

2025 CAASE Awards

Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, applicants must submit an online submission that includes a **Statement of Entry** and any relevant supporting materials.

Submission Process

All materials must be submitted through the CAA's online application form. The following file types are accepted:

**Documents:** PDF, Word, Excel

**Images:** JPEG/PNG

**Links:** Video content or webpages that support the entry

Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include physical displays, these may be shipped separately to the CAA for presentation at the Annual Convention.

Terms of Use

By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices and achievements. Submissions may be used for educational, promotional, or marketing purposes.

Contact Information

Contact Name:

Dean Torgerson

Organization:

American Medical Response

Email:

Preferred

dean.torgerson@gmr.net

Address:

Organization

1041 Fee Drive

Sacramento CA 95815

United States

Phone:

Company Phone Number

916-873-7768

Phone:

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(916) 690-3325

2025 CAASE Awards Submission

Submission Category:

Clinical Outcome Project

Submission Title:

Tomorrow Wall

Number of Annual Service Requests:

2

Number of Ambulances:

0

Business Type (check all that apply):

Other

Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):

Gabriel Cruz - Gabriel.Cruz@gmr.net Arlen Soghomonians - Arlen.Soghomonians@gmr.net Mark

Mendenhall - Mark.Mendenhall@gmr.net Justin Begley - Justin.Begley@gmr.net Timothy Reeser -

Timothy.Reeser@gmr.net Dean Torgerson - Dean.Torgerson@gmr.net

Situational Analysis (Background of Project):

In 2017 a "ROSC Wall" was used to showcase the cardiac arrest outcomes. The wall was jokingly renamed to Tomorrow Wall, needing no explanation to people outside medical caregivers on what ROSC means. Since the inception the Tomorrow Wall initiative has rapidly been gaining traction, locally we are leveraging the growing recognition of the "Tomorrow Wall" to honor both our dedicated crews and the patients they serve. By highlighting their stories and achievements, we aim to foster a culture of celebration and inspiration within our community. In the Sacramento Valley Area (Placer, Yolo, Colusa, Sacramento Counties) we have identified over 26 cases from January 2024-June 2025. Of patients surviving cardiac arrest with no neurological deficits and returning

home. Each Operation has a whole wall with mounted certificates of field saves to show crews daily their own outcomes.

**Project Goals:**

The goal of the Tomorrow Wall is to both celebrate and recognize the efforts of the crews (Circulation) and memorialize it to a saying non-healthcare. Tomorrow Wall is symbolic in regards to celebrating favor of the crews who return to their families, represents a belief that we can make a difference around us, providing motivation for positive change. Internally we host a biannual event of reuniting the crews with patients to both embrace the efforts of the event and celebrate/fuel the tomorrow; for patients-the direction they change their lives physically, mentally, spiritually or emotionally, for crews- fueling why a lot of us entered in this industry. "Even when the day is done, the commitment to care continues. Tomorrow, we will answer the call at a moments notice."

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

In December of 2024, internally we researched valid cases through CARES database and with cooperation of local hospital providers we were able to contact individuals asking their participation in our celebration. Locating the patients was difficult but out of our cases we were able to speak with 3 participants, of which 2 agreed to participate in the celebration. In less than a month we reserved a venue, organized a presentation/award ceremony, organized certificates of celebration for both crews and patients, and supplied a catered lunch. With what started as recognizing crews grew into local LEMSA, governing body participation as well.

**Results (Did you achieve your goals? How did you measure results?):**

We did not set measurable goals in the beginning but the fuel of the celebration has motivated not only the caregivers celebrated but others to emphasize training, follow up with their Clinical Education teams on outcomes and foster a collaborative environment with partnering agencies to benefit patient outcomes.

**Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):**

Words cannot describe how influential this was for those involved. In one case (pictured below) a gentleman who worked construction with his son was pacing at home at 6am. He collapsed at 0615, his son was called the night before to come in late for the shift that morning. Coincidentally the son took CPR 3 weeks prior to the event date because their company required it, he began doing chest compressions on his father and called 911. We gave the opportunity for the father to pin his son at the celebration. Sometimes realizing why we got into this industry manifests into realizing we should be educating and empowering others to know its not just ambulances that can save lives but it can be those that live in your own home. Out of the crews celebrated in January 2025, they represented over 100 years of experience. They have worked through staffing shortages, COVID, and years of calls where unfortunately some may replay over and over again when trying to sleep. This was time where they can let their guard down and succumb to an unexplainable empowerment of emotions knowing why we clock in everyday matters.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

There was no set budget, however we purchased decorations and a catered lunch to supply the events needs.

**Supporting Documents #1:**

Tomorrow Wall Invitation.pdf

**Supporting Documents #2:**

Tomorrow Wall Pamphlet.pdf

**Supporting Documents #3:**

thumbnail\_IMG\_9695.jpg

**Supporting Documents #4:**

thumbnail\_IMG\_9650.jpg

**Supporting Documents #5:**

thumbnail\_IMG\_9769.jpg

**Supporting Documents #6:**

Certificate of Recognition\_Mohammad Najjar and Kimberlie Seeber.pdf

**Comments:**

Attachments wouldn't load but please follow up with Dean.Torgerson@gmr.net for records.

**CAASE Awards Submission Fee:**

CAASE Awards Submission - \$500.00

Discount Code:

Date:

## About Us



American Medical Response has proudly served the Yolo community for over 40 years. We welcome you to celebrate acts of clinical excellence and successful rehabilitation, building a better tomorrow.



## More Information :



1-800-913-9112



1041 Fee Drive Sacramento, CA  
95815



[www.amr.net](http://www.amr.net)



# Celebrate Tomorrow



## Introduction to Our Team

# Agenda

## Our Services

Jeff Smith  
Adam Pizante  
Mohammad Najjar  
Kimberlie Seeber  
Rose Pangburn  
Mohammed Kadid  
Michael Thao  
Shane Byram  
Christopher Osborne  
Bergen Fessenmaier  
Nicholas Cooper  
Hunter Jurkovich  
Emily Droesch  
Beneth Timpog

Representing over 108 years of  
combined experience!!

Introduction:  
Mark Mendenhall

Tomorrow Wall Introduction:  
Dean Torgerson

Local EMS Agency:  
Douglas Brim

Case Introduction:  
Dean Torgerson

Closing Statements:  
Gabriel Cruz

### LUNCH!

“Even when the day is done, the  
commitment to care continues.  
Tomorrow, we will answer the  
call at a moments notice.”

### Why Tomorrow?

Represents a belief that we  
can actively improve our lives  
and the world around us,  
providing motivation for  
positive change.

### Success Stories

We are pleased to reunite  
patients from specific cases  
and highlight excellent clinical  
feats.

### Serving Our Community

By highlighting their stories  
and achievements, we aim to  
foster a culture of celebration  
and inspiration within our  
community.

# TODAY'S EFFORT TOMORROW'S LEGACY

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We are thrilled to invite you to our Tomorrow Wall Celebration event, join us for an inspiring afternoon to highlight the success stories that reflect the strength and resilience of our community. This event is an opportunity to reconnect and recognize outstanding crew performances.

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## AMERICAN MEDICAL RESPONSE ADMINISTRATIVE BUILDING

LOCATION: 1041 FEE DRIVE SACRAMENTO CA, 95815

DATE: JANUARY 29TH, 2025

TIME: 11:00 AM

FOOD WILL BE PROVIDED



*Tomorrow Wall*

*At A Moment's Notice*

*Extraordinary stories. Extraordinary people.*



# CERTIFICATE OF RECOGNITION

American Medical Response is proud to recognize our providers

***Mohammad Najjar and Kimberlie Seeber – Yolo County***

whose commitment to high quality cardiac arrest care on January 21, 2024, has led to their patient surviving an out of hospital cardiac arrest with a favorable neurological outcome.



A handwritten signature in black ink, reading "A. Soghomonians".

Arlen Soghomonians, Clinical Manager

Mark Mendenhall, Operations Manager







Connected to Classroom\_Protector

Disconnect



**JANUARY 21ST 2024**

Mohammad Najjar/Kimerlie Seiber

A bystander noticed a person in a gym, called 911 reporting an emergency. At 12:04:34 an ALS unit was dispatched. The unit arrived on scene in less than 5 minutes. Upon arrival the crew found the patient unresponsive and apneic with BLS Fire performed. CPR, ALS Protocols/Treatment were initiated. Medications were initiated after the 3rd defibrillation attempt. Oxygenation was maintained. The patient was administered and hospital transport was initiated. Return of Spontaneous Circulation was achieved. The patient was transferred to ER team and discharged on 2/06/2024 with no further event.





