



Our Team / Our Commitment

Tri-State Ambulance utilizes a team environment where all members work toward the shared goal of providing the highest level of patient care to the largest number of people in the least amount of time. With over forty-five experienced paramedics, Tri-State Ambulance continuously sets the standard for area emergency medical services.

Interesting Facts about Tri-State Paramedics

Experience

- 67 Number of employees
- 479 Total years of EMS experience at Tri-State Ambulance
- 10.7 Average years experience at Tri-State Ambulance
- 6,420 Average number of career patients treated per paramedic
- 652 Average number of patients treated per paramedic per year
- 33.9 Percent of Tri-State employees certified as EMS Instructors
- 63 Percent of Tri-State employees with advanced certifications

Continuing Education

- 88 Number of hours of continuing education per paramedic per year
- 4,200 Total of annual company-wide continuing education per paramedic per year
- 7 Number of different certifications required per paramedic

Board of Directors

Tri-State Ambulance, Inc. is governed by a dedicated board of directors made up of community, healthcare and business leaders. Our Board of Directors provides the strategic direction for Tri-State Ambulance.

Management

In addition to the board of directors, Tri-State utilizes an organizational management structure which assures the highest state of responsiveness to our communities' needs.

Support Staff

In addition to field personnel and management, the smooth operation of Tri-State Ambulance is ensured through our team of billing center staff and customer service representatives.

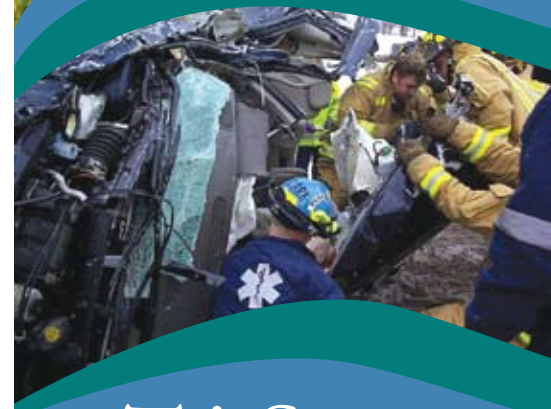


221 Buchner Place | La Crosse, WI 54603
In case of an emergency call 911 | Tel: 608.784.8827
www.tristateambulance.org

Tri-State Ambulance is a wholly owned subsidiary of Gundersen Lutheran.

*Proudly serving Southwest Wisconsin,
Southeast Minnesota, and Northeast Iowa.*

*We would like to thank our families and
community supporters for allowing us
the privilege of serving you!*



Tri-State Ambulance

Serving the Coulee Region since 1970

Tri-State Ambulance, a non-profit organization, has served as the sole 911 advanced life support provider for the Seven Rivers Region since 1970. Covering nearly 2,200 square miles and serving a population of approximately 150,000, Tri-State Ambulance continues to offer its residents and visitors alike unsurpassed pre-hospital care.

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"It is because of your hard work and efficiency in getting me to the hospital and your excellent care that I had minimal heart damage!"
Gary Brauer, Campbell Fire Chief



Tri-State Ambulance Clinical Accomplishments

Cardiac Arrest Survival Rate

According to national data published by the American Heart Association, 5.4 percent of patients who suffer a sudden cardiac arrest in the out-of-hospital setting survive to be discharged from the hospital. **In Tri-State's service area, we have been able to achieve a 14.4 percent survival rate in 2007 and a 22 percent survival rate in 2008.** This is due in large part to our core group of well utilized paramedics who are able to maintain excellent skills proficiency for intricate life-saving advanced care procedures. Our professionals are also supported by outstanding First Responders who are able to provide fast and efficient basic life support care using integrated regional medical protocols on the scene prior to the arrival of the paramedics with the advanced life support skills.

Advanced Airway Proficiency

One of the most critical skills performed by paramedics is an advanced airway technique of placing a breathing tube into the lungs of a patient who is not breathing or is breathing ineffectively. Published national studies of paramedic skills across the United States report that 75 percent of the time a paramedic attempts to perform this procedure on a patient, they are successful. **Our Tri-State paramedics achieve an 80-90 percent proficiency rate, nearly 15 percent higher than the national average.**

Two Paramedics on Every Ambulance

Sixty-four percent of the nation's ambulance services operate with one paramedic on ambulances. At Tri-State, our commitment is to provide two paramedics on every ambulance so that the paramedics not only provide advanced treatment to the patient simultaneously, but also collaborate in providing for the clinical needs of the patient.

Innovative "Cardiac Alert" Protocol

Working with both Gundersen Lutheran and Franciscan Skemp, Tri-State Ambulance and our Medical Director developed and implemented a "Cardiac Alert" protocol allowing paramedics in the field to activate the hospital cardiac catheterization teams prior to the patient arriving at the hospital. This early activation significantly reduces the time between when a patient's heart attack is diagnosed and the time the patient receives definitive intervention at the receiving hospital.

Operational Accomplishments

Strategic Deployment of Ambulances

Tri-State Ambulance has implemented a "System Status Management" plan that stages ambulances in strategic locations throughout our service area to minimize response time. Utilizing this system, Tri-State has been able to reduce our emergency response time. These response times are well below the national average for rural and suburban areas and are monitored for continuous improvement.

Global Positioning System (GPS)

Tri-State Ambulances all are equipped with On-Board Mobile Gateway computers that utilize high speed wireless data to communicate with our state-of-the-art dispatch center. These sophisticated on-board computers transmit GPS information to our dispatch center software which automatically informs our dispatchers which ambulance to send based on distance. In addition to GPS information, our on-board computer can offer our employees access to our medical protocols, medication interaction resources, company intranet, email, and weather information. During the August of 2007 floods, Tri-State offered mutual aid assistance to the Caledonia Ambulance Service and Houston County Command Post by allowing these agencies to use our on-board computers to keep tabs on rainfall totals and weather radar. Our ambulance computer network was the only internet access available due to the flooding.

Emergency Medical Dispatch (EMD)

With the assistance of Tri-State Ambulance, the Gundersen Lutheran Medical Communications Center continues to provide emergency medical dispatch (EMD) services to anyone who calls 911 in La Crosse County. EMD is an internationally approved, locally authorized protocol for providing pre-arrival medical instructions to callers for emergency medical services. The protocol also teaches certified emergency medical dispatchers how to determine the proper mode the ambulance should respond based upon the patient's medical condition. These two parts of EMD help assure not only that the patient can receive medical treatment as soon as the call is placed for an ambulance, but also keeps our personnel and the community safe by appropriately reducing the occurrence of ambulances responding using lights and sirens to non-emergency calls.

Electronic Patient Care Reporting – In the Ambulance

Tri-State transitioned to completing patient care reports using notebook computers in all paramedic ambulances in 2007. Not only does this help assure accuracy of patient care reporting, but it also allows Tri-State's medical director and his quality assurance team to provide real-time quality assurance reviews of our paramedics. It also facilitates accurate retrospective data analysis of all patient care treatments done by our medical professionals. **Only 10 percent of EMS agencies in America use this technology.**

Fiscal Accomplishments

No Taxpayer Subsidy

As a non-profit agency, Tri-State Ambulance was able to once again provide dual paramedic and advanced life support service with ZERO taxpayer subsidy. We are able to achieve this economic efficiency by flexibly staffing ambulances using 8, 12, and 24 hour shifts to match ambulance staffing based on predicted call volumes and by seamlessly providing ambulance service across our diverse service area without regard to geopolitical boundaries. For 2007, **Tri-State's net patient charge was 27 percent below the national average.**

Community Service Accomplishments

Tri-State Ambulance volunteers its time, skill, services and financial support for various causes, festivals and organizations throughout the Coulee Region. Tri-State Ambulance is vested in its community and its people.

If you would like any information about the services and programs Tri-State Ambulance provides, or would like to see more detailed reports on our key performance indicators, please visit our website at www.tristateambulance.org or call us at 608.784.8827.

*Offering unsurpassed
pre-hospital care you
can count on!*

*A Tri-State Ambulance Paramedic's
first baby delivery, helping to bring
another happy and healthy infant
into the Coulee Region!*



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