



Tri-Town Emergency Medical Service

2021 Annual Director's Report



This report was created by the EMS Director of Tri-Town EMS to report on the activities pertaining to the operations of the Ambulance Service.

REPORTING MONTH/YEAR:	ANNUAL 2021
REPORT DATE:	January 4, 2022

1. EMS OPERATIONS

- 1,445 EMS Incidents in 2021 - **Busiest year for Tri-Town EMS.**
- 802 EMS Transports in 2021 (55.5%)
- 1,289 EMS Incidents handled by Tri-Town EMS. (89.2%)
- 155 EMS Incidents handled by other agencies. **Mutual Aid Received** (10.73%)
- 95 EMS Incidents in other Communities. **Mutual Aid Given** (6.57%)
- 647 EMS Incidents in **Allenstown**
- 703 EMS Incidents in **Pembroke**
- Service performed Rapid Sequence Intubation (RSI) three (3) times in 2021.
- Both ambulances were inspected by the Bureau of EMS in February.
- Service covered three special event details:
 - Northeast Rockbusters.
 - Deerfield Fair (Truck/Tractor Pull & Woodman Competition)
 - Amoskeag Regatta
- One (1) Cardiac Arrest save by Tri-Town EMS in 2021
- Tri-Town EMS renewed its EMS Transport License with the State Bureau of EMS in December.
- The Service renewed its application to perform Rapid Sequence Intubation (RSI) and Surgical Cricothyrotomy with the State Bureau of EMS in December.
- Tri-Town EMS wants to thank the following EMS Providers who resigned in 2021 for their time and service:
 - Stephanie Locke - 8 years + time with TTVEAS
 - Hearshell VanLuven - 7 years
 - William Amos - 4 years
 - McKayla Reale - 2 years
- Thank you, Chief Paul St. Germaine, for your service as the Allenstown Fire Chief and a member of the Tri-Town EMS Board of Directors.
- A Sad GOODBYE to Retire Fire Chief Harold Paulsen who passed away on April 21, 2021. Chief Paulsen served



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	on the Tri-Town EMS Board of Directors as well as the Chief of the Pembroke Fire Department.				
2. AMBULANCES / EQUIPMENT	<u>AMBULANCE 3:</u> (Back-up)				
	<ul style="list-style-type: none"> 5,016 Miles 				
	<u>AMBULANCE 8:</u> (Primary)				
	<ul style="list-style-type: none"> 99,816 miles 				
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u>				
	<ul style="list-style-type: none"> Batteries for both portable suction units were replaced twice in 2021 SurfacePro Tablet was replaced with a Panasonic Tough Pad. Both stretchers were serviced in August 2021 Stryker Load System was serviced in August 2021 Ambulance 8's LP15 was serviced in August 2021. Ambulance 3's LP15 was serviced in November 2021. Ambulance 8's Lucas was serviced in August 2021. Ambulance 3's Lucas was serviced in November 2021. Both Ventilators were serviced in November 2021. Both ambulance's WIFI devices were replaced in December 2021. LP15 monitor modems were replaced in December 2021 to be compatible with the new WIFI devices. Director's Computer was replaced in December 2021. 				
3. STAFFING	<u>FULL TIME PARAMEDICS:</u> 4				
	<u>PART TIME STAFF:</u>	3	<u>EMT:</u> 1	<u>AEMT:</u> 1	<u>PARAMEDIC:</u> 1
	<u>PER DIEM STAFF:</u>	20	<u>EMT:</u> 5	<u>AEMT:</u> 9	<u>PARAMEDIC:</u> 6
	<ul style="list-style-type: none"> EMS Director - Christopher Gamache, Paramedic (7yrs) Deputy Director - Craig Clough, Paramedic (2yrs) F/T Employee - Seth Chidester, Paramedic (1yr) F/T Employee - Donovan Funk III, Paramedic (2yrs) P/T Employee - Brittany Lamontagne, Paramedic (2yrs) P/T Employee - Katherine Sevigny, Advanced EMT (3yrs) P/T Employee - Timothy St. Germain, EMT (new) PD Employee - Danielle Byrne, Paramedic (2yrs) PD Employee - Meghan Donahue, Paramedic (1yr) PD Employee - Ryan Hornblower, Paramedic (5yrs) PD Employee - Jessie McAdams, Paramedic (3yrs) PD Employee - Maurice Paquette, Paramedic (8yrs) PD Employee - Mary Woo, Paramedic (3yrs) PD Employee - Daniel Connell, Advanced EMT (3yrs) PD Employee - Robyn Cushing, Advanced EMT (8yrs) PD Employee - Nicholas DiGiovanni, Advance EMT (5yrs) PD Employee - Daniel Fitzgerald, Advance EMT (7yrs) 				



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	<ul style="list-style-type: none">• PD Employee - Corey Girard, Advance EMT (8yrs)• PD Employee - Irina Higgins, Advance EMT (8yrs)• PD Employee - Jordan Lippmeier, Advance EMT (2yrs)• PD Employee - Katherina Miller, Advance EMT (3yrs)• PD Employee - Michelle Othot, Advance EMT (2yrs)• PD Employee - Tyler Bannister, EMT (2yrs)• PD Employee - Jada Goodrich, EMT (1yr)• PD Employee - Edward Higgins, EMT (8yrs)• PD Employee - Joseph Sullivan, EMT (4yrs)• PD Employee - Robert Vodra, EMT (8yrs)	
4. TRAINING	MONTHLY NCCP TRAINING:	January - Cancelled /COVID-19 February - Cancelled / COVID-19 March - Cancelled / COVID-19 April - Case Review by Dr. Rix May - Triage by Craig Clough June - Mental health & PTSD by Lt Todd Donovan July - Not Scheduled August - Not Schedule September - CNS Injuries by Adam Boise, APRN October - Cardiac Arrest, Dep. Chief Aaron McIntyre (ret.) November - Skills Review/Competencies by Dr. Rix & Dr. Carp. December - Cancelled
	MONTHLY ARTICLE TRAINING:	January - None February - Respiratory Compromise, Pneumonia & Sepsis. EMSI Article February - A Review of Street Drugs, part 1 & 2. EMS World April - Tips for New EMT's and Paramedics. EMS World May - Recognition and Care of Aortic Dissections. EMS World June - Excited Delirium, A Case Review. EMS World. July - Hospice: End of Life But not end of care. August - 10 Things you need to know about Pediatric Analgesia. EMS1 September - Emergency Care in Athletics. EMS World October - Back to Basics, Anaphylaxis November - 10 Things you need to know about treating burns. EMS1



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			December - What EMS Can Learn from the Airline Industry, EMS1					
	MONTHLY SKILLS TRAINING:		Monthly Skills training applicable to an employee's license level.					
	MONTHLY SHIFT TRAINING:		January - None February - All about seizures. EMS Podcast. February - Croup. EMS Podcast. April - Sepsis detective. EMS Podcast. April - Tourniquets. EMS Videocast. May - You're too sweet, diabetic emergencies. EMS Podcast. May - Common cause of sudden death - strokes. EMS Videocast. June - My achy breaky heart, all about chest pain. EMS Podcast. June - The Sherlock Holmes of Shock - Dr. Rix July - Silent but deadly, all about drowning, EMS Podcast. August - No Laughing matter - Beat Blocker overdose. EMS Podcast September - Totally Crushing, all about crush syndrome. EMS Podcast. October - Bent out of shape, all about sickle cell disease. EMS Podcast. November - the shocking truth, electrical injuries. EMS Podcast. December - If you Fib, I'll Paddle You-Atrial Fib. EMS Podcast.					
	MONTHLY MEDICATION REVIEW:		August - Nitroglycerine (NTG) September - Ketamine October - None November - Epinephrine December - Transexamic Acid (TXA)					
	OTHER:		June - Vehicle Extrication w/ Pembroke Fire Department August - Active Shooter Drill					
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	2021	IV's	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Success	535	7	12	3	--	13	3
	Attempted	671	10	13	3	--		
	Percentage (%)	79.6%	70.0%	92.3%	100%	--		



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FINANCES

LINE NAME	BUDGETED	2021	ACT - BUDGET
Ambulance Revenue	\$445,000.00	\$413,746.06	(-) \$31,253.94
Allenstown Payment	\$225,081.00	\$225,081.00	--
Pembroke Payment	\$283,383.00	\$283,383.00	--
Miscellaneous Revenue	\$2,500.00	\$3,625.00	(+) \$1,125.00
Interest	\$1,000.00	\$391.85	(-) \$608.15
TOTAL REVENUE	\$956,964.00	\$925,956.91	(-) \$31,007.09
Full Time Salaries	\$260,342.00	\$256,160.65	(+) \$4,181.35
Per Diem Salaries	\$260,540.00	\$209,913.95	(+) 50,626.05
Overtime	\$34,795.00	\$44,534.62	(-) \$9,739.62
Health Insurance	\$99,368.00	\$89,619.00	(+) \$9,749.00
Dental Insurance	\$5,400.00	\$6,584.04	(-) \$1,184.04
Life Insurance	\$150.00	\$187.20	(-) \$37.20
Disability Insurance	\$3,350.00	\$3,238.43	(+) \$111.57
Social Security	\$34,379.00	\$30,630.09	(+) \$3,748.91
Medicare	\$8,541.00	\$7,162.48	(+) \$1,378.91
NH Retirement	\$33,135.00	\$38,408.12	(-) \$5,273.12
Uniforms	\$6,250.00	\$6,563.50	(-) \$313.50
Training & Certification	\$15,750.00	\$1,688.97	(+) \$14,061.03
Legal Services	\$10,200.00	\$285.00	(+) \$9,915.00
Telephone	\$6,000.00	\$5,942.94	(+) \$57.06
Contracted Billing Services	\$22,250.00	\$18,482.75	(+) \$3,767.25
Accounting Services	\$5,800.00	\$5,800.00	--
Building Maintenance	\$1.00	--	(+) \$1.00
Ambulance & Life Pack Lease	\$1.00	--	(+) \$1.00
Liability Insurance	\$8,500.00	\$8,445.00	(+) \$55.00
Unemployment Compensation	\$700.00	\$769.56	(-) \$69.56
Worker's Compensation	\$12,000.00	\$14,824.13	(-) \$2,824.13
Department Supplies	\$19,760.00	\$15,945.30	(+) \$3,814.70
Postage	\$1,750.00	\$268.63	(+) \$1,481.37
Fuel	\$8,000.00	\$5,678.19	(+) \$2,321.81
Office Supplies	\$3,050.00	\$3,916.94	(-) \$866.94
Transcription Service	\$900.00	--	(+) 900.00
Medical Equipment (Maint.Repl)	\$6,200.00	\$6,778.60	(-) \$578.60
Radio/Communications Equipment	\$1,000.00	\$985.50	(+) \$14.10
Medical Evaluation	\$5,072.00	\$2,291.46	(+) \$2,780.54
Vehicle Maintenance & Repair	\$6,500.00	\$13,115.04	(-) \$6,615.04
Computer/Software	\$2,010.00	\$9,706.99	(-) \$7,696.99
Equipment & Vehicle Replacement	\$75,000.00	\$75,000.00	--
TOTAL EXPENDITURES	\$956,694.00	\$882,927.49	(+) 73,766.51
REVENUE (-) EXPENDITURES	--	\$43,029.42	(+) \$43,029.42
TRANSFER from FUND BALANCE	--	--	--
TRANSFER from CIP	--	--	--
BUDGET BALANCE	--	\$43,029.42	--



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2021 Financial Summary:

- Revenue from **AMBULANCE BILLINGS** was less than budget. **(-\$31,523.94)** This is attributed to a less than expected Transport Volume. Tri-Town EMS expects to receive, on average of \$539.35 per transport. 2020 transport volume factors into the revenues for 2021. 2020 had approximately 80 less transports than projected and 2021 was approximately 30 less transports than projected.
- **PER DIEM SALARIES** had a remaining balance of \$50,626.05. This was due to the lack of Per Diem Paramedics picking up open Full Time Paramedic shifts. These shifts were covered with Full Time Employees in Overtime or by the EMS Director. Also, the Service budgeted for and did not utilize On-Call Staff.
- **OVERTIME** was overspent by **(\$9,739.62)**. As stated, this was mostly due to Full Time Paramedics working open Full-Time shifts. Should be noted that one (1) Full Time Employee was out on a Leave of Absence in the beginning of the year.
- **HEALTH INSURANCE** had a remaining balance of \$9,749.00. The cost of Health Insurance for our Full Time Staff was less than anticipated.
- **TRAINING & CERTIFICATION** had a remaining balance of \$14,061.03. The Service had budget concerns late summer and early fall. Therefore, the planned purchase of a new training mannequin was put off.
- **VEHICLE MAINTENANCE & REPAIR** was overspent by **(\$6,615.04)**. In addition to routine maintenance on the ambulances, the Service had to repair the driver's side mirror, perform exhaust system repairs, and replace the tires all on Ambulance 8. These three (3) repairs total up to \$8,738.37
- **COMPUTER / SOFTWARE MAINTENANCE** was overspent by (\$7,696.99). The Service had some IT issues that needed to be solved. The Service also replaced the EMS Director's Computer that was seven (7) years old and a SurfacePRO Tablet used by EMS crews to write run reports.



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INCIDENT DATA

TOTAL Number of Incidents	1,445	(2020 – 1,338)
Allentown	647	(2020 – 640)
Pembroke	703	(2020 – 614)
Bow	0	
Chichester	0	
Concord	62	
Deerfield	2	
Epsom	13	
Hooksett	16	
Loudon	1	
Northwood	0	
Pittsfield	1	
INCIDENTS Handled by Tri-Town EMS	1,289	(2020 – 1,211)
Mutual Aid RECEIVED from other Departments	155	(2020 – 123)
Bow Fire Dept.	0	
Chichester Fire Dept.	1	
Concord Fire Dept.	58	
Epsom Fire Dept.	32	
Hooksett Fire Dept.	63	
Pembroke Fire Dept.	2	
Mutual Aid GIVEN to Other Communities	95	(2020 – 82)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	803	(2020 – 752)
Concord Hospital	623	(77.68%)
Catholic Medical Center (CMC)	61	(7.61%)
Elliot Hospital	119	(14.71%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	16 Minutes 51 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 52 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	5 Minutes 58 Sec
Average On-Scene Time	0 Hours	17 Minutes 17 Sec
Average Transport Time	0 Hours	23 Minutes 26 Sec
Average at Hospital Time	0 Hours	30 Minutes 10 Sec



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<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	167
Breathing Problems (6)	153
Chest Pain (Non-Traumatic) (10)	110
Sick Person (26)	97
MVC/Transportation Incident (29)	83
Abdominal Pain/Problems (1)	61
Medical Alarm (32)	56
Unconscious / Syncope (31)	56
Lift / Invalid Assist	55
Psychiatric / Behavioral / Suicide Attempt	50
Stroke / CVA / TIA	38
Hemorrhage / Laceration / Bleeding (21)	35
Dizziness (26)	33
Unknown Problem / Person Down (32)	32
Pain (26)	31
Seizure (12)	31
Diabetic Problem (13)	29
Assault (4)	27
Back Pain (Non-Traumatic) (5)	27
Altered Mental Status (26)	26
COVID-19 or Flu-Like Illness (36)	25
Overdose / Misuse of Meds / Poisoning (23)	25
No Other Appropriate Choice	18
Cardiac Arrest / Death	16
Allergic Reaction / Stings / Bites (2)	13
Standby	13
Well Person Check	13
Traumatic Injury (30)	9
Choking (11)	8
Headache (18)	7
Head Injury (30)	6
Heart Problem / AICD (19)	6
Alcohol Intoxication	5
Nausea / Vomiting (26)	5
Medication Reaction (Not Allergic)	4
Fever (26)	3
Animal Bit / Attack (3)	2
Burns / Explosion (7)	2
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	2
Electrocution / Lightning	2
Dehydration (26)	1
Fracture (30)	1
Heat / Cold Exposure	1
Pregnancy / Childbirth / Miscarriage (24)	1
Search and Rescue	1



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PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4Lead/Defib Pads)	674
Vascular: IV / Extremity Vein Catheterization	669
Cardiac: 12-Lead ECG Obtained	528
Assessment: Patient Assessment	460
COVID/FLU: Surgical Mask Placed on Patient	326
Respiratory: etCO2 Digital Capnography	27
Assessment: Stroke Exam	20
Assessment: Orthostatic Vital Signs	17
Soft Tissue: General Wound Care	17
Cardiac: Defibrillation (Manual)	13
Ortho: Spinal Assessment	13
Ortho: Spinal Motion Restriction Applied w/C-Collar	13
Respiratory: BiPAP	13
Ortho: Splinting (General)	10
Vascular: IO/Intraosseous Cannulation	10
Ortho: Spinal Motion Restriction withheld per protocol	9
Respiratory: ETT/Intubation (Orotracheal)	8
Respiratory: BVM/Bagged Ventilations (vis mask)	7
Respiratory: Suction Airway	7
Vascular: Point of Care Blood Lab Analysis	7
Cardiac: CPR (Mechanical Device)	5
Movement: C-Collar Applied for Stabilization (Movement)	5
Cardiac: CPR (Manual)	4
General: Patient Cooling (Cold Pack or General)	4
Respiratory: Intubation (using Rapid Sequence/RSI)	3
Respiratory: BVT/Bagged Ventilations (via tube)	3
Respiratory: Ventilator Care and Adjustment	3
Vascular: IV/Venous Catheter Removal	3
COVID: Patient Education on Self-Care and Isolation	2
Movement: Extrication of Patient	2
Respiratory: ETT/Intubation (Orotracheal Using Bougie)	2
Respiratory: NPA/Nasopharyngeal Airway Insertion	2
Respiratory: OPA/Oropharyngeal Airway Insertion	2
Vascular: IV Access via Existing Peripheral IV	2
Cardiac: 15 Lead ECG	1
Cardiac: CPR Pause or Discontinued	1
Movement: Movement via Extrication Device (Full Length)	1
Ortho: Splint (Pelvic Binder)	1
Ortho: Splinting (Traction)	1
Respiratory: Airway Opened	1
Respiratory: Use of Video Laryngoscope	1
Soft Tissue: Wound Packing	1



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MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	180
Oxygen	116
Ondansetron / Zofran	95
Aspirin	68
Fentanyl	54
Nitroglycerin	54
Epinephrine 1:10,000 (Epi 0.1mg/ml)	42
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	34
Ketorolac / Toradol	28
Lactated Ringers	21
Albuterol	18
Methylprednisolone / Solu-Medrol	17
Naloxone / Narcan	14
Magnesium Sulfate	11
Dextrose 10% (D10)	9
Ketamine	9
Metoclopramide / Reglan	13
Dexamethasone (Decadron)	8
Dextrose / Glucose (Oral)	8
Acetaminophen	7
Hydromorphone / Dilaudid	7
Atropine	6
Amiodarone	5
Diltiazem / Cardizem	5
Diphenhydramine / Benadryl	5
Epinephrine 1:1,000 (Epi 1mg/ml)	4
Adenosine	3
Midazolam / Versed	3
Succinylcholine	3
Glucagon	2
Sodium Bicarbonate	2
Epi Pen Adult	1
Etomidate	1
Metoprolol / Lopressor	1
Prochlorperazine / Compazine	1
Racemic Epi	1

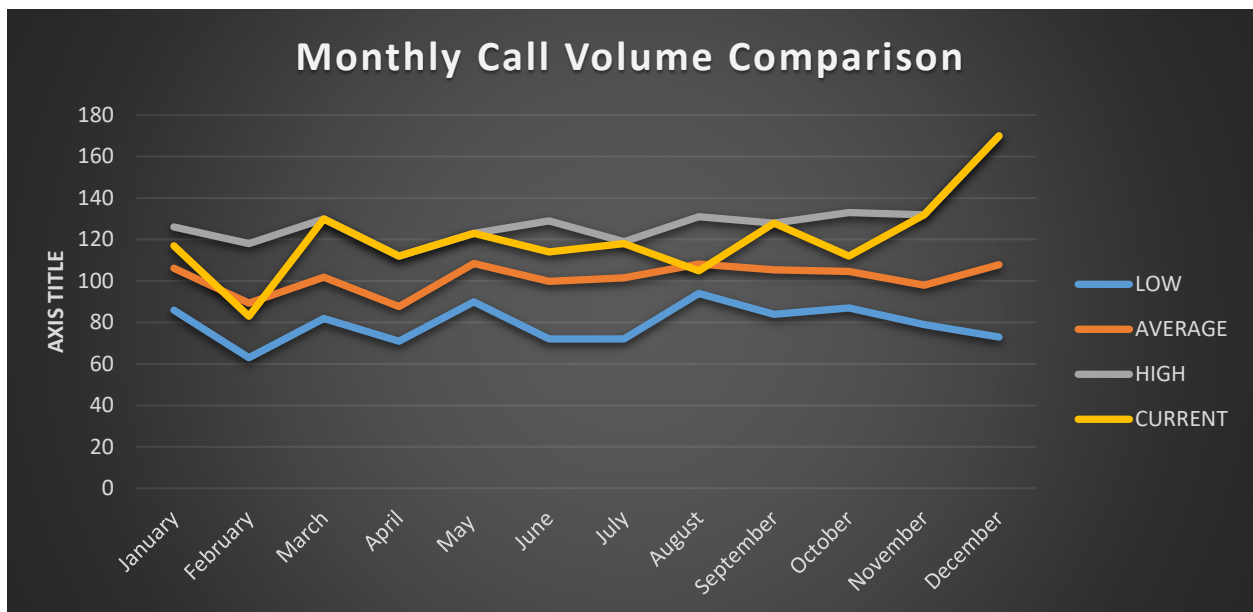


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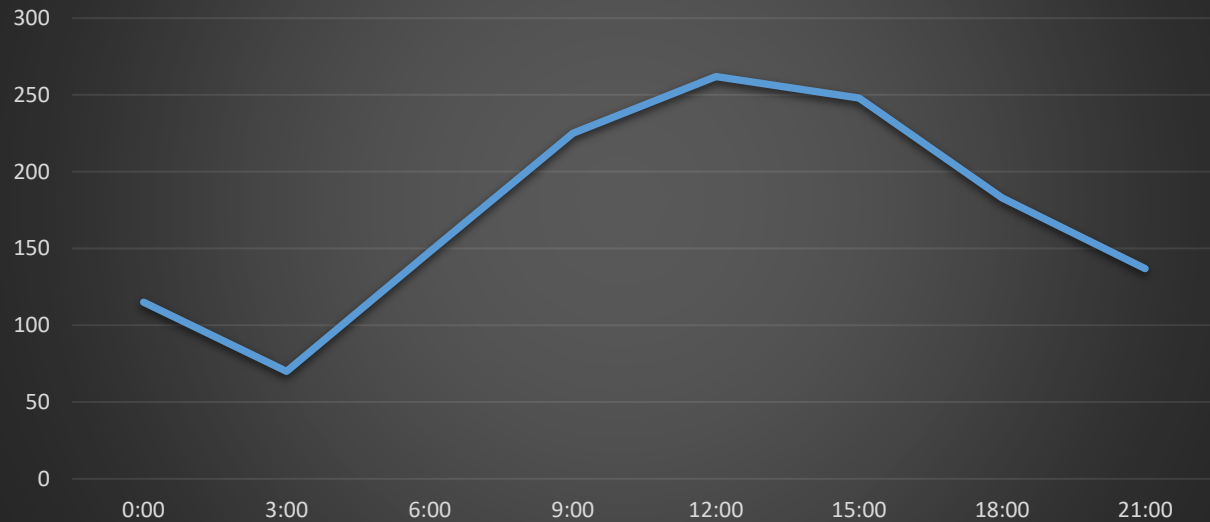
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2013	107	79	92	78	93	93	95	94	84	89	79	98	1081
2014	98	82	90	71	90	72	80	97	99	89	79	91	1038
2015	98	63	82	76	118	89	72	102	85	87	83	96	1051
2016	86	75	88	75	101	97	100	100	88	112	87	73	1082
2017	101	92	91	90	112	129	114	113	115	126	99	120	1302
2018	126	117	113	93	120	105	119	111	120	133	93	114	1364
2019	116	95	113	94	106	89	113	131	126	94	106	87	1270
2020	107	118	118	100	113	110	103	120	103	100	124	122	1338
2021	117	83	130	112	123	114	118	105	128	112	132	170	1444
2022													
AVERAGE	106.2222	89.33333	101.8889	87.66667	108.4444	99.77778	101.5556	108.1111	105.3333	104.6667	98	107.8889	1218.889



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	18	20	22	16	10	11	18	115
3:00	5:59	8	14	8	11	9	10	10	70
6:00	8:59	17	23	25	30	13	25	15	148
9:00	11:59	21	38	43	40	27	39	17	225
12:00	14:59	34	42	32	37	40	39	38	262
15:00	17:59	31	26	39	42	39	33	38	248
18:00	20:59	28	23	25	23	29	35	20	183
21:00	23:59	15	14	18	17	19	22	32	137
	TOTAL	172	200	212	216	186	214	188	



EMS Calls by Time of Day 2021



EMS Calls by Day of the Week 2021

