

»»» NEWSLETTER «««

# HARRIS COUNTY ESD 11



# TRANSPARENCY



## CALLS FOR SERVICE



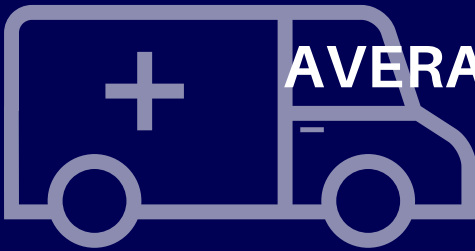
OCT: 5,458  
NOV: 5,367  
DEC: 5,106



OCT: 3,116  
NOV: 3,138  
DEC: 3,240



## TRANSPORTS



## AVERAGE UNITS PER DAY



OCT: 24  
NOV: 24  
DEC: 23

## EMERGENCY



OCT: 8:00  
NOV: 8:10  
DEC: 7:18

## RESPONSE TIMES



## URGENT

OCT: 8:26  
NOV: 8:55  
DEC: 8:55



## NON-EMERGENCY

OCT: 12:00  
NOV: 11:50  
DEC: 11:50

# THANK YOU, DR. PATRICK <<<



In January of 2021, Dr. Casey Patrick took on the challenging role of Medical Director to a new ambulance service. He's been with us from the start in the endeavor to provide innovative clinical care.

CEO Jamie Chebra was pleased to recognize Dr. Patrick for his dedication and outstanding service to the District during his tenure as Medical Director at the October Board Meeting.

We wish Dr. Patrick all the best in his new endeavors and are thankful for his time with us!

# >>> WELCOME, DR. MCCLURE

Sarah Frances McClure, DO, FAWM, Paramedic-NR has joined ESD 11 as our Medical Director! She is an EMS physician with experience working with EMS systems in wildland fire, industrial EMS, and other specialty EMS systems to help bring prehospital medicine closer to the scene of illness or injury.

Dr. McClure embraces her role as an EMS physician and is committed to building a system that identifies and bridges gaps in community health resources and provides excellent out-of-hospital health care to the whole community.



# ➤➤➤ PROMOTIONS



**CHIEF OF OPERATIONS**  
**KEVIN NUTT**

**CLINICAL PRACTICE  
MANAGER**  
**PANDORA PECKNE**



**RISK AND SAFETY  
COORDINATOR**  
**JARRET KENNING**

**EMT-P ATTENDANT**  
**MARLENE PEREZ-GUTIERREZ**



**IN CHARGE PARAMEDIC**  
**COTY AIKEN**

**TELECOMMUNICATOR**  
**CRISTOBAL HERNANDEZ**





# CONGRATULATIONS! <<<

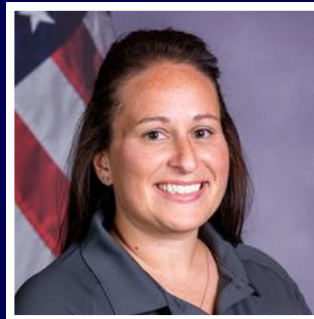
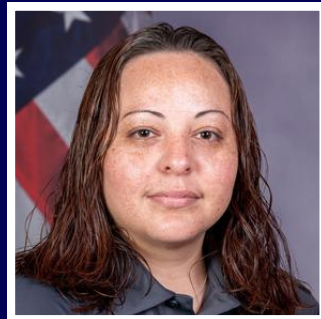
## >>> FIELD SUPERVISOR



**DARREN WOJCIK**  
**JEFF WRIGHT**

## FIELD SUPERVISOR RIDE UP <<<

**YAZMINE AGUIRRE**  
**NICOLE MICHELS**  
**MEGAN BUTTERBRODT**



## >>> FIELD TRAINING OFFICER



**ANDY MENDOZA**  
**JESSICA NIEL**  
**KATELYN WAIBEL**  
**CODY PRICE**  
**BODHI BROWN**  
**ABBEY RADFORD**  
**ANGELA HAIR**  
**KARMIN PERRY**  
**TAYLOR MORGAN**  
**KIM SCHREIBER**  
**PIERRE BENITEZ**  
**RICARDO RIVERA**  
**JENNIFER NEWCOMER**  
**MOHAMMAD EDAIBES**



# ➤➤➤ B2P PROGRAM

## Basic to Paramedic

In August, twelve ESD 11 EMT-Basic employees were selected to complete a paramedic program with School of EMS. Tuition, books, and materials are covered by funds through the Texas Department of State Health Services EMS Scholarship Program. While in the program, students work shifts strategically scheduled to meet peak system needs while accommodating their class schedule and study time.



So far, the B2P participants are progressing well and are about 1/3 of the way through the program. They've completed multiple subjects and are currently working on cardiology. During their first skills week in October, they were able to practice everything they've learned so far and do their first live IVs. They'll have three more skills weeks before the end of the program.

These eager students have also begun their clinical rotations in the field and have received excellent feedback from staff about how well they're doing.





# TEXAS EMS CONFERENCE

## Highlighting Logistics

In November, ESD 11 attended the Texas EMS Conference in Austin, where the Logistics team and our unique supply chain management system were showcased in the Exhibit Hall.

The Logistics Team at ESD 11 ensures each ambulance is inventoried, stocked, clean, and ready to respond. On average, they prepare over 30 units per day, with each one taking 60 minutes.



Bundle of care bins are assembled with needed supplies for different types of responses, such as airway, cardiac arrest, trauma, sepsis, allergic reaction, and obstetrics. These bins allow Logistics team members to speed load ambulances with the proper supplies for readiness.

When a bin is used, a fixed RFID system notifies Logistics and a van meets the crew in the field to replace the bin, keeping them in service and ready to respond. RFID also allows Logistics to efficiently monitor inventory levels, maintain assets, and track expiration dates.

Our booth at the conference was well-visited and multiple agencies have since reached out to explore how elements of our system could work for theirs!

## CLINICAL PUBLICATION



On December 6th, ESD 11 was featured as a Clinical Spotlight in EMS1. The article was written by Dr. Patrick, Jordan Anderson, Dustin Yates, Pandora Peckne, Dana Hogue, and Brandi Richardson about ESD 11's use of video laryngoscopy with recording capability to improve clinical oversight in airway management.

**Read the Article!**



# EMPLOYEE RECOGNITION



## 3CPR TRAVEL GRANT

**DUSTIN YATES**

Dustin Yates, Professional Development Manager, was awarded the American Heart Association 3 CPR Travel Grant for his work in the field of cardiac arrest, CPR, and resuscitative care. He was able to attend the American Heart Association Resuscitation Science Symposium in Philadelphia in September.

## OUTSTANDING SERVICE

**IT DEPARTMENT**

The District's Information Technology ("IT") Department was recognized at the October Board meeting for their dedication and outstanding service during a recent cyber-attack.



## CLINICAL SERVICE

**MOHAMMAD EDAIBES  
LUCIA RAMOS**



Mohammad Edaibes, In Charge Paramedic, and Lucia Ramos, Attendant Paramedic, were recognized by Dr. Patrick at the October Board Meeting for outstanding care provided on a critical call in September.



# SAVE REUNION



On November 18th, Mr. Sheldon Mosley suffered cardiac arrest. Telecommunicator Carmel Gurrero answered the 911 call from Mr. Mosley's wife at 10:43am and calmly talked her through CPR instructions while dispatching an ambulance to their address. Eastex Engine 46, Paramedic In Charge Jeff Fox and EMT Attendant Luis Arzate on Medic 421, and Supervisor Mike Bailey arrived and quickly took action. Mr. Mosley was transported to the hospital and has since recovered.

Mr. Mosley, his daughter, and the crews responsible for his care were reunited on December 14th to share their stories from that day and celebrate Mr. Mosley's survival.

## ACCREDITED CENTER OF EXCELLENCE



In August, ESD 11's dispatch center, Control, obtained the status of Accredited Center of Excellence ("ACE") through the International Academy of Emergency Dispatch. Control has done an excellent job maintaining compliance with ACE Standards this quarter!

# COMMUNITY RESOURCES

## PUBLIC RELATIONS EVENTS



We'd love to come talk to your group about what we do and give a tour of an ambulance! We can come to daycares, schools, churches, HOAs, and other community events.

ESD 11 is now offering CPR/AED, first aid, and Stop the Bleed Classes.



## CLASSES

## CAR SEAT CHEKS



ESD 11 has Child Passenger Safety Technicians (CPSTs) on staff to help you install your car seat and offer education on proper use.

For more information contact: [outreach@harriscountyesd11.gov](mailto:outreach@harriscountyesd11.gov)





# HOLIDAYS AT ESD 11

911 EMS is an every single day industry. Our team is committed to being there for our community, which sometimes means missing out on holidays at home. We appreciate the dedication of our staff who shows up ready to care for the people of our district, no matter the day!

## Thanksgiving Potluck



## Family Christmas Party

## Christmas Day





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**HARRISCOUNTYESD11.GOV**

