Reflections On An Exemplary Career in EMS

EMT Les Hutchison celebrates 40 years of employment with Hall Ambulance Service.
Two AEDs Donated to East Kern Senior Centers
by Mike Zapiain, East Kern Field Supervisor

On Wednesday, October 2, 2013, Harvey L. Hall, founder and president of Hall Ambulance Service, presented an Automated External Defibrillator (AEDs) to the Rosamond Senior Center and the Tehachapi Senior Center. These devices will be maintained by Hall Ambulance and available to help save the life of the many visitors to each center.

An AED is a portable electronic device that automatically diagnoses the potentially life threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient and is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to re-establish an effective rhythm. AEDs are becoming readily available to the general public as the value of the device is proven over and over again.

According to the American Red Cross, every minute that a person in cardiac arrest goes without being successfully treated (by defibrillation), the chance of survival decreases by 7% per minute in the first 3 minutes, and decreases by 10% per minute as time advances beyond 3 minutes. AEDs are carried by police, fire, and EMS. They are also becoming prevalent in malls, sporting arenas, schools, airports, casinos, theme parks, and other areas where people congregate. Having the AEDs readily available for use by the public, allows for immediate care to be provided to a patient while the 911 System is activated and a response is made to the scene.

The donation of the two AEDs is a continuation of the giving spirit and community preparedness embraced by Hall Ambulance and Mr. Hall. Previously, AEDs have been donated to the Boron, Mojave, and California City Senior Centers, thus ensuring each facility in the Company’s East Kern service area are equipped with the life-saving device.

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Harvey L. Hall Lights & Sirens Invitational a Success

Proceeds Benefit Local Burn Survivors

by John Surface, Manager, Ambulance Division

The Annual Lights and Sirens Golf Tournament was held September 23rd at Seven Oaks Country Club. Proceeds benefit burn survivors, their families, and burn prevention programs through the Bakersfield Firefighters Burn Foundation and the Kern County Firefighters Burn Trust.

This year’s event saw a significant change to the tournament as the organizing committee chose to name and rebrand the event as the Harvey L. Hall Lights and Sirens Invitational. The committee felt that given Mr. Hall’s generosity to burn survivors over the years, the best way to say thank you was to name the tournament in his honor.

The community responded very well to the name change for the event which was sold out two weeks before game day. Several of Mr. Hall’s friends and business associates participated in the event through sponsorships and donations increasing the total donated to more than $50,000.

Each player was treated to an outstanding lunch, incredible tee prizes, 18 holes of championship golf, and an after party. Always a treat during the event is the raffle which included more than $9,000 in prizes.

Planning for next year’s event is already underway and is scheduled for September 22, 2014.

Harvey L. Hall welcomes golfers during lunch with Trever Martinusen, Bakersfield Firefighters Burn Foundation, and Derek Robinson, Kern County Burn Survivors Trust.

There was a strong show of support for burn survivors from the business and public safety communities: at left is Todd Dickson and a fellow team mate representing BPOA; and at far left is businessman John Bentley.

Kern County EMS was well represented with Ross Elliott, Ed Hill, Jana Richardson and Jeff Fariss.
The Benefits of Prehospital EKG Implementation
by Dr. Ron Ostrom, Medical Director

Recently, a 56-year old female was doing yard work at her home in Bakersfield when she developed chest pain. She had no significant past medical problems but spontaneously developed substernal pressure type pain to her chest and activated the EMS system. A prehospital EKG demonstrated ST-segment elevation in the inferior leads similar to the one below:

She was rushed to BHH where she underwent heart catheterization. She was first given aspirin, O2 and nitro en route by medics. Coronary angiography demonstrated an occluded proximal left anterior descending artery, which was successfully recannulated with balloon angioplasty and a drug-eluting stent was placed. The patient time intervals were as follows: paramedic dispatch to balloon time, 51 minutes; paramedic arrival at scene to balloon time, 43 minutes; hospital door to balloon time 19 minutes. Her biomarkers revealed a peak troponin of 0.662 ng/mL and a peak CK-MB of 49.12 ng/mL. A subsequent echocardiogram demonstrated a normal left ventricular ejection fraction of 76%, and the patient was discharged on hospital day three. She is back working in her yard and continues to do well.

Multiple studies have demonstrated the benefits of prehospital EKGs for decreasing door-to-balloon time in patients with ST-elevation acute myocardial infarctions (STEMI). The exact magnitude of the time savings, according the AHA, is a clinically relevant 15 to 20 minutes decrease in door-to-balloon time, with added benefit from the early activation of the

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Over 120 coaches, trainers and athletic directors, representing each school in the Kern High School District, participated in the 8th Annual Head Injuries in Student Athletes symposium, presented by Hall Ambulance Service, in cooperation with the Kern High School District. Hall Ambulance Medical Director Ron Ostrom led the discussion which included information focused on the prevention, detection, and education of mild traumatic brain injury (TBI) in our local athletes.

Founder-President of Hall Ambulance, Harvey L. Hall, identified these risks and felt the potential threat to the student athlete was so great, he directed his staff to develop a training program for all of the coaches, trainers, and athletic directors who interact with these athletes. He believed if they had the proper training and knowledge, the possibility of a catastrophe could be reduced. The first training took place eight years ago with fewer than 15 in attendance. Over the years, attendance has continued to increase with this year being the largest. The information is updated each year with the latest changes in equipment, treatment, and regulations. The course is provided at no cost to the attendees or district.

It is becoming clearer that such injuries are not limited to professional athletes alone. According to Dr. Ostrom, “20% of the 1.5 million high school and college football players in America suffer some sort of head injury every year.” He believes the commitment to education and research has, and will make a substantial difference in protecting younger players. Dr. Ostrom pointed out the move towards heads-up football, as an example of finding a safer way to play football will preserve the integrity of the sport.

Awareness of the impact and severity of football-related head injuries has drawn a lot of attention with the recent announcement of an agreement between the NFL and players in concussion-related lawsuits. The result was a shared consensus that the focus, in part, needs to be on promoting safety for players at all levels of football. This is a new Cutter for many coaches as the old saying, “You just got your bell rung,” isn’t something to ignore anymore. Now, the student athlete must be evaluated for a concussion.

Recognition of a concussion and taking the proper steps to prevent another from occurring, especially while the athlete is still suffering from one, can be life changing. Dr. Ostrom explained to the group the most deadly and life-altering head injury occurs during an event called Second Impact Syndrome. This occurs when a young player suffers another concussion while...
Hall Ambulance Stars of Life Awarded to Seven Employees

Seven Hall Ambulance employees were awarded the Company’s Star of Life recognition during the October Shift Meetings for outstanding work in the field of prehospital care.

Paramedic Brad Quintana and EMT Jeremy Capps were dispatched to a restaurant in Tehachapi for a man not breathing. They arrived to find an unresponsive male on the floor with CPR started by a family member. A BLS Airway was secured, defibrillations delivered, an IO established, and Advanced Life Support medications administered. Upon arrival at the hospital, the patient had regained pulses. The patient was later transferred to a cardiac unit in Bakersfield, and a few days later discharged home to family.

As assistant operations manager, part of David Konieczny’s job is overseeing Continuing Quality Improvement activities. This spring, Konieczny developed a training program in an effort to redirect EMT and paramedic efforts on PCRs. In September, all EMTs and paramedics attended the training, which was one of the biggest ever undertaken at Hall Ambulance.

Konieczny’s dedication to identifying the opportunities for improvement and creating a detailed training plan was a credit to himself and Hall Ambulance.

As medical director for Hall Ambulance, Dr. Ron Ostrom has played an integral role in advising management staff on various issues and participating in quality assurance activities. He has overseen the creation of many critical care transport protocols and reviews records for proper use of protocols and air resources. Ostrom regularly teaches segments of Advanced Cardiac Life Support and Pre-hospital Trauma Life Support courses. In addition, he regularly makes time to coach and teach paramedics in the ER after patient care is handed off.

Dr. Ostrom has shared Mr. Hall’s concern of educating high school coaches and athletic directors about the severity of sports-related concussions, and serves as facilitator for Hall Ambulance’s annual Head Injuries in Student Athletes Symposium.

EMT Matthew Milwee and Paramedic Raphael Prieto were honored for their response to assist Frazier Park resident Monte Moore who suffered from a choking incident and subsequent cardiac arrest. A patron alerted the ambulance crew, with Milwee making his way next door where he found Moore in distress. He performed the Heimlich Maneuver to dislodge the food from his airway. The paramedic arrived less than a minute later to find Moore had stopped breathing. He immediately initiated advanced life support procedures, enabling Moore to begin breathing on his own. Care was transferred to the Medevac 1 Flight Crew for transport to the hospital. Moore was later discharged, and this past August he was reunited with Milwee, Prieto to say thank you.

Les Hutchison is an EMT assigned to Hall Critical Care Transport. He is only the second employee under Mr. Hall to reach the 40-year milestone. During that time, Hutchison has served in many capacities over the years, not to mention his dedication as lead instructor for CEVO III and EVOC training.

Congratulations to each of our Star of Life Recipients. You are a credit to yourselves, your family, Hall Ambulance and the EMS community.*
Long Term Employee Anniversaries

Congratulations to these employees who received recognition during the October Shift Meetings.

- Les Hutchison, EMT, CCT (40 years)
- Al Heninger, Paramedic, CCT (25 years)
- Jackie Att, Controller (20 years)
- Christian Figueroa, Lead EMD (15 years)
- Jaime Robles, Manager, Supply (15 years)
- Dewi Adams, Lead Pre-Billing Data Entry Coord (10 years)
- Joy Brown, Claims Specialist (10 years)
- Sonia Ante, Lead Claims Specialist (10 years)
- Leddy Rodriguez, Claims Specialist (10 years)
- Kristina Harrison, EMD (5 years)
- Lori Webby, EMT (5 years)
- James Wagoner, EMT, Supply (5 years)
- Blanca Lamas, Claims Specialist (5 years)
- Andrea Agredano, Paramedic (5 years)
- Jeff Bunn, M.I.S. Assistant (5 years)
- Daniel Goguen, Paramedic, CCT (5 years)
- Matt Frields, Paramedic (5 years)
Les Hutchison Celebrates 40 Exemplary Years at Hall Ambulance Service

by Mark Corum, Director of Media Services

When Les Hutchison began his career at Hall Ambulance in May 1973, gas averaged 40 cents a gallon, Elton John’s Crocodile Rock was top of the charts, and EMERGENCY! had just completed its second season. With his first aid card in hand, he became employee number three, working as an ambulance attendant.

Hutchison was honored for his 40 years of employment during the October Shift Meetings, where he reflected on his exemplary career in EMS.

Working out of the Company’s original ambulance station on South H Street, he had the opportunity to run a lot of calls with Mr. Hall, who he credits as being his number one mentor and role model. “From him, I learned to treat patients with dignity and respect,” said Hutchison, “but it’s not just the patients, it’s the families and the clients we crossed paths with in the facilities we go to—that’s how we do it.” Hutchison recalls one of those lessons was from a call that he and Mr. Hall were on for an ill person, “I put the pillow under her head, and Mr. Hall changed how the pillow was, because it wasn’t exactly to his standard.” Hutchison remembers that like it happened yesterday; and, it was from that experience he remembers to this day the phrase, “If you’re gonna do it, do it right.”

Hutchison, who for many years has served as lead instructor for the Company’s CEVO III and EVOC drivers’ training programs, fondly remembers his first experience in driver training. He and another employee were at the back of the South H Street office, when Mr. Hall came out on the porch with a set of keys in his hands, gave them to Hutchison and said, ‘There’s a shooting out over on the eastside, go get it.’ “And, we did.”

Through the years, he has tried his hand at several positions, but none have brought him the personal satisfaction as much as his current assignment with Hall Critical Care Transport. Hutchison believes that the calls they run are the most complex he has ever worked in the past 40 years.

One thing that he believes he has in common with the Freightliner-based CCT unit is that they both like to be on the road doing inter-facility transfers all over the state. He especially enjoys the attention the unit draws whether they roll into a hospital in San Francisco, Sacramento or San Bernardino. “Unit 378 is a rock star,” Hutchison says with a smile, “When the big dog comes in, everything stops. We do a lot of tours before we get to come home.”

Hutchison’s greatest accomplishment and sense of pride comes through when he begins talking about what he has termed, the Hall Ambulance Legacy Children—those employees who have raised kids during their employment with the Company. Hutchison proudly considers himself amongst this special group, sharing his enthusiasm about his son, who just recently completed his second Masters Degree from Penn State and has now embarked on his PhD.

“My work at Hall Ambulance Service allowed my family many opportunities. I was able to buy the house my son lived in; the car we drove around in; the gas, food, and clothes—all because Mr. Hall employed me.”

In his calculation, Mr. Hall has given him well over 1,000 consecutive paychecks without fail. No matter how bad the economy was, or how poor the reimbursement rates were, the paycheck came every other week. And for that, and a lifetime of awesome memories, Les Hutchison is grateful.
Management Information Systems Division Relocates to New Building on the Hall Ambulance Campus
by Mark Corum, Director of Media Services

In October, the MIS Division completed an expansion and relocation to its own building on the Hall Ambulance Campus, located in downtown Bakersfield. Mr. Hall was joined by over 30 members of his management and leadership team for a ribbon-cutting ceremony, followed by an open house, giving staff their first chance to tour the new MIS Division offices.

Delivering emergency medical services to a population in excess of 450,000 people requires a complex network of servers, hardware and software relied upon by every division within the Hall Ambulance system—all managed by MIS. This includes over 20 servers and dedicated workstations that previously were located in three separate areas. With the move, all of the servers are now in one central location, allowing MIS to easily monitor the status of these vital machines, while having better control of restricting their access.

MIS also supports an array of devices including almost 100 portable computers, including the Toughbooks used by the Ambulance Division; 120 PC’s and printers (most of which are located on the main campus). Additionally, each ambulance has a mobile data computer and an On-Board Mobile Gateway device in it. On top of that, MIS supports all of the various software and applications that are used at Hall Ambulance.

The MIS expansion is just one in a long line of projects that have been taking place on the Hall Ambulance campus which began with last year’s addition of a new parking lot for ambulances, the installation of a v-gutter, which is an extension from the new lot, the installation of new awnings on the administration parking lot, and repair and slurry of the admin lot. According to Darrell Stapley, project coordinator, “The final project is scheduled to begin the last week of October, will be the removal of the existing parking lot in front of the Operations Building, and repaving the area with new asphalt.”

The new MIS Division Building and awnings for administration parking highlights the improvements taking place at the Hall Ambulance campus.

Mr. Hall is joined by his leadership and management team for the ribbon cutting ceremony of the new MIS Division Building.
cath-lab team. As well as the sense of urgency that is present when transporting EMS has confirmed a STEMI in the field. Despite the AHA national guideline recommendation for EMS to use the 12-lead in the field to evaluate patients with signs and symptoms consistent with a cardiac etiology only 10% of patients with STEMIs receive a 12-lead EKG in the prehospital setting. This data is relevant since the 1990’s when the technology first became available.

As coronary artery disease continues to be a leading cause of death in the U.S. for men and women and is responsible for more than one in every five deaths, it is imperative that we use every resource at our disposal to make an effort to impact these numbers and lives. This is exactly what Mr. Hall has done with his 12-lead in the field program. He has made a commitment and provided the people of Kern County a way to combat this disease. What this modality does is to save heart muscle because it allows the supplying artery to be opened up that much sooner in the cath-lab to restore blood flow and oxygen to the dying heart muscle. This revascularization rescue will prevent death of the heart muscle cell, and subsequently the patient. Mr. Hall’s investment in this program has saved heart muscle in the patients we serve. This means an improved quality of life. If not for our 12-lead in the field capability, additional heart muscle would be lost. Their ejection fractions would fall. This makes the difference in our patients being discharged from the hospital to go on and live normal lives vs. nursing home dependence because their cardiac output has been compromised to the point they need assistance just to walk across the room. This is not to mention taking care of themselves and completing the activities of daily living, or being discharged from the hospital at all. Mr. Hall elected to make a significant investment for the people of Kern County when no one else was stepping up. For this we owe him a debt of gratitude.*

Employees were able to learn first-hand the options available to them during the Benefits Fair held during October’s Shift Meetings.

Only the states of California, Hawaii, New Jersey, New York and Rhode Island offer statutory disability plans to their residents. Throughout the rest of the nation, many people find themselves in bankruptcy situations when they have the combination of excessive medical expenses with no income protection when they are off work for an injury or illness. At Hall Ambulance Service, you have even greater benefits than most of the nation:

- Company-paid medical insurance premiums to provide you generous benefits with minimal out-of-pocket cost to you.
- Company-paid premiums for long-term disability insurance to assist you when you need it most.
- In many cases we have light duty work to accommodate medical restrictions during your periods of impairment.
- A 401(k) program with Company match up to $1,200 per year and professional advisors to help you plan for your retirement.
- The Company pays 90% of your dental insurance premium to provide you with a high-end dental plan.
- Company-paid life insurance and accidental death and dismemberment insurance.
- Optional discounted life insurance upgrades for you and your family members.
- The Company allows you to invest up to $2,500 annually in pre-tax Flexible Spending Accounts (FSA) to cover your out-of-pocket medical and dental expenses and up to $5,000 annually for daycare expenses for disabled dependents, dependent children or your parents.

Contact Human Resources whenever you have questions regarding your Company benefits plans.*

| Head Injury Symposium |
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still recovering from a previous one. The goal of this training is to prevent this and other serious injuries from going untreated and unrecognized, which could potentially have life-altering effects on the student athlete.

Hall Ambulance Service provides service to more than 200 football games each season with both BLS and ALS ambulances. These ambulances are used numerous times throughout the season to treat and transport the ill or injured to the hospital.*
**Long-Term Service Anniversaries**

**25 Years**
- 11/22/1988 Kathleen Phillips, Accounts Receivable Clerk
- 12/15/1988 Sharon Tousseau, Medical/Medicare Coordinator

**10 Years**
- 12/08/2003 Sonia Reyes, Human Resources Assistant
- 12/17/2003 Michael Lopez, Field Supervisor

**5 Years**
- 12/01/2008 Kirk Chambers, Communications Specialist
- 12/09/2008 Marlin Coffia, Field Supervisor
- 12/09/2008 Andrew Dean, EMT
- 12/09/2008 Shawn Litzinger, EMT
- 12/09/2008 Peter Martinez, Paramedic
- 12/09/2008 Jeffrey Perkins, Relief Supervisor
- 12/09/2008 Kyle Schmitz, EMT
- 12/09/2008 Allen Swerdfeger, EMT

**Welcome New Employees**

- 10/01/2013 Greg Arthur, EMT
- 10/01/2013 Stephen McCracken, EMT
- 10/01/2013 Tchaa Moua, EMT
- 10/01/2013 Lynn McDonald, Paramedic
- 10/01/2013 Eric Eckels, Paramedic
- 10/08/2013 Gregoria Espinoza, Insurance Account Representative

**Happy Birthday**

- 11/02 Mary Kenny
- 11/05 Ed Smith
- 11/05 Victoria Birchfield
- 11/08 Derek May
- 11/09 Jessica Anguiano
- 11/09 Jose Vasquez
- 11/09 Brad Quintana
- 11/14 Paul Robbins
- 11/15 Kerry Crivello
- 11/15 Patrick Champion
- 11/16 Jeffrey Tweedt
- 11/17 Shannon Agcaoili
- 11/17 Kent Frazier
- 11/18 Joy Brown
- 11/18 Deidra O’Neill
- 11/21 Mathew Sullivan
- 11/21 David Bentley
- 11/21 Sirena Villareal
- 11/22 Christopher M. Cook
- 11/22 Ken Sexton
- 11/23 Joel Munoz
- 11/24 Keith Kinsella
- 11/25 Darcy Allred
- 11/26 Nicole Izaguirre
- 11/27 Jose Ordaz
- 11/27 Matthew Fields
- 11/28 Anthony Bryan
- 11/30 Jose Luis Sanchez
- 11/30 Mario Sanchez
- 11/30 Brian White
- 11/30 Lupe Agcaoili
- 12/01 Linda Haslow
- 12/01 Michelle Torres
- 12/03 Jovan Fleming
- 12/03 Jaimie Lyman
- 12/05 Larry Sims
- 12/07 Anthony Hernandez
- 12/09 Richard Davis
- 12/10 Andrew Kiser
- 12/11 Jackie Albertalli
- 12/11 Daniel Umland
- 12/11 Frank Droge
- 12/12 Veronica Sholes
- 12/13 Brian Holder
- 12/13 Marlin Coffia
- 12/14 Eric Hardin
- 12/15 Nicholas Burchstead
- 12/15 George Baker
- 12/16 Denise King
- 12/17 Anna Aguilera
- 12/17 Brian McChristian
- 12/19 Lisa Darling
- 12/19 Bridget Martinez
- 12/20 Marsha Aase
- 12/21 Lori Thomas
- 12/22 Kirk Chambers
- 12/22 Donnie Self
- 12/23 Dave Taylor
- 12/23 Eddie Maldonado
- 12/23 Bryan Newton
- 12/25 Tanya Johnson
- 12/25 Jennifer La Favor
- 12/25 Shawn Crocker
- 12/30 Danny Caverhill
- 12/30 Matthew Russell
- 12/31 Christian Larsen
- 12/31 Curt Gibson

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**Paramedic Throws His Hat in the Ring to Benefit Boron**

by Mike Zapiain, East Kern Field Supervisor

Paramedic Bryan Cook recently tried his hand at small town politics. In August, Bryan was sponsored by the Boron Senior Center in his attempt to become Honorary Mayor of Boron.

Cook, along with other Hall Ambulance employees stationed in Boron, have established a close relationship with the Senior Center, having organized an annual BBQ lunch and providing regular blood pressure clinics.

In the end, Cook was defeated by businessman Dale Slavinski; however, the community was the ultimate winner as Cook was able to donate nearly $2,500 in fundraising efforts back to the community of Boron.*
EMT’s Halloween Creation Depicts the Medic of the Future

by Mark Corum, Director of Media Services

For many, Halloween provides the opportunity for individuals to unleash their inner goblins and ghouls in search of tricks or treats. While many are content with purchasing their costume, EMT Jose Hernandez Cardenas has elevated his craft to a higher level.

Based on the campy sci-fi robots of decades gone by, his first version was little more than boxes, dryer duct, and gloves. Through the years, the robot has been refined, taking on different themes and features in the process.

This year, Hernandez Cardenas drew from his professional experience as an EMT to build Heal Bot. His shiny creation sports dual, lighted CPU fans, a red emergency light, a giant needle on the left arm, a giant robot hand on the right and a tablet to play music/videos (and presumably to complete patient care reports). Heal Bot’s secret weapon is the Gatlin-esque Heal Ray, affixed with a lightning ball on the end, allowing him to heal those who are sick or injured.

Hernandez Cardenas says he has put between 20-30 hours into this year’s bot which gives us a glimpse into the future of EMS. Who knows, maybe some day we will receive a Quality Survey from a patient that reads: “Domo arigato Heal Bot!”

Public Education in a Galaxy Far, Far Away

by Steve Prater, Paramedic Field Supervisor

Talking about robots... This vintage photo is not one of R2-D2’s long lost cousins, but rather a clever community education robot used in the early 1980’s inspired by the original Star Wars movie. Motor Medic 1, and later Motor Medic 2 (pictured), were built in-house and were used for educating school-children along with the public about what to do in emergencies and the importance of learning first aid and CPR. Motor Medic 2 was also helpful with education of the early 911 system.