



April 2019



## 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. Robert Rix. 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 8, 2019, 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](http://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

- Ambulance 8 continues to be plagued with A/C problems.
- Work continues with the Town of Pembroke on their Active Shooter Plan and preparations for the Town's upcoming drill.
- Hiring process continues to fill the Roster.
- Final preparations for our Rapid Sequence Intubation program application.
- Capital Improvement Plan was updated.



## AMBULANCE 8

- Ambulance 8 was used on 83 incidents in April.
- Both vendors (PL Custom and Above All Collision) were notified of the air bubble issue. PL offered to pay for half of the cost to replace the graphics and Above All Collision said they wouldn't charge us the labor if we so wished. Notwithstanding some of the cut issues on the graphics, it was clear when looking at the vertical black stripe on the rear-side of the ambulance, the porting of the black stripe that was on the yellow paint did not bubble, but rather the bubbles started immediately when the stripe crossed over to the new grey paint. This is evident the paint was not cured when the graphics were applied, as PL had stated. That said, the air bubbles have significantly worked themselves out in the last month. I will be looking to have PL Custom replace the American Flag, the "N" in Tri-Town and the Star of Life.
- The A/C system again did not work. The ambulance was sent to Grappone Ford to have it looked at. They stated it was down 1 pound and the system was recharged. No leaks were noted. The ambulance was returned to Tri-Town and two (2) days later the crew the A/C was not working. The next day, I worked the ambulance and, the ambient temperature was 62, the AC was set for 58, and the temperature in the ambulance was 82 and climbing. After a call, I checked the cab and the system was blowing hot air. Grappone Ford and PL Custom were both contacted about the issue and I requested both parties be present and go through the system together. This was scheduled for May 1<sup>st</sup>.
- Grappone also evaluated the "Vibration" in the front of the ambulance. They stated that issue is in the tires as no other problems were being discovered. They felt the tires develop a slight flat spot while the ambulance sits and as the ambulance drives the flat spot works itself out. This was stated because the vibration is worse right after the ambulance has been parked and the vibration slowly goes away as the ambulance is driven. I concur with this summary. They recommended putting Michelin tires on. Ford was told there are Michelin tires on the ambulance. However the tires will be replaced this fall.



### AMBULANCE 3

- Ambulance 3 was used on 5 runs in April.



### STAFFING

- With advertising through the NH FS&T website, the Service received over 20 applications.
- Three (3) employees were hired in April, two (2) Part Time Paramedics who will be working Saturdays and one (1) Per Diem Advanced EMT.
- Starting in May, Paramedic Ryan Hornblower and Advance EMT Katherine Sevigny will be working the 24 hour shift on Sunday. Once again we have set staffing for weekends.
- The Service is pursuing two (2) more applications, one (1) to be hired at the May Board of Director's Meeting and the other application may be ready for the June Meeting. This will conclude the Service's hiring efforts until the roster drops below 28 employees.
- The Service slightly over hired to account for anticipated departures, the summer drop in availability and to minimize the possibility of a repeat of decreased availability that was seen last fall.



### PEMBROKE ACTIVE SHOOTER

- Active Shooter meeting on April 15<sup>th</sup> to discuss the progress of each department.



### RAPID SEQUENCE INTUBATION (RSI)

- The Service's Zoll Portable Ventilator is in-service. This was the last step prior to finalizing the application for RSI.
- Six (6) Service Paramedics have been identified as meeting the qualifications (state's) to be considered for the RSI program. Three (3) are either or have been, RSI Paramedics for other EMS agencies and one (1) worked in the Emergency Department and performed the skills alongside an ED Physician.
- All Service Paramedics, regardless of inclusion into the program, were required to complete the New Hampshire Bureau of EMS' on-line RSI course.
- All non-Paramedics are now required to complete the New Hampshire Bureau of EMS' (NHBEMS) on-line RSI assistant course.
- Assistant Director Stephanie Locke is putting together the application to be presented to our Medical Director, Dr. Rix.





### CAPITAL IMPROVEMENT PLAN (CIP)

- 2019/2020 CIP Plan was updated to reflect current and estimate replacement costs of all Service vehicles and equipment.
- Added to the CIP was having Ambulance 3 remounted on a 2019 Ford E450 chassis.
  - This will provide us with a reliable back-up ambulance and fix the minor problems with Ambulance 3
  - Allow us to replace Ambulance 8 in 2023 as originally planned.
  - After 2023, the Service will maintain a third ambulance: one as primary, one for people to be on call and a third to be used as a back-up, details, etc.
- Added to the CIP is an Intercept Vehicle.
  - Use by the Director during business hours to assist primary and on-call crews on EMS calls.
  - Used by the Director during business hours to attend meetings, conduct Service business, retrieve supplies and medications, etc.
  - If so approved by our Medical Director and the NHBEMS, will allow us to continue to provide RSI coverage in the two (2) towns when a non-RSI Paramedic is working on the primary ambulance.
  - Provide Paramedic coverage for the on-call ambulance on nights and weekends.



### VEHICLE MAINTENANCE

#### AMBULANCE 3 (79A3):

- Mileage – 89,478
  - No Maintenance

#### AMBULANCE 8 (79A8):

- Mileage – 47,620
  - Grappone Ford – Lube and Filter Service, Replaced Diesel Filters and AC system Charge.
  - Crack in the hose leading to the Turbo was discovered during weekly vehicle checks. Information passed on to Grappone Ford.



### QUALITY ASSURANCE

- 19-0361: Per PCR, patient required more of a workup. Incident looked into and was reported to the Medical Director. Incident was handle with counseling.

- 19-0402: Trauma patient didn't received an appropriate level of care. Incident to be handled with counseling.
- Under documenting phone numbers, SSN, procedures and medications continues.

<u>AVER. %</u>	<u>IV</u>	<u>IO</u>	<u>ETT w/ Bougie</u>	<u>ETT</u>	<u>King SGA</u>	<u>Ventilator Care</u>
<b>April '19</b>	36/51 (71%)	--	--	--	--	--
<b>12 Month</b>	625/894 (70%)	11/11 (100%)	1/1 (100%)	5/10 (50%)	1/1 (100%)	3



### EMS EDUCATION

- April's NCCP training: "Sexual Assault Care" by Michelle Poirier RN, Concord Hospital Emergency Department & Kathy Kimball, NH Sexual Assault Resource Team (SART) Coordinator, NH Department of Justice, Office of the Attorney General, (2.0 hrs), 13/28
- Journal of Emergency Medical Service (JEMS) article – "Supraglottic Airways: Use in Cardiac Arrest Remains Controversial" (0.25 hours). 15/28 completed the article.
- EMS World article – "Penn. Man Accuses Police, EMTs of Assault after having seizure" (0.25). 14/28 employees completed the article.
- Monthly Skills Training – 17/28 completed the training.
- Monthly Shift Training – "Baby Safe Haven" (0.25 hours). 14/28 completed the training.
- CPR Classes – Three (3) BLS Course given and one (1) Heartsaver CPR Course.



### STAFFING

During the month of April 2019, two (2) Part Time Paramedics were hired and one (1) Per Diem Advanced EMT was hired. One Per Diem Advance EMT resigned. The Service is currently working 2 applications, and will recommend one (1) employees for hire in May and probably another in June. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					<b>4</b>
PART TIME	2	Paramedics	0	AEMTs	0	EMTs	<b>2</b>
PER DIEM	4	Paramedics	13	AEMTs	5	EMTs	<b>22</b>
TOTAL	10	Paramedics	13	AEMTs	5	EMTs	<b>28</b>



## CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

During April 2019, Tri-Town EMS was in contact with the following Healthcare and Public Safety Agencies to better serve individuals and our community.

1. *CONCORD FIRE DEPARTMENT*

- a. Inquired about having new paramedics ride with them to gain more clinical experience in the pre-hospital setting. Pending Legal Review.

2. *CONCORD HOSPITAL*

- a. Dr. Rix "Pearls
- b. Concord has approved license providers to gain clinical experience in the Emergency Department, Operating Room, Cath. Lab, Respiratory, Vascular Access/Ambulatory Care Center (IV training)
- c. Stop the Bleed, Train-The-Trainer program offered at the Pembroke Public Safety Center.
- d. Preparation for Concord's Biennial Controlled Substance Inventory which was conducted on May 1<sup>st</sup>.
- e. Updated Pharmacy List
- f. Epinephrine Update
- g. Acute Stroke Symptoms Follow-Up.

3. *ELLIOT HOSPITAL*

- a. Elliot EMS Breakfast on April 11<sup>th</sup>.

4. *HOOKSETT FIRE DEPARTMENT*

- a. Requested an incident report pertaining to a concern with another ambulance service during a fire standby on April 13<sup>th</sup> in Hooksett.

5. *PEMBROKE, Town Of*

- a. Active Shooter meeting with Fire/Police & School Department
- b. CPR Course for Police and Fire.



## FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$33,909.53	\$145,916.41
Allenstown Payment	\$118,189.00	\$45,083.25	\$45,083.25
Pembroke Payment	\$147,822.00	\$56,158.75	\$56,158.75
Miscellaneous Revenue	\$6,650.00	\$15.00	\$30.00
Interest	\$1.00	\$462.18	\$462.18
<b>TOTAL REVENUE</b>	<b>\$707,662.00</b>	<b>\$135,628.71</b>	<b>\$247,650.59</b>
Full Time Salaries	\$233,800.00	\$17,550.88	\$70,040.09
Per Diem Salaries	\$228,370.00	\$16,364.78	\$70,564.68
Overtime	\$28,000.00	\$3,541.77	\$7,965.94
Health Insurance	\$49,500.00	\$333.686	\$11,409.28
Dental Insurance	\$6,500.00	--	\$1,954.24
Life Insurance	\$150.00	--	\$36.00
Disability Insurance	\$2,800.00	--	\$768.78
Social Security	\$30,002.00	\$2,322.36	\$9,211.38
Medicare	\$7,453.00	\$576.84	\$2,287.99
NH Retirement	\$29,621.00	\$2,385.58	\$8,821.20
Uniforms	\$6,500.00	\$236.85	\$1,161.15
Training & Certification	\$16,500.00	\$912.02	\$1,047.02
Legal Services	\$5,000.00	\$5,119.00	\$12,264.77
Telephone	\$5,964.00	\$228.06	\$1,453.36
Contracted Billing Services	\$20,500.00	\$1,962.80	\$5,570.99
Accounting Services	\$5,800	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$1.00	--	--
Liability Insurance	\$7,500.00	--	\$6,878.00
Unemployment Compensation	\$650.00	--	\$617.77
Worker's Compensation	\$13,250.00	--	\$7,233.35
Department Supplies	\$14,500.00	\$2,212.04	\$7,771.97
Postage	\$1,900.00	--	\$205.68
Fuel	\$7,500.00	\$524.85	\$1,727.19
Office Supplies	\$3,500.00	\$22.50	\$1,372.68
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$7,000.00	--	\$3,782.98
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,500.00	\$2,240.00	\$3,510.00
Vehicle Maintenance & Repair	\$5,500.00	\$811.23	\$6,283.79
Computer/Software	\$2,000.00	--	\$735.00
Equipment & Vehicle Replacement	\$365,000.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>\$1,112,662.00</b>	<b>\$57,345.24</b>	<b>\$244,675.27</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>\$0.00</b>	<b>\$78,283.47</b>	<b>\$2,975.32</b>
<b>TRANSFER from FUND BALANCE</b>	<b>\$405,000.00</b>	<b>--</b>	<b>--</b>





## AMBULANCE BILLING (ComStar Reporting)

<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	\$166,697.39	\$379,609.11	\$280,120.22	\$99,488.89
2015	700	\$660,833.70	\$234,270.25	\$426,563.45	\$318,596.41	\$107,967.04
2016	724	\$842,970.00	\$337,321.21	\$505,648.79	\$368,783.64	\$136,865.15
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$423,015.96	\$135,949.14
2018	869	\$1,200,078.00	\$568,923.48	\$631,154.52	\$431,974.51	\$199,180.01
2019	269	\$368,812.00	\$163,872.54	\$204,939.46	\$76,331.15	\$128,608.31
<b>TOTAL</b>	3994	\$4,571,516.20	\$1,864,635.77	\$2,706,880.43	\$1,898,821.89	\$808,058.54

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

Revenue per Transport (\$/Trip) 2014: \$456.97 2015: \$455.14 2016: \$509.37 2017: \$516.50  
2018: \$497.09 2019: \$283.76



## ADMINISTRATION

- Allenstown Town Administrator ..... Derik Goodine
- Pembroke Town Administrator ..... David Jodoin
- Allenstown Fire Chief ..... Chief Paul St. Germaine
- Pembroke Fire Chief ..... Chief Harold Paulsen
- Allenstown Public Representative ..... Michael O'Mara
- Pembroke Public Representative ..... Robert "Bob" Bourque
- Tri-Town EMS Employee Representative ..... William Amos, NRP, FTO
- Tri-Town EMS Director ..... Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director ..... Stephanie Locke, NRP, I/C



## EMS INCIDENT DATA

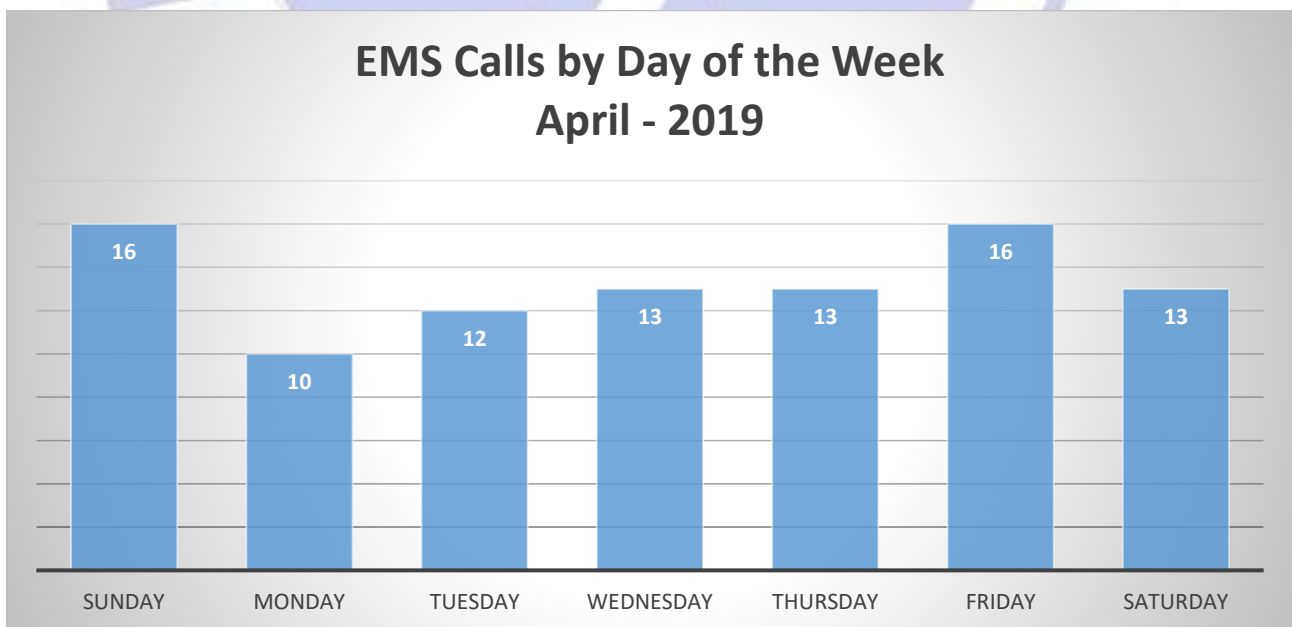
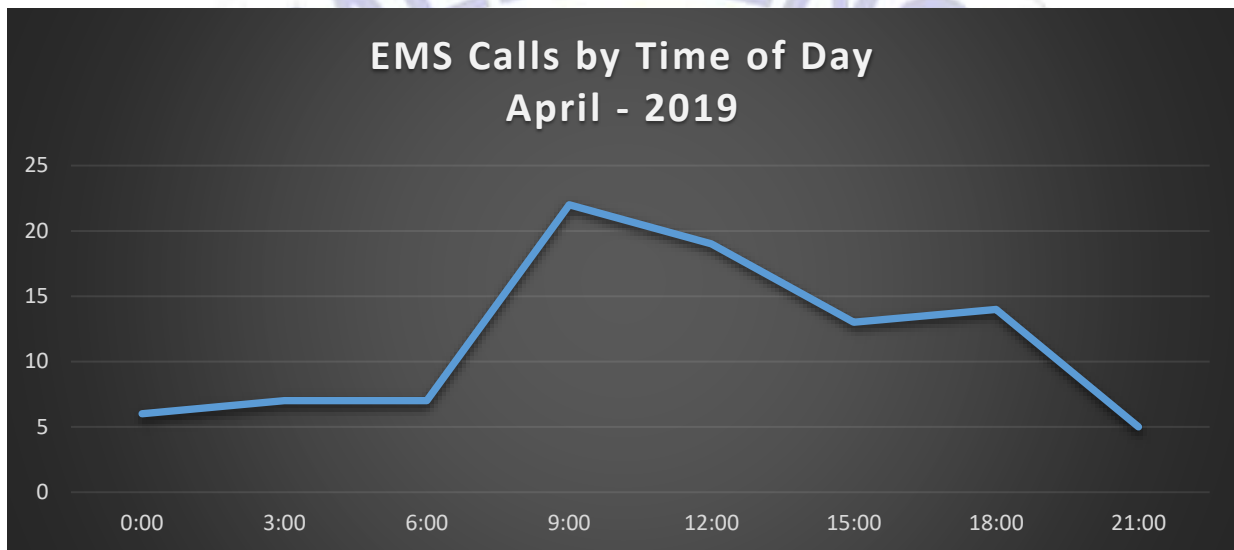
TOTAL Number of INCIDENTS .....	94 (April 2018 – 93)
Allenstown.....	35 (45.13%) (April 2018 - 36)
Pembroke .....	52 (49.56%) (April 2018 – 51)
Barnstead .....	0
Bow .....	0
Chichester .....	0
Concord .....	4
Deerfield .....	0
Epsom .....	1
Hooksett .....	1
Pittsfield .....	0
INCIDENTS Handled by Tri-Town EMS .....	88 (April 2018 - 87) (93.62%)
Mutual Aid RECEIVED from other Departments .....	6 (April 2018 – 5) (6.38%)
Bow Fire Department .....	0
Concord Fire Department .....	3
Epsom Fire Department .....	1
Hooksett Fire Department .....	2
Chichester Fire Department .....	0
Mutual Aid GIVEN to other COMMUNITIES .....	6 (April 2018 - 6) (6.38%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	59 (April 2018 - 59) (62.77%)
Catholic Medical Center (CMC) .....	5 (8.47%)
Concord Hospital .....	50 (84.75%)
Elliot Hospital .....	4 (6.78%)
Average REACTION Time (Dispatch to Responding).....	53 Seconds
Average RESPONSE Time (Dispatch to On-Scene) .....	4 Minutes 32 Seconds
Average ON-SCENE Time .....	16 Minutes 32 Seconds
Average TRANSPORT Time .....	18 Minutes 59 Seconds
Average AT HOSPITAL Time .....	19 Minutes 32 Seconds
Average CALL LENGTH Time (Dispatch to In-Service) .....	1 Hour 0 Minutes 28 Seconds



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

\*Excludes some Mutual Aid Received Runs

		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	0	0	1	1	2	1	1	6
3:00	5:59	4	1	0	1	0	1	0	7
6:00	8:59	1	0	3	1	1	0	1	7
9:00	11:59	4	1	3	5	1	4	4	22
12:00	14:59	4	2	2	3	2	4	2	19
15:00	17:59	2	3	2	1	2	1	2	13
18:00	20:59	1	3	0	1	3	4	2	14
21:00	23:59	0	0	1	0	2	1	1	5
	<b>TOTAL</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>13</b>	





## EMS INCIDENTS by DISPATCHED REASONS

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	16
Breathing Problems (6)	8
Chest Pain (Non-Traumatic) (10)	8
Abdominal Pain / Problems (1)	6
Medical Alarm (32)	6
MVC / Transportation Incident (29)	4
Overdose / Misused of Meds / Poisoning (23)	4
Psychiatric / Behavioral / Suicide Attempt (25)	4
Sick Person (26)	4
Unconscious / Syncope (31)	4
Assault (4)	3
Heart Problem / AICD (19)	3
Back Pain (Non-Traumatic) (5)	2
Nausea / Vomiting (26)	2
Seizure (12)	2
Alcohol Intoxication	1
Allergic Reaction / Stings / Bite (2)	1
Altered Mental Status (26)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Choking (11)	1
Diabetic Problem (13)	1
Fever (26)	1
Head Injury (30)	1
Hemorrhage / Laceration / Bleeding (21)	1
Lift / Invalid Assist	1
No Other Appropriate Choice	1
Standby	1
Stroke / CVA / TIA (28)	1
Traumatic Injury (30)	1
Unknown Problem / Person Down (32)	1
Walkin (EMS Related)	1
Well Person Check	1





## PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV / Extremity Vein Catheterization	51
Cardiac: ECG Monitoring (4-Lead / Defib Pads)	44
Cardiac: 12 Lead ECG Obtained	39
Assessment: Patient Assessment	31
Ortho: Spinal Motion Restriction Applied (w/ C-Collar)	6
General: Patient Cooling (Cold Pack or General)	1
Ortho: Spinal Assessment	1
Ortho: Splinting (General)	1
Respiratory: BVM / Bagged Ventilations (via Mask)	1
Respiratory: NPA / Nasopharyngeal Airway Insertion	1
Soft Tissue: General Wound Care	1
Vascular: IV Access via Existing Peripheral IV	1



## MEDICATIONS ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	12
Fentanyl	10
Ondansetron / Zofran	9
Aspirin	6
Nitroglycerin	6
Oxygen	6
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	4
Hydromorphone / Dilaudid	2
Ketorolac / Toradol	2
Methylprednisolone / Solu-Medrol	2
Naloxone / Narcan	2
Dextrose / Glucose (Oral)	1
Prochlorperazine / Compazine	1

