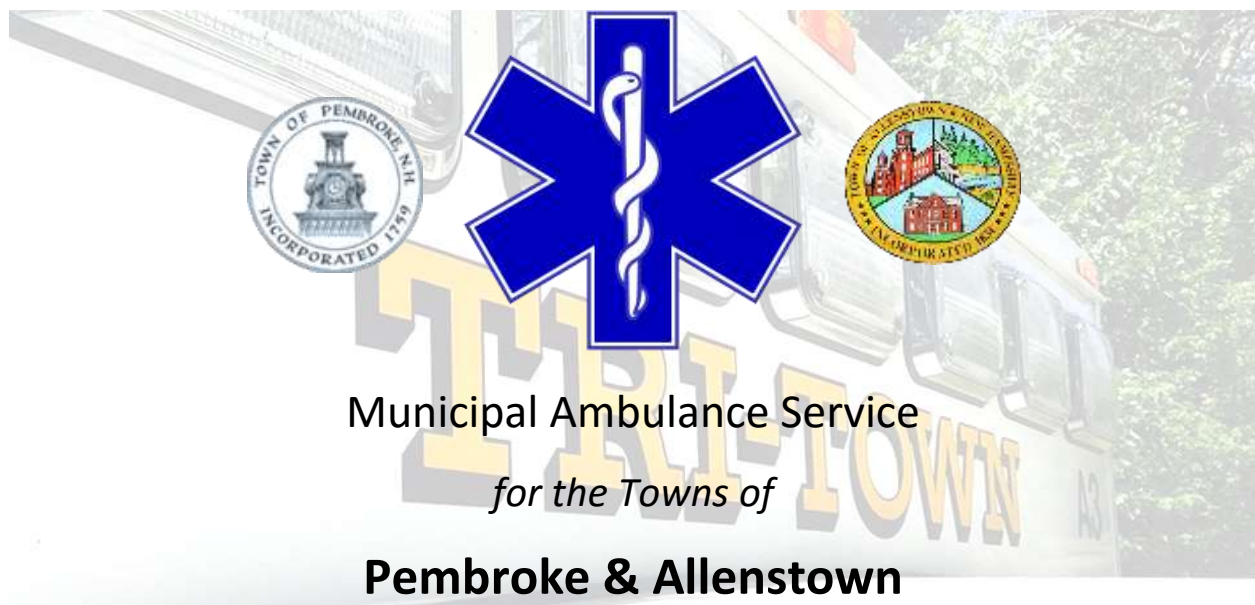


TRI-TOWN Emergency Medical Service

Monthly Director's Report

for the Month of

August 2016



Prepared By: *Christopher Gamache, Director*

September 8, 2016



PREFACE

Tri-Town Emergency Medical Service was started on January 1, 2013 by an Inter-Municipal Agreement between the towns of Allenstown and Pembroke, New Hampshire. The service is managed by the Service Director and Paramedic, Christopher Gamache with oversight by the Tri-Town EMS Board of Directors that is comprised of the Town Administrator and Fire Chief from both towns as well as a member from each community and a Tri-Town EMS employee representative. Tri-Town EMS' primary service area are the two towns, but also provides mutual aid to the Towns of Hooksett, Deerfield, Epsom, Chichester, Bow, the City of Concord, and where ever and whenever requested to do so. Tri-Town EMS is proud to be one of a few ambulance services within the Capital Area with an around the clock, fully staffed ambulance, at the Paramedic level. The service is making great strides to provide those we serve with the highest quality medical care coupled with up-to-date EMS equipment. Our staff is ready and available to answer call for help.

REPORT INTRODUCTION

This report was generated on September 8, 2016 by the Service's Director, Christopher Gamache, and represents the EMS activity of the Tri-Town EMS, current projects, operational concerns and performance projections. The content of this report shall be available for discussion at the Monthly Meeting of the Tri-Town EMS Board of Directors on Wednesday August 10, 2016. This document contains data that was derived from the New Hampshire Department of Safety, Bureau of Emergency Medical Service patient care reporting web site, www.nhtems.org, where Tri-Town EMS documents all EMS related incidents that are dispatched by Concord Fire Alarm. Additionally, this document contains data from the agency's billing contractor, ComStar.

Tri-Town EMS has a Medical Resource Hospital Agreement (MRHA) with Concord Hospital. This agreement entitles the agency to function under the medical oversight of the hospital's Medical Director, Dr. David Hirsch. As part of the MRHA, Tri-Town EMS has a Control Substance Agreement with Concord Hospital, these two agreements afford TTEMS the ability to have Paramedic level medications and Controlled Substances.

SECTION 1: EMERGENCY MEDICAL SERVICE (EMS) ACTIVITY:

- Total Number of EMS Responses / Request for EMS Services100
August 2015.....102
- Total Number of Patient's Transported64
August 2015.....63
 - Transports to Concord Hospital 53(83%)
 - Transports to Catholic Medical Center (CMC) 5(8%)
 - Transports to Elliot Hospital 6(10%)
 - Transports to Other Hospital 0(0%)
- Total Number of EMS Runs Where Mutual Aid was Received8
August 2015.....4
 - Concord Fire Department5
 - Epsom Fire Department1
 - Hooksett Fire Department2
 - Other EMS Agency0
- Total Number of Patient's Refusing Transport to the Emergency Department22
- Total Number of EMS Responses that Resulted in Another Disposition 14

SECTION 2: EMS RUN DATA

Average Run Times:

- Reaction Time: 0m 53s
- Response Time: 4m 41s
- On-Scene Time: 18m 57s
- Transport Time: 18m 53s
- Back In Service Time: NO DATA FROM ELITE
- Time on Task: NO DATA FROM ELITE

EMS Call Location, by Town:

- Allenstown, NH 41 (41%)
August 2015.....47
- Pembroke, NH 50 (50%)
August 2015.....50
- Hooksett, NH 5 (5%)
- Deerfield, NH 2 (2%)
- Epsom, NH 2 (2%)

Time of Calls (Time of Day & Day of the Week)

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	2	0	0	0	3	0	1
0300-0559	1	1	1	0	0	2	0
0600-0859	1	2	1	3	1	0	1
0900-1159	1	6	1	3	1	0	1
1200-1459	1	4	0	3	2	5	3
1500-1759	3	4	3	4	2	2	2
1800-2059	3	1	3	2	3	5	1
2100-2359	1	2	1	1	0	1	1
TOTALS:	13	20	10	16	12	15	10

Incidents by Dispatch Reasons

Incident Complaints Reported by Dispatch	Number of Incidents	Percentage of Total Incidents
Falls (17)	15	15.63%
Sick Person (26)	12	12.50%
Breathing Problems (6)	10	10.42%
Chest Pain (Non-Traumatic) (10)	8	8.33%
MVC/Transportation Incident (29)	8	8.33%
Medical Alarm (32)	4	4.17%
Lift / Invalid Assist	3	3.13%
No Other Appropriate Choice	3	3.13%
Overdose / Misuse of Meds/Poisoning (23)	3	3.13%
Pain (26)	3	3.13%
Unconscious / Syncope (31)	3	3.13%
Abdominal Pain / Problem (1)	2	2.08%
IFT / Medical Transport (33)	2	2.08%
Psychiatric/Behavioral/Suicide Attempt (25)	2	2.08%
Standby	2	2.08%
Allergic Reaction / Stings / Bites (2)	1	1.04%
Altered Mental Status (26)	1	1.04%
Auto vs Pedestrian (29)	1	1.04%
Back Pain (Non-Traumatic)	1	1.04%
Carbon Monoxide/Hazmat/Inhalation (8)	1	1.04%
Diabetic Problem (13)	1	1.04%
Dizziness (26)	1	1.04%
Eye Problem/Injury (16)	1	1.04%
Headache (18)	1	1.04%
Heat / Cold Exposure (20)	1	1.04%
Hemorrhage / Laceration / Bleeding (21)	1	1.04%
Intercept	1	1.04%
Seizure (12)	1	1.04%
Traumatic Injury (30)	1	1.04%

Procedures Performed By EMS Personnel

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>	<u>Percent of Incidents Procedures Performed (%)</u>
Cardiac Monitoring (4-Lead)	32	34%
Cardiac Monitoring (12-Lead ECG)	17	18%
Cervical Collar (C-Collar)	8	9%
Patient Assessment	16	17%
Intravenous (IV)	53	56%
Stroke/CVA Exam	1	1%
CPR - Manual	1	1%
CPR – Mechanical Device	1	1%
Spinal Immobilization/Restriction	1	1%
Intraosseous	2	2%
Oral Pharyngeal Airway (OPA)	1	1%
Supra-Glottic Airway – King LT	1	1%
Bag Valve Mask (BVM) Respirations	1	1%
Splint (General)	3	4%
Airway Suctioning	1	1%

Medications Administered by EMS Personnel

<u>Medication Name</u>	<u># of Times Medication Administered</u>	<u>Percentage of Incidents Medications Administered (%)</u>
Albuterol	1	1%
Albuterol/Atrovent (DuoNeb)	2	3%
Aspirin (ASA)	4	5%
Dextrose 10% in NS (D10)	2	3%
Epinephrine 1:10,000	1	1%
Fentanyl	7	8%
Glucagon	1	1%
Haldol	1	1%
Narcan	1	1%
Nitroglycerine	2	3%
Normal Saline (0.9% NaCl)	22	24%
Ondansetron (Zofran)	16	17%
Oxygen	8	9%
Prochlorperazine (Compazine)	1	1%

SECTION 3: TRI-TOWN EMS PERSONNEL:

During the month of August 2016, an employee who was still on orientation was released by the service. The current staffing of Tri-Town EMS:

• Full Time Employees	(4- Paramedics).....	4
• Part Time Employees	(1-Paramedics, 2-AEMT, 2-EMT).....	5
• Per Diem Employees	(5-Paramedics, 5-AEMT, 4-EMT).....	15
• TOTAL WORK FORCE	24

SECTION 4: EQUIPMENT

- ALS Mannequin: Was returned to the Service. The problems which the Service had with the mannequin was not fixed and Simulaids agreed to return the mannequin back to them at their cost.
- Ambulance 2 Life Pack 15: Had a malfunction of the etCO2 module. Physio Control sent a service technician and it was determined the problem was not something that could be fixed onsite. A loaner LP 15 was left with the Service and Physio Control took the malfunctioning LP 15
- Ambulance 3 Life Pack 15: Had a malfunctioning spO2. The problem was determined to be in the cable to the probe. Physio left a replacement cable with the Service. Physio Control suggested the Service uses the less expensive spO2 probe and not the "Rainbow" or spCO/spO2 probe on all patients.
- Tri-Town EMS took delivery of CPR mannequins and AED trainers.

SECTION 5: COORESPONDENCE WITH OTHER HEALTHCARE AGENCIES

Pembroke: Safety Committee Meeting

Concord Hospital: 1) Inquiry into the status of current Performance Improvement Plans – Dr. David Hirsch. 2) Consulted with Cindy Tuttle on CPR instructions and the Service's efforts in Hands Only CPR training at the Old Home Day on August 27th.

New Hampshire Bureau of Emergency Medical Service: Bureau Chief Nick Mercuri, contacted Tri-Town EMS to announce that Assistant Director / Paramedic Stephanie Locke was named EMS Provider of the Year for 2016. The award ceremony will be September 26th.

Manchester/Boston Regional Airport: The Service was contacted by the airport to participate in a full scale exercise with the airport. The Service was unable to seen anyone to the meeting.

SECTION 6: REVENUE AND EXPENDITURES

Revenues:

Ambulance Billing: \$25,951.72 Legal Document Request: \$0.00
Detail Coverage: \$0.00 Paramedic Intercept: \$545.00
Total: \$26,496.72



Expenses:

- The service paid \$363.08 for supplies and oxygen for the month of August.
- Payroll 8/4/16: \$15,587.63
- Payroll 8/18/16: \$14,56.84
- OVERTIME: 48 hours, \$1,410.89

SECTION 7: QUALITY ASSURANCE / QUALITY IMPROVEMENT SUMMARY

- On-going efforts to improve compliance with EMS Providers obtaining patient's SSN, entering ECG tracings into patient care reports as well as documenting the procedure was performed, and to sign their patient care reports.
- One Performance Improvement Plan was successfully completed in August.
- Two clinical concerns were addressed via QA Notes to the EMS providers and a direct conversation on one of the concerns
- August's Training(s):
 - JEMS Article: Physiological Pediatrics: An All-encompassing refresher on pediatrics— 12/24 employees completed the training.
 - EMS World Article: Getting the most from your History & Physical: There's a Big Difference Between Pneumonia & CHR, Here's what you need to tell them apart – 13/24 employees completed the training.
 - NCCP Training: Trauma Triage/Air Medical Transport, Field Triage in MCI setting, Tourniquets, and fluid resuscitation in a traumatic patients - Course by Michael Kelley – 8/24 employees attended the training.
- September's NCCP training will be at Allenstown Fire Department on August 20th with the topic being Stroke, by Christina Swansberry, Stroke Program Coordinator for Concord Hospital.

SECTION 8: DIRECTOR'S COMMENTS & RECOMMENDATIONS

- Tri-Town EMS now has three (3) AHA CPR Instructors through Concord Hospital. The service purchased CPR mannequins and AED trainers. Going forward, the service will be purchasing other CPR training aids and materials to provide non-healthcare CPR courses to the public.
- Stephanie Locke was named the 2016 EMS Provider of the Year by the New Hampshire Bureau of Emergency Medical Services. Stephanie was nominated for this honor for her work in becoming an instructor, putting together the Service's Surgical Cricothyrotomy Program, setting up the Service's training program, clinical excellence when on the ambulance and her dedication to Tri-Town EMS.
- Community Education: Hands Only CPR demonstration and instructions given at Old Home Day, resulting in the training of 52 people.
- Tri-Town EMS Flyers were created and handed out during Old Home Day. The flyers briefly described the Service, stated the importance of Paramedic Level Service, and included public safety messages for bike safety. Additionally, the flyer mentioned a new initiative the service is starting with the "Vial of Life" program.
- Medication Infusion Pumps will need to be serviced in the next few months.

SECTION 9: VEHICLE MAINTENANCE

- Ambulance 2: MILEAGE: 78,902
- Ambulance 3 (Primary): MILEAGE: 75,300
 - The front tires hub caps (simulators) were replaced, oil change and brakes serviced.

SECTION 10: TRI TOWN EMERGENCY MEDICAL SERVICE LEADERSHIP

- | | |
|---|---------------------------------|
| • Chairman of the Board of Directors
& Allentown Town Administrator: | Shaun Mulholland |
| • Pembroke Town Administrator: | David Jodoin |
| • Allentown Fire Chief: | Dana Pendergast |
| • Pembroke Fire Chief: | Harold Paulsen |
| • Allentown Member-At-Large: | Jeff Gryval |
| • Pembroke Member-At-Large: | Robert "Bob" Bourque |
| • Tri-Town EMS Employee Member: | Michael Kelley, BSN, NREMT-P |
| • Tri-Town EMS Director: | Christopher Gamache BS, NREMT-P |
| • Tri-Town EMS Assistant Director: | Stephanie Locke, NREMT-P |

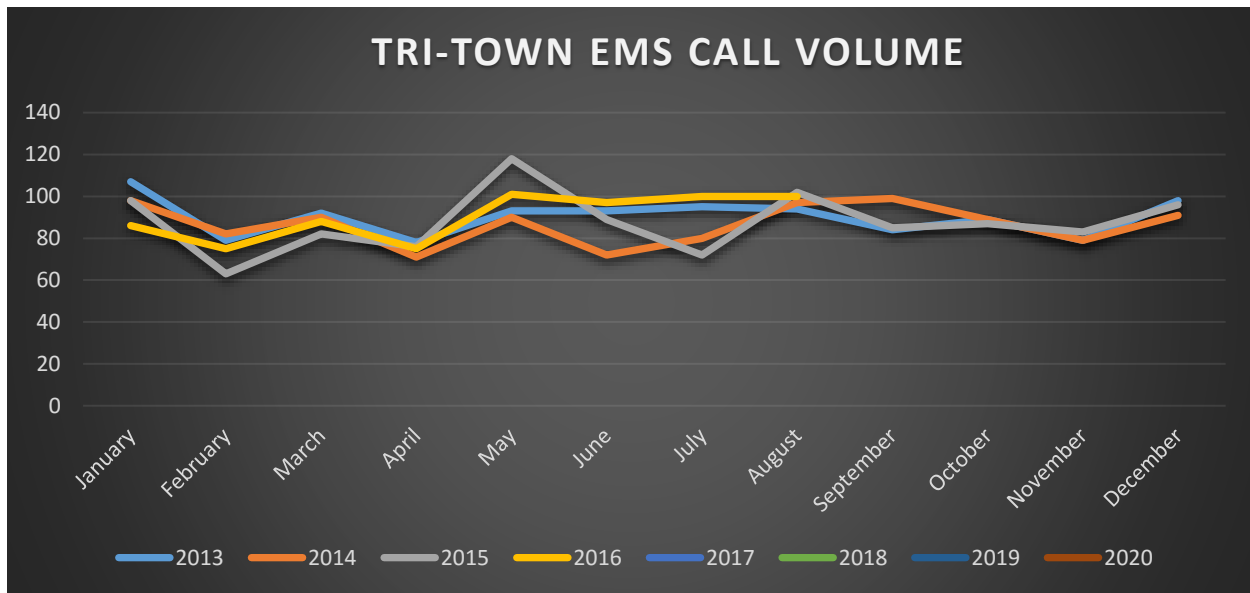


09/08/2016

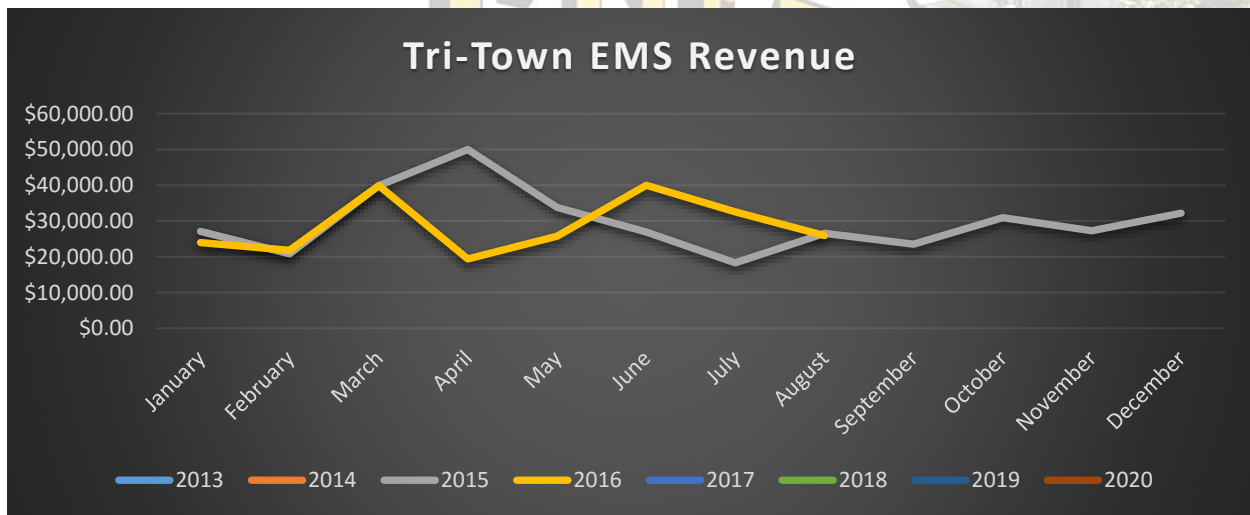
Christopher Gamache - Director

Date

APPENDIX 1: 4-Year Call Volume History



APPENDIX 2: Revenue Chart





Comprehensive Quotation

Sales Account Manager
RYAN SHAUGHNESSY
Ryan.Shaughnessy@stryker.com
Cell: (508) 922-0632

Remit to:
P.O. Box 93308
Chicago, IL 60673-3308

End User Shipping Address

1245721
STRYKER QUOTE
3800 E CENTRE AVE
PORTAGE, MI 49002

Shipping Address

1245721
STRYKER QUOTE
3800 E CENTRE AVE
PORTAGE, MI 49002

Billing Address

1245721
STRYKER QUOTE
3800 E CENTRE AVE
PORTAGE, MI 49002

Customer Contact	Ref Number	Date	PO Number	Reference Field	Quote Type
	5065616	08/17/2016	QUOTE		

Line #	Quantity	Item Description	Part #	Unit Price	Extended Price	Item Comments
1.00	1	Power-PRO XT	6506000000	\$18,004.56	\$18,004.56	
		Options				
	1	Power-PRO XT	6506000000	\$18,004.56	\$18,004.56	
	1	Dual Wheel Lock	6086602010			
	1	PR Cot Retaining Post	6085033000			
	1	Power Pro Standard Components	6506026000			
	1	XPS Option	6506040000			
	1	No Runner/HE O2	0054200994			
	1	Equipment Hook	6500147000			
	1	Power-LOAD Compatible Option	6506127000			
	1	Trendelenburg	6085031000			
	1	Retractable Head Section O2	6085046000			
	1	Pocketed Back Rest Pouch	6500130000			
	1	Head End Storage Flat	6500128000			
	1	English Manual	6506600000			
	1	120V AC SMRT Charging Kit	6500028000			
	1	Short Hook	6060036017			
	1	XPS Knee Gatch Bolster Matrss	6500003130			
	1	Steer Lock Option	6506038000			
	1	3 Yr X-Frame Powertrain Wmty	7777881669			
	1	2 Yr Bumper to Bumper Warranty	7777881670			
	1	DOM SHIP (NOT HI, AK, PR, GM)	0054030000			
	1	3 Stage IV Pole PR Option	6500315000			
	1	G-RATED RESTRAINT PACKAGE	6500002030			
	1	STANDARD FOWLER	6506012003			
2.00	1	Protect Power Cot - 7 Year	77105001	\$2,889.00	\$2,889.00	

Note:

Product Total	\$20,893.56
Freight	\$0.00
Tax	\$0.00
Total Incl Tax & Freight	\$20,893.56

Signature: _____ Title/Position: _____ Date: _____

Deal Consummation: This is a quote and not a commitment. This quote is subject to final credit, pricing, and documentation approval. Legal documentation must be signed before your equipment can be delivered. Documentation will be provided upon completion of our review process and your selection of a payment schedule.

Confidentiality Notice: Recipient will not disclose to any third party the terms of this quote or any other information, including any pricing or discounts, offered to be provided by Stryker to Recipient in connection with this quote, without Stryker's prior written approval, except as may be requested by law or by lawful order of any applicable government agency.

Terms: Net 30 Days. FOB origin. A copy of Stryker Medical's standard terms and conditions can be obtained by calling Stryker Medical's Customer Service at 1-800-STRYKER.

Cancellation and Return Policy: In the event of damaged or defective shipments, please notify Stryker within 30 days and we will remedy the situation. Cancellation of orders must be

