



**For Immediate Release**

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## **Portland Paramedic Named Leader in EMS Care**

Award recognizes those who drive the EMS Profession Forward

(Portland, Ore.) — Bill Lang, a paramedic for American Medical Response (AMR) in Portland, was named one of the Top 10 Innovators in the EMS industry. Lang was recognized for developing a comprehensive critical incident stress management (CISM) program for EMS providers in Oregon and SW Washington.

“Lang personally developed some of the classic symptoms of critical incident stress,” said Randy Lauer AMR General Manager for Oregon. “From his experience he knows how important it is to manage critical incident stress. He took his passion for helping people and channeled it into a way to support his colleagues.”

The program includes the key elements necessary for success and sustainability. Important to the program was finding a mental health professional with an EMS background that was willing to spend many hours riding with crews to understand fully the work, and to build trust. In addition, recruiting and training colleagues to be Peer Counselors. Equally important is a direct connection to the EAP and post-EAP counseling through employer-provided healthcare benefits to ensure people have on-going and easy access to counseling after the CISM defusing and debriefing aspects.

“Looking after people and making sure they have the resources and the internal skill set to do what they need to do in critical incidents has always been on my mind,” he said.

The award was presented by the Journal of Emergency Medical Services (JEMS), in partnership with Physio-Control, Inc., a leading provider of emergency medical response technologies.

“The EMS industry has changed dramatically over the years, a necessary transformation to provide the best care to the most people, and the EMS 10 program is thrilled to honor a group of innovators who continue to push our field forward,” said AJ Heightman, Editor-In-Chief of JEMS. “In partnership with Physio-Control, the EMS 10 program is a great opportunity for us to recognize those in our industry who continue to work toward solutions to the challenges EMS professionals face.”

For more information on EMS10: Innovators in EMS award please visit [JEMS.com/EMS10](http://JEMS.com/EMS10).

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**About American Medical Response**

American Medical Response, Inc., America's leading provider of medical transportation, provides services in 40 states and the District of Columbia. More than 18,000 AMR paramedics, EMTs, RNs and other professionals work together to transport more than 3 million patients nationwide each year in critical, emergency and non-emergency situations. AMR, a subsidiary of Envision Healthcare Corporation, is headquartered in Greenwood Village, Colo. For more information about AMR, visit [www.amr.net](http://www.amr.net) and follow [@AMR\\_Social](https://twitter.com/AMR_Social) on Twitter.