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American Ambulance Association Gives Awards to Two Sunstar Paramedics



Leslie McAllister, Operations Manager, Paramedic Megan Hollern, Critical Care Paramedic Larry Marshall and Mark Postma, COO, visited Washington DC on March 18th, to receive the 2013 AAA Stars of Life Award.

The American Ambulance Association honored two of Pinellas County's finest on March 19th in Washington DC. Sunstar Paramedic's Larry Marshall and Megan Hollern were two of eighty recipients of the coveted American Ambulance Association 2013 Stars of Life Award. The annual award is given to medics around the nation whose heroism or character and commitment to EMS is exemplary. Marshall and Hollern attended a banquet to receive their award. They toured Capitol Hill and met with members of Florida's congressional delegation to weigh in on issues relevant to EMS.

"We are extremely proud that Megan and Larry have been named for this award," said Mark Postma, Chief Operating Officer. "Their dedication and skill exemplify what we strive for in serving the Pinellas County Community, and it's an honor for them to be included among the nation's best emergency medical service professionals."

Larry Marshall began his EMS career in 1979 and joined the Sunstar Paramedics team in 1988. Megan Hollern, a newly promoted Filed Operations

Supervisor started her career with Sunstar Paramedics in 2009.

Thank you to all of the Sunstar Paramedics employees who strive to provide the best care in the business. And this year, congratulations to Larry and Megan for raising the bar even higher!



CAR SEAT SAFETY



Charlene Cobb
Specialty Services Manager
Sunstar Paramedics

Auto Accidents are a fact of life, especially in a bustling area like Pinellas County. But there is plenty you can do to reduce the chance your child will be hurt in a wreck, starting by using a quality car seat, and using it correctly.

Here are eight things to think about as you work to ensure your child's safety in your car or truck.

1. Don't use a previously owned car seat unless you know its history. Buying a car seat at a yard sale is taking a chance on your child's safety, because you don't know if the seat is past its expiration date (typically around a 6-year timeframe), or whether it's been damaged.

2. Do your homework on when a car seat or booster seat is required. As examples of applicable laws, children 3 and under are required to be in a car seat, while kids 5 and under are required to be in an "appropriate restraint mechanism." Then, for children up to age 9, rules depend on a child's height and

weight. For more information about child passenger safety, you can contact Sunstar Paramedics at 727-582-2090.

3. Having children under 13 in the back seat is the safest place for them to be. Front-passenger airbags simply aren't designed for kids.

4. It's important that your child is in a rear-facing car seat until age 2, or until the car seat manufacturer's requirements allow for facing the child forward. Studies have shown that infants can have more serious injuries if facing forward, where they could suffer injuries to their neck and head in an impact.

5. Think about items in the car that could cause injury in an accident. It isn't uncommon for a child to be hurt by something flying through the car in an accident. This could be anything from a bowling ball to a screwdriver to a water bottle. Either secure such items or don't keep them in the vehicle. Also, don't attach toys to car seats that could cause an injury.

6. While driving, resist the temptation to be constantly looking at your children and reaching back to soothe them. Reducing distractions makes you a safer driver. Resist reaching back to a child, texting or fiddling with the radio.

6. Have a second key available in case you lock the keys in your car. Think about using an item such as a small key box that can be attached somewhere on the car.

7. There are free classes available to help you understand the law and help make sure you are being safe. Sunstar Paramedics offers regular classes on child passenger safety (CPS). For information and to find out when the next classes are, go to www.AllKids.org/CarSeatClass.

DID YOU KNOW that Sunstar Paramedics is certified by the State of Florida as an official CPS Inspection Station? Call Doreen Schomp at (727) 582-2068 to schedule a car seat install or inspection. For more information, Visit: <http://www.nhtsa.gov/cps/cpsfitting/index.cfm>.

Charlene Cobb, Manager of Special Services for Sunstar Paramedics, has been a Child Passenger Safety Technician for the past seven years. In her 23-year career at Sunstar, she has been a Paramedic, Training Officer, Education Coordinator and Community Education Specialist. Cobb is a member of SafeKids Pinellas and serves on a national subcommittee on EMS safety.

SUNSTAR ANNUAL STATISTICS

January 1, 2012 - December 31, 2012

Total Miles Driven	3,152,124	<u>Response Time Compliance</u>	
Total Emergency Responses	137,346	Emergency (arrival within 10 mins)	94.96%
Total Emergency Transports	105,970	Non-Emergency (arrival within 60 mins)	98.38%
Total Non-Emergency Responses	34,600	Total Dedicated Standby Events	280
Total Non-Emergency Transports	33,674	Total Public Education Events	193
Total Special Service* Responses	5,307	Public Education Contacts	446,776
Total Special Service* Transports	5,152		

*All Children's Hospital Transport, Critical Care Transport & Mental Health Transport, Combined

EMERGENCY DISPATCH TRAINING GOES NATIONAL

The Sunstar Communication's Center Training Team, including Coordinator Ron Shiner and Training Officer Eric Fayad, was featured in the March/April publication of *The Journal of Emergency Medical Dispatch*. The article discussed their presentation at the 2012 Navigator Conference in Baltimore, MD, an annual gathering that fosters an educational venue pertinent for those working in police, fire, and medical emergency communications.. Their presentation topic, "When They Just Do Not Get it", was a hit at the conference. The article describes the approach of the communications training team when it comes to attitude. "We will go to great lengths for someone with a great attitude," Ron shiner said. Eric discussed catching red flags before they train students or early in the training to "nip the problem in the bud." The team is presenting again at this year's Navigator Conference, being held in Salt Lake City. Their training will include the Dispatcher's role in EMD during radio communications in a large scale or hostile incident. As an example, the Training Team will use the Sunstar Paramedics radio traffic from the January 2011 St. Petersburg police officer shooting to demonstrate the importance of EMD during such critical events.



The Sunstar Communications Center has been an Accredited Center of Excellence (ACE) from the International Academy of Emergency Dispatch (IAED) since 1999. The center's staff exceeds the requirements set forth by the IAED for the ACE centers around the world and maintains scores every month that have placed them in the top 5 internationally for compliance.

Sunstar PARAMEDICS

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On the web at www.sunstarems.com

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

Community Newsletter



TO:

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

WANT TO VISIT SUNSTAR?
Stop by for a tour!
Mon.- Fri. 0800am - 4:00pm

From the C.O.O.



Mark Postma,
Chief Operating Officer

Spring Break is over, our winter snowbirds have returned back north, and Sunstar had another successful year managing the influx of visitors. With the weather cooler than normal, our "busy season" volume was lighter than what we have seen in the past. Even so, we set another daily call volume record on January 10th with 506 calls for service. In addition, our hospital partners have helped decrease offloading times. This year we had the lowest average hospital wait times since we began here in 2004! I want to thank our dedicated employees, first responders and hospitals for all of their efforts this winter season.

I would like to thank those who visited and toured the Pinellas County Public Safety Services complex, dispatch center and ambulance operations last month. Also, thank you to Commissioner Susan Latvala for extending the invitation and encouraging those in elected roles to become better educated on the EMS system in Pinellas County. We hosted three two-hour information sessions and welcomed over 20 individuals. If you did not have a chance to visit our facility in March, please do not

hesitate to contact Sunstar Paramedics to schedule a personal tour.

In the last couple of weeks, we have seen devastating news events that required EMS services. Rest assured that Sunstar Paramedics, in a joint effort with local hospitals, County Emergency Management and first responder agencies, continues to train diligently on how to handle mass casualty events and is prepared if such an event were to occur here in the Tampa Bay area. With this in mind, I would like to specifically recognize our sister organizations for their rescue and recovery efforts over the past few weeks. Our Fort Wayne operation has had widespread flooding and our East Texas Medical Center EMS operation provided mutual aid and incident command in West, Texas, following the fertilizer plant explosion.

Sunstar sends its heartfelt sympathies to the families and co-workers of the first responders killed in the line of duty in West, TX, on April 17th. In addition, we recognize the strength and continued heroism of those who risked their lives to save so many at the finish line of the Boston Marathon. May peace be with everyone involved.