



## New Public Awards and Q3 Group Buys

We have been hard at work putting together more value for you.  
We have 4 new Public Awards coming soon!



## Join us at Top Golf!

Join Savvik and medTRANS for a fun evening at the AAA conference in Las Vegas, September 5, 2018 from 7-10pm. Learn more about how companies collaborate together to lower health insurance cost. [Register Now.](#)



## Q3 Physio Group Buy

### Group Buy terms:

Contract number: CE2543

Start date: July 1, 2018

End date: September 28, 2018

Shipping guaranteed by: All shipments must be received by Member by November 30, 2018

Order statement: Physio-Control must receive all purchase orders by September 28, 2018. Orders must reference valid quote and Group Buy promotion code to qualify.

Build your custom quote

### Promotional offer

Additional Savings off Savvik contract price for LIFEPAK 15 monitor/defibrillator, LIFEPAK 20e defibrillator/monitor with CodeManagement Module®, LIFEPAK 1000 defibrillator, LIFEPAK CR® Plus defibrillator, HeartSine® samaritan® PAD 360P, HeartSine samaritan PAD 450P. No other capital products qualify.

- Additional 5% off PO less than \$250K (Discount code VZGB-18T1)
- Additional 10% off PO \$250K or greater (Discount code VZGB-18T2)

### Additional Value

- Trade-in programs are available for legacy LIFEPAK defibrillators and other qualified brands
- Finance options available from Stryker Flex Finance for qualified customers

## Public Bid on Ambulances

*Link to our contract for free!*

### Public Award #2017-0006

Save yourself the time and hassle of going out to bid. Savvik has 11 manufacturers to choose from.



Build your custom quote

## Consider Yourself Incomplete

**Name:** John R. Zaragoza

**Title:** Division Director- Department of Public Protection in the Division of Emergency Medical Services



In a world of constant transformation, change is inevitable. John R. "Z" Zaragoza, Director of EMS in the Department of Public Protection for Volusia County, Florida seems to be making the world a better place through his passion and dedication to the EMS world.

In his younger years, Zaragoza started his journey through the coal mining industry in order to make a living. Soon enough, the young, yearning individual found his calling through an unfortunate, catastrophic force of nature known as the Johnstown Flood.

At the time, Zaragoza worked as a part-time volunteer firefighter in Seward, Pennsylvania. The town had no EMS, and the closest ambulance was 4 miles away from accessibility. When the Johnstown Flood came in relentless, full force, there was no EMS to be found in sight. The lack of resources did not stop Zaragoza from evacuating the victims from the flood plane. His courageous efforts and determination to help the community changed his calling from firefighting to the EMS world.

Shortly after the flood, an ambulance was donated to the fire department through Catholic charities. The fire department passed the ambulance to the local ambulance service in town. John was the first person to be trained on the ambulance. He climbed the ladder of education and certification in EMT school, basic and advanced training as well as a three-week paramedic training in Wilksburg. He became the first of many achievements in his town by becoming the first paramedic.

Zaragoza says, "Once I was committed to the paramedic level, it was really what I wanted to do." In 1982, he moved to Pittsburgh to pursue his career full-time.

Zaragoza's passion for education and keeping up with the changes of the EMS world did not negate his compassion for human connection. Zaragoza was on a call in the Mckees Rocks for an elderly woman being transported to the former St. Johns Hospital in the Northside. She spoke no English and seemed agitated to what was happening in her life. Chaos consumed her thoughts during her treatment on the way to the hospital. In that moment, John reached over to grab her hand and softly held it in order to calm her nerves. Suddenly, a dense fog was lifted and she was OK. Though she passed away at the hospital, in the moment, the simple compassion for another human gave her peace at the time.

The best advice John has for people starting out in their field is, "Never forget where you came from. Remember your background. People get caught up in technology and the chaos of the world, but sometimes the best care you can give to someone is holding their hand. It's a universal act of compassion."

John moved to Greenville, South Carolina in which he worked with a large group of professionals to move from traditional service to high performance modeling service. Zaragoza says, "Change is never easy to people but it was necessary for the goal and target in order to be more efficient. Working with people who are willing to change makes the world of difference."

Because of his background in high performance modeling, John moved to Daytona Beach, Florida in Volusia County in order to be the first outside director for the county. Zaragoza says, "The only thing that changed is the trees and the sand. It has become the same motivated people doing the right thing to be better."

The county receives 90,000 calls per year regarding emergency medical dispatches. The call volume is not going to slow down, so it's important to stay up-to-date with high performance modeling while staying innovative in order to work with the available resources at hand.

During his off days, John enjoys golfing with friends and collecting antique bottles to decorate his office. Because of his strong passion for the EMS world, he finds himself absorbed into his work, but actively partakes in motivational speaking.

Zaragoza says, "Consider yourself incomplete at all times. There is no pinnacle of education and experience, and you should always improve yourself to be ahead of the curve."

In a world of constant transformation, change is inevitable. People have to stay up-to-date to current trends and educational standards in order to uphold what's best for the proper care of the community. From climbing the ranks in the EMS world to educating multiple county's of high performance modeling service, John R. "Z" Zaragoza is a prime example of someone changing the world for the better.

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## New Savvik Vendor!

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## Association Spotlight

### Maine Ambulance Association

A candid interview with  
Jay Bradshaw, Executive Director  
By Julie Fontaine



#### ***How long have you been with the association?***

I've been involved with the association as an associate member for over 20 years, during which time I was the state EMS Director. I retired from that position in 2015, but like many EMSers, even after retirement, we find new ways to be involved. That's what happened with me – so in June 2018, I took on the role of Executive Director.

#### ***What do you like most about your role?***

When I was the state EMS director, our office operated successfully with a goal of *facilitating first, and regulating second*. Running an EMS service is a huge challenge; and one which some service directors (especially those in rural areas) find overwhelming. The goal of the MAA is to provide vision, leadership, and advocacy for all of Maine's EMS providers. We know from numerous surveys, studies, and reports that EMS is one of the most highly respected professions – even by those who don't know just how complex it is to build and maintain a service that responds anytime, anywhere, and to everybody. As a private association, we are able to be nimble and responsive to our member's needs – and to share ideas and best practices. This fall, our state will elect a new governor and about 30% of the state legislature, and I'm excited about the opportunities this will provide to help educate our lawmakers about the importance of having a stable and robust EMS system.

#### ***Association highlights, upcoming conferences and what members are to expect at conferences.***

We have an annual seminar in the fall and are in the process of finalizing the agenda and keynote speaker. More information will be available at our website: [www.the-maa.org](http://www.the-maa.org) in the coming weeks.

#### ***Where did you get your start in the industry?***

I started in 1982, prior to the birth of our first son. We live in a rural community and I wanted to learn some first aid to care for our pending bundle of joy. So I took a Red Cross course and then an EMT course where I met some folks interested in starting a First Responder service in our hometown. By then I was hooked and completed paramedic training in 1986, and changed careers to become a municipal ambulance director. The following year I joined Maine EMS and became its director in 1996.

#### ***What positive changes have you been a part of in the EMS Industry?***

I was fortunate to be involved with a high functioning EMS office for almost 10 years before I became director, and was at the drawing board when we developed a trauma plan that voluntarily included every hospital in the state. We also had a statewide data system before it was fashionable. From these experiences, I learned how to incorporate data and collaboration in developing programs. During my tenure as state director, we developed a statewide system of emergency medical dispatch, with standardized training and pre-arrival protocols for all 9-1-1 call takers. We also established Community Paramedicine Pilot Projects that helped pave the way to incorporate CP into the Maine EMS system.

#### ***What is your greatest achievement?***

My most important achievement is having a wonderful wife, four children, and now two grandchildren. From a professional standpoint, that's more difficult to answer. As a community member, being involved in starting a first responder service that has helped thousands of people over the past 35 years is at the top of the list. As a field paramedic, I helped save a few lives, but touched a lot more. I've delivered a baby in the back of an ambulance and called next of kin when a loved one has passed away. And as the state EMS director, I've been part of a team who brought people together who were excited about working together – and we did.

#### ***What is your long term vision for the association?***

To increase membership and help members understand that their involvement can make a significant impact.

Reimbursement for EMS is way too low and the ripple effects of that are numerous. We need to build and maintain a stable work force and support a culture of safety to end workplace injuries and deaths. The MAA is in a good position to mobilize people and educate lawmakers, state regulators, and communities.

***Do you have any special interests, hobbies, other groups you belong to?***

Many. The loudest one being that I play the great highland bagpipes. Sometimes to the chagrin of my family and neighbors.

## August specials from Office Depot

Up to 80% off office essentials and everyday copy/printing. Get substantial savings on the office essentials you need and use most – from copy paper and printer ink to cleaning supplies, office essentials and everything in between! Your registration includes low everyday pricing you can use online and in stores.



The advertisement features a large orange background with the text "AUG Exclusive Discounts Office DEPOT OfficeMax". It displays several office products with their respective savings percentages and prices:

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### Online registration

## Recovering Loss of Revenue from “not at fault” accidents.

### Loss of Revenue, Diminution of Value and the Claim Process Explained

By Brian Ludlow

When your units get hit by a third party and the vehicle is out of service, are you getting Loss of Revenue for the downtime while the unit is being repaired? Whether you answered yes or no to that question, reading this article will be the one of the most lucrative uses of your time this year.



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## Leadership Training from SafeTech Solutions



March 19 - March 22, 2019  
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**Fee: \$3,400.00**

Prerequisite: Students must register for both Parts I & II, unless special circumstances apply. [Click Here for more information](#)

**Part I: March 19-22, 2019**

**Part II: May 14-17, 2019**

Part I of the Academy (previously "Levels I & II") will be held March 19-22, 2019. These four days of courses will begin you with the everyday challenges facing EMS leaders by inverting the way you think about running an EMS organization. Learn to manage with leadership in mind. **Topics addressed in Part I include:**

How to blend the roles of both leading and managing and how to know the difference;  
The essential components of a thriving ambulance service; How the leader impacts recruitment and retention; How to create an ambulance service culture people want to join; Strategies for recruiting the right staff; How to improve each member's performance; How to deal with troublemakers; How to recruit today's young people; and how to strengthen the relationship with the medical director.

Part I addresses each participant's personal leadership challenges, moving beyond management to the art and practice of leading. Leaders see destinations and inspire people to move toward those destinations. This part of the Academy prepares you to reflect on the basics of leadership and the leadership tools of listening, imagining and storytelling.

**Specifically, we address:**

The characteristics of responsible leadership; Barriers to leadership; The ingredients to inspiring people to follow; Using a council process to increase listening and talking;  
Listening to what needs to change and imagining a future; The EMS leader's guide to storytelling; How history continues to influence our actions and stories today; Finding the time to lead; Managing and leading up; and How to lead and inspire generation X, Y, and Me.

Part II of the Academy (previously "Levels III & IV") will be held May 14-17, 2019. Become the best EMS leader you can be with advanced courses. Building upon previous class material, Part II of the Academy tackles moving the EMS organization forward, making change and ensuring the organization avoids trouble and continues to be a place good people want to work. **Specifically, this part addresses:**

Identifying what really matters to you, your customers, the public and your organization;  
Rethinking the entire concept of quality and how it applies in EMS; Clarifying a destination that matters to what your organization does everyday; Understanding why change so difficult;  
What is strategic alignment and who cares; The Balanced Score Card as a tool for change and forward movement; Working with measurements and variables; and How to lead and manage change.

With a solid foundation in leadership, participants in Part II of the Academy set the agenda in a facilitated, retreat-style session that focuses specifically on each participant's leadership roles and organizational challenges. Participants come with the specific challenges they are facing in their roles and in their organizations. Utilizing an "open space" format, participants choose the topics. Brief

presentations are made on the topics, and the balance of the allotted time is used to workshop each topic with discussion, exercises and the sharing of best (and worst) practices. In the process, each leader is able to workshop his or her leadership challenges.

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