



ACA Philosophy

The primary mission of Action Care Ambulance is the preservation of life and limb through the delivery of fast and efficient pre-hospital care. This mission is accomplished through a systematic approach focused on providing timely responses; high quality patient care services; public awareness and education; and proactive safety interventions

Message from the President

First and foremost, I'd like to welcome our NEO class of January to ACA, and tell you how excited I am about our new administrative staff. I have had the pleasure of working with these newly appointed leaders and professionals dedicated to ACA that will compliment this administration, our employees, affiliated agencies, and the communities we serve with pride:

Ms. Sonja Beck, Chief of Operations

Mr. Mike Judy, Director of Communications

Ms. Jennifer Falkenburg, Director of EMS Training & Education

Dr. Dylan Luyten, ACA Medical Director Swedish Medical Center

Ms. Heidi Cabell, ACA EMS Liaison Swedish Medical Center

As your Administrative staff, we must accomplish our goals set forth for 2012 in order to be successful. Before those goals can be met, we must establish a plan that includes all of our employees; not just as a work force, but a foundation to help us grow in the right direction. Without you, there would not be an Action Care Ambulance! Therefore, every day is a challenge to prepare you and continue to provide you with the necessary tools and knowledge so you can deliver the best possible medical care to your patients. I have always said there is no difference between you & me; we only have different roles and responsibilities. Yours is much greater than mine. You deal with life every day you put on our uniform; from the compassion, skills and knowledge you offer, to your response times and standards of care and professionalism.

2012 is off to a good start. Our focus will be on education, training, safety, customer service, patient care, current contracts, upcoming contracts, equipment, improvements, performance, and a dedication to our employees in helping you reach your goals. It is a good feeling and a sense of achievement seeing you reach the next level of your future. Take pride in every part of your job, and you will find that it becomes contagious with others!

Best wishes to all of you for a successful New Year, and thank you for being part of our Action Care family!

- Bill

ACA Company Awards 2011

Community Service Award

- Denver- Jill Bill
- All Security Crew Members



Most Improved Employee

- Denver- Alicia Maes
- Security- Morgan Powell



Certificate of Excellence

- Nick Haner
- Eric Dailey (No Photo Available)



Employee of the Year

- Denver- Robin Seems
- Security- Andy Majors
(Photo not available)



Chief Ski Stambaugh receiving
a thank you recognition for the great
relationship between SFPD and ACA



Security Fire Protection District awarded Curtis Tygres Paramedic of the Year and Juergen Petzl was awarded EMT of the year. (Photo not available)

Excellence in Customer Service

Creating and developing exceptional customer service may be viewed through an old analogy; “you can’t teach old dogs new tricks,” especially in the profession we have chosen. A profession that is fast-paced, forever changing, and exhausting. But our profession is also rewarding, positive, and energized to help others.

It is because of the positive aspects of our profession that we must be willing to incorporate new tricks. For many, the functions of the job have become such a focus that the customer has been forgotten or has become an interruption instead of the essence of the job.

Communicating and establishing solid relationships with the customer takes only an instant. Whether face-to-face or over the phone, the customer will develop many impressions about you and the company before a single word is said. The first step in changing our attitude about the customer is what we do every day: it’s simply communication. Communication is not just words, but your body language, tone, attitude, and active listening. The message you send out before a word is even spoken will affect the impressions a customer has on you and your company in an instant.

Remember, first impressions are already developed before a word is ever spoken.

Body Language is the constant non-verbal flow of communication. Body language encompasses your facial expressions, eye contact, and your body posture.

Body language reveals what you are thinking or feeling, and is a very important aspect of providing the service level you are reaching for in your interactions with customers. Body language can literally turn “on” or turn “off” a customer as they approach.

Eye contact lets the customer know how interested, perceptive, and attentive you are toward your job, them, and others. Be relaxed and natural when making eye contact and you will have already put the customer at ease. Of course you can overdue eye contact. Does the word “Zombie” mean anything?

Your face is a billboard of your feelings and thoughts. Make sure your facial expressions are positive and relaxed when meeting a customer. This may be one of the hardest things for anybody to achieve after a long day or on a day that you just do not feel up and energized. The customer is unaware of how you are feeling. They will only see that you are not ready for their concerns.

Body posture will also show the customer that you are actively engaged. Some clues include leaning forward, facing the customer, and nodding when appropriate. Negative impressions to avoid include leaning back, stepping away, and looking at your watch.

How you interact with each customer, (and the quality of that interaction) forms a chain of customer service that creates a long-lasting impression toward our company and our employees.

- P. Smith



Our Mission

As public safety servants, Action Care Dispatch is committed to providing the highest level of emergency communications to our citizens, customers and community partners. Through leadership, dedication and motivation, we pledge to raise industry standards by continually striving to exceed expectations.

ACA TRIVIA

Q: What are the two months that we currently have no anniversaries?

Q: What is the one month that we currently have one anniversary?

*Answers on last page of newsletter

* For Upcoming Issues, Please submit Questions for Department Directors and they will be answered here.



Fleet and Maintenance Reminders and Issues

- Cold weather reminders - Remember to keep master power off when the engine is off, plug in shore line, wait for glow plugs to warm up (wait to start light) before starting, and keep windshield washer fluid full

- 10 and 12 hour day crews: remember to check shore lines in and out and the start and end of your shift. All ambulances parked outside in temps below freezing should be cold started for 20 minutes every 3 hours. When clearing your ambulance of snow, be sure ALL snow is cleared including on the bumpers, steps, license plates, and all window surfaces. Also be sure to clear ice off of your windshield wipers and keep the defroster on high to help keep ice off the wipers and windshield. Safety first.

- Vehicle washing - When washing your ambulances please take an extra minute to spray wash the engine compartment and the inside of the wheels to remove the magnesium chloride that is very harmful to all vehicle components.



- Vehicle / equipment problems - be sure to report & document all vehicle problems and damage immediately as they occur via email to fleet maintenance, written repair request, or by contacting M1 or M2 on Nextel. Safety related problems must be reported to M1 or M2 immediately via Nextel (brake problems, engine problems, transmission problems, burnt out head lights, low or flat tires, dead batteries, etc.). Do not wait to the end of a shift to report a problem.

- Ben Weaver

TABLET and SUPPLY ISSUES

2012 is off to a great start - lots of NPA's and E.T. Tubes to phone home about

I have truly enjoyed all the positive attitudes and excitement during the transition of the New Year. Thank you all for all of your help!!

Field staff - If you have expired supplies, send in your supply request with "expired" next to what you are ordering, when new supplies arrive send expired back to OHQ.

All supply requests should go to becks@actioncare.com

Shift trades and time off requests should go to Mr. Wallace at wallaceb@actioncare.com and cc'd to Sonja Beck.

Make sure you are logged in correctly in Tablet PCR so your calls will coincide with dispatch and sync for billing.

- Sonja Beck

From the Billing Office:

Hey all you EMS guru's...We need **YOUR HELP** with **MEDICAL** documentations on non-emergent transports ...

Just remember to ask the medical reason **WHY?**

Why is the patient being transported to a nursing home? They must have a chronic illness. What is it?

Why is the patient being sheet lifted? Bed confined, why?, Max assist for transport, why?

Why does a person who is under 65 have Medicare? They must have a chronic illness. What is it?

Why does the patient's mental status, AAOx1,2,3,4, make the patient unsafe in a wheelchair?

Per Medicare, "The run sheet must clearly state the patient's functional and/or mental limitations that prevent him/her from being safely transported by another method. In many cases, only the technical aspect of the ambulance transport was documented on the run sheet, e.g., placement on the stretcher, strapping of safety belts or vital signs. Specific functional deficits, either physical or cognitive, were not addressed."

Part of our job is to complete the care process by helping the patient get the bill paid.

Your help is greatly appreciated!

Training and Education

This is a 3 month calendar of available CE credits, please contact Ms. Jen Falkenburg for additional questions or registration information.

MARCH:

3rd at Security Fire Station 1 from 0900-1100: OB/CE, The Good , The Bad and the Baby.

15th & 16th at OHQ from 0900-1100: People Care by Thom Dick, Platte Valley EMS

APRIL:

4th - 7th @ SFPD St.1 from 1000-1200:
Pediatric Assessment and Non Accidental Trauma

12th & 13th at OHQ from 0900-1700:
PEPP

19th & 20th at OHQ from 0900-1200:
Company Meeting/Capnography CE and Case Review

MAY

17th & 18th w/ Englewood Fire from 0900-1200:
Combative Patients

This is what happens when you ask employees to help clean out the supply bay. This is not a break Dan, get back to work!!!



Anniversaries

January:

Danielle Powell	1 year
Calvin Sundermann	3 years
Robin Seems	4 years

February:

Joel Coggin	1 year
Sarah Myers	1 year
Zico Ramnarine	1 year
Ski Stambaugh	2 years
Brad Ward	2 years
Natalie Whitehead	2 years
Bill Wallace	12 years
Cindy Vatter	12 years

March:

AJ Dinkel	2 years
Nick Haner	2 years
Camille Rodriguez	3 years
Eric Dailey	4 years
Bob Gay	12 years
Dan Simon	12 years

Holiday and Community Happenings

Action Care Ambulance once again participated in the Cottonwood Holiday Celebration by making over 90 gift bags to give out to their residents. This has been an annual event and we are proud to be part of the community.



Fire House Quilts of Colorado, Inc. Firehousequilts.org They are a group of ladies who get together monthly and make quilts for pediatric patients. They donate these quilts to fire departments and ACA is the only private ambulance company that they donate to.



Summer Safety Fair



Anniversaries

May:

Michael Judy	5/2
Joseph LaPuma	5/2
Jeff Lasater	5/3
Juergen Petzl	5/3
Jennifer Reifman	5/24
Morgan Fullmer	5/31
Leon Acutt	5/31
Sarah Jones	5/31

JANUARY NEO CLASS

Nick Ambrose
Steven Timm
Maria Limauro
Linda Edwards
Jaimie Regan
Chase Torgerson

If you have Newsletter ideas or suggestions, Please contact Jen in Dispatch. If you have trivia, puzzles, or photos from ACA, please let me know.

ANNOUNCEMENTS and ACA TEAMWORK



Piper Anne Carlson Whitehead

January 10, 2011 6lbs, 8oz 20 inches long

Congratulations Natalie and Eric Whitehead



Answers to Trivia:

Question 1: APRIL and JUNE

Question 2: October-Sonja Beck



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