



**GOOD**  
*News Book*

# 4/29/23 - CHIEF PFALTZGRAFF AND EMS UNITS WHO ASSISTED

Hi Drs. Wendell and Galvagno -

I have heard from the TRU that the patient arrived uneventfully from BWMC. Please extend many thanks from the Maryland ExpressCare team and the University of Maryland Access Center to all of the AACo FD providers who were involved tonight for all of your / their assistance this evening. The fire department's willingness, without hesitation, to do the right thing for the patient, regardless of how atypical the request was, is greatly appreciated. I'm certain the patient is now in the right place and your team has assisted greatly in getting him the care he needs to optimize his chance of survival.

Thanks,  
Jeff

Jeffrey Nusbaum, MD, MBA  
Assistant Professor, Department of Emergency Medicine  
University of Maryland School of Medicine  
Assistant Medical Director, Maryland ExpressCare Critical Care Transport  
Assistant Medical Director, Baltimore City Fire Department (MD3)



**Division Chief  
Michael Pfaltzgraff**



# GOOD News Book

## 4/29/23 - CHIEF PFALTZGRAFF AND EMS UNITS WHO ASSISTED

Chief Pfaltzgraff,

Thank you again for your assistance last evening! I wanted to pass on this message from the Medical Director of Express Care expressing their gratitude as well. Please share this with the crews that were involved!

Chiefs Wolford and Schultz,

Last evening I received an urgent phone call from the Medical Director of Express Care requesting assistance. A patient in the BWMC ICU was decompensating and required emergent intervention at STC. Unfortunately, due to the patient's size and the weather, they did not have any transport equipment/apparatus available that could handle the transfer. I was able to contact Chief Pfaltzgraff, and without hesitation, he made the arrangements for AACoFD to assist in providing necessary bariatric equipment and support. I really appreciate his rapid response and willingness to assist.

Jon

Jonathan C. Wendell, MD, FACEP, FAEMS  
Emergency Physician, Baltimore Washington Medical Center  
Medical Director, Anne Arundel County Fire Department  
Medical Director, Anne Arundel Community College EMT Program  
Medical Director, Baltimore Washington Medical Center EMS Base Station



**Division Chief  
Michael Pfaltzgraff**





# GOOD News Book

## 1/8/23 - MUI7 AND EMS 2

To Whom It May Concern:

I wanted to reach out to the chief to tell her about two exceptional fire fighters that she has in her employ. Denise Ladd and Cole Eicholz were the two principal firefighters/paramedics that responded to my daughter's cardiac arrest on January 8, 2023. Cole just happened to be doing an extra shift so that he could save money for his wedding. He is an expert in CPR induced awareness which is something that was plaguing my daughter. Both Denise and Cole went above and beyond to save my 38 year old daughter's life who is a mother to a two year old boy.

The expert assistance, complete professional and competent training was demonstrated that evening and resulted in them saving my daughter's life. After her initial recovery, she had to wear a life vest. But, we got her to Dr. Hugh Calkins, the Director of Cardiology, at Johns Hopkins and discovered that she had a genetic defect in her desmoplakin gene which had weakened her heart and required an implantable pacemaker/defibrillator.

As a retired Superior Court Judge in Maricopa County, Phoenix, AZ and I am eminently aware of the fact that the public "likes" to complain when things don't go their way; but rarely do they speak out to commend someone for their service which is exemplary.

Everyone from the Arnold Fire Department who responded that evening and from the other fire department not far away did something extraordinary, which they do every day, they saved a life with professionalism, compassion, caring and passion.

Chief, you have a great crew. I know I am not the first to commend them to you, but I am doing just that. Ali and I came and spoke to both fire houses and they filled her in on the details of her life threatening experience which she was not aware of. They took their time to inform her and myself.

Please acknowledge all of them and especially Denise and Cole.

I cannot say enough good things about your crew. I know they do it for the mission and not the money. It is truly God's work and I would like to see them recognized.

All the best,

Hon. Judith A. Joseph, (RET.)

**GOOD**  
*News Book*

ANNE ARUNDEL  
COUNTY  
FIRE DEPARTMENT

**1/8/23 - MU17 AND EMS 2**

**EMS 2**



**Lt. Denise Ladd**

**MU17**



**PM Cole Eicholtz**



**FF Delaney Clime**