

P R E E M I N E N T P A R A M E D I C I N E

HEMSI

Huntsville Emergency Medical Services, Inc.




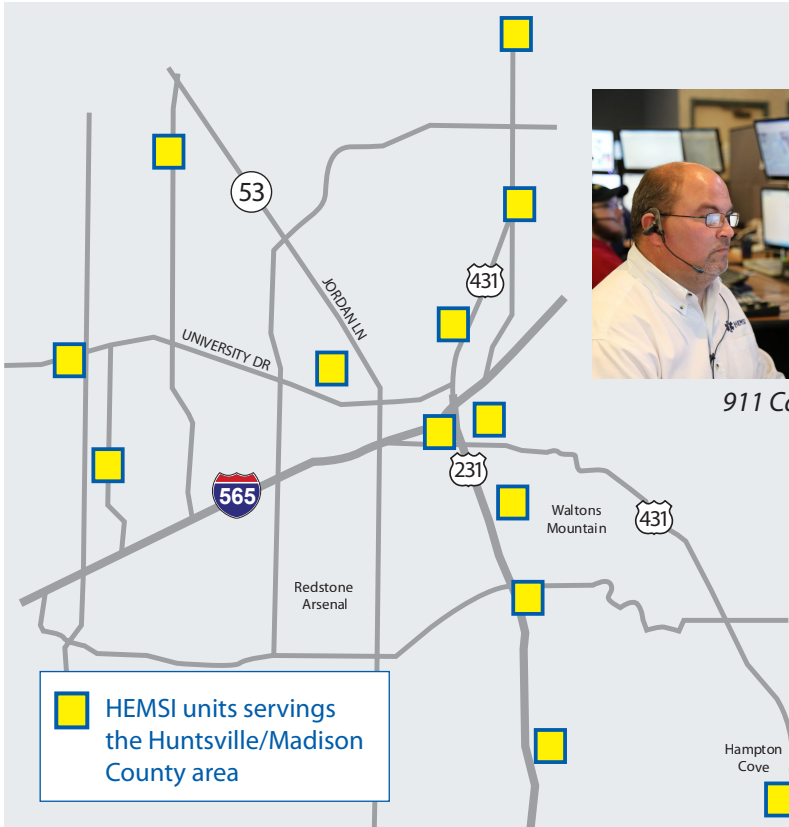
2018 ANNUAL REPORT

MISSION

HEMSI PROVIDES EXCELLENCE IN COMPASSIONATE PARAMEDICINE FOR OUR COMMUNITY.

VISION 2020

HEMSI WILL MAINTAIN THE HIGHEST STANDARDS OF EMERGENCY MEDICAL CARE FOR THE COMMUNITY THROUGH OPERATIONAL READINESS, FISCAL ACCOUNTABILITY, AND MAXIMUM EFFICIENCY.



911 Call Center

STATION LOCATIONS

- Station 1**, 2701 Governors Drive
- Station 2**, 1057 Oakwood Ave NW
- Station 3**, 1 Hospital Drive (Crestwood)
- Station 4**, 707 Walton Drive, Madison
- Station 5**, 143 Winchester Road
- Station 6**, 8207 Stephanie Drive
- Station 7**, 1503 Sparkman Drive
- Station 8**, 2476 Old Hwy 431, Owens Cross Roads
- Station 10**, 11645 US Hwy 231 North, Meridianville
- Station 11**, 8450 Wann Drive, Madison
- Station 12**, 1825 Jeff Road
- Station 14**, 11545 Memorial Parkway South

PROGRAM OVERVIEW

2017 Call Volume

Responses = 65,712

Transports = 51,912

Average per day: 142.2

Average per month: 4326

Total Units

36 Ambulances

3 Contract Ambulances (CCT & Kids Care)

18 Support Vehicles

2 Off-Road Vehicles

Strategically located throughout the county to minimize response times

HEMSI (Huntsville Emergency Medical Services, Inc.) is Madison County's 501(c)3 / not-for-profit ambulance service provider offering world-class service and the highest standards of care.

Serving close to 370,000 residents in over 800 square miles of Huntsville-Madison County, Alabama, HEMS I provides emergency medical transportation as well as many other community-enhancing support services.

Accreditations

Accredited by the Commission on Accreditation of Ambulance Services for 15 Years



Accredited Center of Excellence by National Academy of Emergency Dispatch



BOARD OF DIRECTORS

President: David Blair, appointed by Huntsville City Council

Vice President: John T. Brown, Jr., appointed by Mayor of Huntsville

Secretary: Melissa Musgrove, appointed by Mayor of Huntsville

Treasurer: Stan Chapman, appointed by Madison County Commission

John Seifert, appointed by Madison City Council

Dr. Steven Werdehoff, appointed by Huntsville Hospital

Dr. John Wisda, appointed by Crestwood Medical Center

LEADERSHIP

Jon Howell, chief executive officer

Dea Calce, chief operating officer

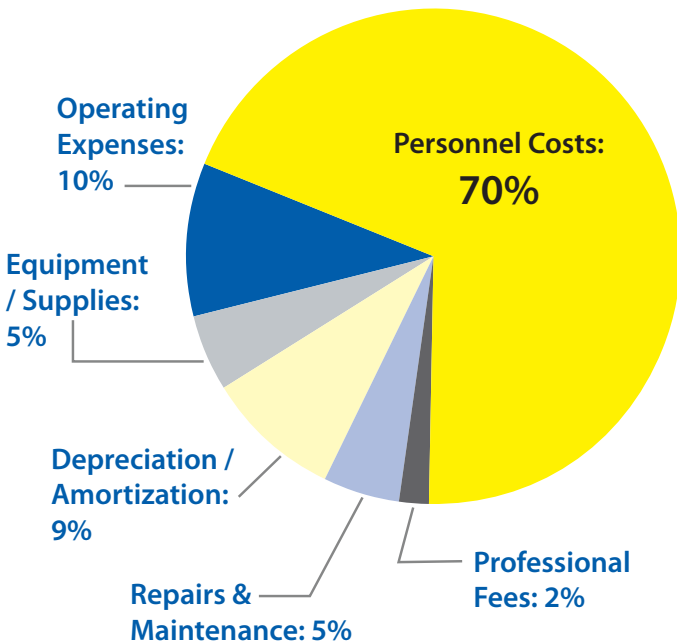
Kimberlee Wacker, chief financial officer

Dr. Sherrie Squyres, medical director

Don Webster, community relations director

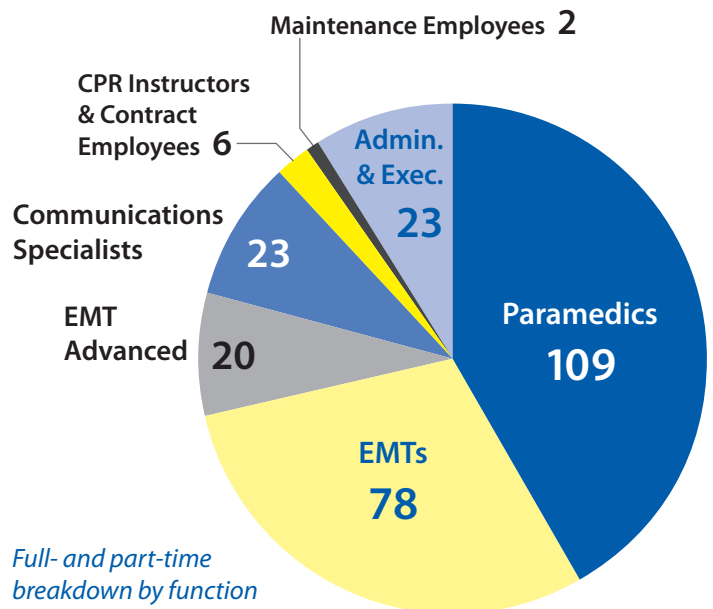
OPERATING EXPENSES

No funding comes from taxes or any other publically funded source.



TOTAL EMPLOYEES: 261

- Processed 439 applications for employment and hired 31 new employees in 2017 with an 87% retention rate.



COMMUNITY OUTREACH SERVICES

- Hands-Only CPR and First Aid Instruction
- Clinical Rotation Site for EMT Training Programs
- Services at Non-Profit Community Events at No Cost
- Philanthropic Activities throughout the Year



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Presidential visit crew – September 22, 2017.

ACHIEVEMENTS

- Upgraded 67% of heart monitors to complete phased replacement program and provide state-of-the-art equipment throughout the fleet.
- Re-opened Monrovia substation with new construction meeting all ambulance station design and specification requirements.
- Received the American Heart Association's National EMS Mission Lifeline Silver Award in 2016, Gold Award in 2017, and Gold Plus Award in 2018.
- Re-accredited with both the Commission on Accreditation of Ambulance Services (CAAS) and the International Academies of Emergency Dispatch (ACE).



Huntsville Mayor Tommy Battle honors National EMS Week 2018.

THE HEMS WAY: OUR VALUES

- PRIDE** Demonstrating confidence in ourselves, our organization, and our work
- ADVOCACY** Keeping patient needs at the forefront
- TEAMWORK** Working toward common goals and helping each other grow
- INTEGRITY** Doing the right thing morally and ethically
- EXCELLENCE** Applying the highest standards of paramedicine
- NONSTOP RESPONSE** Providing timely care day and night
- TRUST** Respecting patients, fellow employees, and the organization
- SERVICE** Exhibiting a compassionate spirit toward others and the community

STRATEGIC GOALS 2018-2020

- *Increase Capabilities of Employees and Systems*
- *Improve Operational Productivity*
- *Ensure the Workplace Aligns with Employee Needs*
- *Collaborate with Key Partners on Significant Challenges*
- *Enhance Internal Communications*
- *Expand Engagement with Our Community*

CONTACT INFORMATION

24-Hour Transport: 256.722.7158
Employment: 256.518.2242
Business Office: 256.536.6660

MAILING ADDRESS

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