



# State EMS Awards Book of Recognition



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**[www.dhs.state.or.us/publichealth/ems](http://www.dhs.state.or.us/publichealth/ems)**



*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 Hillsboro, Oregon**

*“Meeting each customers needs”* is found on the side of each Metro West Ambulance. Their commitment to quality is exemplified by building leaders throughout their organization.

The **Building Greatness** class provides a solid foundation for quality improvement, customer service, and excellence in EMS at Metro West Ambulance. The Leadership Development Program has created a group of leaders who are committed to excellence. The organization has developed a culture within that emphasizes quality development through research and data review to improve the level of care and customer service.

Through their class’s efforts, Metro West brought Advance Medical Life Support (AMLS) to Oregon. In addition, Dr. Joe Dillman; former speaker at the Oregon EMS Conference spoke over a five-day period at Metro West and at numerous hospitals and agencies.

These courses develop excellence in EMS from top-to-bottom within the company. Students learn the commitment that Metro West has to building a great organization teeming with superior leadership, soft human values, a culture of excellence, and the strategies and goals that serve the community and the people they assist.

Metro West's commitment to excellence spreads throughout the company, on every ambulance and across every level of experience. Graduates learn leadership is not reserved solely for managers, but that every person can and should lead from his or her position.

Passion for what they do is key. Quality improvement, patient care, customer service, the pursuit of excellence, passion, and vision are the keys to success.

Thank you, Metro West Ambulance for your dedication and vision beyond compare on behalf of EMS in Oregon.