



Memorandum

To: All Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: March 27, 2009
Re: Bi –Weekly Memo

e-Core Implementation: Problems with the e-Core BioClocks have been diagnosed and necessary upgrades are being made to the Thin Client hardware that supports them. These upgrades are expected to be complete at all worksites by Thursday, April 2. Electronic files that transmit worked hours data to the payroll system at Botsford have been successfully tested. We are now ready to begin parallel testing of e-Core and Kronos results on the payroll system before going live on e-Core only. Here is the preliminary parallel testing schedule:

	Parallel Testing	e-Core “Go-Live”
HealthLink and DMCare Express	April 5 - May 2	May 3
Regional EMS	April 19 - May 2	May 3
Beaumont Medical Transportation	April 19 - May 16	May 17
Community EMS	May 3 - May 30	May 31

Please note that we plan to run two pay periods in parallel at every company except REMS. Also, YOU MUST CONTINUE PUNCHING THE KRONOS CLOCK UNTIL THE E-CORE “GO LIVE” DATE. We will provide further updates regarding time and attendance and the e-Pro Manager application in the near future.

Congratulations to Beaumont Medical Transportation Service: On April 1st, 2009 at midnight, BMTS will start providing 9-1-1 coverage for the City of Grosse Pointe. The contract is for BLS service, but if an ALS unit is in the area and available, they can and should be utilized. Grosse Pointe 9-1-1 calls will be transferred into our dispatch center from the City of Grosse Pointe’s police/fire dispatch. Maps of the city will be placed in each one of the BMTS vehicles as well as CEMS 742 (St. John Moross unit). CEMS unit 742 will be acting as a mutual aid unit, if they are available.

Congratulations to the Following CEMS Personnel: The City of Farmington will be honoring five CEMS employees on April 15th for various accomplishments during EMS calls in 2008. The five honorees are: Ronald Conley, Donald Dilworth, Deborah Ruth, Brian James and Greg VanZandt.

BMTS will also start servicing Beaumont Grosse Pointe hospital on April 17th. Way to grow, BMTS!

Employee Benefits: If you ever have a question about your pay and benefits, please feel free to see a supervisor or stop by Human Resources.

When policies are updated, we will notify you at a minimum, through postings and memorandum. Supervisors will have copies of new policies for you.

Safety on the Job:

Protecting Yourself: What are some of the things the company gives you for *protecting yourself* on duty? We give you: gloves, face (N95) masks, splatter shields, paper gowns; OB kits (with infection control supplies inside) and of course, uniforms. Policy also requires you to wear your seatbelts at all times, keep headlights on, and never exceed the posted speed limits by more than 15 MPH, when driving Priority One.

Protecting Your Patients: After introducing yourself, please remember to cover your patient to protect them from the weather. This will also preserve their privacy. Always ask your patient if they are comfortable. Always use side rails and all stretcher straps. If a patient has personal possessions with them (purse, cellular phone, cane, glasses, false teeth, etc.), keep those items with your patient and note them on your report. It is a good practice to note, with whom you left the personal items when arriving at your destination.

Remember we place people in ambulances every day. Just because we are used to it, doesn't mean our patients are not apprehensive. Please remember to "treat the patient as you would want to be treated, if YOU were the patient."

Save Money/Build Your Wealth: This suggestion is for smokers and the people who care about them. I won't pontificate about health issue in this section, just financial implications. If a pack of cigarettes costs \$6.00 and you smoke a pack a week, you could save \$338.00 a year ($\6.50×52 weeks) by quitting. If you smoke a pack a day, you could save a whopping \$2,372.50 a year ($\6.50×365), by quitting! Savings may be greater, depending upon how much you pay for cigarettes. Keep more of your money in your pocket.



From Ken Slinker

Contacting Dispatch – In an effort to allow our dispatch staff to focus on their main task of dispatching, I ask that we try and minimize the amount of phone calls into the center. If you have questions or concerns about a transport, I would prefer that you contact a supervisor. This would minimize the phone calls into dispatch to 1 or 2 people calling them vs. 20 to 30 each day for REMS calls. I appreciate your assistance.

Paycheck Increase – You may notice a few extra dollars in your paycheck this week and want to inform you of why this is. As part of the American Recovery and Reinvestment Act of 2009, a new Federal Tax withholding table went into effect as part of the Stimulus Package. The tax break may give you a \$20-\$40 tax credit which you will see on your check this week. How exciting is that!

QA Issues

If you have questions, comments or concerns related to QA issues, please feel free to contact Amy Witthuhn at 248-798-8620. Additionally Tim Burger and Harold McNew are serving on the QA Committee and can assist with similar issues.

Congratulations

Congratulations to Jeff Robson and Steve VanDyk on successfully achieving a licensure level of Paramedic. Both will begin their third rides and will be utilized on the schedule upon successful completion of their third ride evaluations.

Schedule Availability

REMS has hired several new employees and as such, the availability of open shifts is not as open as in the past. We will work to post the schedule at least 7 days before it goes into effect. Please be sure and check the schedule regularly for any shift you may be interested in picking up.

New Vehicle

A new vehicle was picked up from the manufacturer on Thursday the 26th of March. That vehicle, once licensed, will be placed in service in Fenton. Another vehicle will be purchased later this year and while no determination has been made about its location of service, Lansing is being eyed as a possible location.

CAAS Stickers

New CAAS stickers have been placed on several trucks. If your truck does not have a CAAS sticker on the window, please contact Ken so that we can schedule it to come in and have the sticker placed on it.