



State EMS Awards Book of Recognition



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The Commitment to Quality Medal honors an EMS system or individual EMS agency, or sub-unit of an EMS agency, which has demonstrated commitment to the principles of quality improvement, customer service and excellence in EMS.

Metro West Ambulance; Special Events Division

Commitment to quality is a commitment to do it right. When a group of people in a company decides to do it right and the company is able and willing to support that venture, often end up with excellence in EMS. Focusing on customer service and knowing the unique needs that their customers brought to the table, the Special Events Division at Metro West Ambulance has demonstrated their commitment to quality in EMS.

The Special Events Division at Metro West Ambulance provides a variety of medical services in some very unique environments. In their commitment to insure appropriate and quality care they have taken the time to learn about the special needs and requirements of the events they provide coverage for. Applying this knowledge in preplanning for the uniqueness of each event has allowed them to excel and be successful in this arena.

The differing venues they have covered include: the Rose Garden, Memorial Coliseum, Portland International Raceway, PGE Park, Oregon State Fair, Sunset Speedway, St. Helen's Racetrack, Hillsboro Air Show, Rose Festival and the Washington County Fair. The combination of venue and event have often required special considerations that have resulted in special training, special equipment, partnering with nontraditional providers and preplanning for the minor isolated injury to the potential multi-casualty incident.

Thank you, Metro West Ambulance, Special Events Division for your commitment to excellence and quality in EMS!