

# VITAL CONNECTIONS

NEWS & INFORMATION FROM NARBERTH AMBULANCE

WINTER 2024

SERVING THE COMMUNITIES OF LOWER MERION, NARBERTH, HAVERFORD TOWNSHIP, CONSHOHOCKEN, WEST CONSHOHOCKEN AND LANSDOWNE

## 5 Members of Narberth Ambulance Receive Chiefs Commendation on Behalf of Lower Merion Fire Department



On Oct. 18, Narberth Ambulance's Deputy Chief Patrick Glynn, Assistant Chief Matt Scanlon, Battalion Chief Nick Iezzi and Paramedics Jason Meere and Carlie Fiorentini received Chiefs Commendations on behalf of the Lower Merion Fire Marshals.

The awards were presented by Lower Merion Fire Department at the Lower Merion Township Commissioners Office for an incident that occurred in March. The Narberth Ambulance crew played a critical role in saving a woman's life during a house fire. Within ten minutes of the call, Narberth Ambulance EMS providers arrived at the scene of

the fire and worked alongside Lower Merion Police Department and Lower Merion Fire Department to successfully evacuate the trapped woman. Narberth Ambulance restored her breathing and provided advanced EMS care.

"Thank you to all the crews with Narberth Ambulance, Penn Wynne-Overbrook Hills Fire Company and Lower Merion Fire Department, who assisted on scene that day," said Narberth Ambulance Deputy Chief Patrick Glynn. "Team work and quick response led us to saving a life."

*"Their [Narberth Ambulance] medical training, team performance and patient care helped turn a very grave event to a successful lifesaving outcome and for this our community is grateful."*

*- Lower Merion Fire Department*

## Contract with Narberth Ambulance Provides 24/7 Service to Lansdowne Residents

Lansdowne Fire Company officially welcomed Narberth Ambulance staff into the building as new 911 emergency medical service providers. Almost immediately after the contract was signed, the 79-year-old organization deployed its Special Services 313 Bus, and staff delivered 23 Grace Court senior citizens – many in wheelchairs – from a gas leak incident to safety.

The decision to contract with Narberth Ambulance was preceded by some tough days for Lansdowne Fire Company. Last year, its longstanding EMS provider- under the new management of a health system - changed the terms of its relationship to conditions that were untenable.

While Lansdowne Fire Company's contract with Narberth Ambulance calls for filling the staffing void for Basic Life Support (BLS) left by its previous BLS provider, Narberth Ambulance's EMT team brings to its role an Advanced Life Support (ALS) mindset. As a result, EpiPens, albuterol breathing systems, CPAP machines, glucometers and Narcan treatments have been added to Lansdowne Fire Company's ambulances.

"We now have the best ambulance service in the area and we could not be happier with this partnership," said Borough Council President Benjamin Hover.

This expansion is a win-win for both Narberth Ambulance and the borough. Narberth Ambulance immediately sprang into action and expanded its emergency medical services into an underserved community, which ultimately led to more full-time jobs and the ability to hire more clinicians, prioritizing full time over part time.

"This is a mutually beneficial relationship and I am proud that our ambulance company has been selected by Lansdowne Borough and Fire Company to be a part of it," said Narberth Ambulance Chief Chris Flanagan.



# Expand EMS Billing Education at a Training Conference in Hershey PA



Rebecca Serbin

In October, Narberth Ambulance staff Rebecca Serbin, Bridgette Maloney, Al Davey and Henry Bookard attended a conference in Hershey, Pa., to obtain certifications through the National Academy of Ambulance Compliance (NAAC).

The NAAC serves as the emergency service industry’s “Gold Standard of Excellence” in ethics and integrity across all aspects of ambulance compliance. The organization fulfills an industry-wide need for reliable and recurrent education for ambulance compliance officers, privacy officers and billing staff to ensure consistent, ongoing adherence to ever-changing rules and regulations in the industry.

Through the NAAC, Serbin and Maloney, Narberth Ambulance’s billing and revenue experts, are now Certified Ambulance Coders (CAC). Receiving this certification leads to fewer claims rejections, accurate and timely billing, improved cash flow and uniformity, and directly invests in the future health and viability of the organization.

Davey is now a Certified Ambulance Compliance Officer (CACO). With this certification he can better develop, implement and monitor the agency’s compliance program, write and monitor policies, organize and conduct compliance training, and investigate internal and external reports of compliance concerns.

Bookard received his certification as a Certified Ambulance Financial Officer (CAFO). The CAFO certification covers key areas such as budgeting, financial reports and policies, revenue cycles and many other topics related to an ambulance organization’s finances. Bookard learned the unique principles of EMS financial reporting, developing

a budget, revenue and expense considerations, complying with contractual obligations and meeting various grant expectations.

“Our staff members’ dedication to furthering their education is what keeps us ahead of the curve with the most up-to-date, cutting-edge technology and expansive emergency service knowledge,” said Narberth Ambulance President Dave Zaslow. “Congratulations to all who received certifications! We are beyond proud to have you on our team.”



Bridgette Maloney

# Narberth Ambulance’s First Female Battalion Chief Spotlited for First Responder’s Day



Kim McGrath, Battalion Chief

Narberth Ambulance highlighted Battalion Chief Kim McGrath for National First Responder’s Day, October 28. Rising through the ranks, McGrath started as a part-time paramedic at Narberth Ambulance in December of 2001 and transitioned to full time approximately ten years ago.

“I kind of just fell into it,” she said. “My friend suggested we take the EMT exam and it was that simple. We went to EMT school and eventually became paramedics.”

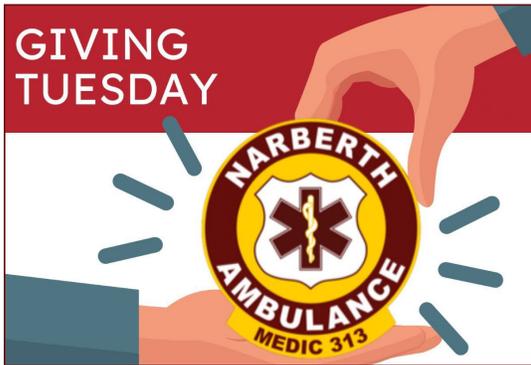
This past November McGrath will celebrated 23 years as a paramedic. Her journey started at LifeTech Ambulance in Philadelphia, but after hearing about the wonderful opportunities Narberth Ambulance offered from different colleagues, she transitioned to the suburbs as a part-time EMT for Narberth Ambulance.

“The staff at Narberth Ambulance is like a second family,” said McGrath. “We’ve got each other’s backs and everyone’s willing to lend a hand. We make it a priority to learn from one another and stay up to date with cutting-edge technology and medical practices.”

Not only is McGrath a battalion chief, but she is also the nighttime supervisor for her platoon. From 6 p.m. to 6 a.m. she manages up to twelve staff members, the medical needs of patients and a wide range of calls.

“Calls are unpredictable but there’s endless opportunities for training and we deal with a wide range of emergencies. Narberth Ambulance is a great place for career and volunteer staff to learn,” said McGrath. “It’s an honor to be the first female battalion chief with a rank this high at Narberth Ambulance and I’m excited to continue to grow with the organization.”

# Giving Tuesday - Residents Donate to Save Lives



Thanks to generous community members, Narberth Ambulance was able to raise more than \$2,000 for the purchase of EpiPens during Giving Tuesday. Over the past two years, the organization has responded to over 100 calls for severe allergic reactions, also known as anaphylaxis. Although EpiPens save lives, the cost remains high, with just one injector costing as much as \$300.

“We couldn’t do what we do without the support of the community members we serve,” said Narberth Ambulance Chief Philanthropy Officer Jeanine DiTomasso. “As a non-profit 501(c)(3) our organization relies heavily on the benevolence of others and not taxpayer dollars for funding. Your donations save lives!”

Narberth Ambulance has earned a stellar reputation for providing 24/7 pre-hospital emergency medical services and medical transportation to more than 150,000 residents, businesses and visitors. Narberth Ambulance serves the municipalities of Lower Merion, Narberth, Haverford, Conshohocken, West Conshohocken, and Lansdowne, and responded to over 13,000 calls this year. Only 1% of the organization’s funding comes from the townships it serves.

# Haven't Set a New Year's Resolution yet? Make 2024 a Life-Saving Year - Learn CPR!



Although Sudden Cardiac Arrest can happen at any time or place, 73.4% of Sudden Cardiac Arrests happen at home. Additionally, if cardiopulmonary resuscitation (CPR) is performed immediately, it can double or even triple the probability of survival. Whether it’s training an entire business or five neighbors, Narberth Ambulance’s mission is to have more CPR-trained citizens in the community. Narberth Ambulance’s Community Outreach Team can train residents onsite at the company’s station or come to residents. The team host training sessions at nursing homes, schools, businesses and, once held one on a basketball court at a local park.

“In the moments before the ambulance arrives, bystander CPR is truly a lifesaving gift. Help us keep our community and your loved ones safe by learning what to do in this emergency situation,” said Executive Director Albert F. Davey.

As a certified American Heart Association Certified Training Center site, the Community Outreach Team instructs all disciplines of CPR, as well as AED, Stop the Bleed and Narcan trainings. Narberth Ambulance invites community members to stop by the station and meet local first responders, take a tour and ask medical technicians, paramedics and physicians questions they’ve always wanted to know but never had the chance to ask.

## Comments from the Community

*“Our 4-year-old gave us a scare when he woke up having trouble breathing, leading us to call 911 in a panic. The paramedics, officers, and EMTs arrived much quicker than we ever expected with such compassion, calm, assuredness and even a sense of humor.*

*Our 7-year-old, who struggles with anxiety, watched the whole thing and walked away from the experience not at all fearful (like I expected) but with a sense of security that we have people like you in our community who come out in the middle of the night to help us. I was so scared everyone would be traumatized by us calling 911. Instead my whole family felt taken care of, secure, and GRATEFUL to have people like the folks at Narberth Ambulance.”*

*- Liz and Andrew*



# It's Not Too Late - Join Our Membership Fund Drive to Save Money!



Becoming a member is the perfect way to protect you and your family from the high cost of emergency medical costs. Membership runs from Nov 1, 2023 - Oct. 31 2024 and ensures that if you need our services during this time we will waive all costs once copays and deductibles are met. To learn more or join our membership program visit our website [www.narberthambulance.org](http://www.narberthambulance.org).



## Volunteer With Us!

If you're looking for a way to give back to your community and learn life-saving skills, we have volunteer opportunities for those ages 16 and older. Whether this is a pathway to a future career, or you simply want to give back to the community, Narberth Ambulance welcomes anyone to volunteer.



**Narberth Ambulance**  
Main Station  
101 Sibley Avenue  
Ardmore, PA 19003  
[NARBERTHAMBULANCE.ORG](http://NARBERTHAMBULANCE.ORG)

### Stay abreast of News & Events.

- [facebook.com/narberthambulance/](https://facebook.com/narberthambulance/)
- [Narberth\\_Ambulance](https://instagram.com/Narberth_Ambulance)
- [@NarberthAmb](https://twitter.com/NarberthAmb)

## Important EMS Updates Inside!

*Founded in 1944, Narberth Ambulance, a 501 (c) (3) nonprofit organization, serves 160,000 community members living in Lower Merion, Narberth, Haverford Township, Conshohocken, West Conshohocken, and Lansdowne. Annually, the organization responds to more than 13,000 calls for emergency medical and advanced lifesaving support services. Narberth Ambulance has received local and national recognition for its EMS physicians unit, the first and only one of its kind. To offer your support to Narberth Ambulance, visit [www.narberthambulance.org](http://www.narberthambulance.org) or scan the QR code below.*

