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Professional Ambulance Association of Wisconsin



Sixth Annual
Professional Ambulance Association of
Wisconsin

Stars of Life Recognition Program

September 21, 2011

On behalf of the Professional Ambulance Association of Wisconsin, we honor and recognize the outstanding contribution you have made to the emergency field and the Wisconsin communities you serve.

Patrick Ryan, PAAW President



**Jesse Ashwill, EMT-Intermediate Technician
Madison, Wisconsin
Ryan Brothers Ambulance – Fort Atkinson**

Jesse has been with Ryan Brothers Ambulance since July of 2007. He was relatively new to EMS at that time, but quickly became a stand-out employee. In 2008, he was promoted to the Management Team. Jesse is an EMT-Intermediate and oversees Employee Metrics and assists with company-wide scheduling.

Jesse has shown tremendous professional growth during his 6 years of service. He takes on multiple tasks without reluctance and has shown the valuable ability to address difficult situations with dignity, honesty and compassion.

Jesse lives in Madison with his wife Lisa and son Charlie. He enjoys do-it-yourself projects and has a past career as an MMA fighter with the moniker Jesse “The Bull”.



**Drew Bestland, Flight Paramedic
Eau Claire, Wisconsin
Mayo Clinic Medical Transport**

Drew is being recognized for providing outstanding care and exceptional customer service to our patients and customers, which has earned him the trust and respect of colleagues he works alongside as a flight paramedic for Mayo One in Eau Claire. Drew was formally recognized by team members, leadership, and customers of Mayo Clinic Medical Transport in his nomination for recognition as a Star. The comments included: “Drew dedicates his time not only to providing the highest level of patient care, he also demonstrates compassion towards his patients and colleagues;” “He takes time to listen and provides feedback in a caring manner”. Drew is also a positive role model for those he works alongside, consistently demonstrating a “can do” attitude and professionalism in every aspect of his job.

Drew began his career with Gold Cross in 2000 working as a paramedic in St. Cloud and Eau Claire prior to moving to the position of Flight Medic in 2004.



**Naomi Vande Hei, Paramedic
Green Bay, Wisconsin
County Rescue Services**

County Rescue Services is proud to recognize Naomi Vande Hei as our PAAW Stars of Life.

EMS is a family affair for the Vande Hei’s who have five siblings involved in the profession. Naomi is a paramedic for both County Rescue and Baraboo District Ambulance, and she also serves with Volunteer First Responders in Southern Brown County. Naomi is also trained to perform County Rescue’s fixed wing airplane transports.

Naomi is a self-described “adrenaline junkie” and loves being able to make a difference when it matters most. She became interested in the medical field when she was very young, originally intending to become a doctor. An unexpected enrollment in an EMT Basic Class transformed into a volunteer position at Viking Community Rescue in Denmark.



**Paul Zuege, EMT
New London, Wisconsin
New London Family Medical Center Ambulance**

Commitment, Compassion, Honesty and Integrity are words we use to describe the character of Paul Zuege. He has been an integral part of the New London Area EMS system for eight years. As a resident of the City, Paul feels that his service to his own community and those served by the NLFMC Ambulance is important and stresses the “can do” attitude everyone in EMS should have.

Paul works as a paid employee for the NLFMC Ambulance – Bear Creek Division, and as well as a volunteer First Responder for the City of New London Emergency Medical Responders. Paul owns a property maintenance business, but he selflessly interrupts his work to respond to calls for help. From the first call of the day to the last, you can just about guarantee that Paul will be on scene. He has a devotion to public service that is almost unheard of, and I’m sure if we were to ask him, he would give credit to his wife for this, due to the support and understanding she gives him.



**Caleb Vande Hei, Paramedic
Greenleaf, Wisconsin
County Rescue Services**

County Rescue Services is proud to recognize Caleb Vande Hei as a PAAW Stars of Life.

EMS is a family affair for the Vande Hei's who have five siblings involved in the profession. Caleb is a paramedic for both County Rescue and Baraboo District Ambulance, and he also serves with Volunteer First Responders in Southern Brown County.

Caleb was drawn to EMS after observing his older brother and harboring a growing desire to help his neighbors. After completing IV-Tech training he was hired at County Rescue and then completed the paramedic course. Caleb is known for his devotion to the community and patients.



**Esther Vande Hei, Paramedic
Wonewoc, Wisconsin
County Rescue Services**

County Rescue Services is proud to recognize Esther Vande Hei as our PAAW Stars of Life.

EMS is a family affair for the Vande Hei's who have five siblings involved in the profession. Esther is a paramedic for both County Rescue and Baraboo District Ambulance, and she also serves with Volunteer First Responders in Southern Brown County.

Esther was eager to begin her EMS career, turning 18 just in time to get her background check done for the clinical portion of her EMT-Basic class. Esther has since completed paramedic training and says the longer she works in EMS the more she realizes her call is to help others.

Esther is a Certified CPR instructor and also certified with Rope Rescue I and II. Esther sums up the sentiment of her siblings by stating, "Every day on the job I feel the weight of responsibility as I realize that the patient I am treating is someone's needed family member but I also love the excitement of being able to help. To put it short. I'm scared to death but having the time of my life."



**Lori DeForest, Critical Care Paramedic
Cambridge, Wisconsin
Ryan Brothers Ambulance**

Lori DeForest has been a part of the Ryan Brothers' team for 9 years. She has continually furthered her EMS career becoming a Paramedic, Critical Care Paramedic and also a Dispatcher. Lori is very dedicated to the patients and customers of Ryan Brothers. Through continuing education, she always seeks to better herself, with the ultimate goal of providing better patient care.

She has been instrumental in the growth of the company and is currently the 7th longest tenured employee. She excels as a Paramedic in both the 911 setting, as well as when providing Critical Care transports and utilizing the advanced skills she has gained over her time with Ryan Brothers.

Lori lives in Cambridge. She is an avid runner and loves spending time with her family, including her pets, Riley – a cute Cocker Spaniel and Molly - a Tiger cat and a true "princess".



**Shelley Donner, Paramedic, Dispatcher
Menasha, Wisconsin
Gold Cross Ambulance Service – Fox Valley**

Shelley Donner is being recognized as a Star of Life for all his contributions to EMS over the past 28 years. Shelley enrolled in an EMT basic class back in 1983 while still in high school. Early after graduating EMT Basic, Shelley was hired at Oshkosh Ambulance and soon began a life-long journey helping others in need.

Graduating as a Paramedic, Shelley worked at Metro ambulance in Oshkosh until they merged with Gold Cross in 1991. Currently, Shelley is a full-time dispatcher, is married to Roxanne, and lives in the City of Menasha. Shelley is an avid "Brewers" fan and would love to see them in this year's World Series. When Shelley is not dispatching, playing part-time paramedic, assisting with the Fox Cities Marathon, or planning the Gold Cross HeartStart golf outing, he is probably off being a deputy coroner for Winnebago and Outagamie Counties. The EMS bug certainly has bitten him hard.

Shelley is very dedicated to Gold Cross and his profession. He is always willing to lend a hand when needed and will go the extra mile to help anyone.



Debra Draeger, EMT-IV Tech
Helenville, Wisconsin
Sullivan EMS

Debra is a team player and an excellent EMT. She exceeds the expectations of others and sets high standards for herself. She is dependable and trustworthy, hard-working and detail-oriented and provides excellent patient care. In her spare time, Debra enjoys spending time with her family and friends.

Debra serves on numerous committees and participates in many activities. She is a team player who is a great listener and communicator. She is able to think outside the box and is always looking for a new challenge.

She is always looking to improve her knowledge as an EMT. Debra started with Sullivan EMS as a First Responder, progressed to an EMT-Basic and now has held a license as an EMT-IV Tech for four years. She continually looks for outside trainings and conferences to add to her knowledge base.



Carrie Fox, Divisional Supervisor
Elkhorn, Wisconsin
Paratech Ambulance Service

Carrie is being honored for her exemplary talent, contributions, and exceptional performance as a paramedic divisional leader in Walworth County. Carrie loves a challenge and loves mentoring new paramedics. Her ability to remain calm in stressful situations is one of her most distinguishing traits.

Carrie began her career in 2000. She advanced from EMT-B to CCCEMT-P and now to divisional leader. Carrie enjoys the Brewers, finding new outdoor spaces to explore, travel, reading, and spending time with family and friends.

Carrie's exceptional performance as a critical care paramedic, instructor, divisional supervisor, rescue volunteer and ED tech over the past decade is a tribute to her love and dedication for EMS. One of Carrie's best talents for mentoring new medics is the way she teaches and makes others feel at ease during a challenging call. She is versatile and sets the standards for others to follow. With everything Carrie Fox does for EMS, she raises the bar, which makes her an outstanding recipient for this award. Her life is a tribute to EMS.



Nick Turba, Medical First Responder
New Holstein, Wisconsin
New Holstein Fire and First Responders

Calumet Medical Center is honoring Nick Turba as a Star of Life for his dedicated service. As a volunteer Nick responds to almost all of the EMS calls in his territory, always with the high level of professionalism.

Nick retains an EMT-B license and has been with New Holstein First Responders and Fire Department for almost 4 years. He currently works as a CNA at Appleton Medical Center, and also works at Calumet Feeds.

Nick is an avid hunter, skier, and snowmobiler. He is on his last semester of nursing school, and plans to start his career as a Registered Nurse in 2012.

Nick is a valuable asset to Calumet County public safety. His values and ethics combined with quality decision making and top notch patient care make us proud to select him as a 2011 Star of Life.



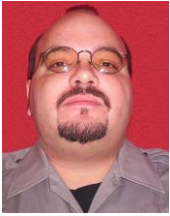
Barbara Tyler-Lord, EMT
Forest Junction, Wisconsin
Brillion Ambulance Service

Barb began her EMS career as on-call staff member of Brillion Ambulance in October 2003. She excelled in the IV-Tech training which she mastered shortly thereafter.

Barb is very supportive as an on-call EMT and known to help out in a pinch. She always has a kind word for everyone, showing care and concern for her fellow employees. She has a natural ability to connect with her patients and calmly ease their worries and concerns.

As well as a great EMT, she is a champion for animals and is very active with her family.

We are proud to honor Barb as this year's Star of Life.



Randall Tompkins, EMT Supervisor
Mukwonago, Wisconsin
Meda-Care Ambulance

Randall is a Meda-Care Ambulance shift supervisor, who both enforces the rules and makes sure the day runs smoothly. Outside of work, he is involved in every aspect of his children's lives which keeps him quite busy!

In the early morning hours of November 10, 2010, Randall and his partner were clearing from a run and smelled smoke in the area. Upon further investigation, they realized there was a nearby house on fire. They summoned the fire department and then approached the house, wakening the occupants who escaped safely along with their dog. This is really just one notable example of the kind of person Randall is... he truly cares about his fellow human beings and will not hesitate to risk his safety to save their lives.



Doug Schoen, Medical First Responder
Potter, Wisconsin
Hilbert-Potter First Responders

Calumet Medical Center is honoring Doug Schoen as a PAAW Star of Life for his thirteen years of dedicated service.

As a volunteer, Doug responds to almost all of the EMS calls in his territory, always using a high level of professionalism. Doug retains first responder license and has been with Hilbert/Potter First Responder group since 1999. He works for Kasper Building Supply and we are fortunate he can leave work for EMS calls.

Doug lives in the village of Potter with his wife Maria. Doug is also a member of the Potter Fire Department. Most recently the service had a structure fire that lasted 42 hours. More than 20 fire departments participated in mutual aid. Doug showed his level of commitment to the department and community by spending 35 of the 42 hours on the fire ground. Doug is a valuable asset to Calumet County public safety. His values and ethics combined with quality decision making make us proud to select him as a 2011 PAAW Star of Life.



Brian Groebner, Paramedic
Reedstown, Wisconsin
Tri-State Ambulance

Tri-State Ambulance is honoring Brian Groebner as a dedicated and compassionate paramedic to both his patients and co-workers.

Brian's calm and a professional demeanor makes him a great partner to work with and also instills trust and respect with his patients. Although Brian has been with Tri-State Ambulance for just over four years, he has gained more than his share of experience by volunteering to work a "power truck" rotation.

Brian continuously demonstrates a strong work ethic; respect for co-workers, patients, and other responders; and, a willingness to accept additional responsibilities. In addition, Brian's superb teaching abilities are reflected in the fact that he is frequently requested as a preceptor by paramedic students.

When Brian is not working he enjoys spending time with his wife on their small hobby farm in rural Vernon County.



Jennifer Hanson, Paramedic
Baraboo, Wisconsin
Baraboo District Ambulance

Jen Hanson was selected for Stars of Life because of her compassion for teaching EMS. Jen is a gifted and dynamic speaker who has worked for Baraboo District Ambulance for eight years and has been the Training Coordinator for three. In those three years she has improved the patient care skills of all our employees, from our newest EMT to our most senior paramedic. In turn, her training has improved the quality of life for hundreds of patients.

Because of Jen and her commitment to training, Baraboo District Ambulance Service is now a training center in the State of Wisconsin. She spent hours researching and preparing for this undertaking. With permission from the State granted, Jen's hard work continued and she had her first successful EMT-Basic class as the lead instructor. Her students will confirm Jen was one of the most dedicated and knowledgeable instructors they ever had. It is because of her dedication that she is being honored.



**Kimberly Heine, EMT-IV Tech
Helenville, Wisconsin
Sullivan EMS**

Kim is an outstanding individual who always goes above and beyond in representing her service to the patients she cares for. She believes that “Human Life” is her top priority and service to her patient is the reason for her existence. Kim is definitely a perfectionist in her job. She is very organized and thorough, no matter the task at hand.

Kim is the Deputy Chief of Transfers and runs a very tight ship. Last year she and her team sent out over 7,000 Christmas Cards to every resident in the 81 square mile area of our transport area as well as every patient that was cared for by Sullivan EMS.

As an EMT, Kim takes the Sullivan EMS Mission Statement seriously; “To Take Care of One Life at Time”, and “Human Life is our top priority and service is our reason for existence”. Every patient is made to feel that they are her only priority for as long as it takes.



**Kristin Johnson, Paramedic
Baraboo, Wisconsin
Baraboo District Ambulance**

Lieutenant Kristin Johnson has had the respect of fellow employees since the day she started in 2004. Kristin has a light-hearted yet bold personality which creates a management style to which none compare. She was Employee of the Year for 2010 and is the founder of many public relations activities for Baraboo District Ambulance Service.

When not working, she enjoys sports of all types, holding her own in a debate with any sports fanatic. She also enjoys vacations with her family and boyfriend, Tyler.

Kristin is a teacher’s assistant for the BDAS Training Center and other tech colleges in the area. Teaching people is natural for Kristin as she is patient and intelligent. Students she has taught come to BDAS looking for employment because of the positive experience she gave them. It is because of Kristin’s dedication she deserves this award.



**Steve Radich, Administrative Director
Neenah, Wisconsin
Gold Cross Ambulance Service – Fox Valley**

Steve Radich is being honored for his commitment to Gold Cross and EMS for the past 34 years.

If there is a word to describe Steve, it is “dedicated”. Steve has filled various roles including; Paramedic, Assistant Shift Supervisor, Shift Supervisor, Unit Hour Manager and Administrative Director. He is multi-task oriented in dealing with the day-to-day administrative tasks and networking with community leaders.

Steve got his feet wet in EMS in 1975 as an EMT ambulance attendant in Oshkosh. He joined Gold Cross in the fall of 1977. Steve and his wife, Roxie (a nurse practitioner) enjoy traveling with their families. Their two children, Keta and Brock are both in dental school.

In addition, Steve is the director of medical services for the Fox Cities Marathon, coordinates the annual Gold Cross HeartStart Charity golf outing, oversees the Fox Cities Critical Incident Stress Management Team and countless other activities surrounding his role at Gold Cross Ambulance. Steve’s tenure and dedication to EMS make him very deserving of this award.



**Danielle Scape-Centgraf, EMT
Milwaukee, Wisconsin
Meda-Care Ambulance**

Danielle is a Meda-Care Field Training Officer who makes our newly hired EMTs the best they can be. Outside of work, she is dedicated to her young son, Kyren.

In the early morning hours of November 10, 2010, Danielle and her partner were clearing from a run and smelled smoke in the area. Upon further investigation, they realized there was a nearby house on fire. They summoned the fire department and then approached the house, waking the occupants who escaped safely along with their dog. This is really just one notable example of the kind of person Danielle is... she truly cares about her fellow human beings and will not hesitate to risk her safety to save their lives.



**Paul Manske, Dispatcher
Kewaskum, Wisconsin
Paratech Ambulance Service**

Paul is being recognized for his exemplary career and dedication to the profession of EMS dispatching. His leadership among his peers can now be clearly recognized, as it is not always easy to distinguish those behind the scenes.

Paul's commitment and dedication to the EMS communications as a dispatcher over the last 18 years is greatly appreciated.

Paul enjoys sports, especially the Wisconsin Badgers including the Badger Band, reading, camping, grilling, and spending time with family and friends.

The July 2010 flood that struck in southeastern Wisconsin was an event that required a level of professionalism and efficiency in order to handle the pandemonium which ensued throughout the storm.

During that afternoon, flash flooding was occurring and closing intersections minute by minute and significant flooding was occurring to buildings and homes. As responses are vitally important to patient care, so was the safety of our EMTs and paramedics. On this particular afternoon, it was literally controlled chaos. There are no manuals written to prepare a dispatcher for a situation like this. It was only because of Paul's dedication and experience that all of our patients and staff arrived safe and sound.

Paul Manske is a true Star of Life for Paratech Ambulance Service.

The 2011 Class of PAAW Stars of Life

*Jesse Ashwill, Madison, WI
Drew Bestland, Eau Claire, WI
Lori DeForest, Cambridge, WI
Shelley Donner, Menasha, WI
Debra Draeger, Helenville, WI
Carrie Fox, Elkhorn, WI
Brian Groebner, Reedstown, WI
Jennifer Hanson, Baraboo, WI
Kimberly Heine, Helenville, WI
Kristin Johnson, Baraboo, WI
Paul Manske, Kewaskum, WI
Steve Radich, Neenah, WI
Danielle Scace-Centgraf, Milwaukee, WI
Randall Tompkins, Mukwonago, WI
Doug Schoen, Potter, WI
Nick Turba, New Holstein, WI
Barbara Tyler-Lord, Forest Junction, WI
Caleb Vande Hei, Greenleaf, WI
Esther Vande Hei, Wonewoc, WI
Naomi Vande Hei, Green Bay, WI
Paul Zuege, New London, WI*

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