



F-M AMBULANCE SERVICE

VITAL SIGNS



November 2007

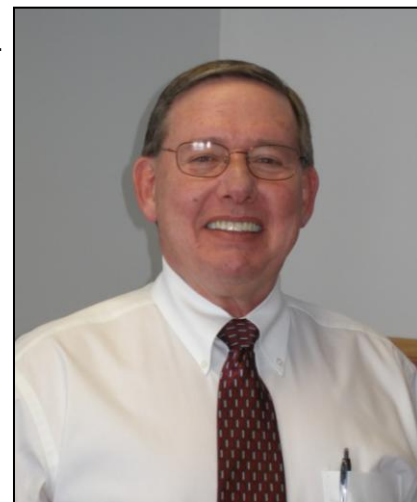
Compassion, Excellence, Community Service

Dean Lampe Accepts Executive Director Position

F-M Ambulance is excited to announce that Dean Lampe will be starting as the Executive Director in December. Dean is currently the Executive Director of the ND EMS Association. He says that ever since becoming involved in EMS he has thought of F-M Ambulance as the shining star in the east, and he is humbled by the opportunity to join the team.

Dean was born and raised in St. Paul, Minnesota. He lived in the Twin City area until the late 1970's; he then moved to Red Lake Falls for a few years, and then on to Thief River Falls. In 1992 he relocated to Mandan, ND and has lived there since. Dean has a wife, DeLayne, three grown children, three grown step-kids and five grandchildren.

Dean graduated from Bloomington High School and attended Mankato State University for three years. After leaving Mankato State he played music full-time for three years (he was an electric bassist and keyboard player). When he moved to Red Lake falls he worked as a sales representative for the Detroit mobile home factory. He was promoted to sales manager, then general manager and eventually ended up owning 25% of the production plant. Dean worked as President and COO until he and his three partners sold the company to the employees in 1991.



After moving to Mandan, Dean and DeLayne opened and operated a retail manufactured housing dealership until they closed it in 2002 because of market conditions. He took almost a year off from work and returned to college at the University of Mary in Bismarck as a full-time student. In 2003 he graduated with a Bachelor of Science degree in Business Administration and was hired as the Executive Director of the ND EMS Association.

Dean is trained as a private pilot with an instrument rating (which means he can fly in the clouds without visual reference to the ground) with a high performance/complex single engine license endorsement. He has over 700 hours of flight time as pilot in command and over 200 hours in IFR (instrument flight rules) conditions.

Dean enjoys spending any spare time he has with his wife, DeLayne. He also enjoys music – he is a classically trained pianist and organist (but, as he says, “terribly out of practice”). Dean spends most of his music time with the bass guitar. He enjoys golfing (“but only with people that I can beat – which aren’t many”). Dean also enjoys spending time fishing and hunting waterfowl and upland birds.

When asked about ideas for the future of F-M Ambulance, Dean says “EMS has changed so much in the short time I’ve been involved and it will continue to do so. F-M Ambulance must continue to lead the way in providing quality patient care and on-target response times. F-M’s service area will continue to grow in population and we need to be on top of demographic trends in both the urban and rural areas we serve. We need to continue to care about the rural services around us so that our service area doesn’t grow out of control and unreasonable response times result. Reimbursement issues will continue to be very important and we must fight hard to improve those rates. Everything in this business starts with an ambulance run, and we must receive a fair fee for the service we provide.”

“I am very excited to begin my job as Executive Director. Mike did a great job and I’m not expecting I can fill his shoes. I’m bringing my own pair though. Things will probably change a little – only because everyone’s style is different. When I start, I’ll be all ‘eyes and ears’; hopeful and confident that everyone will help me through my orientation to F-M and Mericare. I’m anxious to ‘join the F-M family!’ We are looking forward to having Dean join us at F-M Ambulance Service!

F-M Ambulance Fall Citizens Academy

F-M Ambulance wrapped up its fourth session of the Citizens Academy on Wednesday November 14th, 2007. The Citizens EMS Academy is a program that offers a hands-on opportunity for community members to learn what F-M Ambulance paramedics and EMT's do every day. It also educates participants about F-M Ambulance Service and emergency medical services, along with teaching skills that they will be able to use in actual emergencies. Participants have the opportunity to ride along with paramedics and EMTs and go on actual emergency calls.

The academy focuses on hands-on training, showing and teaching the skills that an ambulance crew may use. Participants get to practice starting IV's, intubations, defibrillation, reading heart rhythms, and doing a full "code" on our SIMMAN manikin.

Taking part in the fall Academy were Molly Landecker, Jennifer Oney, Kathy Glood, Jamie Bauer, Matt Reimer, Debra Longtine and Nancy Young. The next Citizens EMS Academy will take place in the spring of 2008. If you or anyone you know is interested in taking part in the next Citizens EMS Academy, please have them check our website, www.fmambulance.com.



Participants enjoy dissecting the pig heart on cardiology night



All participants did very well at intubating (putting a breathing tube in)



Everyone had fun trying out the SWAT medic equipment and gear



Trying to start IV's was fun (they didn't try to start them on each other though!)



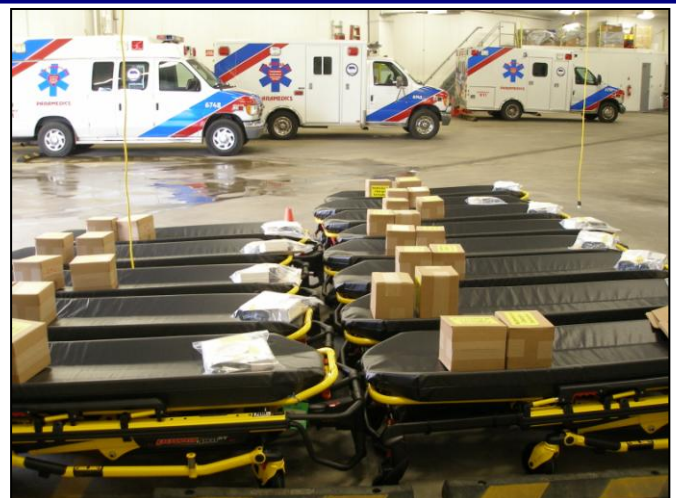
The Academy members learned about how to stop major bleeding



F-M Ambulance
Fall 2007 Citizens Academy

Did You Know...

- Scientists say the higher your I.Q., the more you dream.
- The average human dream lasts 23 seconds.
- You use 200 muscles to take one step.
- The average woman is 5 inches shorter than the average man.
- Your big toes have two bones each while the rest have three
- It takes food seven seconds to get from your mouth to your stomach.
- The enamel on your teeth is the hardest substance in the human body.



In September, all ambulances got new Stryker Power-Pro cots.

Wade's Run Across North Dakota

On a chilly Saturday in November, Wade Mitzel battled the wind as he ran the last 11 miles of his 300+ mile run across North Dakota. Why – might you ask – would a 40-year-old bald man want to run across an entire state – when it's cold outside? Wade ran to raise awareness of Operation Christmas Child – an annual project that enables caring individuals, families, schools, churches, businesses, and other organizations to fill ordinary shoe boxes with small toys, school supplies, sweets, and other gifts for needy children in more than 100 countries suffering from war, natural disaster, poverty, terrorism, and disease.

Wade started his run on the western end of North Dakota near the town of Beach on Thursday, October 25th. He ran about 25 miles every day, finishing at Scheel's in Fargo on November 10th. You can see more about Wade's run on his website, www.runacrossnd.com. Good job Wade!



Wade finishes his run through West Fargo with support from other runners and F-M.



Approximately 350 boxes were donated at Scheel's on the last day of Wade's run.

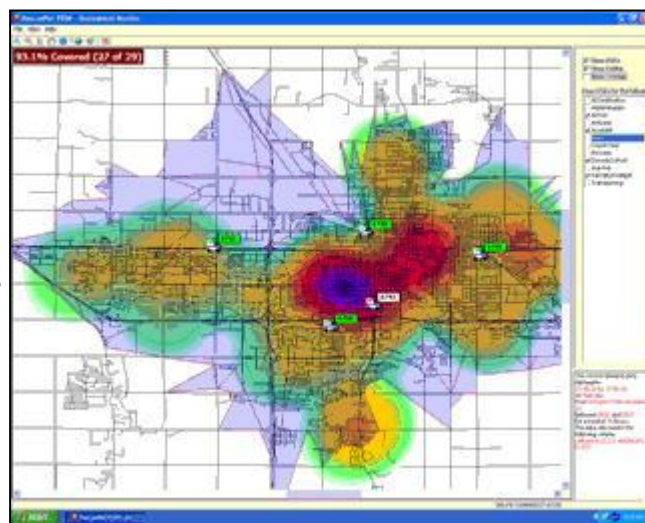


Rick leaves one of almost 100 boxes brought in the ambulance that day.

New Dispatch Software

F-M Ambulance recently installed a new component to our Computer Aided Dispatch (CAD) system. The software consists of three parts: Demand Monitor, Deployment Planner, and Impedance Monitor. Each of these three powerful tools takes information from past calls and helps us, in a way, predict the future.

- Why is this important to you?
 - When each piece of this puzzle is put together, it helps us better position ambulances in areas that we predict calls to occur in. In the end, we achieve greater coverage of our service area with units strategically positioned to reach emergency calls in 7 minutes 59 seconds.
- How does this work?
 - Demand Monitor looks at dispatch information from previous calls. It locates each call on the map and then analyzes information many ways. Some examples are: time of day, day of week, the call priority (whether the call required lights and sirens or not), & even seasonally during the year.
 - Impedance Monitor is another powerful tool that helps us see how long it *actually* takes our vehicles to travel a particular road. Many software systems calculate the time it takes to get from one point to another by the speed limit of the road. Impedance Monitor looks back at actual data from our units as they travel the roads on a daily basis and calculates an average time it takes a vehicle to travel each road segment.
 - Deployment Planner merges information from both the Demand Monitor & Impedance Monitor to give us several results. We are able to see how many ambulances are needed at a given time. Dispatchers can strategically position ambulances throughout the city, in a manner that allows us to reach our calls within the 7 minute 59 second goal.
- What is accomplished?
 - We are better positioned to serve each and every one of you when an emergency occurs.



This picture is an example of what our dispatchers see. Each ambulance's current position is shown on the screen (those with green numbers are available). The colored circular shapes (we call them amoebas) show where we predict higher call volume. The darker the color, the higher the probability for a call. The spiky looking purple colored areas show how far each ambulance can get in our 7 minute 59 second goal.

Get To Know...

A close up on our new F-M Ambulance Employees

Trisha Kellogg Merigen Medical



Where are you from?

I grew up around Vergas, MN.
I now live in Moorhead.

What did you do before working at F-M Ambulance Service?

I worked for ByteSpeed LLC, a computer manufacturing company in Moorhead.

What do you enjoy doing in your spare time?

I enjoy spending time with my fiancé, Brett, walking our dogs, and spending time with friends. I love spending time with my family too – my mother and step-father Kristine and John, my dad Lester, and my brother Wes. I also enjoy playing pool and watching movies

What made you want to work at F-M Ambulance?

The wonderful management and staff – it's a great place to work.

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Jessica Nicholas Dispatch



Where are you from?

I am from New Port Richey, FL.
I went to school in Onamia, MN
and just recently moved to south Fargo.

What did you do before working at F-M Ambulance Service?

Along with working at F-M, I also work at Mille Lacs Health System, Walker Ambulance and Onamia Police Department.

What do you enjoy doing in your spare time?

I have a large family – I have 4 biological sisters, 3 adopted sisters, 1 adopted brother, 2 nephews and 4 nieces. I enjoy spending time with my nephews and nieces as well as spending time outdoors in the summer and ice fishing in the winter.

What made you want to work at F-M Ambulance?

I thought it would be a great experience.

ABC's of Babysitting Course Expanded

F-M Ambulance has expanded their ABC's of Babysitting course. B.L.A.S.T. (Babysitting Lessons and Safety Training) Babysitters Day Camp is an initial course from the American Academy of Pediatrics for teens and pre-teens about the responsibilities of caring for children. Using scenario-based learning, the class will also address staying safe and dealing with emergency situations.

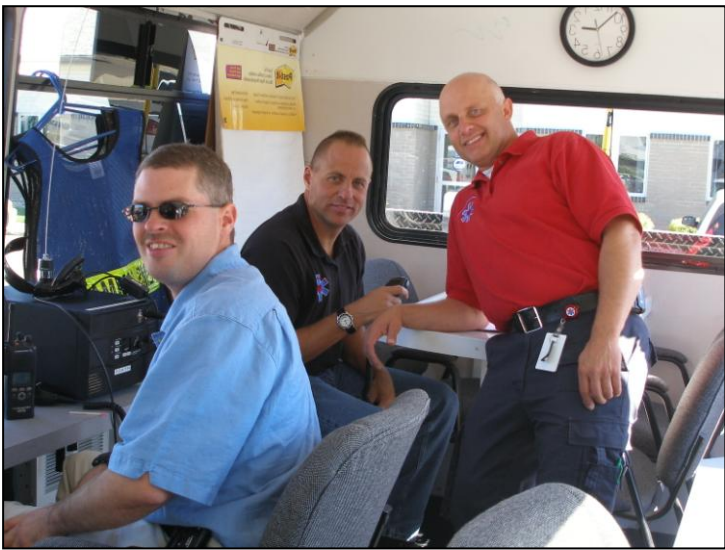
Participants will learn CPR and first aid for children, as well as diaper changing techniques, fun activities for children to do and many other things. They will also learn about when to call 9-1-1 and what will happen if they do need emergency assistance. At the end of the course, participants will get to tour an ambulance, a certificate of completion, and will receive a 1st aid kit to bring with them when they babysit.

This course is designed for young babysitters ages 11 – 15. Pizza and pop is provided for lunch. Parents are welcome to attend the first portion of the course, from 9:00 - 12:00 and obtain the CPR and First Aid information with their child. The cost for B.L.A.S.T. is \$55.00 per participant. There is no fee for parents to attend the CPR and First Aid with their B.L.A.S.T. participant. Neither the parent nor the child will receive official CPR or First Aid certification. The next B.L.A.S.T. course will be offered on Saturday January 19th from 9:00 AM – 3:00 PM. Please call (701) 364-1750 for more details or to register.

Did You Know...

F-M Ambulance recently purchased new cots for all of their rigs! The new Power-Pro cots from Stryker are powered by a hydraulic system which raise and lower the patient with the touch of a button. Hopefully, the Power-Pro cots will greatly reduce back strain when moving patients. "Even though they're a little heavier than our old cots, having the hydraulic system do the work of lifting the patient really saves wear and tear on your back" says Deann Krupich, a paramedic with F-M Ambulance. "We really like the new cots."





Wade, Marcel and Farmer Bob hang out in the Incident Command Bus while preparing to help out with the MCI training for the South East region of the ND EMS Response Team.

NAEMSE Conference

Sherm, Jodi, Ron and Kathy went to the National EMS Educators Conference in Hollywood, CA in September. This picture was taken in front of the La Brea Tar Pits in Los Angeles.



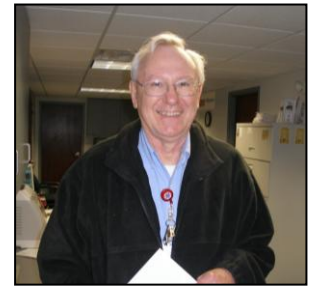
Did You Know...

Wade Mittel will be leaving F-M Ambulance for a new position at Meritcare. Wade will be the Value Stream Manager. He will be using LEAN and Six Sigma to map out the processes within the Meritcare system. An example of what he will be doing: You go to see a doctor, and he tells you that you need to see a specialist. When you call the specialist, they tell you it will be at least 3 weeks to get in. Wade's job will be to look at that process and figure out a way to shorten that time up. We want to wish Wade good luck in his new position at Meritcare and let him know that he will be greatly missed by everyone at F-M!

Get To Know...

A close up on our new F-M Ambulance Employees

LeRoy Bietz Ready Wheels



Where are you from?

I am from Fargo. I have a wife, two children and three grandchildren.

What did you do before working at F-M Ambulance Service?

I was a supervisor for Northwest Airlines.

What do you enjoy doing in your spare time?

I enjoy camping and fishing with my grandkids.

What made you want to work at F-M Ambulance?

I have worked with people most of my life, and I can't think of anything I would rather do!

Get To Know...

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Greg Samis Ready Wheels



Where are you from?

I am originally from Huron, SD but have lived in Fargo since 1995. I am widowed; my daughter Ryann attends the U of M and my son Casey attends NDSU.

What did you do before working at F-M Ambulance Service?

I have worked many places, including 10 years at Meritcare, 5 years with Valley Bus and the Fargo School District, 2 years at Innovis, and 10 years at the Good Samaritan Center in Phoenix, Arizona.

What do you enjoy doing in your spare time?

I enjoy movies, books and college sports.

What made you want to work at F-M Ambulance?

This job gives me a chance to combine my healthcare experience with transportation, and hopefully get my EMT and paramedic certification.

RN-to-EMT in Oakes, ND

F-M Ambulance's second RN-to-EMT class was held September 21st – 23rd in Oakes, ND. Congratulations to Penny Briese, Robin Iszler, Karen Johnson and Jeri Christensen for completing the intense 24-hour course.

If you are interested in the RN-to-EMT course, or for more information about the course, please contact Sherm at (701) 364-1754.



Winter Is Here!

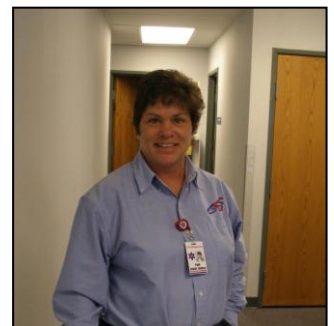
It's that time of year again when the colder weather brings along with it snow and ice. Unfortunately, during the nice summer months, many people seem to forget how to drive on the snow and ice that comes with winter! Here are some winter driving tips:

- Let your engine warm up while you clear off any snow or ice on your car
- Remember to clear snow off of the front and rear lights and all windows
- Check weather reports with the State Highway Department before leaving for trips
- Carry a car safety kit – this should include blankets, matches, candles, high energy dry foods, a flashlight with spare batteries, a first aid kit, map, ice scraper, flares, tow and battery jumping cables, folding shovel, a bag of sand, winter gloves, cell phone, and an emergency HELP sign that you can put in the back window if you need help
- Try not to travel if blizzard conditions are expected
- Decelerate well in advance of a stopping point or turn
- Bridges and overpasses freeze quickly, be careful on these surfaces
- Always keep your gas tank at least half full in case you get stuck somewhere
- Make sure your windshield wipers are in good shape and work well
- Allow extra time to get places when weather is not perfect
- Always wear your seatbelt – this could save your life

Get To Know...

A close up on our new F-M Ambulance Employees

Pamela Gertz Ready Wheels



Where are you from?

I am from West Fargo. My husband Tom and I have a son, Robert, and two daughters, Katie and Steph.

What did you do before working at F-M Ambulance Service?

I worked at Blue Cross Blue Shield.

What do you enjoy doing in your spare time?

I love to garden.

What made you want to work at F-M Ambulance?

I thought I would enjoy working for Ready Wheels, and I love being around people all day!

Did You Know...

Earlier this fall, regional training for the South East region of the North Dakota MCI EMS Response Team was held at F-M Ambulance Service. To date 3 of 4 regions in North Dakota have been trained.



Three members of the SE Region MCI EMS Response team work through a table-top MCI.



Chad explains details on an MCI card while the team talks about the disaster that has just happened



Rick helps out with communications in the Incident Command Bus during the drill

Community Toolbox on Emergency Preparedness

F-M Ambulance participated in the Community Toolbox on Emergency Preparedness on September 27th at the Fargodome. Scott Helmer had a booth on classes that F-M Ambulance has that would help prepare someone for an emergency, and Wade Hockert took the Major Incidence Response Vehicle over for participants in the toolbox to tour. The toolbox helped people learn how to gear up for emergencies like pandemic flu, blizzards, chemical spills, flooding and more. F-M Ambulance was also part of a commercial filmed to help promote the toolbox. Ken was interviewed about emergency preparedness and what tools F-M Ambulance has in the event a large incident takes place.



The Rural Roundup

By Bob Klein, Liaison Coordinator

Greetings from Bob Klein, aka Farmer Bob,

It is refresher time again! We have many refreshers scheduled from now through February. We have changed things up a bit this year – we are using a block system. You may not have known it, but we have actually been using this system for a few years but we have made some revisions to hopefully make everything more consistent and easier for everyone involved in refreshers. EMT Basics have to attend a 24-hour refresher that consists of six four-hour blocks, and First Responders have to attend a 16-hour refresher that consists of four four-hour blocks (the first four blocks of the EMT-B refresher). All open refreshers are listed on our web page. Don't wait until the last minute to sign up!

Page, ND, recently held a First Responder class. I was in Page to do the final testing, and everyone did great! They had eight students complete the class. Good job, Page! The First Responders in Page are a vital link to EMS response in their community.

On October 29th, Kindred had their final training on CPAP (Continuous Positive Airway Pressure). CPAP provides a "splinting of the airway", which is very crucial in a severe respiratory distress patient. CPAP allows a continuous pressure in the airway, the bronchioles, and the alveoli, which helps give the patient much needed relief.

Don Martin recently did some quarterly training with the Fargo Fire Department – he introduced them to our bariatric equipment, CPAP, power cots and new stair chairs. We will soon be doing quarterly training with the Fargo Police Department, demonstrating the same equipment.

I want to take this time to wish all of you a Merry Christmas and a most prosperous New Year!!!

Get To Know...

A close up on our new F-M Ambulance Employees

Kathe Toft Customer Service



Where are you from?

I am from Fargo. I have a son who lives and works in town and a daughter who lives and works in Bozeman, Montana.

What did you do before working at F-M Ambulance Service?

I co-owned a restaurant for 5 ½ years.

What do you enjoy doing in your spare time?

I enjoy reading, sailing and shopping.

What made you want to work at F-M Ambulance?

I have always been attracted to men in uniform!



Holiday Lights Parade

Farmer Bob, Dave, Rick, Tom and Kristi worked hard one afternoon to cover 6751 with Christmas lights so Bob Jostad could drive it in the Downtown Fargo/Moorhead Holiday Light Parade on Tuesday November 20th.



Karger Receives Star Award at Toward Zero Death (TZD) Conference

Two paramedics from F-M Ambulance had the opportunity to attend the Toward Zero Death Conference in Duluth, MN on September 17th & 18th. Jon Karger and Kristi Engelstad attended the conference, which is a copulation of persons from Law Enforcement, Highway Engineering & Safety, Education, Emergency Medical Services, Public Health and others concerned with traffic safety. Karger attended representing the Otter Tail County Sheriff's Department, and Engelstad attended representing the Safe Communities Coalition of Fargo-Moorhead.



Karger was awarded the Star Award from the Minnesota Department of Public Safety, Office of Traffic Safety for his involvement with the Safe & Sober projects in Otter Tail County. According to Cheri Marti, Director of Traffic Safety, Karger "has taken the lead for the Safe & Sober grant without hesitation and has done a superb job of keeping the interest in traffic safety in Otter Tail County at a high level. Jon is very involved in the Otter Tail County Safe Communities Coalition and is on the executive board." Tom Kummrow, a Law Enforcement Liaison for the Minnesota Department of Public Safety, says that "it is impossible to tell exactly how many or whose lives are saved when we emphasize traffic enforcement. Otter Tail County is fortunate to have an officer as dedicated to traffic safety as Jon Karger".

F-M to Take Part in Senior Emergency Academy

This spring F-M Ambulance will be taking part in a Senior Emergency Academy. The Senior Emergency Academy will be targeting seniors (ages 55 and older) who are interested in learning more about emergency response in the Fargo-Moorhead area. The Academy will be held every Thursday morning for 6 weeks. It will cover all aspects of emergency care, including EMS, law enforcement, SWAT, fire, disaster preparedness, and 9-1-1 response. The Academy, which is sponsored by TRIAD, will be a cooperative effort between F-M Ambulance Service, all local police departments and fire departments, the Cass County Sheriff's Department, CERT (Community Emergency Response Team), and the Red River Regional Dispatch Center.



Seniors who attend the academy will learn the history of F-M Ambulance as well as learning about CPR and AED use. They will visit the Cass County Jail and take a tour of their facility. The Red River Valley SWAT team will talk about their response to incidents and have their equipment to look at. Local police departments will talk about investigations and identity theft. Area fire departments will talk about their response to medical and fire emergencies. CERT representatives will talk about their program, disaster preparedness and how to make a disaster preparedness kit and plan for your family. The Red River Regional Dispatch Center will talk about the dynamics of a 9-1-1 call – who answers the phone, what questions they will ask and who will respond to your call.

The Academy will be sponsored by the Fargo-Moorhead TRIAD group. If you or a senior you know is interested in attending the Senior Emergency Academy, please contact Kristi at (701) 364-1759 for more information.



We hope that you have enjoyed this edition of "Vital Signs", a quarterly on-line newsletter distributed by F-M Ambulance.

If you have any ideas, questions, or comments about "Vital Signs", please contact Kristi at (701) 364-1759, or kristi.engelstad@fmambulance.com.