



Tri-Town Emergency Medical Services



Monthly Director's Report
August 2020

August 2020 in SUMMARY

- Staffing the ambulance was a challenge in August. The ambulance was not shut down, but was downgraded from Paramedic Coverage to Advanced EMT Coverage on three (3) day shifts.
- 2021 Budget was completed and presented to the Board.
- New Hampshire Bureau of EMS released the latest version of the Patient Care Protocols.
- Mandatory Primex trainings were completed for the majority of the staff.

STAFFING & RECRUITMENT

One (1) of the four (4) full time employees resigned their position in August and has agreed to remain with the Service as a per diem employee. This department, with two (2) other full time employees put a significant strain on the Service's ability to staff the ambulance. The Service was able to maintain paramedic coverage with the exception of three (3) day shifts during the same week. The ambulance was down-graded to the Advanced EMT Level.

The full time vacancy was filled with the new employee starting in September. Furthermore, another per diem employee was hired. During the month of August, the Service removed inactive employees from its roster. At present there are three (3) new applications being reviewed. Two (2) EMT's and one (1) Paramedic.

2021 BUDGET

The 2021 budget was presented to the Board. The Service's budget for 2021 is \$956,964.00 which represents an increase of \$86,831.00 over the 2020 budget.

The increase to the budget is by-in-large from the added costs of health insurance. 2020 had one (1) full time employee on a family plan and one (1) full time employee on an individual plan. As a result of the turnover in the last year, the Service is now anticipating all four (4) full time employees will take health insurance through the Service and each plan is the family plan.

Employee compensation was increased to reflect the changes in scheduling. Allotments were made for an annual Cost of Living Adjustment (COLA) and an estimated increase for merit.

The Service increased the Department Supplies line to be more in line to what is spent each year to purchase supplies and certain equipment. As part of the budget the Service contributes funds each year to its Capital Improvement Plan (CIP).

In years past, increases in spending have been absorbed by increases in estimated ambulance revenue. In the last year plus, the Service has not seen a growth in call volume, as such, the expected ambulance revenue for 2021 was held to that of 2020. Further complicating this matter is COVID-19. Tri-Town is on pace to have its second (2nd) busiest year, however, the overall number of transports are down. Historically the Service sees a 60-65% transport rate, this year we are seeing a 53-58% transport rate. It should also be noted that there is a shift of EMS incidents from Pembroke to Allenstown. The increase to the Allenstown runs are mostly public assists and do not result in a transport.

On a final note, the Service removed all revenue and expenditures associated with Events and Details. The Service struggles to fill the details and these events are private functions. The plan going forward is



to get staff to commit to the detail before the Service does. If the Service doesn't have the staff commitment, then the detail or event will be advised to call the local Private EMS services.

NEW HAMPSHIRE BUREAU of EMS PATIENT CARE PROTOCOLS

At the end of August, the Bureau released version 8 of the patient care protocols. Along with the release, is an online training of which all licensed EMS providers must complete. The Bureau has set a deadline of November 1st for EMS providers to complete the training. Tri-Town EMS has set September 30th as the deadline and all staff are required to complete the training during the 1st scheduled shift in September.

As with years past, the Service is printing protocol books for staff, the ambulances and the office. These books should be completed in the next couple weeks.

PRIMEX TRAININGS

The Service's staff were given a list of applicable, on-line, Primex trainings to complete. Topics ranged from FMLA, to sexual harassment, workplace violence, injury prevention, Airborne and Bloodborne pathogens, workplace safety, and computer safety. Most of the Service has completed this training by August 1st. These trainings will be a bi-annual requirement of all staff.

AMBULANCE 3

- Mileage: 3,028 miles
- No Maintenance was performed on Ambulance 3 in August.
- Used on 8 EMS Incidents during the Month of August and 1 detail.
- Matching Ventilator bag purchased for Ventilator in Ambulance 3

AMBULANCE 8

- Mileage: 73,086 miles
- Used on 103 EMS Incidents the Month of August.
- No maintenance during the month of August.



CLINICAL & QUALITY ASSURANCE (QA)

- Each full time employee is responsible for reviewing the calls from the previous shift and entering the findings on the QA Log.
- Process is to ensure compliance with State EMS protocols and Service standards.
- Once the new full time employee has been oriented to their position, the QA responsibilities will be reassigned.

	IV	IO	ETT w/ Bougie	ETT	KING Airway	BiPAP	CPAP	Ventilator	RSI/DSI
August '20	47/68 68.12%	0	0	0	0	0	0	0	0
12 MONTH	569/789 72.12%	11/14 78.57%	4/6 66.67%	6/6 100%	6/6 100%	21	0	6	3

TRAINING

- JEMS ARTICLE: *"Enhancing Stroke Management"*; CEU's 0.25; 19 of 28 employees completed training
 - EMS MED ARTICLE: *"Why Not BiPAP"*; CEU's 0.25; 19 of 28 employees completed training
 - MONTHLY SHIFT TRAINING – NONE; CEU's N/A; n/a of 29 employees completed training
 - MONTHLY SKILLS TRAINING – 12/28 employees completed training.
 - NCCP – Postponed due to COVID-19
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- Classes remain postponed at Tri-Town EMS and throughout the State due to the Governor's restrictions regarding gatherings greater than 10 people.
 - National Registry of EMT's (NREMT) has lifted the restriction on distributive education. Distributive education are articles or online course and such. There are normally a maximum number of CEU's a provider can use from distributive education. However, due to COVID-19, this restriction has been temporarily removed.
 - American Heart Association (AHA) has extended the expiration of AHA credentials by 120 days.
 - Two (2) employee is currently going through orientation.
 - Employees are currently working on the Bureau of EMS Protocol Rollout.



FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$64,383.25*	\$308,499.13
Allenstown Payment	\$174,409.00	--	\$87,205.00
Pembroke Payment	\$221,974.00	--	\$110,987.00
Miscellaneous Revenue	\$9,750.00	--	\$623.00
Interest	\$1,000.00	\$61.14	\$1,114.80
TOTAL REVENUE	\$852,133.00	\$64,444.39	\$508,428.93
Full Time Salaries	\$255,500.00	\$18,700.49	\$158,466.56
Per Diem Salaries	\$248,198.00	\$18,148.73	\$153,193.58
Overtime	\$28,000.00	\$3,172.16	\$19,422.20
Health Insurance	\$39,000.00	\$720.00	\$45,076.37
Dental Insurance	\$5,900.00	--	\$3,249.43
Life Insurance	\$150.00	--	\$75.00
Disability Insurance	\$3,100.00	--	\$1,930.43
Social Security	\$32,966.00	\$2,481.33	\$20,527.11
Medicare	\$8,189.00	\$616.33	\$5,098.67
NH Retirement	\$31,160.00	\$2,432.68	\$18,145.86
Uniforms	\$6,500.00	--	\$2,910.73
Training & Certification	\$12,300.00	--	\$1,795.24
Legal Services	\$10,000.00	\$90.00	\$8,675.85
Telephone	\$5,820.00	\$260.02	\$3,291.83
Contracted Billing Services	\$20,500.00	--	\$10,270.47
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$10,000.00	--	--
Liability Insurance	\$7,500.00	--	\$8,225.00
Unemployment Compensation	\$650.00	--	\$689.09
Worker's Compensation	\$13,250.00	--	\$11,598.00
Department Supplies	\$14,500.00	\$857.78	\$19,355.73
Postage	\$1,900.00	--	\$148.70
Fuel	\$8,000.00	\$455.61	\$3,428.03
Office Supplies	\$3,200.00	\$496.97	\$2,115.50
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$5,900.00	--	\$1,193.40
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,000.00	\$529.50	\$3,327.00
Vehicle Maintenance & Repair	\$6,500.00	--	\$3,506.86
Computer/Software	\$2,000.00	--	\$1,154.98
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$870,133.00	\$48,961.59	\$506,871.61
REVENUE (-) EXPENDITURES	(\$18,000.00)	\$15,482.80	\$1,557.32
TRANSFER from FUND BALANCE	\$8,000.00	--	--
TRANSFER from CIP	\$10,000.00	--	--
BUDGET BALANCE	--	--	--

*Adjustment



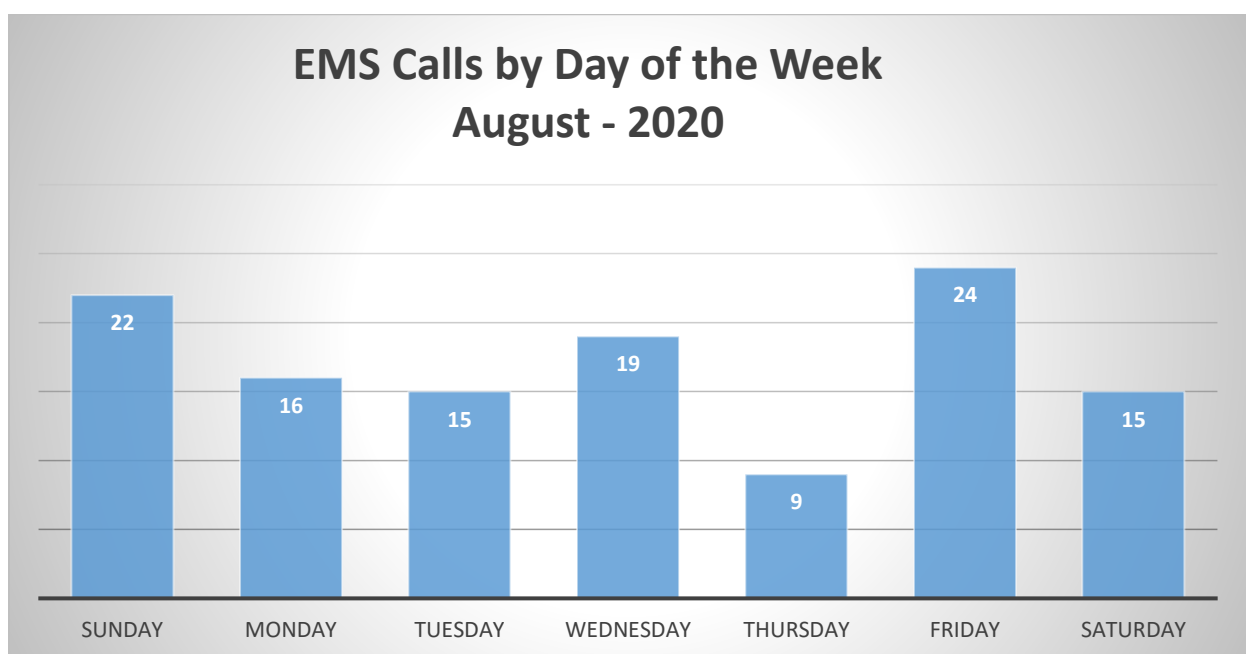
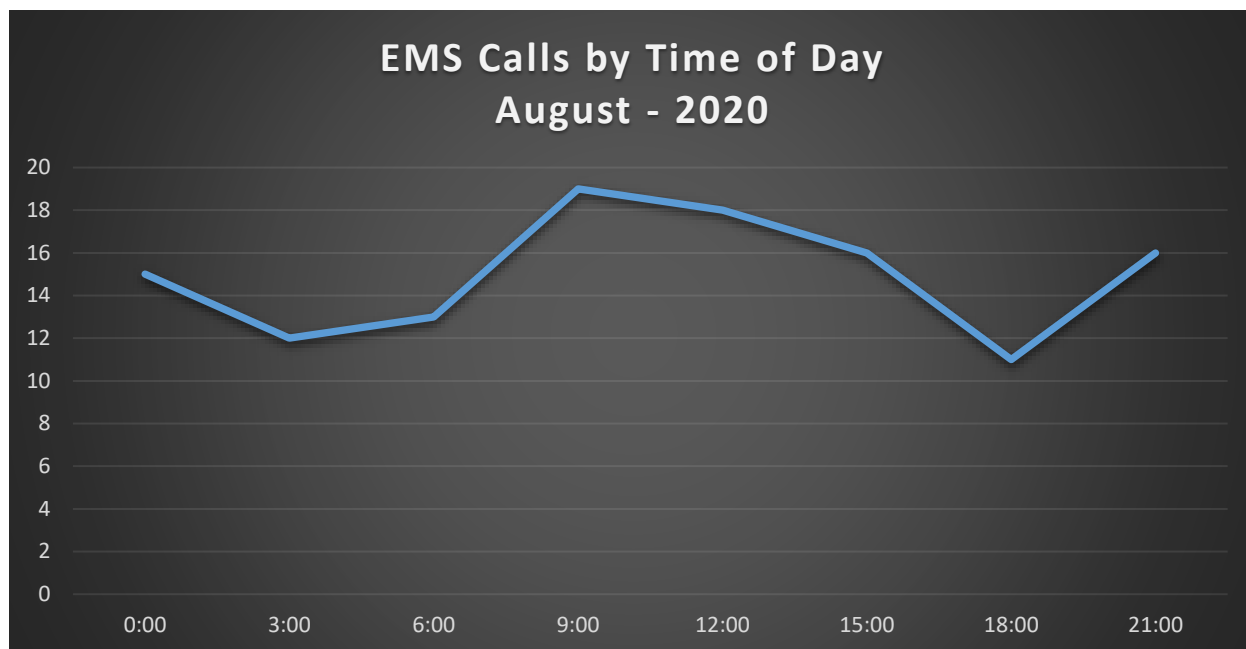
INCIDENT DATA (August 2020)

TOTAL Number of Incidents	120	(August 2019 – 131)
Allentown	49 (40.8%)	(August 2019 – 59)
Pembroke	64 (53.3%)	(August 2019 – 64)
Bow	0	
Chichester	0	
Concord	3	
Deerfield	1	
Epsom	1	
Hooksett	1	
Loudon	1	
Northwood	0	
INCIDENTS Handled by Tri-Town EMS	111	(August 2019 – 114)
Mutual Aid RECEIVED from other Departments	9	(August 2019 – 17)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	5	
Epsom Fire Dept.	0	
Hooksett Fire Dept.	4	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	7	(August 2019 – 8)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	65 (55.1%)	(August 2019 – 75)
Concord Hospital	53 (81.5%)	
Catholic Medical Center (CMC)	7 (10.8%)	
Elliot Hospital	5 (7.7%)	
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours 3 Minutes 38 Sec	
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours 0 Minutes 52 Sec	
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours 4 Minutes 41 Sec	
Average On-Scene Time	0 Hours 18 Minutes 5 Sec	
Average Transport Time	0 Hours 19 Minutes 19 Sec	
Average at Hospital Time	0 Hours 21 Minutes 33 Sec	



TIME OF CALLS (Time of Day & Day of Week)

		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	4	1	1	3	0	4	2	15
3:00	5:59	3	0	2	1	2	1	3	12
6:00	8:59	1	2	1	3	2	3	1	13
9:00	11:59	4	5	6	2	2	0	0	19
12:00	14:59	5	3	2	2	1	3	2	18
15:00	17:59	3	1	0	2	0	7	3	16
18:00	20:59	1	2	1	4	1	1	1	11
21:00	23:59	1	2	2	2	1	5	3	16
	TOTAL	22	16	15	19	9	24	15	



EMS INCIDENTS by DISPATCH REASON

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Breathing Problems (6)	15
Falls (17)	14
Chest Pain (Non-Traumatic) (10)	13
Lift/Invalid Assist	7
Sick Person (26)	7
MVC / Transportation Incident (29)	6
Diabetic Problem (13)	5
No Other Appropriate Choice	5
Abdominal Pain / Problems (1)	4
Unconscious / Syncope (31)	4
Hemorrhage / Laceration / Bleeding (21)	3
Medical Alarm (32)	3
Seizure (12)	3
Stroke / CVA / TIA	3
Unknown Problem / Person Down (32)	3
Alcohol Intoxication	2
Allergic Reaction / Stings / Bites (2)	2
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	2
Dizziness (26)	2
Pain (26)	2
Traumatic Injury (30)	2
Well Person Check	2
Altered Mental Status	1
Animal Bite / Attacks	1
Assault (4)	1
Back Pain (Non-Traumatic) (5)	1
Cardiac Arrest (9)	1
Choking (11)	1
COVID-19 or Flu-Like Illness	1
Fever (26)	1
Overdose / Misuse of Meds / Poisoning (23)	1
Psychiatric / Behavioral / Suicide Attempt (25)	1
Standby	1



PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	69
Cardiac: 12-Lead ECG Obtained	61
Cardiac: ECG Monitoring (4-Lead of Defib Pads)	53
Assessment: Patient Assessment	34
COVID / Flu: Surgical Mask Placed on Patient	22
Assessment: Orthostatic Vital Signs	3
Assessment: Stroke Exam	2
Ortho: Spinal Motion Restriction applied w/C-Collar	2
Respiratory: etCO2 Digital Capnography	2
Soft Tissue: General Wound Care	2
Cardiac: CPR (Manual)	1
General: Patient Warming (Hot Pack or General)	1
Ortho: Spinal Assessment	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Oxygen	13
Normal Saline	10
Aspirin	8
Nitroglycerin	7
Dextrose 10% (D10)	4
Ondansetron / Zofran	4
Fentanyl	3
Naloxone / Narcan	2
Adenosine	1
Albuterol	1
Amiodarone	1
Dextrose/Oral Glucose	1
Diphenhydramine / Benadryl	1
Epinephrine 1:1,000 (Epi 1mg/ml)	1
Ketorolac / Toradol	1
Methylprednisolone / Solu-Medrol	1
Midazolam / Versed	1



LEADSHIP

- Pembroke Town Administrator.....David Jodoin
- Allenstown Town Administrator Derik Goodine
- Pembroke Fire Chief (Chairman of the Board)Chief Harold Paulsen
- Allenstown Fire Chief Chief Paul St. Germain
- Pembroke Resident Representative Robert “Bob” Bourque
- Allenstown Resident Representative Michael O’Mara
- Tri-Town EMS Employee Representative William Amos, NRP
- EMS Director Christopher Gamache, BS, NRP
- Deputy Director Craig Clough, NRP
- Medical Director Dr. Robert Rix, MD



