

Memorandum

To: All CEMS Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: September 24, 2009
Re: Bi-weekly Memo

IMPORTANT Paycheck News CORRECTION: We will NOT be sending out paychecks via US Mail on pay days. Checks that are not picked up in person within a short time frame will then be mailed to you. This is a good time to consider signing up for direct deposit. Your money is deposited directly into your financial institution account(s) by 08:00 on each pay day. Please see Human Resources / Payroll to file the appropriate paperwork.

Service Times: The amount of time we are spending on calls is creeping up a little. Our target is 60 – 65 minutes on a call. So far in September, CEMS is running at an average of 75 minutes on each call. Those 10 – 15 minutes multiplied by the amount of calls we run, really adds up. Most importantly these times may be indicative of poor customer service. Please help us in trying to improve (reduce) Service Times, by trying a little harder. Just a couple of minutes faster on each call will make a world of difference in our customer service.

Novi Radios: The rescue contract for Novi calls for us to install City of Novi dispatch radios in two of our ambulances. We exceeded the contractual requirements by recently purchasing and installing those radios three of our units; 708, 719, & 729.

The purpose is to improve communications with City of Novi Dispatch and Fire crews. We are now also announcing to Novi Dispatch on the Novi radios when we are responding, on scene, transporting, etc. We may also contact fire crews when equipment or extrication is needed, or to provide a scene size-up to incoming crews.

2009 Swine Flu: You can go to the CDC H1N1 Swine Flu Site to view updates at any time. It's called the "What's New on the H1N1 Flu" site: <http://www.cdc.gov/h1n1flu/whatsnew.htm>

Another site is www.flu.gov. This site includes videos to help teach small children how to avoid getting the flu.

Remember to wash your hands often, sneeze into your sleeve and press elevator buttons with a knuckle or your elbow. These simple practices can greatly reduce your chances of getting sick.

Anonymous Hotline: If you have concerns about billing practices or patient privacy issues call (877) 471-2422. This number goes directly to the Corporate Compliance Officer. There is no need to give your name.

Dateline, China: After a busy 10 day trip to China where he Co-chaired a conference and presented the use of technology in Disaster Preparedness and Recovery Operations, our (somewhat weary from the 12 hour time change) CEO, Greg Beauchemin has returned home proclaiming the trip a great success. The Chinese officials were so impressed with Greg's Disaster Conference presentation that they asked him to make a second, private presentation to officials at their National Earthquake Center.

Our company may be asked to do some consulting to help improve the Chinese methods for responding to large natural disasters like the recent earthquake where 90,000 people perished.

Lab Courier To The Rescue: CEMS Supervisors Eric Welch and David Lewis report that on September 18, 2009, at 18:15 hours, Mario Kreuger stopped to help out at a very serious motor vehicle crash while on his way to Henry Ford Hospital in Wyandotte. Mario's efforts were greatly appreciated by those involved with responding to this call. Congratulations to Mario Kreuger for going above and beyond the call of duty. You have our thanks and appreciation!

From the Operations Managers desk.

A series of congratulatory statements:

First and foremost, congratulations to each of you. Once again REMS has been recognized as one of the best by achieving accreditation from the Commission on Ambulance Accreditation (CAAS). With only about 130+ ambulance companies in the world with this recognition, this is certainly worth recognizing. While some may say "finally we can relax a bit" the truth of the matter is that we have only just begun our journey toward continuous improvement. A journey that, by virtue of the word continuous, means we can never stop looking for ways to improve.

Secondly we should recognize that Community EMS received their CAAS Accreditation on the same day as REMS. CEMS as you know is a much larger organization than REMS with many more employee files to keep up, missing documents to track down and employee testing to perform. They have a much larger fleet and a larger service area to cover. But when it all comes down to it, large or small, we all have to meet the same standards. Our affiliation with CEMS was very beneficial in achieving our accreditation and it likewise each of our joint ventures benefits as a result of services available from one another.

Not to be outdone, Healthlink also participated in a site survey for CAAS Accreditation last week. The approval for Healthlink is scheduled for December so they will have to wait a few more months to boast their accreditation but preliminary reports are that they too do very well. Good luck to them, we know what its like to wait for a decision but it will be all worth the wait when you get the call.

Next up for later this year will be site reviews for Beaumont Medical Transportation, Community Ambulance Service and Scott & White EMS. Good luck to all them as well.

Not all of the congratulations are for business units. Congratulations go out to Steve Henson. Steve has received his Paramedic license and has completed his ride time. You will see him on the schedule and the road taking ALS calls. Good luck to Steve with his Paramedic career. Also congratulations to Robbie Pietraszewski who received his BEMT license. Robbie currently works in Lansing operating our wheelchair vehicle but is now in a position to assist on the road. Good luck Robbie.

Also worth recognizing are the crew of Mahoney and Zaruba as well as Kraus and Poehner. Each received kudos from patients within the last two weeks. Keep up the good work folks. Quality care starts with a pleasant approach and each of you demonstrated it to your patients.

REMS New Faces

As a result of continued need for part time employees, REMS will be conducting an orientation on Monday September 28, 2009 with 7 part time employees and one full time employee. They will begin their ride time later next week and should be ready to assist with openings in about a week or so.

Lunchbox Meetings

Notices were placed on eCore regarding upcoming lunchbox meetings. The first meeting will be focused on feedback from the employee surveys that were conducted a few weeks back. I hope to see each of you at one of these meetings on October 6 and 7 at noon in their station 30 conference room.

New Uniforms?

What's all the talk about new uniforms? After over 13 years in the same uniform, REMS has decided to move toward a different look and we need your help. We have brought in some sample uniforms but that does not mean we are not open to other ideas. A small group has been named and they will be making a few selections and seeking your thoughts. In addition to the uniform, new patches, logos and potentially truck designs will be considered. Got an idea, drop me a line.