



Fire Department Memorandum

Date: April 1, 2014
To: Brian Kischnick, City Manager
From: William S. Nelson, Fire Chief
Subject: Fire Department and Alliance Mobile Health 2013 Annual Reports

I am pleased to submit the fire department and Alliance Mobile Health activity reports for 2013. The fire department report provides details on response and support activity for 2013, and provides comparison data from the previous year.

The following are notable changes in fire activity in 2013:

- Fire incidents decreased by over 19% with the largest decreases in grass fires 73% and refuse fires 44%
- Single family dwelling fires increased by 32%
- Overall responses decreased by 3.68%.
- There was one civilian fire death in 2013 which occurred as a result of car truck crash on I-75.
- Civilian fire injuries increased from 4 in 2012 to 8 in 2013.
- Fire fighter injuries increased from 1 in 2012 to 4 in 2013.
- There were 8 structure fires with significant loss in 2013 as compared to 3 structure fires with significant loss in 2012.
- Property fire loss estimates increased from approximately \$1.26 million in 2012 to \$2.39 million in 2013
- Contents fire loss estimates increased from \$350,549 in 2012 to \$2,063,685 in 2013
- Overall non-incident related fire department activities increased by 4.91%
- Volunteer firefighter staffing fell by 3.64% primarily due to retirements.

If you have any questions, please contact me.



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

<u>Category</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Total Fire Incidents	146	13.96%	182	-19.78%
Total Non Fire Incidents	900	86.04%	904	-0.44%
Total Incidents	1046	100.00%	1086	-3.68%

<u>Fire Incidents</u>	<u>Count</u>	<u>Percent of Total Fires</u>	<u>Previous Year</u>	<u>Change</u>
Structure Fires	66	45.21%	66	0.00%
Vehicle Fires	42	28.77%	37	13.51%
Grass Fires	13	8.90%	49	-73.47%
Refuse Fires	14	9.59%	25	-44.00%
Outside Fires	1	0.68%	0	100.00%
Other Fires	10	6.85%	5	100.00%
Total Fire Incidents	146	100.00%	182	-19.78%

<u>Non Fire Incidents</u>	<u>Count</u>	<u>Percent of Total Non Fires</u>	<u>Previous Year</u>	<u>Change</u>
Overpressure/Explosion	6	0.67%	3	100.00%
Rescue / Extrication	46	5.11%	41	12.20%
Hazardous Conditions *	210	23.33%	151	39.07%
Public Service	43	4.78%	52	-17.31%
Good Intent **	170	18.89%	180	-5.56%
Alarm System Malfunction	170	18.89%	162	4.94%
Alarm Activation Unintentional	253	28.11%	298	-15.10%
Weather Standby	2	0.22%	2	0.00%
Other Non Fire	0	0.00%	0	0.00%
Total Non Fire Incidents	900	100.00%	889	1.24%

* Includes spills or leaks with no fire; excess heat; arcing wires; and chemical emergencies

** Includes smoke scares; wrong locations; steam mistaken for smoke; and controlled burning

All data throughout this report obtained from Oakland County Fire Records Management System



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

<u>Structure Fires by Occupancy</u>	<u>Count</u>	<u>Percent of Structure Fires</u>	<u>Previous Year</u>	<u>Change</u>
Apartments	9	13.64%	13	-30.77%
Educational	0	0.00%	3	-300.00%
Industrial	7	10.61%	4	75.00%
Institutional	0	0.00%	2	-200.00%
Motel/Hotel	2	3.03%	1	100.00%
Office	2	3.03%	2	0.00%
Other	0	0.00%	5	-100.00%
Public Assembly	6	9.09%	4	50.00%
Single Family Dwelling	33	50.00%	25	32.00%
Storage	3	4.55%	6	-50.00%
Stores/Sales	4	6.06%	1	300.00%
Total Occupancies	66	100.00%	66	

<u>Structure Fires by Cause</u>	<u>Count</u>	<u>Percent of Structure Fires</u>	<u>Previous Year</u>	<u>Change</u>
Act of Nature	0	0.00%	1	-100.00%
Cooking	15	22.73%	19	-21.05%
Equipment Failure	7	10.61%	12	-41.67%
Intentional	2	3.03%	1	100.00%
Other	2	3.03%	3	-33.33%
Under Investigation *	3	4.55%	2	50.00%
Undetermined	8	12.12%	10	-20.00%
Unintentional	29	43.94%	18	61.11%
Total Causes	66	100.00%	66	

* As of 02/14



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

<u>Total Casualties</u>	<u>Number</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Civilian Injury	8	61.54%	3	166.67%
Civilian Death *	1	7.69%	0	100.00%
Firefighter Injury	4	30.77%	1	300.00%
Firefighter Death	0	0.00%	0	0.00%
Total Casualties	13	100.00%	4	33.00%

<u>Total Estimated Fire Loss</u>	<u>Amount **</u>	<u>Percent</u>	<u>Previous Year ***</u>	<u>Change</u>
Property Value	\$93,359,818.00	100.00%	\$210,698,184.00	-55.69%
Content Value	\$31,469,833.00	33.71%	\$176,707,518.00	-82.19%
Property Loss	\$2,391,861.00	2.56%	\$1,259,036.00	89.98%
Contents Loss	\$2,063,685.00	2.21%	\$350,549.00	488.70%
Total Loss	\$4,455,546.00	4.77%	\$1,609,585.00	176.81%
Total Saved	\$88,904,272.00	95.23%	\$209,088,599.00	-57.48%

* Traffic Collision Fatality with Fire

** Values may change upon completion of pending investigations

*** Values adjusted from previous report



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

Response Time Analysis

<u>Fire Dept Emergency Response *</u>	<u>Count</u>	<u>Cumulative Response</u>	<u>Percent</u>	<u>Cumulative Percent</u>
0 - 1 Minute	6	6	1.02%	1.02%
1 - 2 Minutes	3	9	0.51%	1.53%
2 - 3 Minutes	19	28	3.23%	4.76%
3 - 4 Minutes	32	60	5.44%	10.20%
4 - 5 Minutes	67	127	11.39%	21.60%
5 - 6 Minutes	82	209	13.95%	35.54%
6 - 7 Minutes	93	302	15.82%	51.36%
7 - 8 Minutes	80	382	13.61%	64.97%
8 - 9 Minutes	54	436	9.18%	74.15%
9 - 10 Minutes	54	490	9.18%	83.33%
10 + Minutes	98	588	16.67%	100.00%
Total Emergency Responses	588		56.21% of total responses	
Total Nonemergency Responses	458		43.79% of total responses	
Total Responses	1046			

** Dispatch to arrival as recorded by the dispatch center. Priority response as recorded by the fire stations.*

<u>Dispatch Emergency Processing **</u>	<u>Count</u>	<u>Cumulative Response</u>	<u>Percent</u>	<u>Cumulative Percent</u>
0 - 1 Minute	580	580	98.64%	98.64%
1 - 2 Minutes	4	584	0.68%	99.32%
2 - 3 Minutes	2	586	0.34%	99.66%
3 - 4 Minutes	0	586	0.00%	99.66%
4 - 5 Minutes	0	586	0.00%	99.66%
5 - 6 Minutes	0	586	0.00%	99.66%
6 - 7 Minutes	0	586	0.00%	99.66%
7 - 8 Minutes	0	586	0.00%	99.66%
8 - 9 Minutes	0	586	0.00%	99.66%
9 - 10 Minutes	1	587	0.17%	99.83%
10 + Minutes	1	588	0.17%	100.00%
Total Emergency Incidents	588			

*** Receipt of call to dispatch as recorded by the dispatch center.*



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

<u>Activities Performed</u>	<u>Count</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Fire Station Service Requests	983	56.89%	875	12.34%
Fire Investigations	53	3.07%	45	17.78%
In-Service Training Provided	517	29.92%	554	-6.68%
Specialty Team Training Provided	64	3.70%	60	6.67%
Fire Academy Training Provided	111	6.42%	112	-0.89%
Subtotal	1,728	100.00%	1,646	4.98%
Plans Reviewed	1,069	5.92%	879	21.62%
Permits Issued	584	3.23%	532	9.77%
Inspections	3,198	17.71%	2,881	11.00%
Violations Issued	1,515	8.39%	1,831	-17.26%
Violations Cleared	778	4.31%	1,051	-25.98%
Hydrant Flow Tests Conducted	30	0.17%	30	0.00%
Public Education Programs	113	0.63%	125	-9.60%
Public Education Participants	7,369	40.80%	8,336	-11.60%
HAPIS Computer Entries	1,967	10.89%	1,031	90.79%
Alarms Registered *	735	4.07%	520	41.35%
Knox Box Updates	702	3.89%	N/A	N/A
Subtotal	18,060	100.00%	17,216	4.90%
Total Activities	19,788		18,862	4.91%

* Paid registrations as of 02/14

<u>Activity Time</u>	<u>Hours</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Administrative **	1,893.50	6.10%	2,048.00	-7.54%
Fire Prevention **	6,451.36	20.78%	6,248.75	3.24%
Supportive **	5,408.90	17.43%	5,185.05	4.32%
Training ***	17,287.00	55.69%	17,858.00	-3.20%
Total Hours	31,040.76	100.00%	31,339.80	-0.95%

** Career staff-hours only. Does not include leave time.

*** Includes staff hours + volunteer hours



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

Staffing

<u>Volunteer</u>	<u>Station 1</u>	<u>Station 2</u>	<u>Station 3</u>	<u>Station 4</u>	<u>Station 5</u>	<u>Station 6</u>	<u>Total</u>	<u>Trend</u>	<u>Cumulative</u>
2009	29	27	28	24	31	25	164	NA	0.00%
2010	29	27	29	32	30	26	173	5.49%	5.49%
2011	29	27	28	31	29	24	168	-2.89%	2.44%
2012	27	27	26	29	31	25	165	-1.79%	0.61%
2013	25	27	24	27	29	27	159	-3.64%	-3.05%
<u>5 Yr. Avg.</u>	27.8	27.0	27.0	28.6	30.0	25.4	165.8	-0.56%	1.10%
<u>2 Yr. Avg.</u>	26.0	27.0	25.0	28.0	30.0	26.0	162.0	-2.71%	-1.22%

<u>Career</u>	<u>Chief</u>	<u>Assistant Chief</u>	<u>Staff Lieutenant</u>	<u>Staff Technician</u>	<u>Secretary</u>	<u>Total</u>	<u>Trend</u>	<u>Cumulative</u>
2009	1	2	6	2	1	12	NA	0.00%
2010	1	2	6	2	1	12	0.00%	0.00%
2011	1	2	6	2	1	12	0.00%	0.00%
2012	1	1	5	3	1	11	-8.33%	-8.33%
2013	1	1	5	3	1	11	0.00%	-8.33%
<u>5 Yr. Avg.</u>	1.0	1.6	5.6	2.4	1.0	11.6	-1.67%	-3.33%
<u>2 Yr. Avg.</u>	1.0	1.0	5.0	3.0	1.0	11.0	-4.17%	-8.33%



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

<u>Station</u>	<u>Incident Category</u>	<u>Incident Count</u>	<u>Percent of Category</u>	<u>Percent of Total Count</u>	<u>Previous Year Count</u>	<u>Change</u>
1	Fire	41	28.08%	3.92%	41	0.00%
	Rescue/Extrication	2	4.35%	0.19%	9	-77.78%
	False Alarm	66	15.60%	6.31%	87	-24.14%
	All Other	78	18.10%	7.46%	77	1.30%
	Sub Total	187	17.88%	17.88%	214	-12.62%
2	Fire	14	9.59%	1.34%	11	27.27%
	Rescue/Extrication	6	13.04%	0.57%	5	20.00%
	False Alarm	35	8.27%	3.35%	33	6.06%
	All Other	51	11.83%	4.88%	42	21.43%
	Sub Total	106	10.13%	10.13%	91	16.48%
3	Fire	25	17.12%	2.39%	47	-46.81%
	Rescue/Extrication	12	26.09%	1.15%	12	0.00%
	False Alarm	124	29.31%	11.85%	125	-0.80%
	All Other	93	21.58%	8.89%	69	34.78%
	Sub Total	254	24.28%	24.28%	253	0.40%
4	Fire	31	21.23%	2.96%	31	0.00%
	Rescue/Extrication	12	27.27%	1.15%	5	140.00%
	False Alarm	87	20.57%	8.32%	125	-30.40%
	All Other	67	15.55%	6.41%	67	0.00%
	Sub Total	197	18.83%	18.83%	228	-13.60%
5	Fire	14	9.59%	1.34%	30	-53.33%
	Rescue/Extrication	6	13.04%	0.57%	4	50.00%
	False Alarm	18	4.26%	1.72%	18	0.00%
	All Other	50	11.60%	4.78%	36	38.89%
	Sub Total	88	8.41%	8.41%	88	0.00%
6	Fire	12	8.22%	1.15%	13	-7.69%
	Rescue/Extrication	6	13.04%	0.57%	5	20.00%
	False Alarm	55	13.00%	5.26%	46	19.57%
	All Other	49	11.37%	4.68%	39	25.64%
	Sub Total	122	11.66%	11.66%	103	18.45%
8 *	Fire	9	6.16%	0.86%	9	0.00%
	Rescue/Extrication	2	4.35%	0.19%	1	100.00%
	False Alarm	38	8.98%	3.63%	41	-7.32%
	All Other	43	9.98%	4.11%	58	-25.86%
	Sub Total	92	8.80%	8.80%	109	-15.60%
Total		1046	100.00%	100.00%	1086	-3.68%

* Administrative staff followup; investigations; duty officer response.



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2013**

Supplemental

<u>Valid Alarm Activations</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Cooking	28	2.57%	20	40.00%
Fire	2	0.18%	5	-60.00%
Smoke	2	0.18%	3	-33.33%
Overheat	8	0.73%	3	166.67%
Electrical	3	0.28%	0	300.00%
Total Valid Alarms	43	4.11% of Total Incidents	31	38.71%
		9.23% of Total Alarm Activations		

<u>False Alarm Activations</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Unintentional	247	22.66%	298	-17.11%
Malfunction	170	15.60%	162	4.94%
Other	0	0.00%	1	-100.00%
Malicious	6	0.55%	14	-800.00%
Total False Alarms	423	40.44% of Total Incidents	475	-10.95%

<u>Fires With Significant Loss *</u>	<u>Date</u>	<u>Resources</u>	<u>Alarms</u>	<u>Estimated Loss**</u>	<u>Summary</u>
2180 E Long Lake Rd.	1/14/2013	Sta. 5; Sta. 2; Sta.1; R4; AT3	2	\$375,000.00	Single Family Dwelling
1972 Meijer Dr.	1/21/2013	Sta. 3; Sta. 4; Sta. 1	2	\$525,000.00	Commercial Building Fire & Explosion
2200 Crooks Rd.	3/17/2013	Sta. 3; Sta. 4	1	\$100,000.00	Multi-Family Residential/Apartment
1972 Meijer Dr.	4/4/2013	Sta. 3; Sta. 4	1	\$100,000.00	Commercial Building
I-75 at Rochester Rd.	5/10/2013	Sta. 1; Sta. 4	1	\$260,000.00	Semi Tractor Trailer Hauling Paper Products
64 Park St.	8/26/2013	Sta. 4; Sta. 1; Sta. 3	2	\$325,000.00	Commercial Building
I-75 at Crooks Rd.	10/2/2013	Sta. 2	1	\$250,000.00	Passenger Vehicle With Test Equipment
1749 Northwood Dr.	10/24/2013	Sta.3; Sta. 4	1	\$514,000.00	Commercial Building

<u>Mutual Aid</u>	<u>Date</u>	<u>Resources</u>	<u>Alarms</u>	<u>Type</u>	<u>Summary</u>
1575 E 13 Mile Rd, Madison Heights	1/8/2013	Air Tender 3	2	Provided Air	Multi-Family Residential/Apartment
618 S. Chocolay Ave, Clawson	7/19/2013	Sta. 4	1	Wires	Downed Power Lines From Storm
24201 Coolidge Hwy, Oak Park	10/11/2013	Sta. 3	3	Assist	Church Building

* \$100,000.00 or greater.

**Replacement Cost of Real & Personal Property



2013 Annual Report

Prepared for

The City of Troy

Alliance

Mobile Health

About Your Ambulance Provider – Alliance Mobile Health

Alliance Mobile Health (AMH) began operations in March 2000 in Oakland County, Michigan. AMH is organized as a 501C3 non-profit corporation.

AMH is (equally) owned by Mobile Medical Response in Saginaw, MI and Huron Valley Ambulance in Ann Arbor, MI. Both agencies are also non-profit 501C3 ambulance providers.

AMH is contracted to provide paramedic level ambulance responses for the City of Troy since October 2003. We also provide paramedic ambulance service in the surrounding communities of Clawson, Beverly Hills, Oak Park and Berkeley

AMH's Executive Director is Stewart Slipiec. S. Slipiec has an undergraduate degree in Business and has worked in the medical field for 30+ years. His experience ranges from working in administrative capacities at the Detroit Medical Center and St. Joseph Mercy Hospital in Clinton Township to 25 years in the ambulance transportation field. He is a licensed EMT and has served as the CEO with Ruehle's Ambulance and Medstar Ambulance in Mt. Clemens, MI and most recently the Napa (California) Ambulance Service.



How the EMS system works in the City of Troy

The Emergency Medical Service (EMS) system in the City of Troy is provided by a contracted ambulance service selected by the City of Troy through a request for proposal (RFP). The agreement requires both a first responder service as well as an ambulance response. AMH is the current holder of this contract.

First Response Units (PFR)

The first response units are staffed with one paramedic and respond to emergency 911 calls in a Ford Expedition vehicle. PFR's are dispatched in conjunction with a paramedic ambulance and arrive on scene ahead of the responding ambulance. PFR's are scheduled 24 hours a day and 7 days per week.

Monday through Friday there are three PFR units deployed during the day and two units deployed at night.

On weekends, there are two PFR units deployed day and night. PFR units are dedicated to the city at all times and must respond to all emergency medical calls in 5 minutes 00 seconds with 90% reliability.

The PFR component of the agreement is paid for by the City of Troy.



Ambulances

The ambulance service provided is required to be advanced life support. This means that the ambulance is staffed with two paramedics capable of providing ECG monitoring, IV therapy, advanced airway interventions, and can administer medications.



While these units are not dedicated to the City of Troy, a response time of 8 minutes 00 seconds is required for all emergency calls with 90 reliability.

This service is not subsidized by the City of Troy. This service is paid for by patients that utilize the service. In most cases, the ambulance transport is paid for by the patient's insurance company.

In 2014 AMH will begin using “predictive” dispatch software to strategically position ambulances to optimize response time performance. The “Marvelous” software uses prior historical call data, by time of day, week, etc. to recommend where to position an ambulance.



When a citizen calls *911* for a medical emergency, the call is answered by the City of Troy's communication center.

Once the information about the call is obtained by Troy, the call is transferred to Alliance Mobile Health's communication center to provide pre-arrival instruction to the caller.

This assists the caller in rendering immediate aid to the patient before the first responder unit arrives. This pre-arrival care can range from controlling bleeding to starting cardiopulmonary resuscitation (CPR).

At the same time instructions are given to the caller, both the first responder unit and an ambulance are dispatched to the address. The dispatcher stays on the line with the caller until the first responder unit arrives at the address.



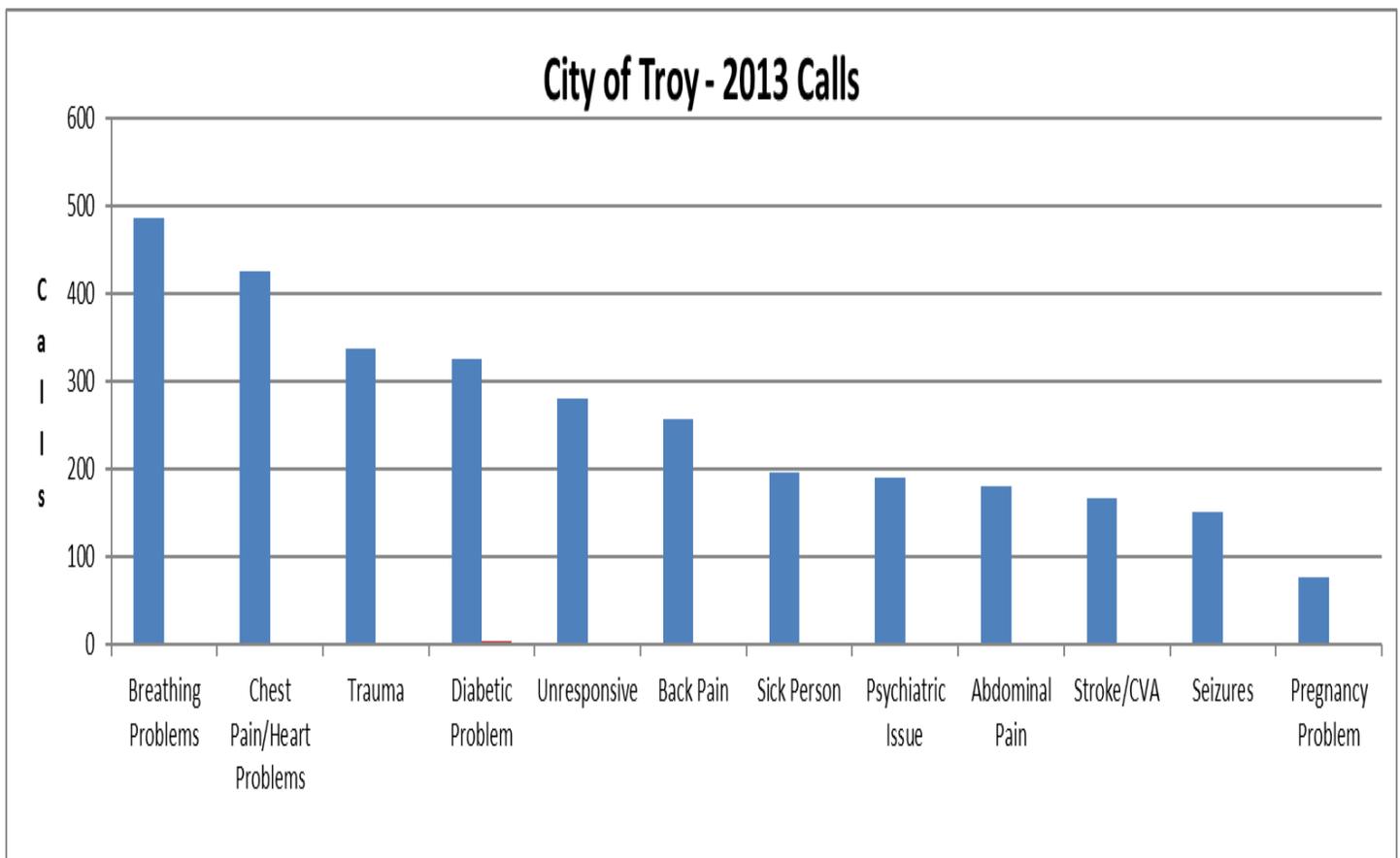
When Alliance Mobile Health’s communication center receives a transferred call from the City of Troy, the call taker asks a series of questions to determine the appropriate response to the ambulance request. Using a nationally recognized algorithm, the call taker is able to determine whether the patient requires an emergency response with the use of emergency lights and sirens, known as a “priority 1” response, or an immediate response *without* the use of lights and sirens, known as a “priority 3” response.

This differentiation is important because it reduces unnecessary emergency responses to stable patients, which can be unsafe, while ensuring emergency responses to the patients that need it.

The Troy Police and Fire Departments and Alliance Mobile Health have regular communication about EMS performance. Alliance Mobile Health provides monthly reports and an annual report on the ambulance and PFR response performance.

Call Volume and Response Time Analysis 2013

In 2013, Alliance Mobile Health responded to a **total of 3076 ambulance requests** in the City of Troy. This averages about 8.4 calls per day.



A comparison in volume, on-time percentage, and average response times is shown below.

Four year comparison of EMS performance

	Ambulance				First Response Unit			
	2010	2011	2012	2013	2010	2011	2012	2013
Total Emergency Calls	2852	2783	2559	3076	2439	2557	2419	2818
Standard %	90.57%	92.99%	93.10%	91.03%	90.20%	89.83%	90.03%	90.22%
50th Percentile Response Time	0:06:07	0:06:06	0:06:03	0:06:02	0:04:04	0:04:02	0:04:03	0:04:08

Continuous Quality Improvement (CQI)

Alliance has taken the initiative and leadership to contract with an agency – **EMS Survey Team**, to measure various aspects of the care we provide to our patients. See Attachment for a detailed report for your review.

There are 49 ambulance agencies that participate nationally in this program. Surveys are mailed to all patients we come into contact with. The survey return rate is approximately 18%.

The categories we measure are,

1. The patients experience on the phone with the dispatch center.
2. Timeliness of the ambulance, cleanliness and comfort of the ride.
3. Treatment by the paramedics.
4. Professionalism of the billing staff.
5. Patients ease of entry into the destination medical facility.



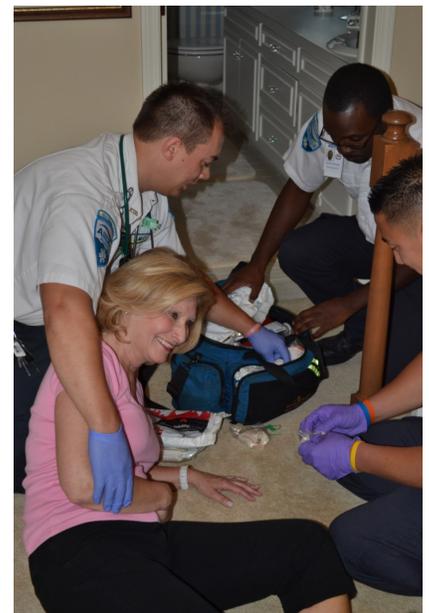
While Alliance scores in the top ranking of all participating ambulance services we strive to improve even further. It is our belief that an important step to managing the quality of this organization is to -

A. Participate in quality surveys and be compared to other similar organizations

B. Benchmarks where you are currently and make changes to improve.

In reviewing the quality report, by example, Alliance scored low in the category “Degree to which the medic relieved your pain or discomfort”.

It’s an interesting observation that the simple answer is to administer more pain medications such as morphine and fentanyl.



The more complicating consideration is that too much pain medication will “mask” the pain and its origin. Once the patient arrives at the hospital emergency department and is examined by the doctor, nurse and x-rays, CAT scans, etc. are taken, they may not be able to properly diagnose and/or treat the patient.

It can be a local preference by hospital staff (that we work closely with) to limit pain medications in the ambulance. We are still reviewing this topic with Medical Control and it is not a resolved issue at this writing.

This information is regularly shared with our staff so they understand our goals and patient’s expectations.



Alliance
Mobile Health

Alliance Mobile Health Licensure and Accreditation

Alliance Mobile Health is a licensed Paramedic ambulance provider by the State of Michigan to operate in Oakland County.

Alliance is also accredited through the Commission of Accreditation for Ambulance Services (CAAS) since 2003.

This accreditation means that Alliance meets a higher standard than what the State of Michigan mandates. CAAS is an independent accrediting agency that reviews all aspects of an ambulance operation from patient care to hiring practices. Alliance Mobile Health was the first ambulance service in Oakland County to be accredited.



Special Programs/Community Involvement

- Tactical EMS team (TEMS) - These AMH paramedics train and respond alongside the Troy tactical support team. TEMS responds to high risk situations with the Troy tactical support team to provide emergency medical attention to any officers during tactical operations.

- Paramedic bike team - AMH paramedics that provide advanced life support for special events to maneuver quickly in large crowds in order to assess and treat patients during large events. The bike team is comprised of two paramedics riding bikes which are equipped with the same capabilities as an ambulance.



- CPR, blood borne pathogens, AED, and first aid training to Troy Police and Fire Depts.

- Firefighter rehabilitation - This is conducted during significant or long term fire incidents. Paramedics provide medical monitoring, including blood pressure, oxygen saturation levels, and ECG, to all firefighters that are involved in active firefighting in accordance with NFPA standard 1584.

- Translation Services— Alliance employs a telephonic interpretation service available to all paramedics to help assess and communicate with patients and family members who do not speak English and have no interpreter available.



- Social worker program - For citizens that have underlying problems that place them in need of emergency medical care, the program puts the patient or family in touch with a social worker who can connect them with available resources to help the patient or family. An example of this would be a citizen who cannot afford to buy necessary medications.
- Evidentiary blood draws - Paramedics perform evidentiary blood draws under physician direction in the Troy lock up facility for individuals suspected of being under the influence of drugs or alcohol. This service saves the police department from escorting the patient to the hospital for this test.
- Nursing home evacuation training - Alliance Mobile Health and the Troy Fire Department conduct joint training on how to remove elderly patients out of nursing facilities during a fire.

- Troy People Concerned Annual Back Pack event -Alliance hosts this annual event at their main station at 2045 Austin Dr.



Alliance has several employees that participate in the event and the organization donates to the event as well. Alliance also donates office space for Troy People Concerned at their main building.

- Stewart Slipiec, Executive Director for Alliance, is an active Rotarian. Alliance is actively involved in both Rotary and Kiwanis which includes financial support as well as volunteer support in the community
- Alliance is a business sponsor for the Troy Community Coalition Prayer Breakfast
- Alliance is a business sponsor for the Michigan Martin Luther King Day Event, hosted at Troy Athens High School.
- Alliance is involved in the annual Troy Senior Expo held at the community center.





We are proud to serve you community

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Attachments



Company Comparisons

The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

Large Services (>100 Responses per quarter)	National DB	A	C	D	F	G	I	X	Alliance Mobile Health	AA	AB
Total Score	91.98	92.39	90.86	93.68	92.94	93.40	90.39	91.94	93.06	90.18	91.60
Helpfulness of the person you called for ambulance service	92.48	93.10	90.54	94.60	92.38	93.73	91.33	92.82	91.67	91.04	94.87
Concern shown by the person you called for ambulance service	92.15	93.42	90.44	93.49	91.93	94.34	90.50	92.86	87.50	90.91	93.86
Extent to which you were told what to do until the ambulance arrived	90.59	91.12	88.94	90.74	92.20	94.17	89.77	90.43	87.50	87.11	91.05
Extent to which the ambulance arrived in a timely manner	91.41	91.89	89.96	93.48	92.83	93.65	90.87	90.73	93.75	87.71	91.37
Cleanliness of the ambulance	93.61	93.93	92.96	94.34	95.43	95.32	92.21	94.39	97.50	92.54	94.27
Comfort of the ride	87.09	87.32	88.27	90.03	87.38	90.31	86.86	87.96	87.50	83.48	90.08
Skill of the person driving the ambulance	92.99	93.25	92.69	94.76	94.65	94.03	92.08	93.68	95.00	90.63	90.78
Care shown by the medics who arrived with the ambulance	93.81	93.96	92.50	94.58	95.59	95.39	91.10	93.46	95.83	92.16	92.29
Degree to which the medics took your problem seriously	93.78	93.73	92.34	95.34	95.59	95.04	92.24	93.42	95.83	92.31	91.19
Degree to which the medics listened to you and/or your family	93.30	93.30	91.60	94.60	93.22	93.75	91.96	93.42	95.83	92.93	91.94
Skill of the medics	93.64	93.88	92.68	95.80	95.43	94.85	92.11	93.22	93.75	93.28	92.55
Extent to which the medics kept you informed about your treatment	91.90	92.71	90.58	93.33	92.00	93.27	90.31	90.50	90.91	89.60	92.06
Extent to which medics included you in the treatment decisions	91.80	92.62	90.05	93.68	92.29	93.51	90.48	90.26	92.86	90.82	90.97
Degree to which the medics relieved your pain or discomfort	90.31	90.69	89.34	92.10	92.81	92.62	87.50	89.06	85.00	89.49	89.53
Medics' concern for your privacy	92.71	93.11	91.93	93.61	94.63	94.25	88.43	92.12	92.50	92.06	91.03
Extent to which medics cared for you as a person	93.75	94.01	92.33	95.24	94.52	94.72	90.35	93.19	93.75	93.18	91.32
Professionalism of the staff in our billing office	88.09	89.26	88.56	88.69	90.76	89.38	82.17	87.92	95.00	87.50	86.88
Willingness of the staff in our billing office to address your needs	88.03	88.53	89.26	88.71	90.91	89.65	84.09	87.08	100.00	88.46	87.18
How well did our staff work together to care for you	92.98	93.27	91.93	95.10	93.52	94.14	92.11	92.85	93.75	92.65	92.18
Extent to which our staff eased your entry into the medical facility	93.41	94.03	92.60	95.23	92.96	93.30	92.45	93.50	95.83	92.97	93.48
Appropriateness of Emergency Medical Transportation treatment	92.76	93.08	91.89	94.09	92.86	93.30	90.57	93.16	93.75	89.79	92.93
Extent to which the services received were worth the fees charged	86.72	87.28	85.04	90.19	86.43	88.57	87.00	88.81	90.00	80.38	87.75
Overall rating of the care provided by our Emergency Medical service	92.96	93.16	90.63	95.29	93.42	94.21	92.11	93.23	93.75	90.81	92.06
Likelihood of recommending this ambulance service to others	92.49	92.42	90.84	95.00	92.99	92.04	93.64	93.06	93.75	90.11	91.94
Number of Surveys for the period	3728	512	230	239	93	247	65	178	12	78	78
Large Service Ranking - 32 Companies		11	19	4	9	5	20	13	8	21	16
Overall National Rank		15	26	6	13	8	27	18	12	28	22



Assess your vital signs.

For more information, contact
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