



CELEBRATING 30 YEARS OF SERVICE TO MECKLENBURG COUNTY



FISCAL YEAR 2009 ANNUAL REPORT
TO THE COMMUNITY



FACES OF MEDIC





Fiscal Year 2009 presented some unique challenges for Medic. The volatile economy seemingly affected every industry in this nation, County Government and EMS Agencies included. Tackling great challenges yields equally great rewards and, in many ways, this was one of the most rewarding years in Medic's history.

Medic began the fiscal year by celebrating the thirtieth anniversary of the Agency's inception. Though Medic has gone through a tremendous transformation since the early years, the core mission of this Agency has remained constant: to create a patient centered system of care that achieves the highest level of performance for the residents of Mecklenburg County.

As the year progressed, clear signs of sustained economic difficulty were everywhere. Medic, like all county funded entities, made painful yet necessary budget cuts to ensure funding would not run out before the end of the fiscal year. Everyone within this Agency felt the pinch as cuts were enacted, but these were small sacrifices that we were all willing to make to ensure that patient care was not negatively affected.

I am very proud of the hard work and positive attitude put forth during this difficult time by all 425 employees who work at Medic. Despite record call volume, which is quickly approaching 100,000 calls per year, Medic continued to exceed the specified performance levels as required by the County. Patient satisfaction scores continued to improve and the Agency's success rate for reviving sudden cardiac arrest patients in the field reached an all time high, placing Medic among the top EMS Agencies in the Country.

Success is a wonderful thing; Medic produced some outstanding results in Fiscal Year 2009 that everyone in Mecklenburg County should be proud of. In EMS, however, there is no finish line. We will always strive to get there faster, to save more lives and to be more efficient. It is for this reason that we analyze every aspect of this organization on a regular basis in search of ways to improve upon prior year's results.

Medic is in the process of finalizing a new contract with Mecklenburg County; it will replace the last iteration of our operating agreement that was penned in 1996. Unlike its predecessor, this new contract is contemporary and steeped in clinical performance requirements. It will establish a new standard of emergency healthcare for the residents of Mecklenburg County, a responsibility that will fall directly on Medic's shoulders. This Agency and its employees are more than up to the task.

Medic is a unique EMS Agency. We are fortunate to operate under a partnership between Mecklenburg County, Carolinas Healthcare System and Presbyterian Healthcare. Each of these organizations is fully committed to the vision of providing a patient centered system that can best meet the diverse emergency healthcare needs of this community.

Despite these challenging times with which we are all faced, it is imperative that the residents of Mecklenburg County know that whenever and wherever they need us most, they can count on the men and women of Medic to respond with the right tools to do the job, every time.

Sincerely,

Josef Penner
Executive Director, Medic





MEDIC AT A GLANCE

Medic celebrated 30 years of service to Mecklenburg County in November, 2008. The occasion was marked by a low key celebration shared by current and former employees of the Agency, family members and leaders from the community which Medic serves.

There have been countless changes to Medic over the years, yet one theme has remained constant: a relentless commitment to providing the best patient care possible each and every day.

Medic currently operates the busiest 911 Emergency Medical Services Agency in the state of North Carolina. The Agency's responsibilities span 526 square miles, including the rapidly expanding city of Charlotte. With two professional sporting venues, multiple college campuses, two major lakes, a busy international airport, several major business centers, two nuclear power plants and a population approaching 1,000,000 people, Mecklenburg County certainly presents Medic with a diverse, challenging environment to serve.



Service Area Overview

Area Served: **Mecklenburg County**

Area Size: **526 Square Miles**

Location: **South Central NC**

Population: **890,000***

Households: **390,000***

Residents Living Below Poverty Line: **11%***

Community Members Whose Primary Language is Other than English: **14%***

Services Provided: **ALS, BLS, CCU, NET**

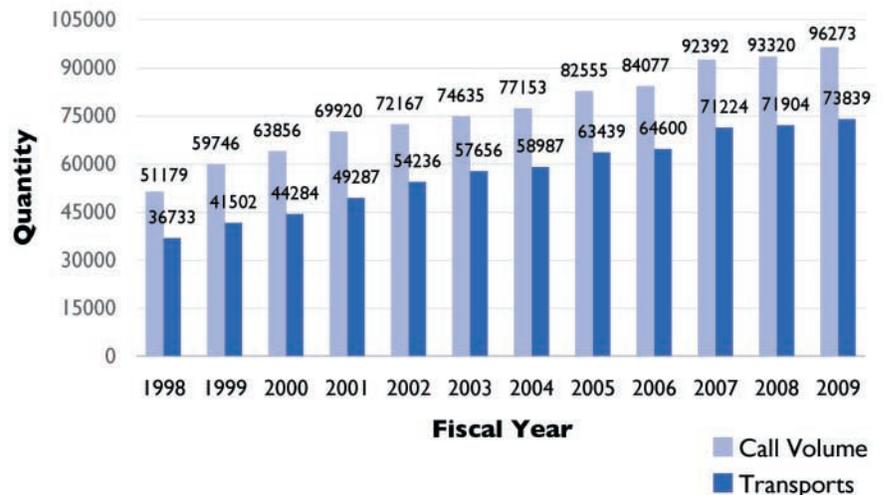
* Statistical Estimate – Source: US Census Bureau



Agency Assets

- 58** Advanced Life Support (ALS) Units
- 8** Basic Life Support (BLS) Units
- 2** Mass Casualty Transport Buses
- 1** Mass Casualty Support Vehicle
- 2** All Terrain Transport Units
- 12** Paramedic Bicycles

Medic Patient Care Growth



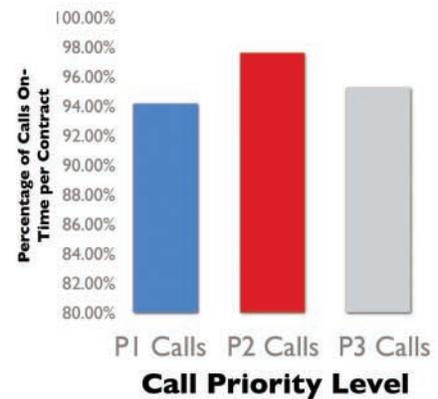


PERFORMANCE MATTERS

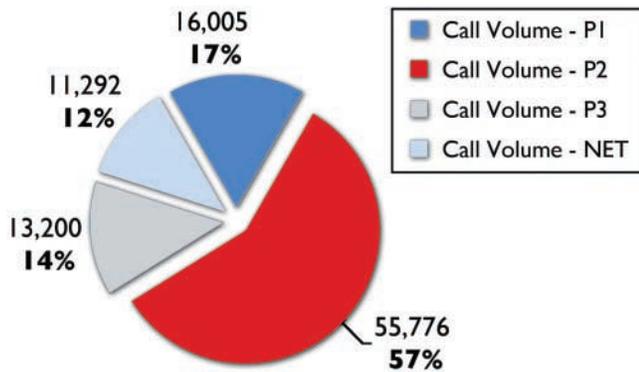
The contract that Medic has with Mecklenburg County stipulates that the Agency must meet certain response criteria. Everyone within the Agency is proud to have never performed below these specified goals, a streak that eclipsed 156 straight months in FY 2009.

In addition to what the County requires, Medic's Leadership Team tracks numerous other performance measures throughout the year, the vast majority of which are focused on ensuring patient care is at the highest level possible. The end result is improved overall performance in the field and better quality of care for the patients this Agency serves.

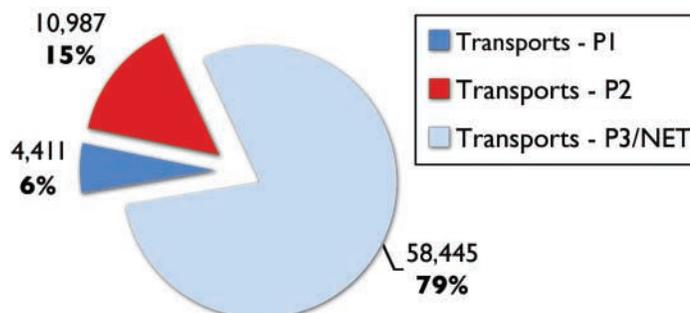
County Contract Compliance By Priority Level



Call Volume By Priority



Transports By Priority



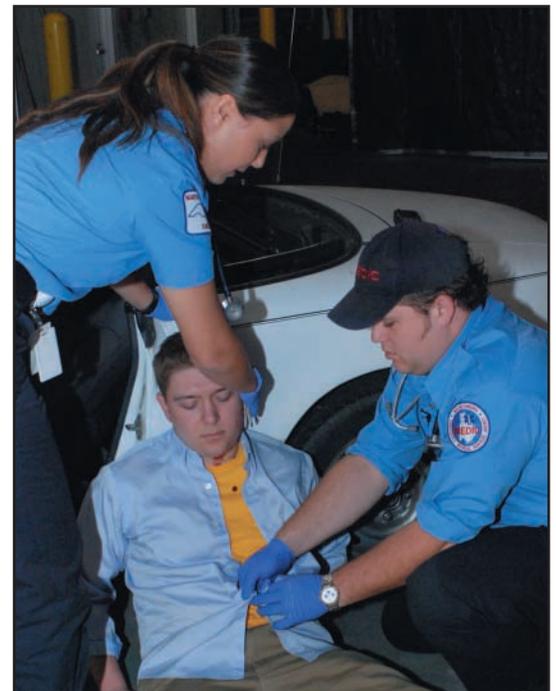


TRAINING AND EDUCATION ADVANCEMENT

In December, 2008, Medical Services launched a new training and simulation curriculum tailored to the graduates of the Agency's Paramedic Training Program. TRACS, which stands for Trauma Respiratory Airway Cardiovascular Situational simulation training, provides brand new paramedics an opportunity to be immersed in a variety of stressful patient care situations before returning to the streets as a Paramedic.

Thanks to participation by area first responders and law enforcement officers, combined with the use of highly realistic scene recreations, new Paramedics are afforded the opportunity to test their skills by applying the knowledge that they have gained over the preceding 10 months to real-life scenarios they will likely encounter in the field.

The simulations are broadcast into the training auditorium where the rest of the class can observe their peer's performance for evaluation purposes. At the conclusion of each simulation, the entire class is debriefed by the Agency's education and quality specialists.

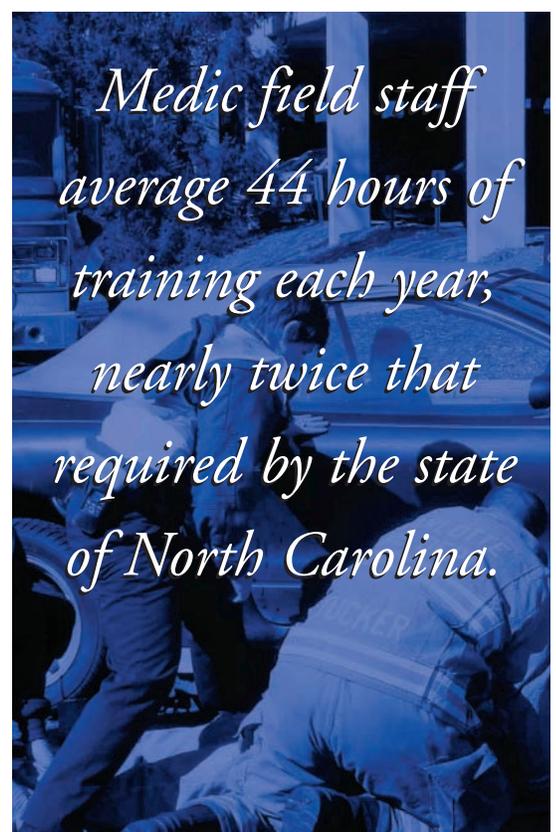


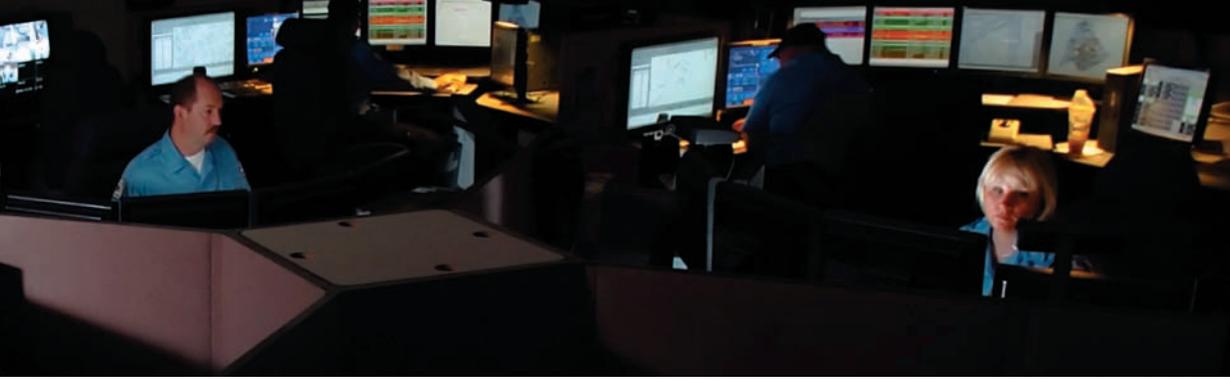
Medic's Medical Education and Simulation Training Center provides the Agency's field employees with various training modules throughout the year. Some are derived out of necessity while others are based on the expressed or perceived needs of our staff.

Training topics delivered in FY 2009 included:

- Philips Monitor/12-Lead EKG Usage and Wireless Transmission
- Simulator Training – Respiratory/Cardiac Emergencies
- Code Cool Protocol Implementation
- Water Emergency Response
- Heat Related Emergency Response
- Sports Injuries
- King Airway Device Deployment
- Advanced Airway Management Techniques

*Medic field staff
average 44 hours of
training each year,
nearly twice that
required by the state
of North Carolina.*





FIRST RESPONDERS/FIRE DISPATCH

*In FY 2009
Medic dispatched
5,016 fire related
emergencies in
Mecklenburg County.*

Medic has an intricate relationship with the fire departments throughout Mecklenburg County, most of which serve in a first responder capacity on calls to which Medic responds.

Medic is one of only a handful of Agencies in the Country that is accredited by the National Academy of Emergency Dispatch in both EMS and Fire Dispatch. This dual certification enables Medic to function in this enhanced capacity for Mecklenburg County, providing cost and resource efficiencies that directly benefit the residents served by the Agency.



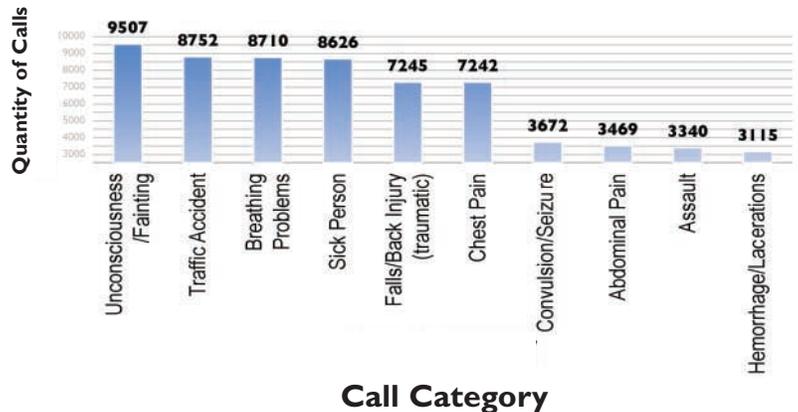
In addition to handling every EMS related call that occurs in Mecklenburg County, Medic dispatches all County Fire calls that pertain to the towns outside of the City of Charlotte. This includes Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville.



- First Responders play a critical part in the chain of survival, and Medic is pleased to have a strong working relationship with each of these departments.**
- CAROLINA VOLUNTEER FIRE DEPARTMENT
 - CITY OF CHARLOTTE FIRE DEPARTMENT
 - COOKS VOLUNTEER FIRE AND RESCUE DEPARTMENT
 - CORNELIUS VOLUNTEER FIRE DEPARTMENT
 - DAVIDSON FIRE DEPARTMENT
 - GILEAD VOLUNTEER FIRE DEPARTMENT
 - IDLEWILD VOLUNTEER FIRE DEPARTMENT
 - LONG CREEK FIRE DEPARTMENT
 - MALLARD CREEK VOLUNTEER FIRE DEPARTMENT
 - MATTHEWS FIRE AND RESCUE
 - MINT HILL AMBULANCE
 - NEWELL VOLUNTEER FIRE DEPARTMENT
 - NORTH MECKLENBURG RESCUE SQUAD
 - PINEVILLE VOLUNTEER FIRE DEPARTMENT
 - PROVIDENCE VOLUNTEER FIRE DEPARTMENT
 - ROBINSON VOLUNTEER FIRE DEPARTMENT
 - STEELE CREEK VOLUNTEER FIRE DEPARTMENT
 - WEST MECKLENBURG VOLUNTEER FIRE DEPARTMENT



Top Ten Calls By Volume FY 2009



Medic remains at the forefront of EMS Agencies throughout the country when it comes to clinical innovation. In FY 2009 the Agency implemented a number of new protocols aimed at improving patient care ensuring positive outcomes.



Dedicated BLS/ALS Teams

Resource deployment strategies abound at Medic. The goal is to deliver the right resource to the right place at the right time, every time.

Not every call requires the resources and skills of an Advanced Life Support (ALS) response team.

It is for this reason that Medic deploys several Basic Life Support (BLS) focused teams, which, as of June 1st, began operating under an expanded scope of service as approved by the Agency's Medical Control Board. This ensures that ALS units can remain available for those calls where they are most needed, a strategy that will directly impact the quality of patient care that Medic can deliver.

Expanded Use of Intraosseous Lines

Since 2000, Medic has utilized Intraosseous Lines for the administration of drugs and fluids in specific instances. In April of 2009, the Agency expanded the use of this protocol to include all adult sudden cardiac arrest victims.

The theory is that these devices provide a faster, more reliable avenue for administering necessary medication and fluids to patients who are critically ill and up against the clock, among other things.



Advanced Clinical Training

Medic is one of the only EMS Agencies in the country that maintains its own onsite cadaver lab. This invaluable resource enables Medic's continuing education team to design and deliver hands-on clinical training components to field staff during monthly in-service training; this would not be feasible if the Agency were to rely upon access to outside resources.

In FY 2009, Medic Paramedics were provided with advanced airway management and Intraosseous Line insertion training in the Agency's cadaver lab. Each of these classes afforded Medic's personnel with hands-on experience that simply cannot be matched through classroom teaching alone.

Code Cool Protocol

Medic's latest protocol aimed at treating sudden cardiac arrest victims is called Code Cool. This protocol, which was implemented on April 1, 2009, involves the administration of chilled saline to sudden cardiac arrest victims, effectively cooling the patient's core body temperature.

This technique has been proven to aid in neurological recovery for cardiac arrest survivors and was designed in line with the induced hypothermia protocols utilized by both of the hospital systems with which Medic so closely works.

All 58 of Medic's ALS units have been custom fitted with medical grade refrigeration devices in which the saline is stored at 39 degrees Fahrenheit. The refrigerators also enable Medic to store perishable medications in a cool environment, a strategy that extends the shelf life of many costly drugs that Medic routinely keeps on hand.



FINANCIAL PERFORMANCE

Medic receives approximately 40% of the Agency's funding from Mecklenburg County; the remaining 60% comes from self paying customers, Medicare/Medicaid and private insurance.

The Agency works within the same fiscal guidelines as other County funded Agencies. Audited financials are required, fiscal viability is a must and performing below budget is simply unacceptable.

Given the nature of Medic's work, labor and labor-related expenses make up the lion's share of the Agency budget each year. Capital expenditures make up the next largest outlay for the Agency, which primarily goes into keeping Medic's fleet, equipment and technology needs satisfied.

Despite the significant financial challenges with which every government funded Agency was faced in FY 2009, Medic was able to minimize costs and maximize performance throughout the year. Non critical expenditures were tabled to future fiscal years and all available dollars were focused on fulfilling the Agency's core mission of providing outstanding emergency healthcare.

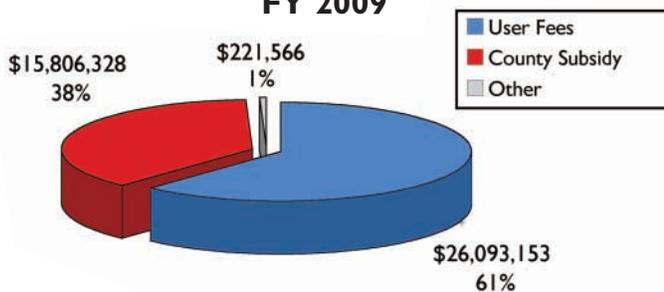
Mecklenburg EMS Agency Financial Activity

Governmental Activities

	2009	2008
Current & Other Assets	\$16,114,554	\$13,846,392
Capital Assets	5,789,792	5,766,124
Total Assets	21,904,346	19,612,516
Current Liabilities	8,134,896	5,208,870
Total Liabilities	8,134,896	5,208,870
Net assets		
Capital & Other Fixed Assets	13,769,450	14,406,646
Total Net Assets	\$13,769,450	\$14,406,646

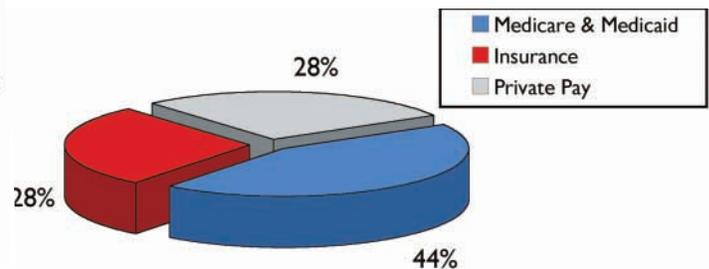
Revenue Source Breakdown

FY 2009



Payer Breakdown

FY 2009



In FY 2009 Medic teams responded to an average of 264 calls for emergency medical service each day, spread out randomly across Mecklenburg County. Doing so required Medic's fleet to travel a total of 2,452,037 miles, an 8.5% increase over FY 2008.





SPECIAL EVENTS

Each year Medic dedicates hundreds of hours to providing emergency medical coverage at various community events throughout Mecklenburg County. This includes large scale initiatives in Charlotte such as Speed Street and The annual 4th of July Celebration as well as the bevy of high school football games that occur each fall.

Medic utilizes a host of unique resources and highly trained teams to provide optimum coverage for these events. Medic's dedicated special event resources include two medical ATV's and twelve mountain bikes equipped with specially fitted medical bags that carry a wide range of medical equipment, enabling Medic's team to quickly respond and deliver care to even the most serious emergency within seconds.



In August of 2008, Medic took delivery of two state of the art "ambulance buses". Each bus measures forty feet in length and is capable of simultaneously transporting twenty patients ambulatory and eight patients in wheelchairs while accommodating seven caregivers.

These specialized vehicles and their equipment were purchased through grant funding from the US Department of Homeland Security and the US Department of Health and Human Services. These invaluable resources provide outstanding surge capacity, a must have when faced with a mass casualty incident or the need to evacuate a largely populated facility.

Medic first deployed one of the ambulance busses on April 29, 2009 when a Cabarrus County School Bus loaded with middle school children on a field trip overturned on I-77 in Charlotte. More than 30 people were injured in the incident, twenty of which were transported to area hospitals using Medic's bus. Medic was able to leave more than a dozen of the Agency's ambulances in strategic locations throughout the county, a strategy that proved critical as multiple high priority incidents occurred while the patients involved in the school bus incident were being cared for.

**2009
Special Event Coverage**

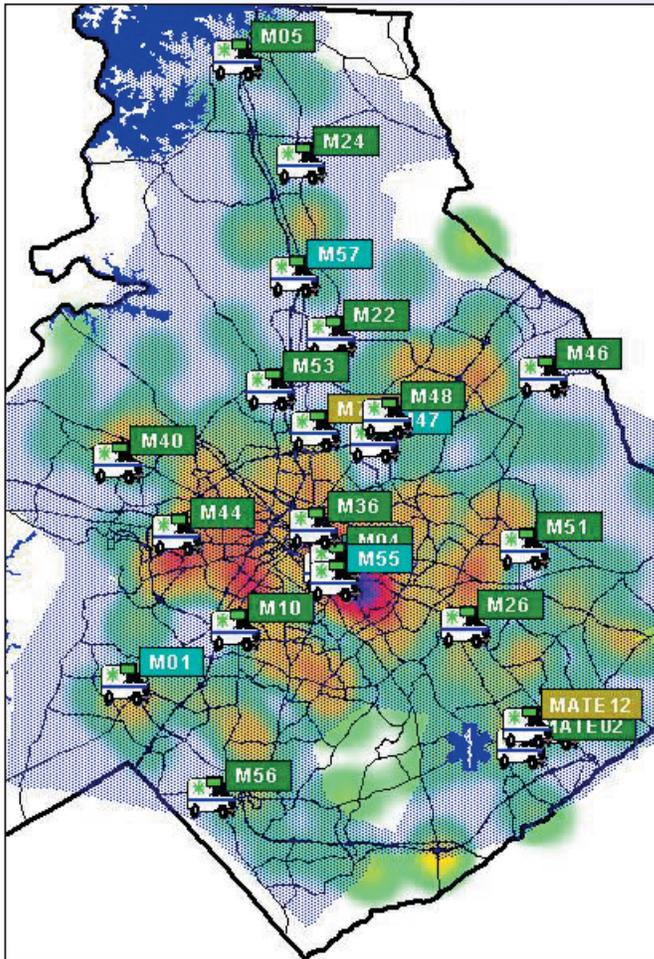
Special Event Coverage Hours: 240

Major Events Covered: 6

High School Football Standbys: 125



TECHNOLOGY



Each vehicle in Medic's sizable fleet is tracked using GPS technology. The data provided through GPS is intertwined with the Agency's Geographic Imaging Software to enable real time deployment and management of Medic's fleet for optimized coverage county-wide.

Medic's Information Technology Department (IT Department) plays a dual role at the Agency. Not only does the IT staff attend to all of the internal technology needs of the Agency, but they are also responsible for keeping the complex array of communication and reporting equipment fully operational on every vehicle in Medic's sizable fleet.

Each of Medic's ambulances is equipped with two Panasonic Toughbooks – one for the cab which is used for facilitating call dispatch information and GIS mapping purposes, and a second that is used in the back of the ambulance and at the hospital to capture data used for patient care reporting.

Each ambulance stays connected for communication purposes via an InMotion Gateway connected to a secure wireless network facilitated by Verizon Air Cards. With all of this technology operating in a high intensity mobile environment, there are numerous variables that can lead to communication failure which Medic's IT Department must monitor 24 hours a day, seven days a week.

This past year the IT Department made numerous system improvements with a goal of minimizing lost unit hours in the field due to IT related issues.

These include:

Action: Siren ePCR Software upgrade to version 3.07; new servers; replacement of Panasonic Toughbooks.

Result: Wireless EKG integration into Patient Care Reports; increased stability and reliability of ePCR Software; reduced number of Siren ePCR related issues compared to previous year.

Action: New InMotion Gateways with updated software; solid state hard drives (no moving parts in the hard drives); new warranty on all devices; Upgraded Verizon Air Cards.

Result: Better wireless coverage and connectivity within the county; more reliable gateway performance; significantly reduced number of connectivity issues compared to previous year.



PARTNERSHIP FOR THE COMMUNITY

Medic is very fortunate to have strong relationships with the two hospital systems that reside in Mecklenburg County: Carolinas Healthcare System and Presbyterian Healthcare/Novant.

Physicians and administrators from both hospital systems serve on various boards and oversight committees at Medic, helping to provide the Agency with unparalleled clinical support and direction.

Thanks to the strong spirit of partnership that exists between Medic and Hospital Administrators with both healthcare systems, the Agency has been extremely successful with the implementation of various life saving protocols. This includes Code Cool, the induced hypothermia protocol used to lower core body temperature in sudden cardiac arrest patients, and the STEMI protocol, which enables Medic personnel to take heart attack patients directly to either hospital's catheterization lab in an effort to save valuable time.

Medic is proud of the relationship that exists between the Agency and both hospital systems, and the results this strategic approach yields for the residents of Mecklenburg County.

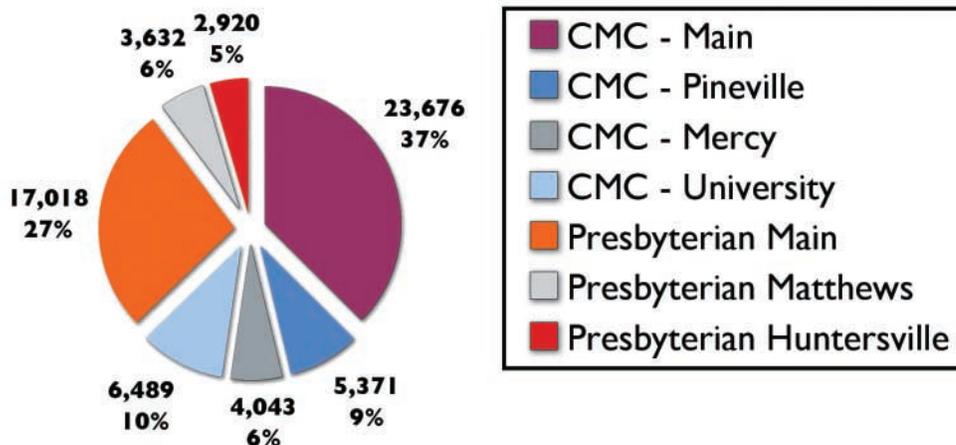


Presbyterian Hospital



Carolinas Medical Center with Levine Children's Hospital

Hospital Destination Breakdown FY 2009





COMMUNITY ENGAGEMENT AND EDUCATION

Every second counts when dealing with sudden cardiac arrest patients. Though Medic's response times on such calls are among the best in the country, the Agency still goes to great lengths to engage and educate members of the community on Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) awareness so that life saving intervention can occur as quickly as possible.

Ideally, every witnessed sudden cardiac arrest patient would receive CPR and a shock from an AED within the first couple of minutes following onset. In order for this to occur regularly, though, more county residents need to become comfortable stepping in and delivering these life saving measures.

This past year Medic proudly partnered with the Mecklenburg Medical Alliance and Endowment (MMAE) to engage the community through The Lucky Hearts Campaign. Thanks to a grant of \$75,000 worth of AEDs from MMAE, The Lucky Hearts Campaign was able to reach out to area businesses, schools and churches in search of organizations worthy of a donation of an AED and subsequent training in CPR and AED usage.

In FY 2009, The Lucky Hearts Campaign trained 500 people and donated fourteen AEDs to twelve different area organizations. Additionally, The Lucky Hearts Campaign recognized numerous bystanders from the community who stepped in and delivered life saving measures to cardiac arrest victims, many of which were highlighted on local newscasts which in turn helped to spread the word regarding this important program.

Medic and MMAE are committed to continuing The Lucky Hearts Campaign through FY 2010, the culmination of which will ideally be the enactment of an AED ordinance here in Mecklenburg County.



Mecklenburg County is one of the more culturally diverse parts of North Carolina. It is for this reason that Medic utilizes Language Line. This phone based interpretation service allows Medic Dispatchers to conference in a third person who can bridge the communication gap that would otherwise impede the Agency's ability to properly respond to calls from residents who do not speak fluent English.

In FY 2009 Medic's 911 Emergency Medical Dispatch Center received 980 calls spanning 25 different languages from area residents whose primary language is other than English.

The foreign languages that Medic Dispatchers encountered most in FY 2009 were:

1. Spanish
2. Vietnamese
3. Russian
4. French
5. Mandarin





LEADERSHIP

Agency Board and Oversight Committee Members Fiscal Year 2009

AGENCY OFFICERS

Joe Penner, Executive Director, Medic
 Shelly Forward, Finance Officer, Medic
 Tom Blackwell, Medical Director, Medic

AGENCY BOARD OF COMMISSIONERS

(Appointed by Mecklenburg County Board of Commissioners)

Paula Vincent, Chair
 Presbyterian Healthcare/Novant
 Suzanne Freeman, Vice Chair
 Carolinas Medical Center
 Buck Wiggins, Budget Officer
 Carolinas Medical Center
 Mark Billings, Clerk
 Presbyterian Healthcare/Novant
 Harry Weatherly
 Mecklenburg County
 Dennis Phillips
 Carolinas Medical Center
 Dr. Thomas Zweng
 Presbyterian Healthcare/Novant

MANAGEMENT COMMITTEE

(Appointed by Agency Board of Commissioners)

Voting Members

Katie Kaney, Chair, Carolinas Medical Center
 Paula Vincent, Vice Chair
 Presbyterian Healthcare/Novant
 Buck Wiggins, Carolinas Medical Center
 Mason Ellerbe, Carolinas Medical Center
 Melissa Masterson
 Presbyterian Healthcare/Novant
 John Schooley, Presbyterian Healthcare/Novant

Non-Voting Members

Michelle Lancaster
 General Manager, Mecklenburg County

MEDICAL CONTROL BOARD

(Appointed by Agency Board of Commissioners)

Voting Members

Dr. Doug Swanson, Chair
 Carolinas Medical Center
 Dr. Steven Folstad
 Presbyterian Healthcare/Novant
 Dr. Gary Niess
 Presbyterian Healthcare/Novant
 Dr. Harry Sibold
 Presbyterian Healthcare/Novant
 Dr. Mike Bosse
 Carolinas Medical Center
 Dr. Thomas Zweng
 Presbyterian Healthcare/Novant
 Dr. Jonathon Millard
 Carolinas Medical Center
 Dr. Mike Thomason
 Carolinas Medical Center

Non-Voting Members

David Leath
 Mint Hill Volunteer Fire Department
 Dr. Earl W. Mabry, Public Health Director
 Mecklenburg County
 Joe Penner
 Executive Director, Medic
 Katie Kaney
 Carolinas Medical Center
 Jon Hannan
 Fire Chief, City of Charlotte
 Dr. Tom Blackwell
 Medical Director, Medic
 John Schooley
 Presbyterian Healthcare/Novant

QUALITY MANAGEMENT COMMITTEE

(Appointed by Agency Board of Commissioners)

Voting Members

Dr. Tom Blackwell, Chair
 Medical Director, Medic
 Dr. Steven Folstad
 Presbyterian Healthcare/Novant
 Jacqueline Mikuleza, RN
 Carolinas Medical Center
 Dr. Doug Swanson
 Carolinas Medical Center
 Dr. Mike Bosse
 Carolinas Medical Center
 Paula S. Swain, RN
 Presbyterian Healthcare/Novant
 Dr. Stephen Wallenhaupt
 Presbyterian Healthcare/Novant

Non-Voting Members

Dr. Earl W. Mabry, Public Health Director
 Mecklenburg County
 Joe Penner
 Executive Director, Medic
 Kevin Staley
 Director of Medical Services, Medic
 Richard Dean
 Director of Operations, Medic

MEDIC LEADERSHIP TEAM

Josef Penner, Executive Director
 Dr. Tom Blackwell, Medical Director
 Richard Dean, Director of Operations
 Barry Bagwell, Assistant Director of Operations
 Kevin Staley, Director of Education and Emergency Preparedness
 Jeff Keith, Director of Public Relations
 Shelly Forward, Director of Finance
 Cristy Carroll, Director of Human Resources



MEDIC WILL BE A PATIENT CENTERED SYSTEM OF CARE
ACHIEVING EVIDENCE BASED QUALITY OUTCOMES
THROUGH INVESTMENT IN OUR WORKFORCE,
STRATEGICALLY LEVERAGING AVAILABLE RESOURCES AND
BY COLLABORATING WITH THE COMMUNITY WE SERVE.



Carolinus HealthCare System





4525 Statesville Road, Charlotte, NC 28269

Phone 704-943-6000 Fax 704-943-6001

TTY 704-943-6200

www.medic911.com



*Thank you for the opportunity to provide
this community with world class emergency healthcare.*

THE EMPLOYEES OF MECKLENBURG EMS AGENCY