



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 2022
REPORT DATE:	September 12, 2022

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 141 EMS incidents in August 2022• 126 EMS Incidents were handled by Tri-Town EMS• 72 Transports (51.06%)• Mutual Aid Companies provided coverage to the Service Area 15 times• Mutual Aid was provided to other communities 20 times.• Proposed 2023 Budget updated by removing all costs associated with a 53rd pay week. The updated budget write-up was sent out to Board members. On August 17th, the 2023 Budget was presented to the Tri-Town EMS Board of Directors. The budget was discussed and is ready for the Board render a vote on September 14th.• Town of Pembroke Safety Committee Meeting on August 2nd.• Updated Ambulance Specifications on new ambulance. The Service received an updated quote for the manufacture of the next ambulance.• Ambulance 8's Zoll Ventilator was returned to the Service. The Zoll Loaner Ventilator failed during a routine shift test.• EMS Director was off on Vacation for 1 week in August.• Concord Fire Alarm was notified of the Service's plan to staff two (2) ambulances, starting September 5th, Monday through Friday, from 7am until 3pm.• On August 31st, Tri-Town EMS was notified of the Town of Allenstown intent to sever the Inter-Municipal Agreement, end in July of 2025. Letter was received by the Tri-Town EMS Board of Directors, Tri-Town Leadership and other Town officials for Allenstown and Pembroke.
	<u>AMBULANCE 3:</u> (Back-up) <ul style="list-style-type: none">• 5,969 Miles• Ambulance 3 was not used on any EMS Incidents.



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	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none">• 114,683 miles• Ambulance 8 was used on EMS Incidents• Opticom on Ambulance 8 was not working. Sugarloaf Ambulance/Rescue Vehicle checked this out and ordered parts to repair it.• Ambulance 8's auto lowering function was intermittently not working as intended. Sugarloaf Ambulance/Rescue Vehicles came and adjusted the system.• Both front seats need to be replaced as they are significantly ripped.			
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none">• Zoll Ventilator returned to the Service.			
3. STAFFING	FULL TIME PARAMEDICS: 4			
	PART TIME STAFF:	3	EMT: 0	AEMT: 2 PARAMEDIC: 1
	PER DIEM STAFF:	21	EMT:6	AEMT:9 PARAMEDIC:6
	<ul style="list-style-type: none">• The Service received one (1) application.			
4. TRAINING	MONTHLY NCCP TRAINING:	None for August		
	MONTHLY ARTICLE TRAINING:	JEMS: "Prehospital Trauma Management: Do more with less"; 0.25 CEU's; 25/28 employees completed. 911 Podcast: "The Struggle is Real: Excited Delirium"; 0.25 CEU's, 25/28 employees completed.		
	MONTHLY SKILLS TRAINING:	17/28 employees completed		
	MONTHLY SHIFT TRAINING:	"EMS Documentation"; 1.0 CEU's, 22/28 employees completed.		
	MONTHLY MEDICATION REVIEW:	N/A		
	OTHER:	N/A		



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5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	<i>MONTH</i>	<i>IV's</i>	<i>I.O.'s</i>	<i>ETT</i>	<i>RSI</i>	<i>KING</i>	<i>BiPAP</i>	<i>VENT</i>
	Success	46	--	--	--	--	1	--
	Attempted	58	--	--	--	--		
	Percentage (%)	79.31%	--	--	--	--		
	<i>12-MONTHS</i>	<i>IV'S</i>	<i>I.O.'s</i>	<i>ETT</i>	<i>RSI</i>	<i>KING</i>	<i>BiPAP</i>	<i>VENT</i>
	Success	547	6	6	3	--	13	2
	Attempted	706	8	7	3	--		
	Percentage (%)	77.5%	75.0%	87.7%	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.<ul style="list-style-type: none">◦ Complete list of procedures that are performed◦ Missing Vital Signs◦ Incomplete Demographics.• 22-0841 - Crew recognized a STEMI and provided appropriate care. Feedback from Concord Hospital to come. (Paramedic Brittany Lamontagne and AEMT Timothy St. Germain)							



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2023 BUDGET OVERVIEW:

2023 Budget Total Amount:	\$1,191,133.00			
2023 Operational Budget Amount:	\$1,116,131.00	(Total	Budget	minus CIP
Funds/Purchases)				
2023 CIP Payment:	\$75,000.00			

Factors that led to increases in the 2023 are as follows:

- 2022 Equity Pay Increases: \$19,552.00
- 2023 Cost of Living Adjustment (COLA) is 5.9%: \$31,206.00
- 2023 Merit Increases, average of 1.5%: \$7,856.00
- Cost to Operate 2nd Ambulance: \$140,062.00
- 2023 Increases to Health Insurance: \$5,940.00
- Increase in Payroll Fees (Social Security, Medicare, and NH Retirement from above increases in payroll) \$18,088.00
- Increase to Budgeted Fuel Costs: \$10,000.00
- **TOTAL OF 2023 BUDGETED INCREASES: \$232,704.00**

- As of July 31st, the 2022 estimated Revenue from Ambulance Billing is \$478,720.00 (+\$23,720.00 above budget).
- Ambulance Revenue for 2023 was increased to \$515,000.00 (+\$60,000.00) to account for organic growth and revenue from the proposed 2nd Ambulance.
- \$194,000.00 (+\$88,300.00 over the 2022 budget), is budgeted to be transferred into the budget from Unspecified Fund Balance. The goal is to use a minimal amount of these funds with the hope that the Ambulance Billing Revenue will be sufficient for fund the budget without the use of Unspecified Fund Balance.
- With the unknowns associated with the 2nd ambulance, Unspecified Fund Balance was used to level fund what each town has for a fiscal responsibility to the Service. Level funding as compared to the 2022 budget. Fiscal Responsibility of both towns come to \$478,632.00
- Three (3) year call percentage for Allenstown was 48.8%, with a fiscal responsibility for 2023 of \$233,587.00 (-\$144.00)
- Three (3) year call percentage for Pembroke was 51.2%, with a fiscal responsibility for 2023 of \$245,045.00 (-\$15,564.00)



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NEW AMBULANCE SUMMARY:

- Current Ambulance 8 Specifications.
 - Ford F550XLT-Diesel
- Quote includes new Stryker Stretcher. Will need to confirm it is the same stretcher we use with no mark up in price from what the Service can purchase the stretcher for. (\$23,367.00)
- Extra set of emergency lights on the rear wall that are red and flicker on as brake lights.
- Privacy windows no longer available.
- Ambulance Module (box) will be 6 inches longer to accommodate a cardiac monitor door.
- Cardiac monitor door is the small compartment behind the rear passenger side wheel. This compartment is going to be extended up so that the Cardiac Monitor can be easily removed without entering the ambulance AND can be stored in the ambulance in a functional location.
- Compartment lights added.
- Brush Guard Added.
- Wheels Painted, same as Ambulance 3.
- Cost of Ambulance as specified: \$387,238.00
- Down Payment for Ambulance: \$67,694.00 (2017 Ambulance 8 \$63,935.00)
- Balance Upon Delivery: \$319,544.00
- 2017 Ambulance 8 Costs: \$253,324.99 (\$133,913.01 Increase, \$23,367 for Stretcher)

NOTE:

*Current delivery time is 18-24 months.

**Price may change based on Cost of Chassis at time of Manufacture (Ford F-550)



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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$455,000.00	\$33,814.64	\$313,067.65
Allenstown Payment	\$233,701.00	--	\$116,850.50
Pembroke Payment	\$260,609.00	--	\$130,277.50
Miscellaneous Revenue	\$2,500.00	--	\$1,647.00
Interest	\$1,000.00	\$199.92	\$484.83
TOTAL REVENUE	\$952,810.00	\$34,014.56	\$562,327.48
Full Time Salaries	\$268,755.00	\$20,593.58	\$175,342.08
Per Diem Salaries	\$260,650.00	\$16,633.70	\$150,873.21
Overtime	\$35,800.00	\$4,025.91	\$23,200.24
Health Insurance	\$103,400.00	\$8,281.31	\$66,768.08
Dental Insurance	\$6,750.00	\$540.44	\$4,323.52
Life Insurance	\$240.00	\$16.80	\$134.00
Disability Insurance	\$3,480.00	\$333.52	\$2,386.20
Social Security	\$35,001.00	\$2,557.70	\$21,663.76
Medicare	\$8,695.00	\$635.30	\$5,381.00
NH Retirement	\$42,652.00	\$3,454.09	\$27,845.64
Uniforms	\$5,250.00	--	\$1,262.75
Training & Certification	\$3,750.00	\$457.50	\$927.75
Legal Services	\$10,200.00	--	\$40.00
Telephone	\$6,000.00	\$475.50	\$3,527.18
Contracted Billing Services	\$22,250.00	\$1,930.69	\$13,933.13
Accounting Services	\$5,800.00	--	\$5,800.00
Building Maintenance	\$1.00	--	\$641.91
Ambulance & Life Pack Lease	\$85,700.00	--	--
Liability Insurance	\$10,000.00	--	\$7,261.60
Unemployment Compensation	\$775.00	--	\$813.35
Worker's Compensation	\$14,900.00	--	\$11,324.60
Department Supplies	\$16,160.00	\$584.42	\$12,212.26
Postage	\$1,250.00	--	\$7.82
Fuel	\$8,000.00	\$1,365.62	\$7,628.20
Office Supplies	\$3,070.00	357.63	\$1,368.08
Transcription Service	\$900.00	--	\$259.77
Medical Equipment (Maint.Repl)	\$8,711.00	--	\$4,057.20
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,670.00	\$108.00	\$1,346.00
Vehicle Maintenance & Repair	\$8,000.00	\$565.30	\$6,841.09
Computer/Software	\$1,700.00	\$200	\$560.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
Grant	\$0.00	--	\$48,533.88
TOTAL EXPENDITURES	\$1,058,510.00	\$63,117.19	\$604,408.91
REVENUE (-) EXPENDITURES	--	(\$29,102.63)	(\$42,081.43)
TRANSFER from FUND BALANCE	\$20,000.00	--	--
TRANSFER from CIP	\$85,700.00	--	--
BUDGET BALANCE	--	--	--



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INCIDENT DATA

TOTAL Number of Incidents	141	(August 2021 – 106)			
Allenstown	62	(August 2021 – 36)			
Pembroke	59	(August 2021 – 63)			
Bow	0				
Chichester	0				
Concord	14				
Deerfield	0				
Epsom	2				
Hooksett	4				
Loudon	0				
Northwood	0				
Pittsfield	0				
INCIDENTS Handled by Tri-Town EMS	126	(August 2021 – 101)			
Mutual Aid RECEIVED from other Departments	15	(August 2021 – 5)			
Bow Fire Dept.	0				
Chichester Fire Dept.	1				
Concord Fire Dept.	6				
Epsom Fire Dept.	3				
Hooksett Fire Dept.	5				
Pembroke Fire Dept.	0				
Mutual Aid GIVEN to Other Communities	20	(August 2021 – 7)			
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	72 (51.06%)	(August 2021 – 54)			
Concord Hospital	58	(80.6%)			
Catholic Medical Center (CMC)	3	(4.1%)			
Elliot Hospital	11	(15.3%)			
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1	<i>Hours</i>	6	<i>Minutes</i>	26 <i>Sec</i>
Average Reaction Time (Dispatch until Ambulance Responds)	0	<i>Hours</i>	0	<i>Minutes</i>	48 <i>Sec</i>
Average Response Time (Dispatch until Ambulance On Scene)	0	<i>Hours</i>	6	<i>Minutes</i>	33 <i>Sec</i>
Average On-Scene Time	0	<i>Hours</i>	16	<i>Minutes</i>	21 <i>Sec</i>
Average Transport Time	0	<i>Hours</i>	20	<i>Minutes</i>	11 <i>Sec</i>
Average at Hospital Time	0	<i>Hours</i>	23	<i>Minutes</i>	40 <i>Sec</i>



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EMS INCIDENTS by DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	14
Chest Pain (Non-Traumatic) (10)	13
Breathing Problems (6)	11
Sick Person (26)	11
Lift / Invalid Assist	9
Medical Alarm (32)	9
Unknown Problem / Person Down (32)	8
Abdominal Pain / Problems (1)	7
Pain (26)	5
Psychiatric / Behavioral / Suicide Attempt	5
Cardiac Arrest / Death (9)	4
Stroke / CVA / TIA (28)	4
Back Pain (Non-Traumatic) (5)	3
Diabetic Problem (13)	3
Seizure (12)	3
Unconscious / Syncope (31)	3
Altered Mental Status (26)	2
Assault (4)	2
COVID-19 or Flu-Like Illness (26)	2
Dizziness (26)	2
Nausea / Vomiting (26)	2
Overdose/Misuse of Meds/Poisoning (23)	2
Alcohol Intoxication	1
Allergic Reaction / Stings / Bites (2)	1
Hemorrhage / Laceration / Bleeding (21)	1
MVC / Transportation Incident (29)	1
Stab / Gunshot / Penetrating Trauma	1
Standby	1
Well Person Check	1



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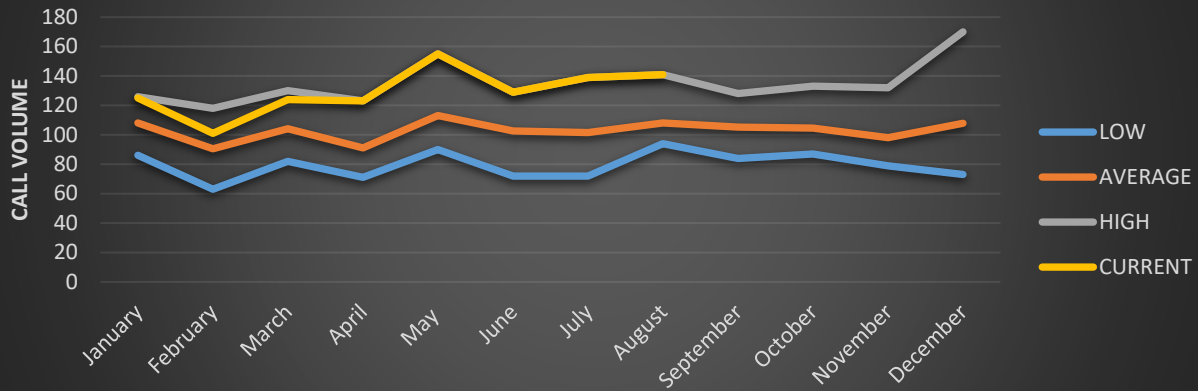
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PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4 lead or Defib Pads)	59
Cardiac: 12-Lead ECG	58
Vascular: IV/Extremity Vein Catheterization	58
Assessment: Patient Assessment	44
COVID/FLU: Surgical Mask Placed on Patient	13
Vascular: Point of Care Blood Lab Analysis	4
Movement: Extrication of Patient	2
Assessment: Orthostatic Vital Signs	2
General: Patient Cooling (Cold Pack or General)	1
Ortho: Spinal Assessment	1
Ortho: Spinal Motion Restriction Applied w/C-Collar	1
Respiratory: BiPAP	1
Respiratory: etCO2 Digital Capnography	1
Soft Tissue: General Wound Care	1
MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	14
Oxygen	11
Ondansetron / Zofran	10
Aspirin	7
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	4
Lactated Ringers	4
Nitroglycerin	4
Albuterol	3
Fentanyl	3
Dexamethasone (Decadron)	2
Hydromorphone / Dilaudid	2
Ketorolac / Toradol	2
Acetaminophen	1
Adenosine	1
Magnesium Sulfate	1
Midazolam / Versed	1
Naloxone / Narcan	1
Tranexamic Acid (TXA)	1

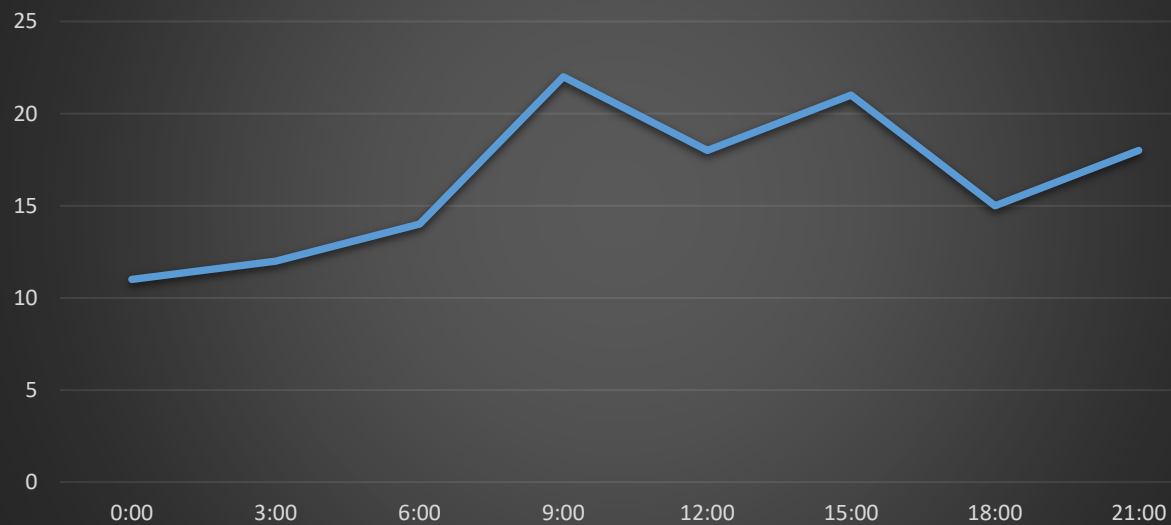


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	3	1	1	3	0	2	1	11
3:00	5:59	1	1	0	3	2	3	2	12
6:00	8:59	1	3	2	2	0	3	3	14
9:00	11:59	2	4	1	4	3	4	4	22
12:00	14:59	0	2	5	5	3	1	2	18
15:00	17:59	2	4	4	5	1	2	3	21
18:00	20:59	1	3	1	3	2	1	4	15
21:00	23:59	4	3	2	2	0	2	5	18
	TOTAL	14	21	16	27	11	18	24	

EMS Calls by Time of Day August 2022





EMS Calls by Day of the Week August 2022

