



August 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 September 9th, 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, 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

- Updated pre-hire screening
- Scheduled and plan for upcoming details
- Loaner ambulance set-up and licensing
- Final work on the 2020 budget



AMBULANCE 8

- Ambulance 8 was used on 114 incidents in August.
- No Maintenance was performed on the vehicle in August.



AMBULANCE 3

- Ambulance 3 was stripped down of all its supplies and equipment. Most of the emergency lights were removed. The ambulance was loaded onto a flatbed on August 2nd and transported to North Carolina where it will receive a new chassis and have other work done to the patient compartment.
- Loaner Ambulance from PVC/AEV was received by the Service.
- License Waiver was submitted to the New Hampshire Department of Safety Commissioner, requesting the following requirements be waved for licensing:
 - Town of Pembroke/Tri-Town EMS be the registered owner.
 - Mobile radio's installed.
 - Lettering.
- The lettering requirement was met by the Service. A waiver for ownership and radio's was obtained and is good through the end of October.
- Ambulance 3 is projected to be returned by the end of October.



STAFFING

- Service received four (4) more applications in August.
- Looking to move forward with 3-4 application.
- Looking to remove inactive employees from the roster.



2020 BUDGET

- 2020 budget was accepted by the Tri-Town EMS Board of Directors.
- Insurance figures will remain as is and adjusted if necessary.



DETAILS

- Pembroke Friends of Football (PFOF) requested one (1) EMT to cover:
 - September 7th
 - September 14th
 - October 12th
 - October 19th
 - October 26th
 - Possibly November 2nd or 3rd
- Deerfield Fair Association requesting us to cover the Truck and Tractor Pull
 - September 26th - Staffed Ambulance
 - September 27th – Staffed Ambulance
- Amoskeag Regatta meeting planned for September 5th.
 - October 13th – One Provider



VEHICLE MAINTENANCE

AMBULANCE 3 (79A3):

- Mileage – 92,225
- Taken Out-Of-Service on August 3rd.
- Ambulance 3 was shipped to North Carolina on August 5th.

AMBULANCE 8 (79A8):

- Mileage – 52,989.4
- No Maintenance Performed.
- By the end of August, PM was past due. Needed to get the Loaner Ambulance “Ambulance 2” licensed and ready.



QUALITY ASSURANCE

- Controlled Substance Vault was left unsecured. Medications were checked and no evidence of tampering was found. Responsible employees were held accountable.

- EMS Incident 19-0738 CONFIDENTIAL. Action take.
- One employee was placed on a Performance Improvement Plan.

<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>
August '19	60/83 (72%)	--	--	2/2 (100%)	--	--
12 Month	650/966 (67.3%)	8/9 (88.9%)	1/1 (100%)	7/8 (88%)	--	6



EMS EDUCATION

- JEMS Article: *"Pediatric Seizures: Subtle and Often Difficult to Diagnose"*; 0.25CEU's; 18/29 employees completed
- EMS WORLD Article: *"Caring for Kids with Concussions"*; 0.25 CEU's; 17/29 employees completed
- MONTHLY SHIFT TRAINING: Traumatic Brain Injuries; 0.25 CEU's; 14/29 employees completed
- MONTHLY SKILLS: 16/29 employees completed
- NCCP: *"Pain Management"* by Ryan Hornblower, NRP; 2 CEU's; 10/29 employees attended



STAFFING

During the month of August 2019, there were no changes to the Service's Roster. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					4
PART TIME	2	Paramedics	0	AEMTs	0	EMTs	2
PER DIEM	6	Paramedics	10	AEMTs	7	EMTs	23
TOTAL	12	Paramedics	10	AEMTs	7	EMTS	29



CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

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

1. **ALLENSTOWN POLICE DEPARTMENT**
 - a. Fire Chief offered to include Tri-Town in their grant for radio reprogramming
2. **CONCORD HOSPITAL**

- a. Dr. Rix "Pearls"
- b. Hospital updates
- c. Ketamine Training.
- d. Human Trafficking Seminar
- 3. *MANCHESTER-BOSTON REGIONAL AIRPORT*
 - a. Preparations for their upcoming drill
- 4. *NEW HAMPSHIRE BUREAU OF EMERGENCY MEDICAL SERVICES*
 - a. Licensing waiver requested for loaner ambulance.
 - b. Ambulance 2 (loaner) licensed
- 5. *PEMBROKE, Town Of*
 - a. Joint Loss Management Committee





FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$37,654.44	\$294,938.27
Allenstown Payment	\$118,189.00	--	\$59,094.50
Pembroke Payment	\$147,822.00	--	\$73,911.00
Miscellaneous Revenue	\$6,650.00	--	\$2,818.00
Interest	\$1.00	\$256.68	\$1,196.60
TOTAL REVENUE	\$707,662.00	\$39,239.12	\$431,958.37
Full Time Salaries	\$233,800.00	\$26,172.32	\$150,180.58
Per Diem Salaries	\$228,370.00	\$24,505.45	\$152,536.11
Overtime	\$28,000.00	\$2,879.25	\$16,622.70
Health Insurance	\$49,500.00	\$333.68	\$22,818.56
Dental Insurance	\$6,500.00	--	\$3,908.48
Life Insurance	\$150.00	--	\$96.00
Disability Insurance	\$2,800.00	--	\$1,793.82
Social Security	\$30,002.00	\$3,320.54	\$19,799.04
Medicare	\$7,453.00	\$824.78	\$4,917.83
NH Retirement	\$29,621.00	\$3,285.73	\$18,780.65
Uniforms	\$6,500.00	\$70.00	\$3,050.14
Training & Certification	\$16,500.00	\$1,105.00	\$3,319.18
Legal Services	\$5,000.00	--	\$27,459.27
Telephone	\$5,964.00	\$772.40	\$3,683.01
Contracted Billing Services	\$20,500.00	--	\$12,713.45
Accounting Services	\$5,800	--	\$5,800.00
Building Maintenance	\$1.00	--	\$229.28
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	\$1,276.86	\$12,707.97
Postage	\$1,900.00	--	\$228.25
Fuel	\$7,500.00	--	\$4,484.00
Office Supplies	\$3,500.00	\$333.52	\$3,499.84
Transcription Service	\$900.00	--	\$597.80
Medical Equipment (Maint.Repl)	\$7,000.00	--	\$3,782.98
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,500.00	\$177.00	\$4,264.50
Vehicle Maintenance & Repair	\$5,500.00	\$40.84	\$15,949.15
Computer/Software	\$2,000.00	--	\$1,608.52
Equipment & Vehicle Replacement	\$365,000.00	--	\$365,000.00
TOTAL EXPENDITURES	\$1,112,662.00	\$65,097.37	\$874,765.90
REVENUE (-) EXPENDITURES	\$0.00	(\$25,858.25)	(\$442,807.53)
TRANSFER from FUND BALANCE	\$405,000.00	--	--

- Anticipated Exceedance of Line Items:
 - PER DIEM Salaries, 2006-42152-12000
 - The Service hired seven (7) employees this year. Their pay accounts for some of the anticipated overage.
 - Put two (2) new paramedics through our Paramedic Transition Program and this is not budgeted for (40-80 hours of ride time)
 - SOCIAL SECURITY, 2006-42152-22000
 - Reasons cited in PER DIEM Salaries
 - MEDICARE, 2006-42152-23000
 - Reasons cited in PER DIEM Salaries
 - LEGAL Services, 2006-42152-32000
 - Lawsuit against George Calligandes, Tri-Town Volunteer Emergency Ambulance Service and Tri-Town EMS.
 - Was not anticipated when the 2019 budget was created.
 - BUILDING Maintenance, 2006-42152-43000
 - \$1.00 was budgeted to keep line open
 - Purchased a Gas Grill for the Station and was allocated to this line.
 - DEPARTMENT SUPPLIES, 2006-42152-62000
 - Cost to replace items has been greater than what was anticipated.
 - Replaced worn out supply and equipment bags
 - Replace slide sheets
 - OFFICE SUPPLIES, 2006-42152-68000
 - Purchased office furniture that was not budgeted for
 - Replaced Toner in Printer
 - VEHICLE Maintenance, 2006-42152-76001
 - Ambulance 3 Repairs – Engine Cooling System
 - Ambulance 8 Repairs – A/C System
 - Ambulance 8 will need new tires before winter
- At this point, the overall 2019 budget is not expected to be exceeded.



AMBULANCE BILLING (ComStar Reporting)

****NOTE**** All Numbers Are Estimations and are Subject to Changes Based upon Audit

<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	\$280,184.72	\$99,424.39
2015	700	\$660,833.70	\$234,411.65	\$426,422.05	\$318,859.01	\$107,563.04
2016	724	\$842,970.00	\$337,321.21	\$505,648.79	\$370,593.64	\$135,055.15
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$423,564.29	\$135,400.81
2018	871	\$1,202,940.00	\$573,970.40	\$628,969.60	\$446,187.33	\$182,782.27
2019	523	\$725,614.00	\$337,936.11	\$387,677.89	\$207,375.81	\$180,302.08
TOTAL	4250	\$4,931,180.20	\$2,043,887.66	\$2,887,292.54	\$2,046,764.80	\$840,527.74

Adjustments and Results.

Revenue per Transport (\$/Trip) 2014: \$457.07 2015: \$455.51 2016: \$511.87 2017: \$517.17
2018: \$512.27 2019: \$396.51



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

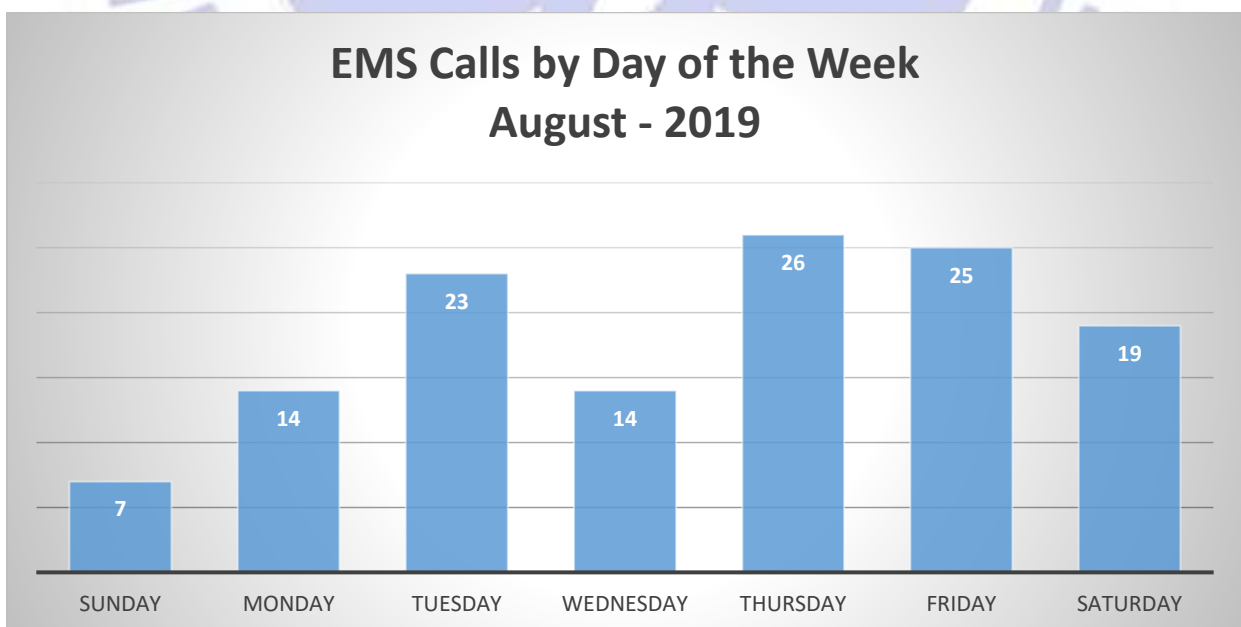
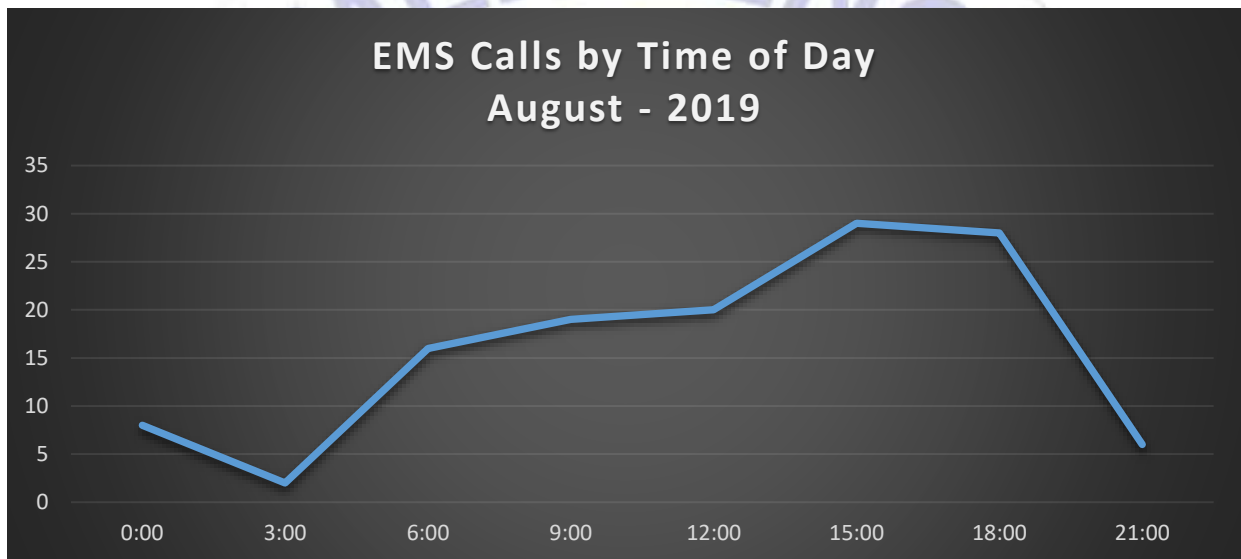
TOTAL Number of INCIDENTS	131 (August 2018 –111)
Allenstown.....	59 (45.1%) (August 2018 - 40)
Pembroke	64 (48.9%) (August 2018 – 53)
Barnstead	0
Bow	0
Chichester	0
Concord	5
Deerfield	0
Epsom	1
Hooksett	2
Pittsfield	0
INCIDENTS Handled by Tri-Town EMS	114 (August 2018 - 101) (87.1%)
Mutual Aid RECEIVED from other Departments	17 (August 2018 – 10) (13.0%)
Bow Fire Department	0
Concord Fire Department	5
Epsom Fire Department	5
Hooksett Fire Department	4
Pembroke Fire Department	3
Mutual Aid GIVEN to other COMMUNITIES	8 (August 2018 - 18) (6.1%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	75 (August 2018 - 73) (57.25%)
Catholic Medical Center (CMC)	8 (10.7%)
Concord Hospital	57 (76.0%)
Elliot Hospital	10 (13.4%)
Average REACTION Time (Dispatch to Responding).....	43 Seconds
Average RESPONSE Time (Dispatch to On-Scene)	45Minutes 13 Seconds
Average ON-SCENE Time	18 Minutes 44 Seconds
Average TRANSPORT Time	21 Minutes 17 Seconds
Average AT HOSPITAL Time	20 Minutes 47 Seconds
Average CALL LENGTH Time (Dispatch to In-Service)	1 Hour 6 Minutes 44 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	1	1	3	1	1	1	0	8
3:00	5:59	0	1	0	0	0	1	0	2
6:00	8:59	1	3	2	2	2	3	3	16
9:00	11:59	0	2	4	2	3	4	4	19
12:00	14:59	2	3	4	2	5	1	3	20
15:00	17:59	1	3	3	4	3	9	6	29
18:00	20:59	1	1	7	3	9	5	2	28
21:00	23:59	1	0	0	0	3	1	1	6
	TOTAL	7	14	23	14	26	25	19	





EMS INCIDENTS by DISPATCHED REASONS

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	17
Sick Person (26)	15
MVC / Transportation Incident (29)	13
Breathing Problems (6)	11
Medical Alarm (32)	7
Unknown Problem / Person Down (32)	7
Unconscious / Syncope (31)	6
Hemorrhage / Laceration / Bleeding (21)	5
Chest Pain (Non-Traumatic)	4
Lift / Invalid Assist	4
Abdominal Pain / Problems (1)	3
Assault (4)	3
No Other Appropriate Choice	3
Overdose / Misuse of Meds / Poisoning (23)	3
Stroke / CVA / TIA	3
Traumatic Injury (30)	3
Dizziness (26)	2
Headache (18)	2
Heart Problems / AICD (19)	2
Pain (26)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Seizure (12)	2
Well Person Check	2
Automated Crash Notification (34)	1
Back Pain (Non-Traumatic) (5)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Diabetic Problem (13)	1
Fracture (30)	1
Head Injury (30)	1
Medication Reaction (Not Allergic)	1



PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	83
Cardiac: 12-Lead ECG Obtained	68
Cardiac: ECG Monitoring (4 Lead or Defib Pads)	68
Assessment: Patient Assessment	47
Assessment: Stroke Exam	6
Ortho: Spinal Motion Restriction Applied w/ C-Collar	5
Assessment: Orthostatic Vital Signs	1
Ortho: Splinting (General)	1
Respiratory: CPAP	1
Soft Tissue: General Wound Care	1



MEDICATIONS ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	20
Fentanyl	13
Ondansetron / Zofran	9
Oxygen	9
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	5
Aspirin	5
Nitroglycerin	4
Albuterol	3
Naloxone / Narcan	2
Atropine	1
Dextrose 10% (D10)	1
Dextrose / Glucose (Oral)	1
Magnesium Sulfate	1
Methylprednisolone / Solu-Medrol	1

