



December 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 January 2th, 2020, 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

- Renewed New Hampshire Bureau of EMS Service License.
- Renewed Pre-Requisite Protocol 7.5, "Surgical Cricothyrotomy, Bougie Assisted – ADULT".
- Ambulance 8's LP15 was swapped with Ambulance 3's because the etCO<sub>2</sub> was malfunctioning.
- Tri-Town EMS finished all the steps to submit the application to perform Rapid Sequence Intubation (RSI). On November 25<sup>th</sup>, the Service was granted permission by the Bureau of EMS to perform RSI.
- Assistant Director resigned her Full Time Position and the Service moved forward with transitioning her responsibilities to other employees.
- On December 11, 2019, the Board of Directors approved the following disposition of accounts:
  - WRITE-OFFS: \$48,419.44
  - REFERRAL TO FIRST FINANCIAL (COLLECTIONS): \$132,670.43



## AMBULANCE 8

- Ambulance 8 was used on 81 incidents in December.
- Ambulance 8 had an electrical failure. Was determined the crew failed to adequately plug the ambulance in after use resulting in dead batteries. Response to a call was delayed while this was determined and the crew swapped into Ambulance 3. Ambulance 8 was plugged in and worked fine afterwards. The medications in the refrigerated needed to be replaced.
- Ambulance 8 needs a front end alignment. Due to budgetary constraints, will hold off until 2020.



## AMBULANCE 3

- Knox box replaced.
- Ambulance 3 was used on 2 incidents in December.



## NEW HAMPSHIRE BUREAU OF EMS

- EMS Unit License Application was submitted and the Service's License was renewed for two (2) years, expires 12/31/2021

- Prerequisite protocol application for Surgical Cricothyrotomy – Bougie Assisted, was submitted to the Bureau and the Service's was reauthorized to perform this skill for another two (2) years, expires 12/31/2021
- Bureau looked into the EZIO issue the Service experienced in the fall. They relayed to us that other EMS services had similar issues.



#### VEHICLE MAINTENANCE

##### AMBULANCE 3 (79A3):

- Mileage: 1757

##### AMBULANCE 8 (79A8):

- Mileage – 59,664 (Hours 4923)
- Front End Alignment on January 2, 2020



#### QUALITY ASSURANCE

- Concern found with a refusal where it appears it was solicited or suggested by the crew. Follow-up with both crew members is required.
- Ketamine was used for the first time on a MVC call for pain management. The results of the medication administration was positive.
- 1-Magnesium Sulfate infusion was administered in December.

<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>December '19</b>	42/61 69%	3/3 100%	0/1 0%	2/2 100%	2/2 100%	2
<b>12 Month</b>	585/851 69%	10/13 77%	1/2 50%	9/9 100%	3/3 100%	14



#### EMS EDUCATION

- JEMS Article: *"Behavioral Restraints: Does our training set us up for failure"* 0.25CEU's; 14/28 employees completed



- EMS WORLD Article: *"The hospice handoff: How to make it work for both sides"*; 0.25 CEU's; 13/28 employees completed
- MONTHLY SHIFT TRAINING: Febrile Seizures; 0.25 CEU's; 12/28 employees completed
- MONTHLY SKILLS: 15/28 employees completed
- NCCP: NONE



## STAFFING

During the month of December, there were no changes to the Service's Roster. The hiring process was halted in November and December due to fiscal concerns.

FULL TIME	4	Paramedics					4
PART TIME	2	Paramedics	1	AEMTs	0	EMTs	3
PER DIEM	7	Paramedics	8	AEMTs	6	EMTs	21
TOTAL	13	Paramedics	9	AEMTs	6	EMTs	28



## CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

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

1. *ALLENSTOWN, Town Of*
  - a. EMS call information and the worked with AFD about when a TEMSIS report is to be completed.
  - b. Assisted AFD employees with EMS relicensing.
2. *CONCORD HOSPITAL*
  - a. Dr. Rix "Pearls"
  - b. Hospital updates
  - c. Follow up on Cardiac Arrest Cases
  - d. Hospital was on divert on December 18<sup>th</sup>.
3. *NEW HAMPSHIRE BUREAU OF EMERGENCY MEDICAL SERVICES*
  - a. Service EMS License was renewed.
  - b. Renewed pre-requisite protocol for Surgical Cricothyrotomy.
  - c. CMS Cost Reporting Seminar hosted by NHFS&T and EMS and Concord Fire Department.
  - d. Contacted the Service about EZIO failures being experienced in the Keene area, failures similar to Tri-Town's a few months ago.
  - e. Service was contacted about an incident that occurred in Hooksett with an AMR crew.

4. *PEMBROKE, Town Of*

- a. Active Shooter Event drill preparation. Drill is set for April 11, 2020





## FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$27,186.69*	\$443,671.37
Allenstown Payment	\$118,189.00	\$29,567.25	\$118,189.00
Pembroke Payment	\$147,822.00	\$36,955.50	\$147,822.00
Miscellaneous Revenue	\$6,650.00	\$833.00	\$5,424.00
Interest	\$1.00	\$340.03	\$3,002.08
<b>TOTAL REVENUE</b>	<b>\$707,662.00</b>	<b>\$94,882.47</b>	<b>\$718,108.45</b>
Full Time Salaries	\$233,800.00	\$27,679.32	\$233,465.30
Per Diem Salaries	\$228,370.00	\$25,835.28	\$231,763.70
Overtime	\$28,000.00	\$876.98	\$23,934.99
Health Insurance	\$49,500.00	\$2,810.61	\$34,061.00
Dental Insurance	\$6,500.00	\$488.56	\$5,862.72
Life Insurance	\$150.00	\$12.00	\$147.00
Disability Insurance	\$2,800.00	\$256.26	\$2,818.86
Social Security	\$30,002.00	\$3,372.28	\$30,328.17
Medicare	\$7,453.00	\$837.63	\$7,533.13
NH Retirement	\$29,621.00	\$3,228.31	\$28,806.69
Uniforms	\$6,500.00	--	\$7,316.53
Training & Certification	\$16,500.00	--	\$4,319.18
Legal Services	\$5,000.00	\$3,537.06	\$41,249.83
Telephone	\$5,964.00	\$487.25	\$5,632.06
Contracted Billing Services	\$20,500.00	\$1,489.42	\$20,508.21
Accounting Services	\$5,800	--	\$5,800.00
Building Maintenance	\$1.00	--	\$229.28
Ambulance & Life Pack Lease	\$1.00	\$12,528.10	\$159,896.12
Liability Insurance	\$7,500.00	--	\$4,762.50
Unemployment Compensation	\$650.00	--	\$617.77
Worker's Compensation	\$13,250.00	--	\$7,233.35
Department Supplies	\$14,500.00	\$675.24	\$17,761.21
Postage	\$1,900.00	\$150.15	\$1,224.78
Fuel	\$7,500.00	\$638.48	\$6,971.81
Office Supplies	\$3,500.00	\$45.10	\$4,448.15
Transcription Service	\$900.00	--	\$597.80
Medical Equipment (Maint.Repl)	\$7,000.00	--	\$4,463.06
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,500.00	--	\$6,695.50
Vehicle Maintenance & Repair	\$5,500.00	--	\$21,213.66
Computer/Software	\$2,000.00	--	\$2,602.27
Equipment & Vehicle Replacement	\$365,000.00	--	\$365,000.00
<b>TOTAL EXPENDITURES</b>	<b>\$1,112,662.00</b>	<b>\$72,409.97</b>	<b>\$1,287,264.62</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>(\$405,000.00)</b>	<b>\$22,472.50</b>	<b>(\$569,156.17)</b>
<b>TRANSFER from FUND BALANCE</b>	<b>\$405,000.00</b>	<b>--</b>	<b>\$405,000.00</b>
<b>TRANSFER from CIP</b>	<b>--</b>	<b>--</b>	<b>\$159,896.12</b>
<b>BUDGET BALANCE</b>	<b>\$0.00</b>	<b>--</b>	<b>(\$4,260.05)</b>



## AMBULANCE BILLING (ComStar Reporting) - SAME DATA AS NOV '19

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

Revenue per Transport (\$/Trip) 2014: \$457.07 2015: \$455.51 2016: \$512.04 2017: \$517.43  
2018: \$515.34 2019: \$438.42

<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	\$370,714.39	\$134,934.40
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$423,772.30	\$135,192.80
2018	871	\$1,202,944.00	\$574,035.21	\$628,908.79	\$448,864.39	\$180,044.40
2019	746	\$1,046,564.00	\$475,725.63	\$570,838.37	\$327,058.57	\$243,779.80
<b>TOTAL</b>	4473	\$5,252,134.20	\$2,181,741.99	\$3,070,392.21	\$2,169,453.38	\$900,938.83



## 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

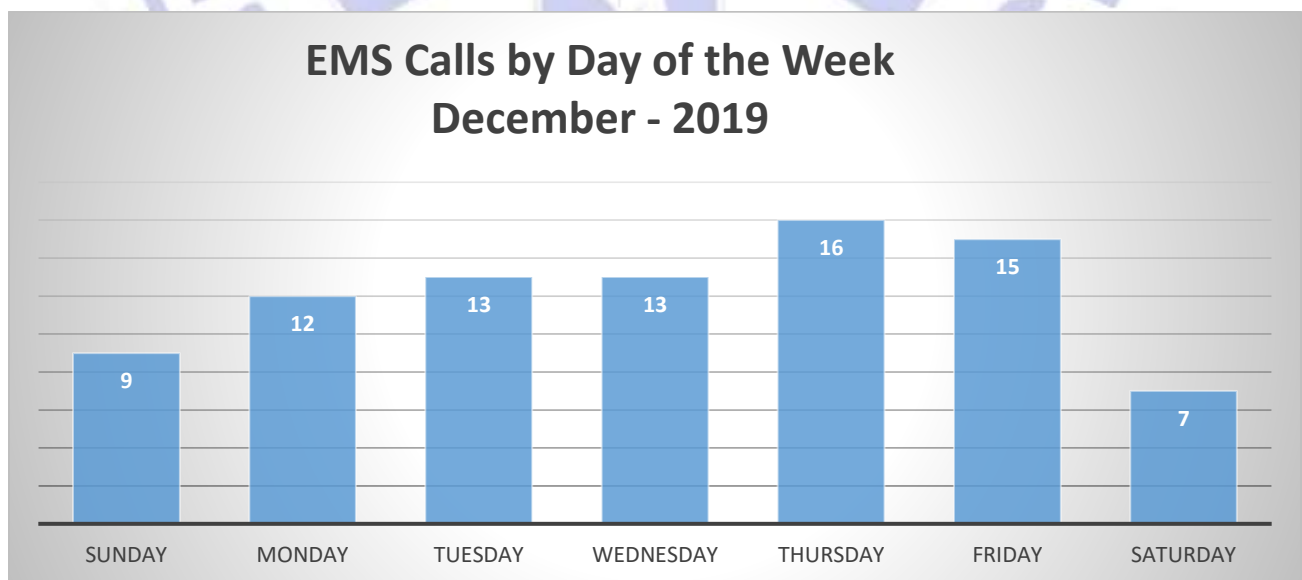
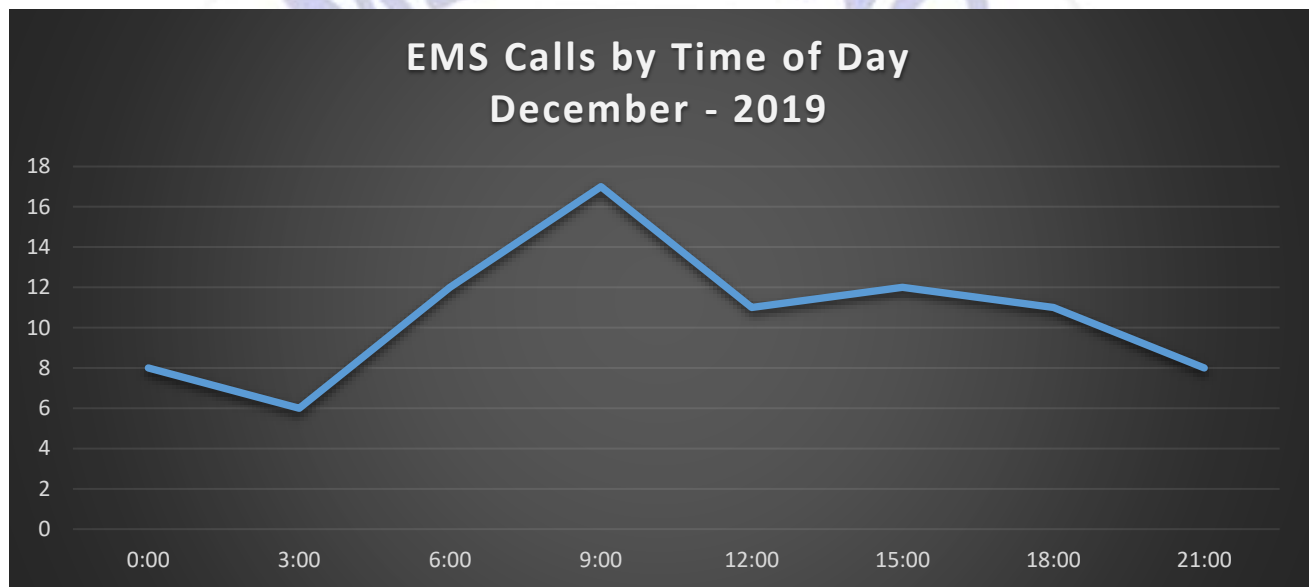
TOTAL Number of INCIDENTS .....	87 (December 2018 – 114)
Allenstown.....	42 (48.3%) (December 2018 – 45)
Pembroke .....	37 (42.5%) (December 2018 – 54)
Barnstead .....	0
Bow .....	1
Chichester .....	0
Concord .....	5
Deerfield .....	0
Epsom .....	0
Hooksett .....	2
Pittsfield .....	0
INCIDENTS Handled by Tri-Town EMS .....	83 (December 2018 - 104) (95.4%)
Mutual Aid RECEIVED from other Departments .....	4 (December 2018 – 10) (12.3%)
Bow Fire Department .....	0
Chichester Fire Department .....	0
Concord Fire Department .....	1
Epsom Fire Department .....	1
Hooksett Fire Department .....	2
Pembroke Fire Department .....	0
Mutual Aid GIVEN to other COMMUNITIES .....	8 (December 2018 - 15) (9.2%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	53 (December 2018 - 73) (60.9%)
Catholic Medical Center (CMC) .....	5 (9.4%)
Concord Hospital .....	42 (79.2%)
Elliot Hospital .....	6 (11.4%)
Average REACTION Time (Dispatch to Responding).....	55 Seconds
Average RESPONSE Time (Dispatch to On-Scene) .....	5 Minutes 24 Seconds
Average ON-SCENE Time .....	20 Minutes 1 Seconds
Average TRANSPORT Time .....	20 Minutes 21 Seconds
Average AT HOSPITAL Time .....	48 Minutes 29 Seconds
Average CALL LENGTH Time (Dispatch to In-Service) .....	1 Hour 34 Minutes 51 Seconds

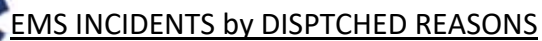


## TIME OF CALLS (*Time of Day & Day of the Week*)

\*Excludes some Mutual Aid Received Runs

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



[illegible]



## PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	68
Cardiac: 12-Lead ECG	56
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	50
Assessment: Patient Assessment	41
Assessment: Stroke Exam	6
Respiratory: etCO2 Digital Capnography	5
Cardiac: Defibrillation (Manual)	4
Ortho: Spinal Motion Restriction Applied w/ C-Collar	4
Vascular: IO / Intraosseous Cannulation	3
Ortho: Spinal Motion Restriction Withheld Per Protocol	2
Ortho: Splinting (General)	2
Respiratory: BiPAP	2
Respiratory: ETT / Intubation (Orotracheal)	2
Respiratory: King or Single Lumen Supraglottic Airway	2
Respiratory: Suction Airway	2
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical Device)	1
Ortho: Spinal Assessment	1
Respiratory: Airway Opened	1
Respiratory: BVM / Bagged Ventilations (via Mask)	1
Respiratory: ETT / Intubation (Orotracheal using Bougie)	1
Respiratory: Ventilator Care and Adjustment	1
Soft Tissue: General Wound Care	1



## MEDICATIONS ADMINSTERED

MEDICATION ADMINISTERED	OCCURANCE
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	19
Oxygen	15
Epinephrine 1:10,000 (Epinephrine 0.1mg/ml)	12
Normal Saline	11
Ondansetron / Zofran	7
Aspirin	6
Fentanyl	5
Nitroglycerin	5
Methylprednisolone / Solu-Medrol	4
Albuterol	2
Alcohol Prep / Isopropyl Alcohol	2
Dextrose 10%	2
Prochlorperazine / Compazine	2
Amiodarone	1
Atropine	1
Ketamine	1
Ketorolac / Toradol	1
Magnesium Sulfate	1
Naloxone / Narcan	1



