

Emergency Resource Management



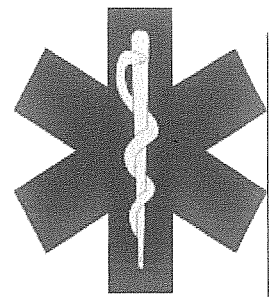
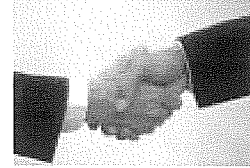
EDUCATION



CONSULTING



STAFFING



July 2007 "When Staffing Matters"

Stand-By staffing services also available

Recently I've spoken with several services who have expressed frustration with having to do stand-by's for either local sports teams, town functions, fairs, or even regular weekend stand-by's, etc., etc. I'm sure your town is no different. And the reasons why are no different than those for not covering regular 911 calls. "We're too busy, can't commit," etc. etc. Sound familiar? I'm sure it does, as I've received phone calls from various vendors saying certain town's can't help them and could we?

Well, just like our abilities to provide regular daily staffing for 911 calls, **ERM** can provide stand-by coverage for your service/town as well. We do not need to have any other obligation for service from you other than what you want to contract with us for. If it's 8 football stand-by's or 1 fair, we can be there for you.

In fact, feedback has been that that would really take the burden off the membership, who can then focus on just doing 911 calls. The same holds true for the opposite. For some clients the fact that we are there during the day taking off the burden of members missing or being last for work, the guilt for not taking a call or passing a call because they're busy doing something else allows members to then consider taking a stand-by shift to make up for their guilt, etc.

Understand that according to OEMS, it is illegal for a private vendor organization to contract directly with an MSO, a staffing service like **ERM**. In order for an MSO like **ERM** to legally provide services for that vendor organization, we would need to contract through you, the local PSA holder, just like if they were using you directly to begin with. In fact, if the organization doesn't require it, we don't even need to use your Ambulance to provide the services, just the necessary R1 equipment and a radio.

There are many reasons why services consider staffing, the primary though ought to be to assure 911 coverage and another is to take care of your current members needs. Whatever the reason, understand we are not there to 'take over' your organization. Outsourced staffing of any kind, from clerical, to baggers, to stocking clerks to laborers, etc. are all acceptable and employed today in almost every facet of industry. One potential client town's membership recently actually decided against our services because they didn't want to let "outsiders" into their organization. It's disappointing to think that that philosophy or attitude still prevails, but I'm sure their townspeople understand.

Folks I assure you no-one has higher standards for it's employees, and is as passionately committed to quality EMS as me and my staff. Just call any of our clients at any time and ask them directly. So if you're struggling with how to provide services for daily coverage or occasional stand-by's, please don't hesitate to call. We'd be happy to meet with you and discuss options.

Want to be added onto our EMS Administrators email list and receive pertinent EMS related notices from various venues? Simply email us at erminfo@snet.net and ask to be included on the Administrator's list. For instance, are you aware you no longer have to make appt.'s with DMV to have your ambulance inspected, and that there are now several locations you can go to? Do you know who has been assigned to house and deploy each Region's new MCI trailer assets? If not, you need to get on our listing today.