

# **MetroAtlanta**

## **Ambulance Service**

### **FAST FACTS**

Bartow County has chosen to partner with Metro Atlanta Ambulance Service, a privately owned company headquartered in Marietta, GA.

- Metro Atlanta Ambulance provided ambulance transfers for Bartow County residents as a contract ambulance provider for Cartersville Medical Center since 2008. Since that time, Metro Atlanta Ambulance staff have been attending monthly EMS meeting with the hospital emergency services team and attended meetings with hospital administration, specialty physicians and nurses. MetroAtlanta is already familiar with established pathways for patients requiring emergency care, stroke, cardiac, trauma and other specialized care making for a seamless transition.
- MetroAtlanta Ambulance participates in the Paul Coverdale National Acute Stroke Registry program for Stroke, the Emory/Center for Disease Control C.A.R.E.S Registry program and the American Heart Association Mission LifeLine Registry for cardiac care. MetroAtlanta Ambulance's Education Manager is the Chairperson for the Georgia Department of Public Health Emergency Medical Services for Children (EMSC) advisory council. Critical data and input from operations in Bartow County will now be included in reporting for these important programs.
- Metro Atlanta Ambulance Service has been the 911 Zone provider for neighboring Cobb County including the cities of Acworth, Kennesaw, Marietta and Smyrna since 2001; and Paulding County including the cities of Dallas and Hiram since 2013. The combined total population is more than 800,000 lives covered. The responsiveness and performance in the delivery of services in these areas comes with high recommendation by the respective County's elected and public safety officials.
- MetroAtlanta Ambulance's EMS operations in Cobb, Paulding and Cherokee Counties allow for immediate surge capacity of ambulance units in the event of abnormal spikes in call demand or disaster. The company can also surge resources from operations in Clayton, DeKalb, Fayette, Fulton, Gwinnett and Henry Counties.
- MetroAtlanta Ambulances has a solid track record of working in conjunction with local chambers, hospitals, businesses, education and nonprofit agencies to make communities in which they serve a well-educated, healthy and safer place to work and raise a family. They are a champion member of the Cartersville-Bartow Chamber of Commerce and a sponsor agency of the Good Neighbor Homeless Shelter in Cartersville. Through the Metro Atlanta Ambulance 'Beyond the Lights and Siren' program MetroAtlanta Ambulance employees' volunteer time, treasure and talent to local nonprofit projects. The MetroAtlanta Ambulance Service Fund was developed to assist organizations in obtaining automatic defibrillators and CPR training.
- Metro Atlanta Ambulance has more than 600 employees system wide, a fleet of more than 130 vehicles, a state of the art call/dispatch center and an in-house fleet maintenance facility. Dispatchers are certified Emergency Medical Dispatchers by the National Academies of Emergency Dispatch and mechanics are ASE certified by the National Institute of Automotive Service Excellence.

# **MetroAtlanta**

## **Ambulance Service**

### **FAST FACTS**

- MetroAtlanta Ambulance operates an in-house patient billing and collections service to assist patients with payment for services and with billing third party insurance. Billing staff are certified ambulance coders by NAAC. The company privacy and compliance officer is a certified ambulance compliance officer and certified ambulance privacy officer by NAAC.
- MetroAtlanta Ambulance is accredited by the Commission on Accreditation of Ambulance Services (CAAS) and the Commission on Accreditation of Medical Transport Systems (CAMTS), each signifying the company meets the highest quality patient care, safety and operating standards in the EMS industry. Metro Atlanta Ambulance is the only ground ALS provider in Georgia to receive accreditation by CAMTS and the only provider to have dual accreditations by both organizations.
- Metro Atlanta Ambulance operates the MetroAtlanta EMS Academy, a consortium created with Kennesaw State University, to teach EMR, EMT, Advance EMT, Paramedic, Critical Care Paramedic and Extended Practice Paramedic Courses. The Academy is accredited by the Commission on Accreditation of Allied Health Education Programs-Committee on Accreditation of Emergency Medical Services Programs and has one of the highest paramedic pass rates on the National Registry test in the state. The EMS Academy is partnered with Cartersville Medical Center to mentor students during required hospital clinical rotations. More than three hundred EMS students have graduated from the Metro Atlanta EMS Academy.
- MetroAtlanta Ambulance requires applicants for employment to pass stringent prehire testing and skill evaluations, background screenings, motor vehicle record audits and then complete a mandatory orientation and training program before being released for duty. Once released for duty, employees must complete monthly continuing education courses, quarterly airway assessments and annually demonstrate their competency in driving the ambulance and operating the equipment required to perform their duties.
- Policies, procedures and standards of care provided by MetroAtlanta Ambulance licensed emergency medical professionals are developed and monitored by a Quality Management team including physicians specialized in emergency medicine. The Medical Direction team is led by Dr. Julio Lairer, D.O., Emory Emergency Medicine and includes physicians Yuko Nakajima, M.D., with Emory Emergency Medicine and Dr. John Knox, M.D., with WellStar Emergency Medicine. MetroAtlanta standards of care and medical protocols are reviewed bi-annually and as often as needed to ensure care is in compliance with the most current standards of practice. The medical directors are involved in monthly quality management reviews for compliance with call in-take protocols, medical protocols and documentation of care provided on the (ePCR) electronic patient care report which is provided to the receiving facility. Dr. Lairer also serves as the Region I Medical Director and as a member of the Georgia Emergency Medical Services Medical Directors Advisory Council (EMSMDAC) for the Georgia Office of EMS & Trauma. MetroAtlanta Ambulance will add a physician advisor from Cartersville Medical Center, Emergency Medicine to the medical advisory team.
- MetroAtlanta Ambulance carries all state required medical supplies and equipment. Bartow County will benefit from having new state-of-the-art medical equipment, communications equipment and vehicles starting immediately. In addition to required equipment, all units will be equipped with the Physio Control LifePack 15 defibrillator/monitor capable of transmitting a 12-lead EKG, a Physio Control LUCAS CPR Compression System, a Continuous Positive Airway Pressure device (CPAP) and a King Vision portable laryngoscope. Our

# **MetroAtlanta**

## **Ambulance Service**

### **FAST FACTS**

use of King Vision for intubation or a CPAP machine and the LUCAS CPR Compression System on cardiac patients has reflected a significant increase in return of spontaneous circulation (ROSC) in our patients in the field, increased hospital admissions, and improved outcomes of viable patients. MetroAtlanta will work with Cartersville Medical Center to enhance the STEMI pathway which allows our medics to transmit a 12-lead EKG directly to the hospital physician to confirm an infield assessment of a blocked artery then bypass the emergency department and go directly to the catheterization lab to relieve the blockage. The system shaves critical time off the door to balloon time for cardiac patients suffering a heart attack and significantly improves patient outcomes.

- MetroAtlanta Ambulance has a dedicated team to ensure a safe work environment for employees, patients and community drivers at large. EMT's drive hundreds of miles each day in all types of conditions making everyday operations of emergency vehicles a great risk. To reduce the risk and increase good driving behaviors all employees attend annual Emergency Vehicle Drivers Training and all vehicles are equipped with a video monitoring system, DriveCam. DriveCam allows our safety staff to monitor speed and driving behaviors on every vehicle in operation and provides a video snapshot inside and outside of the vehicle should an incident occur. By monitoring driving behaviors and intervening as needed with coach and counsel, DriveCam allow us to prevent accidents before they happen and exonerate drivers should a non-fault accident occur. Compliance with OSHA safe work practices, facility safety, equipment evaluation and equipment maintenance audits are also an integral part of our safety management plan.
- MetroAtlanta Ambulance serves an integral role in disaster management and response in Georgia. MetroAtlanta Ambulance is a response provider for EMS Region I Disaster Assistance Response Team (DART) and is the EMS Coordinating provider for the National Disaster Management System (NDMS) which handles the evacuation efforts of patients flown into Dobbins Air Reserve Base. The Metro Atlanta Ambulance Dispatch Communication Center serves as the EMS call center for the Infectious Disease Transport Network (IDTN) for the state of Georgia. MetroAtlanta Ambulance is also the EMS Coordinating agency for the evacuation of vulnerable populations throughout the state for the Georgia Emergency Management and Homeland Security Agency.