



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:	July 2021
REPORT DATE:	August 26, 2021

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 118 EMS incidents.• 101 EMS Incidents were handled by Tri-Town EMS• 69 Transports (58.47%)• Service continued work on updating the policy manual with researched performed on Service Animals.• Updated 2022 Draft Budget was completed.• Active Shooter Event drill planned for August 14th with the Pembroke Police Department and the Pembroke Fire Department.• Service has been participation in the Pembroke Hazardous Mitigation Committee project.• EMS Detail - Northeast Rockbusters; July 30th, 31st and August 1st.		
2. AMBULANCES / EQUIPMENT	<u>AMBULANCE 3:</u> (Back-up) <ul style="list-style-type: none">• 4,571 Miles• Ambulance 3 was used on 1 EMS Incidents and 1 Detail.		
	<u>AMBULANCE 8:</u> (Primary) <ul style="list-style-type: none">• 90,108 miles• Ambulance 8 was used on 100 EMS Incidents• 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.		
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 July• One (1) applications were received by the Service.		
4. TRAINING	MONTHLY NCCP TRAINING:	Off for Summer Months	
	MONTHLY ARTICLE TRAINING:	EMS World Article: "Hospice: End of Life But Not End of Care"; 0.25 CEU's, 16/27 employees completed.	
	MONTHLY SKILLS TRAINING:	8/27 employees completed	



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	MONTHLY SHIFT TRAINING:				EMS Podcast: “Silent But Deadly - All About Drowning”; 0.25 CEU’s, 15/27 employees completed.			
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	<i>MONTH</i>	<i><u>IV’s</u></i>	<i><u>I.O.’s</u></i>	<i><u>ETT</u></i>	<i><u>RSI</u></i>	<i><u>KING</u></i>	<i><u>BiPAP</u></i>	<i><u>VENT</u></i>
	Attempted	55	–	1	–	--	–	–
	Success	41	–	1	–	--		
	Percentage (%)	74.5%	–	100%	–	--		
	<i>12-MONTHS</i>	<i><u>IV’S</u></i>	<i><u>I.O.’s</u></i>	<i><u>ETT</u></i>	<i><u>RSI</u></i>	<i><u>KING</u></i>	<i><u>BiPAP</u></i>	<i><u>VENT</u></i>
	Attempted	676	8	7	1	--	8	3
	Success	511	6	6	1	--		
	Percentage (%)	75.6%	75.0%	85.7%	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	\$33,655.69	\$242,015.02
Allenstown Payment	\$225,081.00	\$56,270.25	\$112,540.50
Pembroke Payment	\$283,383.00	\$70,845.75	\$141,691.50
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$31.74	\$235.27
TOTAL REVENUE	\$956,964.00	\$160,803.43	\$496,482.29
Full Time Salaries	\$260,342.00	\$29,874.95	\$140,731.24
Per Diem Salaries	\$260,540.00	\$24,704.32	\$120,668.76
Overtime	\$34,795.00	\$5,367.29	\$26,237.36
Health Insurance	\$99,368.00	\$7,468.25	\$52,277.75
Dental Insurance	\$5,400.00	\$548.67	\$3,840.69
Life Insurance	\$150.00	\$16.80	\$103.20
Disability Insurance	\$3,350.00	\$263.03	\$1,923.23
Social Security	\$34,379.00	\$3,698.27	\$17,833.52
Medicare	\$8,541.00	\$918.60	\$4,429.62
NH Retirement	\$33,135.00	\$3,920.36	\$18,818.61
Uniforms	\$6,250.00	\$416.60	\$416.90
Training & Certification	\$15,750.00	--	\$951.47
Legal Services	\$10,200.00	--	\$245.00
Telephone	\$6,000.00	\$512.11	\$3,122.28
Contracted Billing Services	\$22,250.00	\$1,438.14	\$10,372.21
Accounting Services	\$5,800.00	\$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	\$4,767.14	\$10,018.00
Postage	\$1,750.00	\$2.13	\$3.63
Fuel	\$8,000.00	\$640.72	\$2,860.04
Office Supplies	\$3,050.00	\$418.42	\$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	\$414.36	\$8,756.02
Computer/Software	\$2,010.00	--	\$7,607.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$956,694.00	\$90,893.46	\$468,777.96
REVENUE (-) EXPENDITURES	--	\$69,909.97	\$27,704.33
TRANSFER from FUND BALANCE	--	--	--
TRANSFER from CIP	--	--	--
BUDGET BALANCE	--	--	\$468,777.96



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INCIDENT DATA

TOTAL Number of Incidents	118	(July 2020 – 103)
Allentown	48	(July 2020 – 49)
Pembroke	65	(July 2020 – 50)
Bow	0	
Chichester	0	
Concord	2	
Deerfield	0	
Epsom	1	
Hooksett	2	
Loudon	0	
Northwood	0	
Pittsfield	0	
INCIDENTS Handled by Tri-Town EMS	101	(July 2020 – 96)
Mutual Aid RECEIVED from other Departments	17	(July 2020 – 7)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	8	
Epsom Fire Dept.	4	
Hooksett Fire Dept.	5	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	5	(July 2020 – 4)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	69	(July 2020 – 55)
Concord Hospital	62	(89.86%)
Catholic Medical Center (CMC)	1	(1.44%)
Elliot Hospital	6	(8.70%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	25 Minutes 25 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 44 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	5 Minutes 32 Sec
Average On-Scene Time	0 Hours	16 Minutes 17 Sec
Average Transport Time	0 Hours	40 Minutes 36 Sec
Average at Hospital Time	0 Hours	23 Minutes 00 Sec



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EMS INCIDENTS by DISPATCH REASON

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	20
Breathing Problems (6)	8
Abdominal Pain / Problem (1)	5
Back Pain (Non-Traumatic) (5)	5
MVC / Transportation Incident (29)	5
Sick Person (26)	5
Allergic Reaction / Stings / Bites (2)	4
Altered Mental Status (26)	4
Chest Pain (Non-Traumatic) (10)	4
Hemorrhage / Laceration / Bleeding (21)	4
Lift / Invalid Assist	4
Cardiac Arrest / Death (9)	3
Choking (11)	3
Diabetic Problem (13)	3
Medical Alarm (32)	3
No other Appropriate Choice	3
Psychiatric / Behavioral / Suicide Attempt (25)	3
Animal Bite / Attack (3)	2
Dizziness (26)	2
Pain (26)	2
Seizure (12)	2
Stroke / CVA / TIA (28)	2
Unconscious / Syncope (31)	2
Unknown Problem / Person Down (32)	2
Assault (4)	1
Electrocution / Lightning (15)	1
Fracture (30)	1
Head Injury (30)	1
Headache (18)	1
Heart Problems / AICD (19)	1
Medication Reaction (Not Allergic)	1
Nausea / Vomiting (26)	1
Overdose / Misuse of Meds / Poisoning (23)	1
Search and Rescue	1
Standby	1
Traumatic Injury (30)	1



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PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	57
Vascular: IV/Extremity Vein Catheterization	55
Assessment: Patient Assessment	38
Cardiac: 12-Lead ECG Obtained	33
COVID/FLU: Surgical Mask Placed on Patient	24
Cardiac: Defibrillation (Manual)	3
Ortho: Spinal Assessment	3
Ortho: Spinal Motion Restriction withheld per Protocol	3
Ortho: Splinting (General)	3
Soft Tissue: General Wound Care	3
Ortho: Spinal Motion Restriction Applied (w/C-Collar)	2
Respiratory: etCO2 Digital Capnography	2
Assessment: Orthostatic Vital Signs	1
Assessment: Stroke Exam	1
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical Device)	1
Movement: Extrication of Patient	1
Respiratory: ETT/Intubation (Orotracheal w/Bougie Device)	1
Vascular: Point of care blood lab analysis	1



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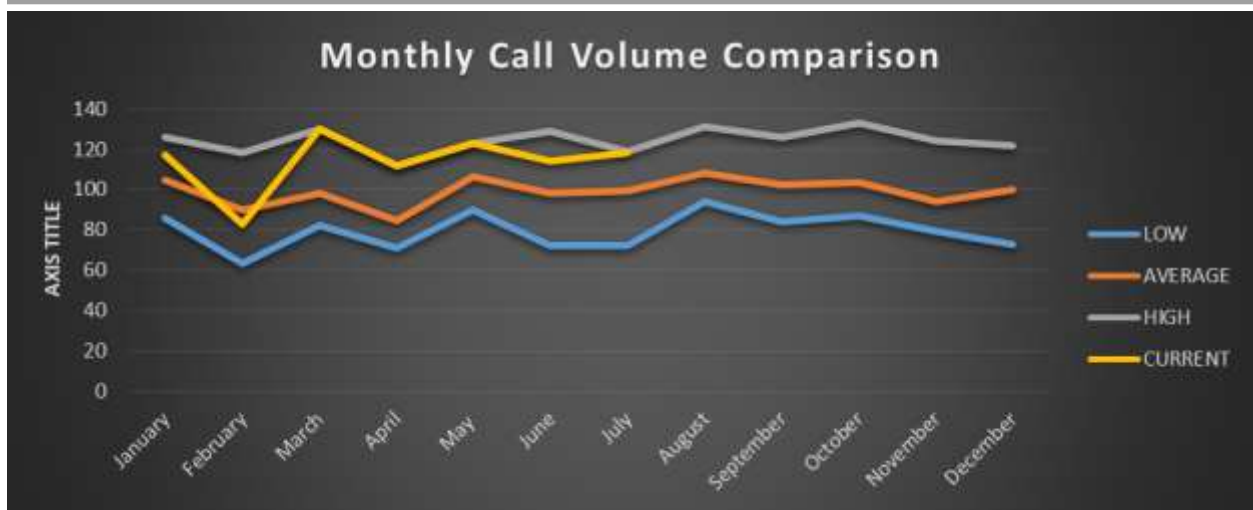
MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	17
Fentanyl	11
Ondansetron / Zofran	9
Epinephrine 1:10,000	7
Oxygen	6
Nitroglycerin	4
Aspirin	3
Ketorolac / Toradol	3
Albuterol	2
Amiodarone	2
Atropine	2
Lactated Ringers (LR)	2
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	1
Dextrose / Glucose (Oral)	1
Diphenhydramine / Benadryl	1
Epinephrine 1:1,000 (1mg/ml)	1
Glucagon	1
Hydromorphone / Dilaudid	1
Magnesium Sulfate	1
Metoprolol / Lopressor	1

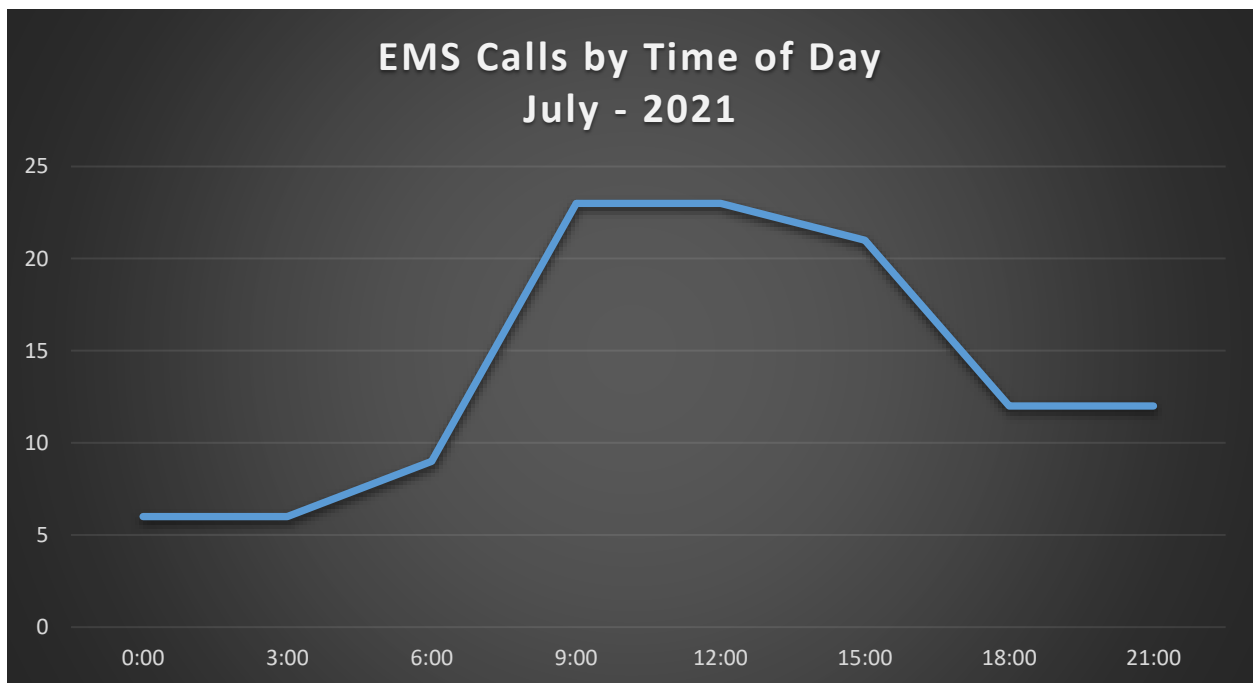


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		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	0	2	0	1	0	0	3	6
3:00	5:59	0	0	1	2	0	2	1	6
6:00	8:59	2	1	1	1	0	2	2	9
9:00	11:59	4	3	5	3	5	2	1	23
12:00	14:59	1	2	1	5	5	5	4	23
15:00	17:59	7	3	2	2	1	3	3	21
18:00	20:59	2	1	1	0	2	2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





EMS Calls by Day of the Week July - 2021

