 HCA All-Stars!

On September 20th, four Sunstar Paramedics employees received Pinellas County EMS All Star Team Awards from HCA Hospitals of Pinellas County. Awards were presented by the CEOs from Largo Medical Center, St. Petersburg General Hospital, Ed White Hospital, and Northside Hospital & Heart Institute. Sunstar EMTs Danielle Seibert, Roy Coosey and Jacqueline Vazquez, along with Paramedic David Cassella, were recognized and presented with certificates and a gift card. Each of these employees were nominated by the Sunstar supervision team and selected based on their ability to exemplify HCA's core values of service: Dignity, Respect, Honesty, Fairness, Loyalty, Integrity, Compassion, and Kindness.

All four Sunstar employees were nominated for their exceptional patient care, their loyalty to the EMS profession, and Sunstar's core values. They all have received positive feedback from customers and hospitals and often go the extra mile for their patients and the system.

In 2008, HCA Hospitals of Pinellas County began recognizing area Fire and EMS Personnel for their work in the community with the HCA Pinellas County EMS All Star Team Award.

Congratulations Danielle, Roy, Jacqueline and David—Keep up the great work!

Dinner is Served

For the second year in a row, Sunstar employees raised funds during National EMS Week in May to purchase and prepare a meal for 150 homeless men and women. That meal was finally made possible thanks to Sunstar volunteers who shopped, cooked and delivered a pulled pork dinner to hungry residents at Pinellas Hope.

Pinellas Hope is a temporary emergency shelter for over 250 homeless individuals, located in Clearwater on 20 acres. Opened in 2007, Pinellas Hope was started to assist its residents with self-sufficiency, including job and housing placement. This is Sunstar's second year of raising money with the goal of supplying the program with one hot meal. For more information on Pinellas Hope or to volunteer, visit the web at www.pinellashope.org.



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On the web at www.sunstarems.com

Our Mission is "to provide compassionate quality care and service to our community."

Know someone who would enjoy this quarterly newsletter? E-mail Ksterling@sunstarems.com

Community Newsletter

TO:



From the C.O.O.



Mark Postma,
Chief Operating Officer

This quarterly *On-Scene* highlights some of the great things that our employees have participated in over the past few months. During October, our Pink Ambulance has been visible and very well-received at many stand-bys, particularly the Susan G. Komen 3-day walk. The outstanding planning for the Republic National Convention and the recognition of our HCA All-Stars are indicative of how our employees continue to strive for excellence in providing patient care. The Sunstar employees who volunteered to feed the homeless at Pinellas Hope exemplify the service commitment and thoughtfulness our employees have for our community. I offer my sincere thanks to our employees for their hard work and dedication.

We would like to welcome our new Medical Director, Dr. David Bowden, and the staff of EmCare who will oversee our medical direc-

tion. In addition, we would like to thank Dr. Romig, Jeff Barnard, and their staff for their great work and dedication over the past years!

The new medical direction team has already begun to implement some changes. On October 1, 2012, Sunstar began providing medical radio support for First Responders and Sunstar Paramedics. Our organization will take radio calls, monitor hospital status, manage delays of ambulances and assist in a disaster situation for patient loads at all Pinellas Hospitals. With the implementation of new technologies, we believe this service will be more efficient and streamlined. Other changes will see Pinellas County staff take on QA/QI, Equipment Committee and statistical data gathering among other medical direction duties. We look forward to these changes for our EMS System.

Have a safe holiday season from all of us at Sunstar Paramedics!