



News Release:

Pafford Medical Services receives National Association of EMTs Award

Dick Ferneau EMS Career Service of the Year - 2021

WHAT:

Pafford Medical Services, headquartered in Hope, Arkansas, was awarded the National Association of EMTs (NAEMT) Dick Ferneau EMS Career Service of the Year Award at the NAEMT General Membership Meeting and at the EMS World EXPO Opening Ceremony at the Georgia World Congress Center on October 5, 2021. The 2021 Dick Ferneau EMS Career Service of the Year recognizes outstanding performance by a paid EMS service.

BACKGROUND:

About the Dick Ferneau EMS Career Service of the Year 2021- This Award recognizes outstanding performance by a paid EMS service. The award recipient receives \$1,000 in cash, three core program registrations, and \$1,200 for travel and lodging at the EMS World Expo/NAEMT Annual Meeting held the same year as the award. Award recipients are announced in *NAEMT News* and *EMS World Magazine* and recognized at the NAEMT General Membership Meeting and the opening ceremony of EMS World Expo.

About NAEMT - Formed in 1975 and more than 72,000 members strong, the National Association of Emergency Medical Technicians (NAEMT) is the only national association representing the professional interests of all emergency and mobile healthcare practitioners. NAEMT members work in all sectors of EMS, including government agencies, fire departments, hospital-based ambulance services, private companies, industrial and special operations settings, and in the military.

About EMS World - EMS World serves the full spectrum of emergency medical services providers: EMTs, paramedics, dispatchers, physicians, nurses, educators, researchers, and administrators. Through a monthly publication, website, podcasts, webinars and the world's largest EMS-dedicated annual conference, EMS World Expo, EMS World is the leading authority on providing expert guided clinical, management and regulatory content to a discerning and dedicated audience on the front lines of out-of-hospital care.





ABOUT PAFFORD MEDICAL SERVICES:

Starting 54 years ago with one ambulance, Pafford Medical Services has grown to become an EMS powerhouse, with 80 operations in five states, and a special operations deployment in the US Virgin Islands for natural disasters and multi-casualty events. Through it all, the teams continue to respond to thousands of 9-1-1 calls in the midst of a once-in-a-century global pandemic.

Pafford provides Basic Life Support, Advanced Life Support, Critical Care Transport, special event medical standby services, and cutting-edge EMS operations to multiple states in the U.S., as well as the U.S. Virgin Islands. Pafford's fleet of more than 200 ambulances, 4 fixed wing aircraft, and 3 medical helicopters supports the company's lifesaving mission. Numerous educational trainings, community support services, and industry partnerships position the company as a true EMS leader. Local outreach includes free "Stop the Bleed®" and CPR classes to community groups, civic groups, schools, and churches; "Camp- Save-A-Life," a summer youth health camp to introduce kids to the medical industry; "Explore Success," a career path expo benefiting junior high students; fundraisers to benefit the American Cancer Society, Relay for Life, Race for the Cure, and families that have been impacted in local communities; Heart Walk; Toys for Tots and "Pack the Ambulance" toy drives, and many more initiatives.

ABOUT JAMIE PAFFORD-GRESHAM, CEO:



As President and CEO of Pafford Medical Services, Inc., Jamie Pafford- Gresham, declares the vision, mission, culture and image for Pafford Medical Services' leaders, managers, supervisors, and employees. Jamie has defined a brand promise for treating customers and end-users with competence and compassion, as though they are members of an extended "Pafford family." Jamie's comfortable competence and unflappable demeanor stems from literally "growing up ambulance," working for her parents at an early age, with positions in the billing office, finance department, and as an EMT. Jamie credits her customer service approach to learning from her parents. Her *everyday ambulance* experience has resulted in the perpetuation of a legacy of excellent care and prudent business practices built over more than five decades. In addition to overseeing performance and financial integrity in all locations and divisions, Jamie actively participates in evaluating growth opportunities. As an open-door employer, Jamie regularly considers EMS innovations and new books of business that offer career ladder enhancements for all the company's employees.

"I attribute our many business expansion successes to the dedication and strength of our leadership team," explained Jamie, "because these family members and longtime associates collaborate openly to develop and invest in quality initiatives. And I attribute our ongoing success to all our team members serving with dedication and pride. Jamie Pafford-Gresham is the American Ambulance Association's *go-to* resource for all rural ambulance issues and overall ambulance reimbursement legislation advocacy. Not only is Jamie sought for advice on how to deliver 'big-city' sophistication in a rural area, she also is considered an expert in her ability to advise and lobby Congress for proper reimbursement for the services they provide. She reminds members that ambulance services are the true healthcare safety net in America.

Jamie has been the longest serving chairperson for the American Ambulance Association's most





prestigious and important committee—The Government Affairs Committee. As an American Ambulance Association President’s Award recipient, she is also a valued and respected member of the American Ambulance Association’s board of directors, serving on numerous committees and ad hoc groups for more than 20 years. Jamie is the current Secretary of this national association and serves as a board member of the Arkansas, Oklahoma, and Mississippi Ambulance Associations.

Jamie is also a recent (2019) inductee to the Arkansas *EMS Hall of Fame*.

In her local community of Hope, Arkansas, Jamie is a member of the University of Arkansas Hope/TXK Foundation Board of Visitors. Jamie is also a former Governor-appointed Chairperson for the Arkansas Rural Economic Development Commission. In 2021, Pafford Medical Services was named the Hope Chamber of Commerce *Business of the Year*. In addition to all her professional obligations, Jamie is a dedicated wife and mother. She lives in Hope with her husband Ben. Their children, Suzie and Garrett, also work for the company.

STORY SUGGESTIONS:

Response to Covid-19

Early in the pandemic, Pafford took aggressive steps to secure sufficient PPE resources for clinical and support staff. In anticipation of new local COVID-19 surges in 2021, Pafford recognized that the best way to ensure continuity of care, as well as crew safety, was to establish their own medical clinic in Hope, AR. Now, Pafford crews and their families receive medical care, as needed, to ensure the health and safety of all responders. In concert with that effort, the clinic also offers monoclonal antibodies treatments for COVID positive residents living in their Hope service area.

Disaster Deployment

Responding to an urgent request for EMS providers in the US Virgin Islands following Hurricanes Maria and Irma in 2017, Pafford first set up its USVI operations in St. Croix.

In September 2021, after assessing available options, Pafford chartered two Airbus 300 aircrafts to transport about 125 paramedics, EMTs, nurses, doctors, respiratory therapists and pharmacists in each plane to the USVI to care people in USVI’s COVID-19 devastated communities. They continue to serve there to date.

Floating Healthcare

Pafford stations paramedic teams, physicians, and nurses aboard Army Corps of Engineers’ vessels that are plying the Mississippi river and its waterways, keeping them open for all types of boats and barges. Pafford’s specially trained healthcare professionals live on these vessels, staffing onboard medical clinics for any medical emergencies or illness outbreaks.

Increased demand for medical helicopters and fixed-wing air ambulances

Pafford’s three medical helicopters and four fixed-wing air ambulances have been performing double-duty during the past 12 months due to local hospital bed unavailability. The aircraft serve severely ill or injured patients’ immediate needs for sophisticated hospital care, even if they must be transferred long distances to get the level of care required. Pafford’s Clay Hobbs (Chief Operating Officer) is available to speak particularly about his experience helping a friend’s son, who was near death from COVID, to find a bed in Chicago hundreds of miles from his Hope, AR home. Now, months after his Pafford fixed-wing air ambulance flight to Chicago, that patient, a young husband and father of two, was recently released from the hospital.

Pafford Medical Services’ family legacy now sees three generations of family members choosing EMS





careers.

Learn what it's like to grow up "ambulance." Pafford Medical Services founders established their company, Pafford Ambulance in Magnolia, Arkansas, in 1967. Since 2008, their children, Jamie, Greg, and John, have assumed ownership and have developed and expanded the company. Jamie's daughter Suzie and son Garrett, full-time company employees have achieved their EMT certifications. Her brother Greg's son, Alex, Pafford is entering the EMS field working for the company.

Media Kit: <https://www.paffordems.com/about/naemt-award-winners>

SOCIAL MEDIA:

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