

2024 EMS Awards Recipient Nomination Statements

EMS DISPATCHER AWARD:

Valerie Tucker

San Francisco Department of Emergency Management

Awarded for:

Public Safety Dispatcher Valerie Tucker is the recipient of the 2024 EMS Dispatcher Award. She is recognized for her response to a CPR call at Harding Park Golf Course. On July 11, 2023, Valerie received a call from a citizen stating that an elderly male patient had collapsed, was unconscious and not breathing. After the verification process, PSD Tucker quickly sent up the call for medical dispatch, launched into ProQA, (SF dispatch application for processing medical calls), and aided the caller in very high-quality CPR instructions. Valerie directed the caller to have another bystander retrieve an AED, while the caller was advised to stay with the patient to begin CPR. PSD Tucker took full command of the call: she gave concise instructions to lay the patient flat on his back, gave very clear hand-over-hand instructions about pumping the chest hard and fast, counted out loud with the caller and continuously updated the responding medics of the situation at hand. There were at least two cycles of CPR that were shared with another bystander while waiting for the medics and/or the AED, but PSD Tucker never missed a beat. She continuously updated the caller of the status of the medics, counted along, reassured, and advised the caller to keep going until help physically took over. After some time, the medics came on scene, physically took over and PSD Tucker thanked the caller for doing such an amazing job.

Actual CPR calls within the 911 system are low frequency, high-risk calls. The level of compassion, excellent quality of care, and attention to instructions & detail that were displayed by PSD Tucker are unmatched. Every instruction given defines a quality CPR call. Excellent work, Dispatcher Tucker!

EMS FIRST RESPONDER AWARD:

Deputy Barry Bloom

San Francisco Sheriff's Office

Awarded for:

Deputy Sheriff Barry Bloom is the recipient of the 2024 SF EMS First Responder Award. Deputy Bloom is a 29-year veteran of the San Francisco Sheriff's Office (SFSO). He is recognized for his commitment to saving countless lives by administering over one-hundred doses of naloxone in the Civic Center neighborhood. Deputy Bloom approaches his work through the lens of compassion and care rather than incarceration. He strongly believes that "someone overdosing is a victim with substance use disorder...if I can do anything [to prevent an overdose death], I'll do it." The EMS Agency honors Deputy Sheriff Barry Bloom for his outstanding work in saving countless lives.

EMS FIELD PROVIDER AWARD:

Luis Jacques, EMT, EMT-P Intern

Enrique Lopez, EMT-P, Preceptor

American Medical Response

Awarded for:

Paramedic Enrique Lopez and EMT/Paramedic Intern Luis Jacques are recipients of the 2024 SF EMS Field Provider Award. Paramedic Lopez and Intern Jacques are recognized for their response to a complex cardiac

arrest call. The patient, a 56-year-old male was found to be pulseless and apneic after a witnessed collapse by bystanders. The team quickly and aggressively began treatment. After providing high quality CPR, securing intraosseous (IO) IV access, and administering IV medications, the patient presented in v-fib requiring three separate defibrillations (electrical shocks). After the 6th pulse check, they found the patient to be in a sinus tach with pulses. They obtained a 12 lead which showed no STEMI and the patient was quickly and smoothly transferred to the ambulance and to the UCSF ED for further treatment. En route to the ED, the patient was able to open his eyes and communicate with the EMS crew.

As an intern, Luis was able to use his new knowledge during a critical time, delivering high quality care which contributed to the patients' survival.

Enrique not only functioned as an instructor and mentor on this call, but was able to deliver excellent care, contributing to a positive outcome. He was an exceptional example for his intern who will carry those lessons throughout his career in EMS.

EMS FIELD PROVIDER AWARD:

Francesco Kaner, EMT

San Francisco Fire Department

Awarded for:

Emergency Medical Technician Francesco (Frank) Kaner is a recipient of the 2024 SF EMS Field Provider Award. EMT Kaner is recognized for his quick actions to save the life of a person actively attempting suicide. During a midday shift, EMT Kaner was delayed at UCSF triage for an extended period. On the way to retrieve water from his ambulance, Frank noticed a person standing on top of a construction barrel. He observed that the person was crying and had something wrapped around their neck. The only other person around was a bystander filming the incident. Realizing that time was limited, EMT Kaner approached and employed verbal de-escalation techniques. Unfortunately, the man was determined, and he quickly jumped off the ledge. The noose snapped closed. Frank rushed in immediately and held the grown man up in the air preventing full asphyxiation. Simultaneously, EMT Kaner found his radio button and called for backup. UCSF security subsequently arrived and cut the man down who was then admitted alive into the UCSF emergency room. EMT Kaner's quick and selfless actions saved a life.

Frank has been an asset to EMS since 2015, joining SFFD in 2018. He consistently performs his first responder duties efficiently with the utmost respect for every patient. He received multiple nominations for EMS Awards this year.

EMS HOSPITAL PROVIDER AWARD:

Theresa Sandholdt, RN

Zuckerberg San Francisco

General Hospital

Awarded for:

Theresa Sandholdt, RN is the recipient of the 2024 SF EMS Hospital Provider Award. Theresa is an exceptional nurse and is an equally strong supporter of EMS. She has been a Nurse at San Francisco General Hospital for the last 22 years and has served as the Base Hospital Coordinator for the last 7 years. Through the years she has been a constant source of information from follow up on patients for EMTs and Paramedics (field providers) to sharing insights from cases, radio reports, base hospital contacts and sharing her persistent enthusiasm for patient advocacy.

Theresa consistently looks out for EMS Crews and patients alike, ensuring everyone is treated with kindness and respect. She is a reliable, experienced, and knowledgeable leader in her field. She has been instrumental in assisting EMS with a program aimed at helping Paramedics obtain hospital follow-ups on patients they've treated. This program educates SF field providers to better assist future patients with similar symptoms. Nurse Sandholdt is exceptional. She received multiple nominations for EMS Awards this year. We honor and thank her for her unwavering commitment to high quality EMS care. Thank you, Theresa for all that you do.

**EMS COMMUNITY AWARD:
ODC**

Awarded for:

ODC is the recipient of the 2024 SF EMS Community Award. ODC is recognized for its groundbreaking Health Initiatives Program which resulted in a life being saved last Fall.

ODC is a professional dance company, a school for dance classes, a theater for emerging artists, and most notably for this occasion, a health initiative focused on supporting a healthy physical lifestyle for all ages and abilities. It was founded in 1971 by Artistic Director Brenda Way. ODC relocated to the Bay Area in 1979. ODC is dedicated to the lifecycle of the artistic process. Through their company, school, and theater, they aim to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through dance.

ODC understands the importance of maintaining a safe artistic environment for its staff, students, and customers. One of the main focuses of their Health Initiatives Program is to ensure that there is an action plan established in the event of a cardiac arrest or other emergency within and around their buildings. Two Automated External Defibrillators (AEDs) were installed in key locations and an eight-hour training was implemented to train 59 employees on vital CPR skills, AED use, and First Aid Response. This training program is now ongoing and while still being provided to ODC employees, sessions will soon be opened to the public.

ODC's investment and commitment to public safety proved invaluable on September 1st, 2023, when a 67-year-old female collapsed and became unconscious due to a cardiac arrest event. Within an instant of the collapse, a staff member and a student activated 911-services and rendered emergent care. A total of 6 minutes of CPR was performed, an AED was accessed, and a critical shock was delivered. Upon EMS arrival, both the staff member and the student assisted with the transition of care and as the patient was being rushed to the hospital, EMS crews reported the return of spontaneous circulation before arrival at the Emergency Room. As a direct result of the preparatory and emergency actions of ODC staff and its members, a life was saved!

RAYMOND LIM EXCELLENCE IN EMS AWARD:

John Brown, MD, MPA

San Francisco Department of Public Health

Awarded for:

Dr. John Brown is the recipient of the 2024 Raymond Lim Excellence in EMS Award. He is recognized for his 28+ years of service and dedication to the San Francisco EMS System. He exemplifies EMS excellence through not only his public facing dedication to quality EMS care, but also for the countless midnight phone calls and behind the scenes work responding to incidents. Dr. Brown's commitment is broader than just San Francisco

and encompasses a lifetime of achievement. He is a highly respected member of the state EMDAC group and has led a number of EMS groups that have directly impacted patients and expanded services in EMS. Dr. Brown is a veteran who served in the Navy, volunteers in medical missions to countries around the world, and participates in a federal Disaster Medical Assistance Team (DMAT). Dr. Brown is always learning and seeking out opportunities to improve EMS education. He has created new, unique programs from scratch including Base Hospital Physician in the field program. He is courageous and courteous. As one nominator stated “we don't always see eye to eye, but he is thoughtful, professional...gracious, and courteous...this collegiality is why I think he is deserving of this award.” The breadth and scope of Dr. Brown's EMS experience will surely be missed as he moves on to his biggest challenge yet, retirement. He received multiple nominations for EMS Awards this year. Congratulations to Dr. John Brown on an incredible EMS career!

MARY MAGOCSY EXCELLENCE IN EMS AND DISASTER LEADERSHIP:

Section Chief April Sloan

San Francisco Fire Department

Awarded for:

Section Chief April Sloan is the recipient of the 2024 Mary Magocsy Excellence in EMS and Disaster Leadership Award. Chief April Sloan is recognized for being the epitome of hard work, dedication, education, and forward thinking. She is a supportive colleague and leader, and an incredible human being. Over her nearly 20-year career, she has worked as an EMT, Paramedic, Rescue Captain, EMS6 Captain, and now Chief. Not only is she an extremely hard and dedicated worker, but she is also a proactive and supportive Chief. She advocates strongly for not only her crews, but for the health and safety of everyone that she comes into contact with. She has made huge strides over her career. Her colleagues state “she will continue to make positive strides not only within our department and our city, but also across the nation in [the area of] Community Paramedicine. Chief Sloan would never say or think this, but if everyone had her drive, work ethic, and empathy, our world would be a better place.” Congratulations Chief Sloan on your illustrious career thus far. We can't wait to see what you do next!

COMMUNITY PARAMEDICINE PROVIDER OF THE YEAR:

Emily Tam, EMT-P

San Francisco Fire Department

Awarded for:

Community Paramedic Emily Tam is the recipient of the 2024 SF Community Paramedicine Provider of the Year Award. She has been with SFFD since 2019 and is recognized for being the epitome of a calm, intelligent, compassionate provider. Emily joined the Community Paramedicine (CP) Division of the San Francisco Fire Department in May of 2022. Since joining the CP Division, CP Tam has gone above and beyond to serve the community and her colleagues.

She has solicited clothing, shoe, and gift card donations by placing receptacles at Station 49 and other fire stations. She collects the bins and has personally taken on the task of sorting each item of clothing, noting its size and stocking the shelves in a manner that allows her colleagues to easily restock their vehicles and hit the streets. She purchases other supplies such as toiletries and makes hygiene kits with funds from the gift cards for CP units to distribute.

CP Tam has a degree in nutrition and has taken on the task of identifying and ordering the most nutritious snacks for CP clients, who frequently experience food insecurity and/or have poor dentition, limiting their

food options.

An initiative that she and a fellow medic are currently spearheading is a program called Life Line that provides citizens in the Chinatown an information card for emergency responders. Life Line members assist the individual in completing the card with up-to-date vital information that can be easily accessed in the event of a medical emergency. Once implemented, this program would be extended to other communities that may experience language barriers.

Her dedication to her profession and sense of community shows up, whether it be creating a mural for Community Paramedicine, which greets everyone as they step into the office, or by filling her coworkers' happy tummies with homemade baked treats and meals that she's created herself.

CP Tam consistently demonstrates professionalism, an excellent work ethic, and is a strong advocate for the patients she encounters on the Street Crisis Response Team (SCRT). She received multiple nominations for EMS Awards this year. Congratulations to Community Paramedic Emily Tam!