



Tri-Town Emergency Medical Service

Monthly Director's Report



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

REPORTING MONTH/YEAR:	August 2021
REPORT DATE:	September 2, 2021

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 106 EMS incidents.• 101 EMS Incidents were handled by Tri-Town EMS• 54 Transports (50.94%)• Updated 2022 Draft Budget was completed and write-up finished.• Active Shooter Event drill on August 14th with the Pembroke Police Department and the Pembroke Fire Department.• Service has been participation in the Pembroke Hazardous Mitigation Committee project.• Reached out to 11 area municipal ambulance services requesting their billing rates. Work started on looking at increases to the Service Billing Rates for 2022.• EMS Detail - Deerfield Fair and Amoskeag Regatta has reached out to the Service for coverage.
2. AMBULANCES / EQUIPMENT	<u>AMBULANCE 3: (Back-up)</u> <ul style="list-style-type: none">• 4,665 Miles• Ambulance 3 was used on 1 EMS Incidents, 1 Detail and 1 Drill.
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none">• 92,420 miles• Ambulance 8 was used on 100 EMS Incidents• Driver's side mirror does not tilt up/down.• Ambulance 8 will need new tires this fall.
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none">• Service started documenting refrigerator temperatures of both ambulances after it was noted Ambulance 8 refrigerator temperature was high. It was noticed that the refrigerator temperature goes high when the ambulance is BOTH out of the station on hot days. Seems the refrigerator struggles to maintain temperature. Being monitored. Best data from research is the medications in the refrigerator are fine with the fluctuation in temperature and as long as they do not go over 100F. Also noted, highest temperature recorded in the refrigerator was 60F.



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	<ul style="list-style-type: none"> Ambulance 3 & Ambulance 8 Stryker Stretchers received their annual maintenance on 9/1/21 Ambulance 8 Stryker Load System was serviced on 9/1/21 Both WIFI devices in the ambulances are in need of replacement. The batteries have swelled and the backing to the devices are broken. 							
3. STAFFING	FULL TIME PARAMEDICS: 4							
	PART TIME STAFF:	2	AEMT:	1	PARAMEDIC:	1		
	PER DIEM STAFF:	21	EMT:	6	AEMT:	9	PARAMEDIC:	6
	<ul style="list-style-type: none"> No changes to Service staffing in August One (1) applications were received by the Service. 							
4. TRAINING	MONTHLY NCCP TRAINING:	Off for Summer Months						
	MONTHLY ARTICLE TRAINING:	EMS1 Article: "10 Things you need to know about Pediatric Analgesia"; 0.25 CEU's, 17/27 employees completed.						
	MONTHLY SKILLS TRAINING:	7/27 employees completed						
	MONTHLY SHIFT TRAINING:	EMS Podcast: "No Laughing Matter - Beta Blocker Overdose"; 0.25 CEU's, 16/27 employees completed.						
	MONTHLY MEDICATION REVIEW:	"Nitroglycerine"; 0.25 CEU's, 17/27 employees completed.						
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	MONTH	IV's	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Attempted	46	-	-	-	--	-	-
	Success	40	-	-	-	--		
	Percentage (%)	86.96%	-	-	-	--		
	12-MONTHS	IV'S	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Attempted	653	8	8	1	--	8	3
	Success	504	6	7	1	--		
	Percentage (%)	77.2%	75.0%	87.5%	100%	--		
	<ul style="list-style-type: none"> Service continues to review 100% of all EMS Incidents. Review is logged on a QA log form. General reminders are needed to ensure completeness of Patient Care Reports / EMS Incident Reports. 							



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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$28,106.75	\$270,121.77
Allenstown Payment	\$225,081.00	--	\$112,540.50
Pembroke Payment	\$283,383.00	--	\$141,691.50
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$30.68	\$265.95
TOTAL REVENUE	\$956,964.00	\$28,137.43	\$524,619.72
Full Time Salaries	\$260,342.00	\$19,520.07	\$162,090.79
Per Diem Salaries	\$260,540.00	\$17,514.33	\$134,809.24
Overtime	\$34,795.00	\$3,928.86	\$30,163.81
Health Insurance	\$99,368.00	\$7,468.25	\$59,746.00
Dental Insurance	\$5,400.00	\$548.67	\$4,389.36
Life Insurance	\$150.00	\$16.80	\$120.00
Disability Insurance	\$3,350.00	\$263.03	\$2,186.26
Social Security	\$34,379.00	\$2,539.72	\$19,646.29
Medicare	\$8,541.00	\$630.83	\$4,594.71
NH Retirement	\$33,135.00	\$3,296.92	\$23,313.39
Uniforms	\$6,250.00	\$312.95	\$416.90
Training & Certification	\$15,750.00	\$600.00	\$1,551.47
Legal Services	\$10,200.00	--	\$245.00
Telephone	\$6,000.00	\$491.92	\$3,614.20
Contracted Billing Services	\$22,250.00	\$1,615.99	\$11,988.20
Accounting Services	\$5,800.00	--	\$5,800.00
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$1.00	--	--
Liability Insurance	\$8,500.00	--	\$8,445.00
Unemployment Compensation	\$700.00	--	\$769.56
Worker's Compensation	\$12,000.00	--	\$14,824.13
Department Supplies	\$19,760.00	\$475.37	\$10,018.00
Postage	\$1,750.00	--	\$3.63
Fuel	\$8,000.00	\$459.91	\$3,319.95
Office Supplies	\$3,050.00	\$35.00	\$1,970.60
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$6,200.00	--	\$4,057.20
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$5,072.00	--	\$1,694.96
Vehicle Maintenance & Repair	\$6,500.00	\$362.52	\$8,756.02
Computer/Software	\$2,010.00	--	\$7,607.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$956,694.00	\$60,081.14	\$526,141.67
REVENUE (-) EXPENDITURES	--	(\$31,943.71)	(\$1,521.95)
TRANSFER from FUND BALANCE	--	--	--
TRANSFER from CIP	--	--	--
BUDGET BALANCE	--	--	\$430,822.33



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INCIDENT DATA

TOTAL Number of Incidents	106	(August 2020 – 120)
Allentown	49	(August 2020 – 49)
Pembroke	65	(August 2020 – 64)
Bow	0	
Chichester	0	
Concord	5	
Deerfield	0	
Epsom	1	
Hooksett	1	
Loudon	0	
Northwood	0	
Pittsfield	0	
INCIDENTS Handled by Tri-Town EMS	101	(August 2020 – 111)
Mutual Aid RECEIVED from other Departments	5	(August 2020 – 9)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	4	
Epsom Fire Dept.	0	
Hooksett Fire Dept.	1	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	7	(August 2020 – 7)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	54	(August 2020 – 65)
Concord Hospital	42	(77.78%)
Catholic Medical Center (CMC)	5	(9.26%)
Elliot Hospital	7	(12.96%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	0 Minutes 50 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 50 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	5 Minutes 35 Sec
Average On-Scene Time	0 Hours	15 Minutes 3 Sec
Average Transport Time	0 Hours	19 Minutes 39 Sec
Average at Hospital Time	0 Hours	20 Minutes 33 Sec

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PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	49
Vascular: IV/Extremity Vein Catheterization	46
Assessment: Patient Assessment	41
Cardiac: 12-Lead ECG Obtained	26
COVID/FLU: Surgical Mask Placed on Patient	22
Assessment: Orthostatic Vital Signs	4
Ortho: Spinal Motion Restriction Applied w/ C-Collar	2
Assessment: Stroke Exam	1
Cardiac: 15-Lead ECG Obtained	1
Ortho: Spinal Assessment	1
Respiratory: etCO2 Digital Capnography	1
Soft Tissue: General Wound Care	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	18
Ondansetron / Zofran	15
Oxygen	8
Ketorolac / Toradol	6
Aspirin	5
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	4
Fentanyl	3
Metoclopramide / Reglan	3
Nitroglycerine	3
Albuterol	2
Lactated Ringers (LR)	2
Methylprednisolone / Solu-Medrol	2
Acetaminophen	1
Dextrose 10% (D10)	1
Dexamethasone (Decadron)	1
Epinephrine 1:1,000 (Epi 1mg/ml)	1
Hydromorphone / Dilaudid	1

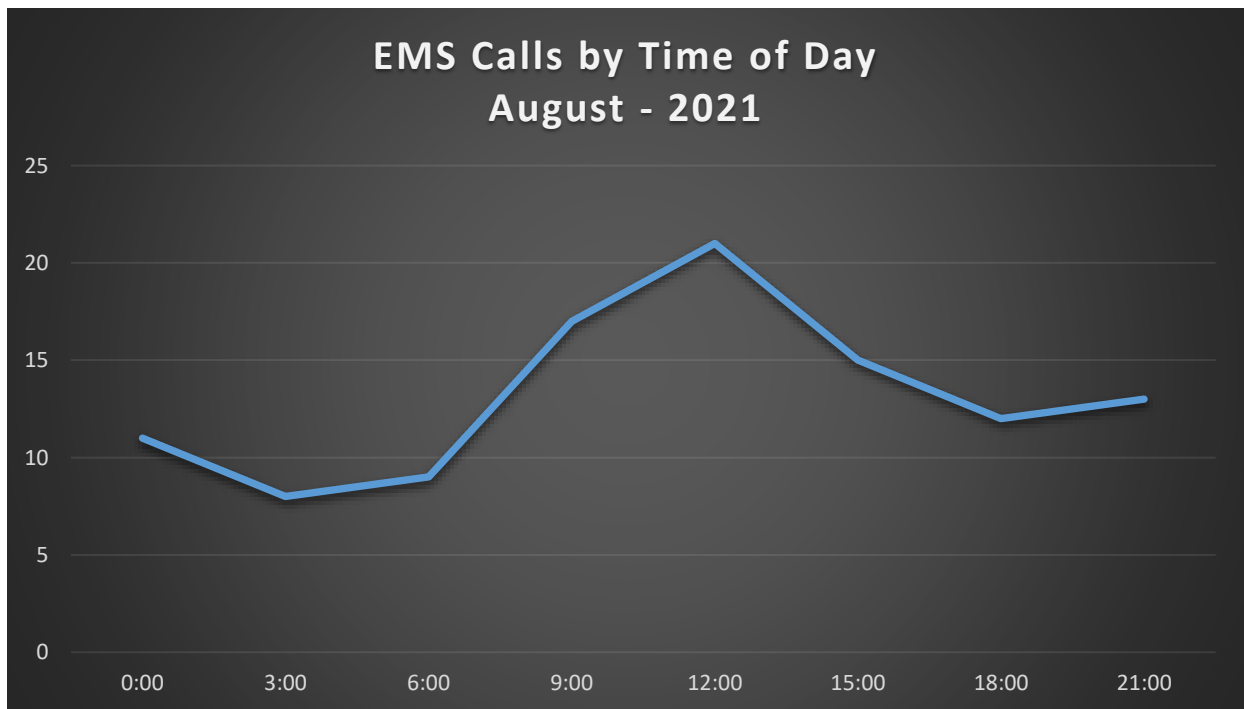


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		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	2	3	4	0	1	1	0	11
3:00	5:59	2	1	0	1	2	2	0	8
6:00	8:59	1	2	1	2	1	2	0	9
9:00	11:59	3	2	3	4	1	3	1	17
12:00	14:59	1	4	5	2	4	3	2	21
15:00	17:59	2	2	3	3	2	1	2	15
18:00	20:59	3	2	1	1	2	2	1	12
21:00	23:59	1	1	4	4	1	0	2	13
	TOTAL	15	17	21	17	14	14	8	





EMS Calls by Day of the Week August - 2021

