

Discount Code: Date Based Pricing: [Edit](#)[Delete](#)

2025 CAASE Awards

Application Instructions



The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, apply 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 pos 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 v Submissions may be used for educational, promotional, or marketing purposes.

Contact Information

Contact Name:

Aster Martinek

Organization:

LifeLine-EMS

Email:**Preferred**

amartinek@lifeline-ems.com

Address:**Organization**

6605 E. Washington Blvd.

Commerce CA 90040

United States

Phone:**Company Phone Number**

3233139876

Phone:**Mobile Phone Number**

4069405740

2025 CAASE Awards Submission

Submission Category:

Employee Programs

Submission Title:

Mentor in Your Pocket - LifeLine-EMS / In Check Partnership

Number of Annual Service Requests:

90000

Number of Ambulances:

110

Business Type (check all that apply):

Business

Partnership

Privately Held Corporation

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

Aster Martinek, Special Programs and Projects Manager, amartinek@lifeline-ems.com & John Casey, Vice President of Brand Innovation, john@intellux.ai & Christian Carrasquillo, Chief Technology Officer, christian@intellux.ai

Situational Analysis (Background of Project):

EMS professionals frequently face high-stakes clinical decisions under pressure, often without immediate access to a senior clinician. At LifeLine-EMS, where interfacility transports and high call volumes are common, we recognized the limitations of traditional QA systems. These systems, relying on delayed feedback and retrospective reviews, proved insufficient for timely education, error prevention, and documentation improvement. While experienced supervisors provide essential guidance, staffing one on every unit isn't practical or scalable. We needed a solution that could bring expert mentorship directly to the field. To address this challenge, LifeLine-EMS partnered with

InCheck to integrate a digital mentorship and support suite consisting of Rampart, Angel, Nova, and El Chat. Each tool was selected to address a distinct pain point in the EMS workflow, including policy and procedure confusion, documentation quality, and language barriers. Together, these tools empowered our team with on-demand, real-time support to improve both clinical outcomes and operational efficiency. As the first organization to trial this product, LifeLine-EMS has played a critical role in shaping a solution that is now ready to be rolled out to EMS systems across the country. Rampart serves as a field-based clinical mentor, offering voice-activated, AI-driven recommendations verified by seasoned EMS clinicians. From differential diagnoses to medication dosing and documentation guidance, Rampart provides real-time support directly integrated into the provider workflow. It not only boosts the confidence of newer medics but also assists experienced crews with advanced clinical checks, especially in complex or unfamiliar cases. Rampart became a core part of LifeLine's documentation improvement strategy, working seamlessly with our MEDSYNCC narrative structure to provide AI-guided feedback on patient care documentation. Nova tackles the critical challenge of communication across language barriers, an essential tool for LifeLine-EMS, operating across diverse Los Angeles and Orange County populations. Unlike slow, unreliable phone translation services, Nova offers real-time voice and text translation optimized for healthcare terminology. This innovation enables our teams to effectively communicate with patients and families in multiple languages, increasing patient safety, reducing misunderstandings, and fostering trust during high-stress calls or complex interfacility transfers. Angel was introduced to modernize how our staff accesses and applies company policies, SOPs, and operational guidelines. Previously stored as static, hard-to-navigate PDFs, policies were difficult to reference in time-sensitive situations. Angel transformed our SOPs into a dynamic, searchable platform, making them instantly accessible from field devices and QA workstations. This tool empowers our team to make independent decisions, reducing the need for constant supervisor intervention and ensuring quick access to the right answers when needed. El Chat complements the clinical support provided by Rampart, Nova, and Angel by acting as a flexible, AI-powered mission assistant for day-to-day operational needs. While not designed for medical guidance, El Chat helps staff with logistical and administrative tasks such as event planning, project coordination, drafting messages, organizing shift data, and accessing local resources. With its no-tracking, no-memory design, El Chat ensures privacy while providing smart, real-time responses to reduce cognitive load and keep teams organized and focused on patient care. This collaboration with InCheck revolutionized the way LifeLine-EMS operates, delivering real-time support and expert mentorship directly in the field, ensuring that our EMS professionals are always equipped with the tools they need to deliver the highest level of patient care. Now, thanks to our initial trial, this product is poised to benefit EMS systems nationwide.

Project Goals:

1. Operational and Clinical Excellence: The goal is to improve EMS performance by providing real-time AI support. InCheck's modes bridge the gap between new and experienced professionals, improving patient care and decision-making in critical situations. 2. Mitigating Risk and Reducing Financial Spend: The aim is to reduce risks and costs related to policy violations and subsequent legal issues. By improving compliance, InCheck's modes help prevent costly mistakes, reducing the financial burden on the organization. 3. Team Member Engagement and Confidence Building: The goal is to boost team engagement and confidence by giving EMS professionals instant access to expert guidance. This helps them make better decisions and feel more empowered, fostering an independent and capable team.

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

The release of InCheck represents the culmination of a 20-month journey defined by innovation, collaboration, and a relentless pursuit of accuracy. Initially developed by FastMedical.AI, the source code was tested in real-world fire department environments before they reached out to LifeLine EMS for deeper clinical evaluation. This partnership began with an exclusive focus on reviewing and validating EMS medical protocols, where LifeLine's operational insight and clinical expertise helped refine the product to achieve greater than 98% accuracy—far surpassing what any out-of-the-box solution could deliver. Once this foundational “secret sauce” was perfected—built from the ground up rather than adapted from existing language models—InCheck was born as a formal collaboration between the two organizations. Over the following 18 months, it underwent extensive field testing and evolved into five fully integrated modes: protocol guidance, policy and procedure search, live translation (Nova), general AI support (El Chat), and hazardous materials navigation (HazNav). Each mode leverages the same proprietary framework, ensuring consistency, reliability, and contextual precision across use cases. What sets InCheck apart is that it's not just artificial intelligence—it's actual intelligence, human-vetted and operationally grounded, delivering trusted answers when they matter most.

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

Our ongoing collaboration with In Check has resulted in 100% compliance with the CAAS accreditation process this year. Site visitors provided positive feedback, noting the exceptional organization and clarity with which our staff answered their questions and referred them to In Check, significantly enhancing how we disseminate information. As a result of this collaboration, we have seen a substantial reduction in policy and procedure violations, along with a decrease in organizational costs due to improved compliance. For example, legal costs were reduced by \$150,000, and operational and administrative fines were completely eliminated. The program has also shown strong engagement, with over 500 individuals registered and actively utilizing the system, with 62% using the app each time they work. These outcomes reflect the ongoing commitment and success of the collaboration. Employees feel more knowledgeable, empowered, and like they have a mentor in their pocket. They embrace the use of this employee program.

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.):

The impact of the InCheck partnership has been transformational. Rampart has given providers a reliable “clinical mentor” that boosts their confidence and performance, particularly among newer staff. Angel has reduced supervisor workload by turning static policy documents into interactive, real-time guides. Nova has improved cultural responsiveness, trust, and clarity in the field—especially in Los Angeles County's diverse communities. Collectively, these tools have shifted the organizational culture toward mentorship, autonomy, and real-time learning. Field crews report higher confidence, fewer documentation corrections, and a better understanding of policies. QA and clinical leaders report improved accuracy, efficiency, and the ability to focus on system-wide improvement rather than individual correction. The collaboration has also been a morale booster, reinforcing LifeLine's commitment to investing in its providers and their growth. What began as a tech deployment evolved into a comprehensive strategy to elevate care, improve safety, and reduce liability.

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

The budget for this collaboration was allocated from our Innovation budget, accounting for 30% of the overall departmental budget.

Supporting Documents #1:

InCheck Modes.png

Supporting Documents #2:

Angel Table Top.pdf

Supporting Documents #3:

Table Top Nova.pdf

Supporting Documents #4:
Supporting Documents #5:
Supporting Documents #6:
Comments:
CAASE Awards Submission Fee:
CAASE Awards Submission - \$100.00



Nova – The AI Translator for First Responders

Because Not Everyone Speaks ‘EMS’

When lives are on the line, communication should never be the barrier.

Nova is your multilingual partner in the field and beyond—instantly translating medical terms, patient instructions, and critical directives so you can focus on what matters most, helping people.

Fast, clear, life-saving translation for First Responders & more,

Speaks your language Instant voice and text translation for emergency and medical lingo.

Works anywhere, anytime offline mode for dead zones, disaster zones, and high-stress situations.

Understands what you mean, context-aware translations that capture intent, not just words.

Built for chaos, rapid, reliable, and easy to use when every second matters.

Beyond First Response, equally powerful in hospitals, community outreach, disaster relief, and global missions.

Break barriers, not trust. Speak the language of saving lives.



Angel – The AI-Power Mentor at Work

Because they just don't make them like they used to—but Angel's here to keep them in check.

The AI-driven mentor at work, making sure the team stays on top of SOGs, SOPs, and everything in between.

No more second-guessing policies or scrambling for information. Angel's got their back.

Team Member Benefits:

Instant answers to company-specific protocols—because mistakes aren't an option.

Save money, be compliant and reduce risks before they become real problems.

Need to call out sick? Looking for dispatch's number? Just ask Angel.

Find policies, procedures, and best practices in seconds—no more digging through binders or online PDFs.

CAAS accredited? Use Angel to provide all the information your team needs to be successful.

Discreetly ask for help without fear—whether it's compliance questions, SOP clarifications, or workplace policies.

Because doing it right shouldn't be the hardest part of the job.



INCHECK
ACTUAL INTELLIGENCE

Our Solutions

Rampart (EMS Mode)
Angel (Company Mode)
Nova (Translation Mode)
El Chat (General Mode)
HazNav (Glowworm Mode)

For more info visit
www.thinkincheck.com