



April 2018



PREFACE

Tri-Town Emergency Medical Service was created in June of 2012 and began operation in January of 2013. Prior to that date the Tri-Town Volunteer Emergency Ambulance Service was a non-profit entity that once provided ambulance service to the Towns of Allenstown, Hooksett and Pembroke. The Town of Hooksett now provides ambulance services through its fire department.

Under New Hampshire RSA 53-A, the Towns of Allenstown and Pembroke entered into an inter-municipal agreement to create a public entity to provide ambulance service for both communities. A Board of Directors is the governing body for the Service in accordance with this agreement. The ambulance is housed at the Pembroke Safety Center. The Service is staffed 24 hours per day, 7 days per week at the *Paramedic* Level. The cost of the Service is partially subsidized by funding provided from each town on a percentage basis in accordance with the provisions of the agreement. The Service also bills patients through a third party billing firm making up the remainder of the revenues that pay for the cost of operations.

Tri-Town EMS utilizes Concord Hospital as its Medical Resource Hospital and provides Emergency Medical Care under the coordination and guidance of Dr. Nicolas Larochelle. As part of the Medical Resource Hospital Agreement (MRH), Tri-Town EMS receives many of the medications and supplies the Service needs from Concord Hospital.

This report was created on May 7, 2018, by the Service Director, Christopher Gamache BS, NRP. This document contains data that was obtained from the New Hampshire Department of Safety, Bureau of Emergency Medical Service patient care reporting website, www.NHTEMSIS.org/elite, where all patient records for the Service are maintained. Tri-Town EMS is dispatched by Concord Fire Alarm who maintains all the times associated with the Service's EMS Incidents. Financial data has been provided by the Town of Pembroke and by ComStar Ambulance Billing.





SUMMARY

During the month of March, I continued to consolidate our policies and creating policies that are needed. Ambulance 8 continues to have problems with the Air Conditioning System and there was a minor incident involving Ambulance 8.

The call volume for April was down compared to other months, but up when compared to other Aprils.

The Service received the sign copy of the MRH with Concord Hospital. There were some changes specific to insurance coverage to match Primex's coverage for municipalities.



AMBULANCE 8

Ambulance 8 went to Grappone Ford at the beginning of the month and representatives from PL Custom assist the Ford technicians in trouble shooting AC problem and leak(s). The system some repairs were made and the system was charged. A leak was found at a connection and PL Custom had the part ordered. The following week PL Custom came and replaced the part. Determined the leak was from a rolled O-ring. The ambulance was brought back to Grappone Ford to be recharged. It was too cool for them to test the system. Within a week, the crew reports the AC system is still not working. Grappone Ford is unable to take the truck back in until a month and a half.

PL Custom makes an appointment at Merrill's Radiator at 29 Pembroke Rd in Concord. The ambulance was sent there on May 10th. Merrill's finds the low pressure side has high pressure and the high pressure side has low pressure. Furthermore, the low pressure side and the high pressure side have the same pressure (equalized). They state the compressor has failed and needs to be replaced. They also state there may still be a leak in the AC system or the leak could be the compressor itself. The compressor will need to be replaced to determine if the leak was there or not.

Grappone was contacted they are currently working on ordering the part and will set a repair date when they have the part. Incidentally, the Service was made aware that Dover Fire Department, who took delivery of two (2) ambulance from PL Custom on Ford F450 Chassis had the same problem. Dover received their ambulances a week after we received ours.

The crew of ambulance 8 drove around the back of the Public Safety Center to respond to a call. The driver rubbed up against one of the bollards by the police side (exit of the sally port), damaging the rub rail on the driver's side of the ambulance. The incident was reported to the town and to Primex. The incident caused \$832.00 in damage to the ambulance. The damage was repaired by PL Custom.



TRAINING

- The Service is working with the Allenstown Police Department to put on a CPR course for the department. Also the Service is currently scheduled to put on a CPR course for Pace Academy in Allenstown for students and faculty. Pace Academy has 15 people they are trying to certify.
- The AEMT course continues.
- April marks the beginning of the new NCCP cycle for the Service.
- Driver Training Program (PowerPoint) was developed.
- Driver Training of new employees was conducted and continues.



VEHICLE MAINTENANCE

AMBULANCE 3 (79A3):

- Mileage – 85,147
- Lube and Filter Service, Fuel Filters replaced.

AMBULANCE 8 (79A8):

- Mileage – 28,170
- Lube and Filter Service.
- Back-up alarm replaced
- AC system worked on.
- Driver's side bump rails replaced.



QUALITY ASSURANCE

Tri-Town EMS through its clinical coordinator reviews all EMS incidents for adherence to the current New Hampshire Patient Care Protocols.

- Signatures and documenting SSN and insurance information continued to be an issue.
- Crews were reminded to document procedures and medications.

MONTH	IV	IO	ETT	KING SGA	CPAP
January	76.2%	100%	33%	100%	100%
February	74.3%	100%	0%	100%	n/a
March	67.8%	n/a	n/a	n/a	100%
April	72.2%	100%	100%	n/a	n/a
YTD Aver	65.7%	100%	50%	100%	100%



EMS EDUCATION

- April's NCCP training was on Toxicological Emergencies, Psychiatric Emergencies, and Neurological Emergencies. 9/25 employees attended.
- Journal of Emergency Medical Service (JEMS) article – “Unusual Pain and Swelling” (0.25 hours). 17/25 completed the article.
- EMS World article – “Recognizing Pediatric Respiratory Distress” (0.25). 17/25 completed the article.
- Monthly Skills Training – 17/25 completed the training.
- Monthly Shift Training – Autism Awareness (0.25 hours). 14/25 completed the training.
- Assistant Stephanie Locke took the Active Attack Integrated Response (AAIR) course the week of April 23rd. This is a multi-discipline course designed to train Law Enforcement, EMS/Fire and Dispatchers on how to handle an Active Shooter Event.
- Employees are currently working on the EMS in the Warm Zone Operations, on-line training program.



STAFFING

During the month of April 2018, there were no changes to the Service's Roster. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					4
PART TIME	1	Paramedics	1	AEMTs	1	EMTs	3
PER DIEM	3	Paramedics	8	AEMTs	7	EMTs	18
TOTAL	8	Paramedics	9	AEMTs	8	EMTs	25



CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

During April 2018, Tri-Town EMS was in contact with the following Healthcare and Public Safety Agencies to better serve individuals and our community.

1. *ALLENSTOWN POLICE DEPARTMENT*
 - a. Requested a CPR Course (rescheduled)
2. *CAPITAL AREA MUTUAL AID COMPACT*
 - a. Meeting on April 19th.
 - b. Active shooter training in Hopkinton
 - c. Concerns expressed over the latest MRH with Concord Hospital (QA and Hospitals ability to restrict a provider's ability to practice)
3. *CATHOLIC MEDICAL CENTER*
 - a. Training Opportunity

4. *CONCORD FIRE ALARM*

- a. Plain English will be used for radio traffic. Units are no longer using the Service number (79 for Tri-Town), units will now use the Service's name before the Unit ID.

5. *CONCORD HOSPITAL*

- a. Critical shortage on Zofran. (now back in stock)
- b. Updated Medical Resource Hospital Agreement
- c. MCI Drill at the New Hampshire Motor Speedway in Loudon on June 25th has been postponed.
- d. Reached out to Dr. Hirsch about putting on an Advanced Airway class for the Service.
- e. EMS Grand Rounds, June 12th on Strokes.
- f. Trauma Updates for Concord Hospital

6. *ELLIOT HOSPITAL*

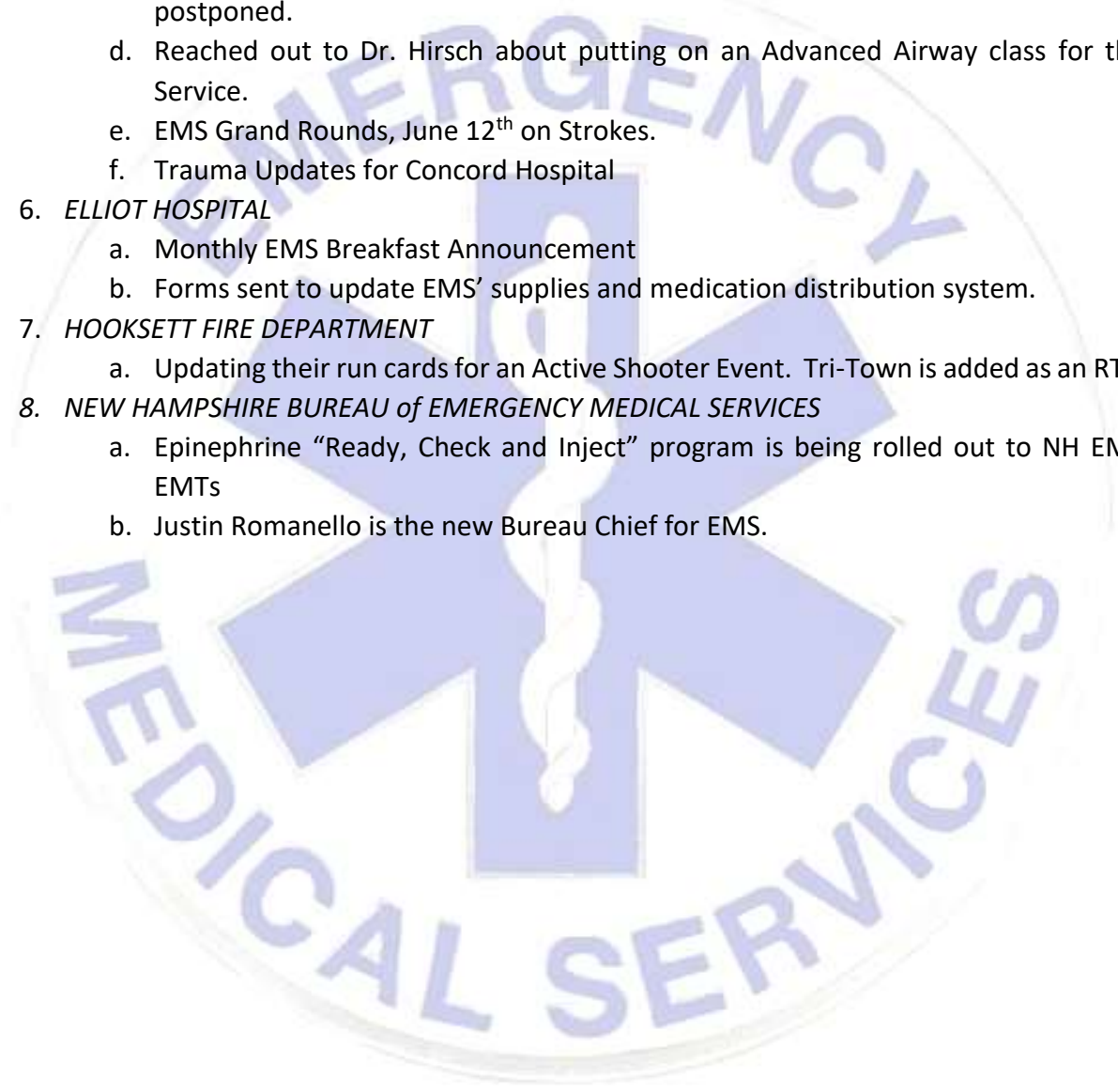
- a. Monthly EMS Breakfast Announcement
- b. Forms sent to update EMS' supplies and medication distribution system.

7. *HOOKSETT FIRE DEPARTMENT*

- a. Updating their run cards for an Active Shooter Event. Tri-Town is added as an RTF.

8. *NEW HAMPSHIRE BUREAU of EMERGENCY MEDICAL SERVICES*

- a. Epinephrine "Ready, Check and Inject" program is being rolled out to NH EMS EMTs
- b. Justin Romanello is the new Bureau Chief for EMS.





FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$352,800.00	\$46,589.36	\$172,962.50
Allenstown Payment	\$180,333.00	\$45,083.25	\$45,083.25
Pembroke Payment	\$224,635.00	--	\$56,158.75
Miscellaneous Revenue	\$20,390.00	\$30.00	\$2,008.00
Interest	\$1.00	\$23.66	\$23.66
TOTAL REVENUE	778,159.00	\$91,726.27	\$288,309.04
Full Time Salaries	\$214,777.00	\$13,930.05	\$63,919.83
Per Diem Salaries	\$245,286.00	\$17,534.05	\$68,318.32
Overtime	\$28,153.00	\$2,271.08	\$8,734.70
Health Insurance	\$43,037.00	\$323.36	\$11,056.68
Dental Insurance	\$6,000.00	--	\$1,910.36
Life Insurance	\$150.00	--	\$48.00
Disability Insurance	\$2,660.00	--	\$1,024.04
Social Security	\$30,270.00	\$1,071.59	\$8,740.32
Medicare	\$7,519.00	\$518.69	\$2,170.98
NH Retirement	\$27,476.00	\$1,826.24	\$8,183.76
Uniforms	\$6,500.00	--	\$2,898.58
Training & Certification	\$33,500.00	--	\$1,621.66
Legal Services	\$15,000.00	--	--
Telephone	\$5,280.00	\$497.44	\$1,491.46
Contracted Billing Services	\$18,000.00	\$2,115.10	\$6,106.08
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$250.00	--	--
Ambulance & Life Pack Lease	--	--	--
Liability Insurance	\$7,500.00	--	\$6,605.00
Unemployment Compensation	\$600.00	--	\$616.00
Worker's Compensation	\$13,000.00	--	\$13,307.00
Department Supplies	\$14,500.00	\$6.99	\$3,320.74
Postage	\$1,900.00	\$125.00	\$125.00
Fuel	\$6,000.00	\$610.71	\$2,074.12
Office Supplies	\$3,358.00	\$128.85	\$1,251.52
Transcription Service	\$800.00	--	--
Medical Equipment (Maint.Repl)	\$15,303.00	--	\$1,428.00
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,500.00	--	\$1,041.00
Vehicle Maintenance & Repair	\$5,500.00	\$696.60	\$1,752.45
Computer/Software	\$2,000.00	\$735.00	\$877.50
Equipment & Vehicle Replacement	\$120,000.00	--	--
TOTAL EXPENDITURES	\$886,159.00	\$43,354.38	\$217,985.30
REVENUE (-) EXPENDITURES	(\$108,000.00)	\$48,371.89	\$70,323.74
TRANSFER from FUND BALANCE	\$108,000.00	--	--

****NOTE**** All Numbers Are Estimations and are Subject to Changes Based Upon Audit Adjustments and Results.



AMBULANCE BILLING

<u>YEAR</u>	<u>XPORTS</u>	<u>CHARGES</u>	<u>REDUCTION</u>	<u>ALLOWABLE</u>	<u>PAYMENTS</u>	<u>BALANCE</u>
2014	613	\$546,306.50	\$166,318.19	\$379,988.31	\$277,651.30	\$102,337.01
2015	700	\$660,833.70	\$234,122.20	\$426,711.50	\$316,415.05	\$110,296.45
2016	725	\$844,130.00	\$338,189.89	\$505,940.11	\$365,693.33	\$140,246.78
2017	819	\$952,512.00	\$393,125.90	\$559,386.10	\$410,678.63	\$148,707.47
TOTAL	2,857	\$3,003,782.20	\$1,131,756.18	\$1,872,026.02	\$1,370,438.31	\$501,587.71

Revenue per Transport (\$/Trip) 2014: \$452.94 2015: \$452.02 2016: \$504.40 2017: \$501.44



EQUIPMENT

- No items to report.



ADMINISTRATION

- Allenstown Town Administrator Michael Stark (Acting)
- Pembroke Town Administrator David Jodoin
- Allenstown Fire Chief Chief Shawn Murray
- Pembroke Fire Chief Chief Harold Paulsen
- Allenstown Public Representative Michael O'Mara
- Pembroke Public Representative Robert "Bob" Bourque
- Tri-Town EMS Employee Representative Hearshell VanLuven, NRP, FTO
- Tri-Town EMS Director Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director Stephanie Locke, NRP, I/C



EMS INCIDENT DATA

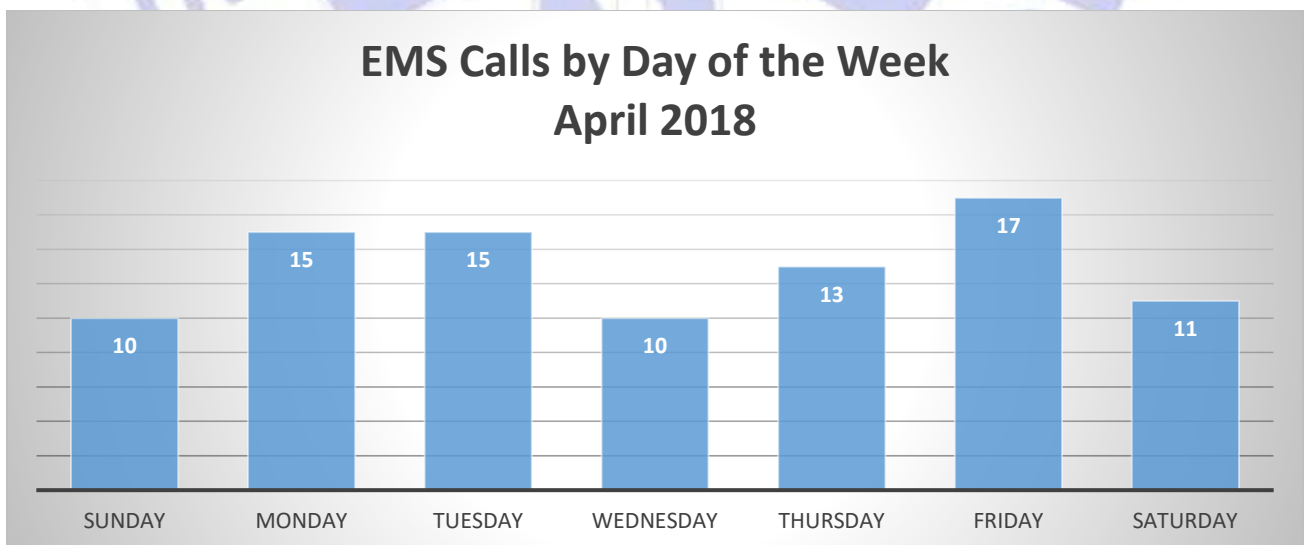
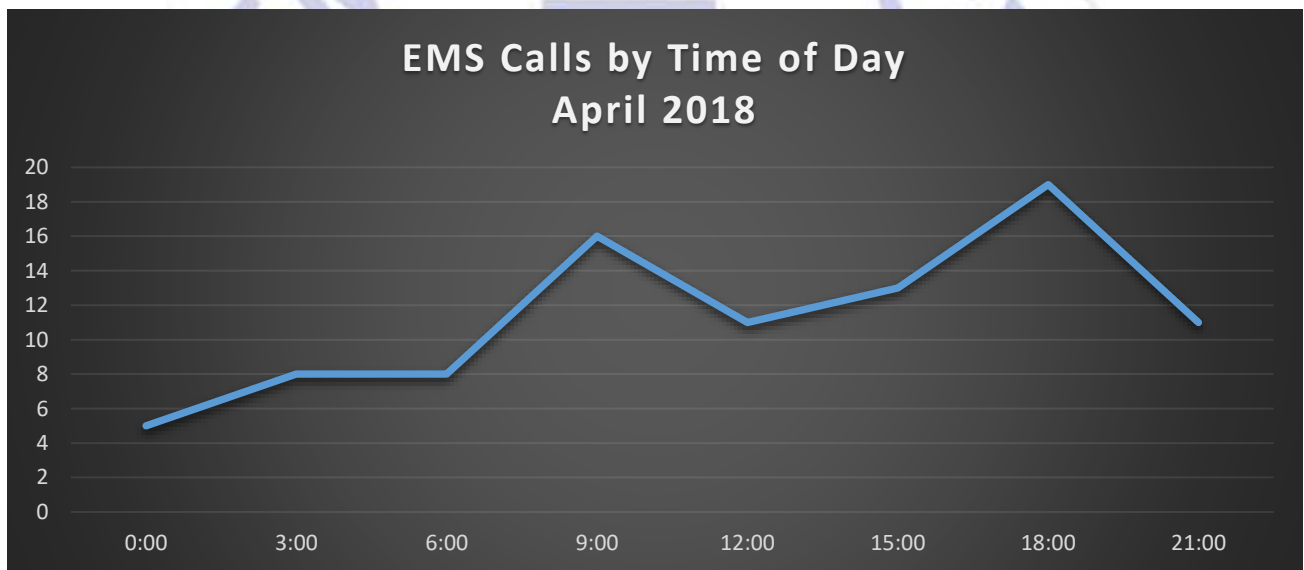
TOTAL Number of INCIDENTS	93(April 2017 – 90)
Allenstown.....	36(38.7%) (April 2017 - 36)
Pembroke	51 (54.9%) (April 2017 – 49)
Barnstead	1
Bow	0
Chichester	0
Concord	1
Deerfield	1
Epsom	1
Hooksett	1
Pittsfield	1
INCIDENTS Handled by Tri-Town EMS	87 (April 2017 -83) (93.6%)
Mutual Aid RECEIVED from other Departments	5(April 2017 – 7) (5.4%)
Bow Fire Department	0
Concord Fire Department	4
Epsom Fire Department	1
Hooksett Fire Department	0
Mutual Aid GIVEN to other COMMUNITIES	6 (April 2017 - 4) (6.5%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	59 (April 2017-58) (63.5%)
Catholic Medical Center (CMC)	4 (6.78%)
Concord Hospital	51 (86.44%)
Elliot Hospital	4 (6.78%)
Average REACTION Time (Dispatch to Responding).....	42 Seconds
Average RESPONSE Time (Dispatch to On-Scene)	4 Minutes 31 Seconds
Average ON-SCENE Time	19 Minutes 14 Seconds
Average TRANSPORT Time	19 Minutes 26 Seconds
Average AT HOSPITAL Time	20 Minutes 57 Seconds
Average CALL LENGTH Time (Dispatch to In-Service)	1 Hour 4 Minutes 8 Seconds



TIME OF CALLS (*Time of Day & Day of the Week*)

TIME	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TOTALS
0:00-2:59	0	1	2	1	1	0	0	5
3:00-5:59	0	1	3	1	0	1	2	8
6:00-8:59	0	2	2	0	2	2	0	8
9:00-11:59	4	2	0	2	4	2	2	16
12:00-14:59	2	2	0	1	2	2	2	11
15:00-17:59	1	2	3	2	1	2	2	13
18:00-20:59	1	3	5	1	0	7	2	19
21:00-23:59	2	2	0	2	3	1	1	11
TOTALS	10	15	15	10	13	17	11	91

*Excludes some Mutual Aid Received Runs





EMS INCIDENTS by DISPATCHED REASONS

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Chest Pain (Non-Traumatic) (10)	11
Breathing Problem (6)	10
Falls (17)	7
Sick Person (26)	7
Unconscious / Syncope (31)	5
Dizziness (26)	4
Lift / Invalid Assist	4
Psychiatric / Behavioral / Suicide Attempt (25)	4
Standby	4
Stroke / CVA / TIA (28)	3
Allergic Reaction / Stings / Bites (2)	2
Altered Mental Status (26)	2
Back Pain (Non-Traumatic) (5)	2
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	2
Cardiac Arrest / Death (9)	2
Diabetic Problem (13)	2
Hemorrhage / Laceration / Bleeding (21)	2
Medical Alarm (32)	2
MVC / Transportation Incident (29)	2
No Other Appropriate Choices	2
Pain (26)	2
Seizures (12)	2
Unknown Problem / Person Down (32)	2
Abdominal Pain / Problems (1)	1
Alcohol Intoxication	1
Assault (4)	1
Eye Problem / Injury (16)	1
Heart Problem / AICD (19)	1
Traumatic Injury (30)	1



PROCEDURES ADMINISTERED

<u>PROCEDURE PERFORMED</u>	<u>OCCURANCE</u>
Vascular: IV / Extremity Vein Catheterization	55
Cardiac: 12-Lead ECG Obtained	51
Cardiac: ECG Monitoring (4 Lead or Defib Pads)	45
Assessment: Patient Assessment	34
Respiratory: ETCO2 Digital Capnography	4
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical)	1
Respiratory: ETT / Intubation (Orotracheal)	1
Soft Tissue: General Wound Care	1
Vascular: IO / Intraosseous Cannulation	1



MEDICATIONS ADMINSTERED

MEDICATION ADMINISTERED	OCCURANCE
Oxygen	14
Normal Saline	13
Nitroglycerin	12
Fentanyl	8
Aspirin	7
Epinephrine 1:10,000 (Epinephrine 0.1mg/ml)	4
Ondansetron / Zofran	4
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	2
Epinephrine 1:1,000 (Epinephrine 1mg/ml)	2
Albuterol	2
Amiodarone	1
Dextrose 10%	1
Diphenhydramine / Benadryl	1
Ipratropium Bromide (Atrovent)	1
Prochlorperazine / Compazine	1
Sodium Bicarbonate	1

