

Southern Paramedic Service

*The team to count on
when life is on the line.*



Gary Padget,
Southern Paramedic Service CEO

A Message from Gary Padget, Southern Paramedic Service CEO

This first quarter newsletter for 2020 finds Southern Paramedic Services dealing with new and unprecedented demands on our State's EMS emergency management relating to the COVID-19 outbreak along with the typical winter challenges we face every year. We're taking inventory on our current fleet, equipment and employees' personal protective gear and EMS supplies. We are forecasting our needs for the immediate future and into the coming months. We're dealing with winter driving conditions and the increase in motor vehicle crashes that typically occur. In addition to preparing and protecting our EMS professionals, we're also dealing with patients' injuries and illnesses that typically occur during rainy, icy weather when there are slippery roads and sidewalks. So, in addition to practicing social distancing we're cautioning people to stay warm, avoid hypothermia and to take precautions to avoid falls and vehicle crashes.

Working in this type of weather and using elevated infection control methods means our crews are right out there in it- the wet, the slush and the ice. They are honestly generally uncomfortable this time of year and at risk themselves when responding to all types of emergencies. That's why when I see that even in the worst conditions we are building and retaining our staff, I am so personally gratified. I am particularly proud of each and every one of our paramedics and EMTs and the important work they do every day. These are Arkansas' EMS professionals who are honoring our citizens' invitation to serve and do so whenever and wherever we're needed. As you will read further in this newsletter, I often receive accolades about a particular crew's excellent performance. I enjoy sharing these sentiments with all our crews and you because every one of our EMS employees are inspired and motivated by these expressions of thanks and gratitude.

Because February was National Heart Month, we are of course ramped up and built awareness through our community education programs about the value of having all our citizenry aware of how easily they might make a lifesaving difference for someone experiencing cardiac arrest. To that end, we are taught CPR throughout our service areas from East Carroll County to Brinkley and south all the way to Jacksonville. It was just the right thing to do!

As a final remark, I hope you all do your part to save lives through this COVID-19 outbreak by practicing social distancing, staying home and by frequently washing your hands. If we're together on these practices we will get through these tough times together. And if you need us, we're still there for you.

Love to First Responders

We love our First Responders in the communities that we serve. Today we presented a medial bag and an AED to the Peppers Lake Fire Department, pictured is chief William Ladner and Micheal Drost Paramedic/Community Relations Manager.



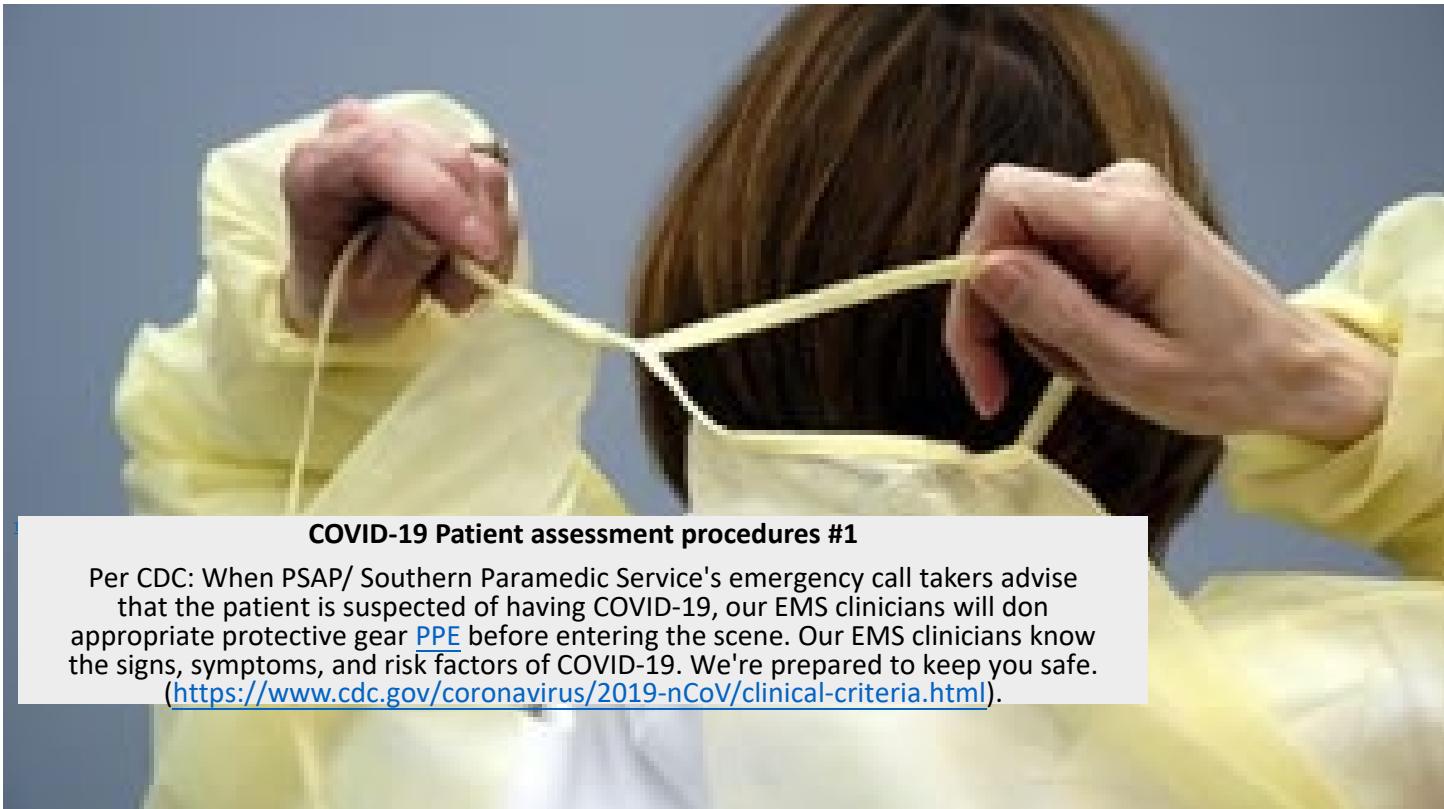
Southern Paramedic Services, Inc. Receives 2020 Best of Wynn Award

On January 30, 2020, Southern Paramedic Services was selected for the 2020 Best of Wynne Award in the Ambulance Service category by the Wynne Award Program. The Wynne Award Program is an annual awards program honoring the achievements and accomplishments of local businesses throughout the Wynne area. Each year, the Wynne Award Program identifies companies that enhance the positive image of small business and add value through service to their customers and the Wynne community.



The program gathers information from a variety of sources to determine the company most appropriate for the program's award categories. The 2020 Wynne Award Program focused on quality, not quantity. The decision to choose Southern Paramedic Services was based on the information gathered both internally by the Wynne Award Program and data provided by third parties.

COVID-19



COVID-19 Patient assessment procedures #1

Per CDC: When PSAP/ Southern Paramedic Service's emergency call takers advise that the patient is suspected of having COVID-19, our EMS clinicians will don appropriate protective gear **PPE** before entering the scene. Our EMS clinicians know the signs, symptoms, and risk factors of COVID-19. We're prepared to keep you safe. (<https://www.cdc.gov/coronavirus/2019-nCoV/clinical-criteria.html>).



Letters of Commendation

"Just thought that I would share this: I just got off of the phone with my daughters care coordinator for Total Care and I was telling her about me going through this program. She began crying and told me that she was proud of me and told me that I couldn't have chosen a better place to become a part of, her husband passed away several months ago and she said that all of the EMS team that showed up was amazing but that the ambulance team made her feel completely comfortable and went above and beyond to try to save her husband. When the bill came in the mail she called Southern and told them what happened and Southern had her do a few things and then told her to not worry about anything else that she had enough to deal with. So from the stand point of a grieving wife we were the first and last ones to offer her comfort and show her how important her husband was because we treated them like family.

I was beyond proud, honored and humbled to know after hearing this that I'm on the road to becoming a part of this amazing family."

*Michael Drost NRP, EMT Instructor
Community Relations Manager*

All, just wanted to take a minute and give a shout out to Joe Adam & Ashlyn Devazier. They transported the Managing Editor for the Batesville Daily Guard a few days back and so impressed him he included their names in his article (please see attached). So many in our industry think it's all about their knowledge of medication dosages or ability to start IV's but 95% of what we really do (or should be doing) is bringing people comfort and peace of mind that we have everything under control and no reason for them to be panicked or fearful. Again GREAT job. They both will receive a 100 dollar gift card for they great efforts

Thanks. Be safe, Gary

All, I just wanted to make sure I give credit where credit is due. This crew was Sicillia Griffin and Jill Cambron who were on this call and obviously made a huge impact on this patients life. I can tell you that during my years in this professional there is one compliment called in to thousands of complaints. I guess that is just human nature to be motivated to voice complaint when unhappy but have little to say when things go well. So when someone goes to the effort to call with compliments it makes it so very special. They also will each receive a 100 dollar gift card. VERY WELL DONE and proud you all are part of our family.

P.S. On a side note both compliments here recently have come from our Ward station! They must be something right!

Be safe, Gary

All, WOW, could be a record on compliments! Again, it is Sicillia and Jill on the call! Outstanding job and please, please keep up the great work. Two more gift cards coming your way.

Thank YOU Everyone. Be safe, Gary

Letters of Commendation - *Continued*

I RECEIVED A CALL FROM PATRICIA GLIDEWELL ZI ABOUT A TRANSPORT ON 11/30/2019 - FROM HER HOME TO WHITE COUNTY HOSPITAL. SHE WAS HAVING A HEART ATTACK AND SHE SAID THAT YOU WERE SO VERY KIND AND GOT THERE SO QUICK. SHE REALLY APPRECIATES THE CARE SHE RECEIVED AND WANTS TO SAY "GOD BLESS AND THANK YOU".

Written on 01/15/2020 at 2:50 PM by Nail, Barbara

RECEIVED MY SECOND CALL TODAY WITH ONLY PRAISE AND THANKS FOR YOU. MRS. BALLARD CALLED AND SAID THAT YOU WERE SO COMPASSIONATE AND KIND. THEY ARE SO THANKFUL TO HAVE PEOPLE LIKE YOU WORKING IN THEIR AREA. SHE WANTED TO BE SURE YOU KNEW HOW GRATEFUL SHE IS. THANKS FOR THE GREAT JOB YOU DO.

*Written on 01/15/2020 at 4:17 PM by Nail, Barbara Charles "Charlie" Gastineau, BSOM, CPM
Mayor, City of Ward*



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Dial 9-1-1 in an emergency.