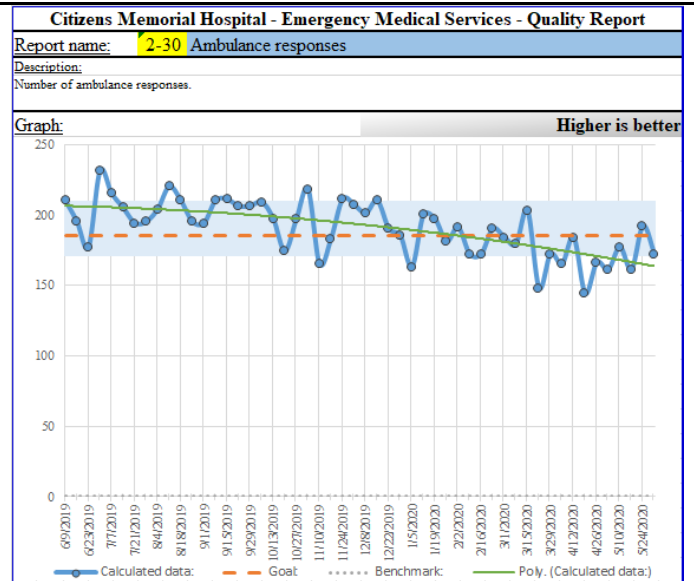


The big question is “When are we returning to normal shifts?” So, far the answer is, “Not yet.” While we did go over our goal two weeks ago, it was probably due to Memorial weekend because we dropped down below the goal last week. However, we had to use mutual aid a lot more in Polk and Hickory counties last month (we can only track that data monthly). Managers will discuss more tomorrow.

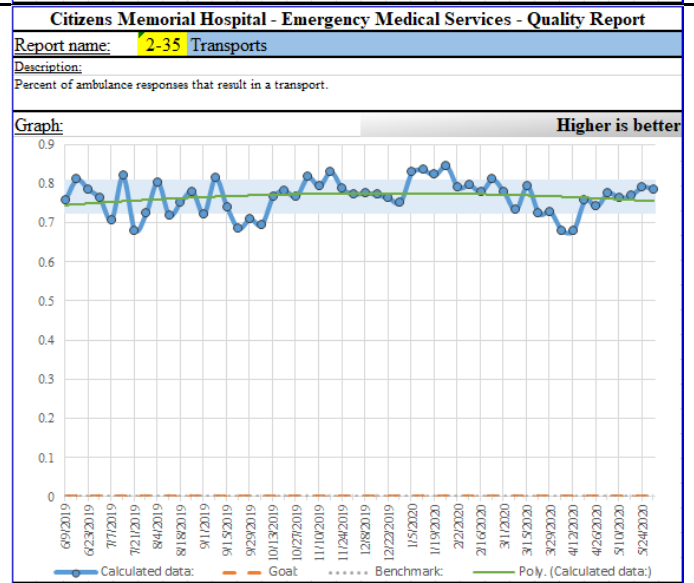
Here’s the data you have all grown to love:

Call volume since 3/15/20 is **85%** of what it was in 2019.

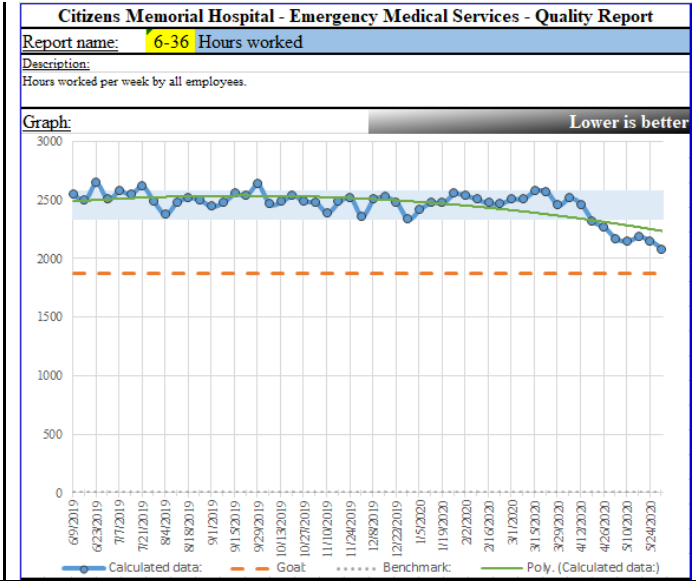
Goal is 185 calls per week and we were at 172.



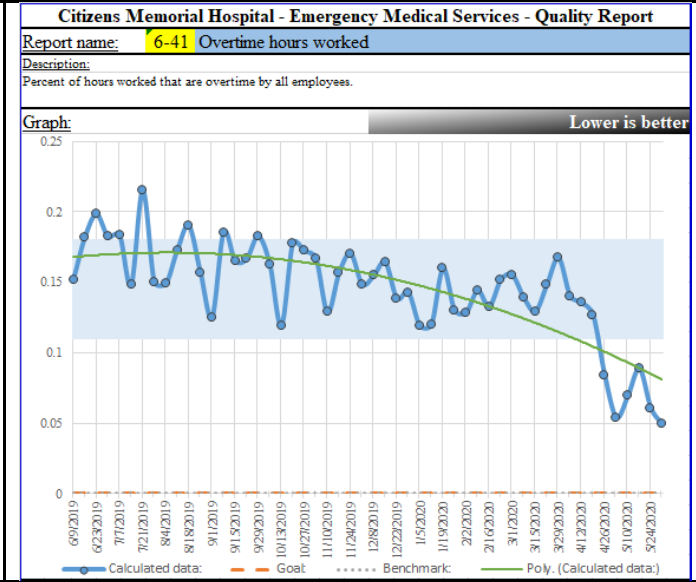
Transport volume since 3/15/20 is **82%** of what it was in 2019.



We aren't meeting our goal of 75% reduction in staff hours, but since 4/26/20, we are at **86%**, which is pretty good.



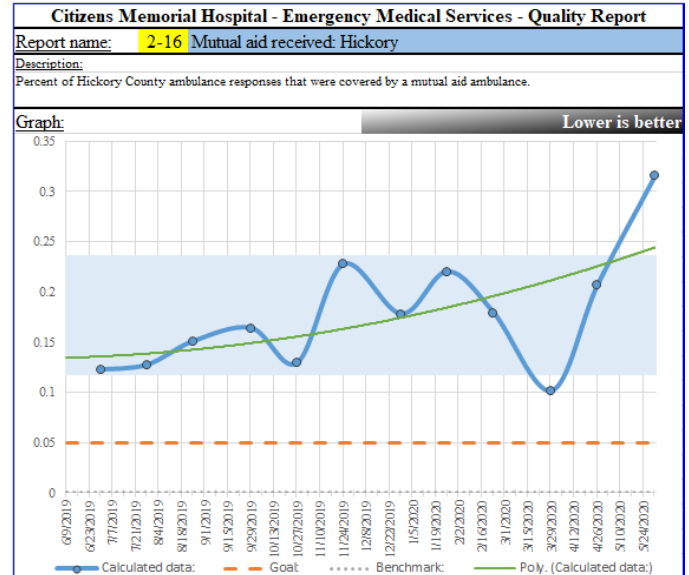
We are absolutely ROCKING the reduction in overtime. Since 4/26/20, we are at **36%** of the amount of overtime we had in 2019.



Here's the interesting nugget of data for this week: Hickory County consistently requires mutual aid for about 18% of the calls up there. However, last month, it jumped almost double that to 32%. Polk County also had a jump from the normal 4% of calls to almost 6%. Service-wide, all counties relied on mutual aid for 60 calls (just FYI, Osceola station usually runs about 60 calls per month).

Note: The definition of "mutual aid" we use is the local ambulance was unavailable to run the call. For example, a Polk ambulance running a Hickory call is considered mutual aid, even though it was still a CMH ambulance that handled the call.

Managers, Aaron, Neal, and I are still trying to improve this situation and hope the Crew Leader shift that is able to float where they are needed BEFORE they are needed will be a great help.



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CMH EMS Mission:

Provide safe, exceptional, and compassionate care to our communities with an emphasis on highly trained and empowered staff.