



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:	December 2021
REPORT DATE:	January 4, 2022

1. EMS OPERATIONS

- Tri-Town EMS' service area saw 170 EMS incidents. December 2021 was the busiest month for Tri-Town. Previously, the busiest month had 133 EMS incidents.
- 146 EMS Incidents were handled by Tri-Town EMS
- 85 Transports (50.0%)
- 23 calls were given to Mutual Aid. (Provided mutual aid 11 times)
- Service is currently pursuing 2 applications
- The Service received one (1) complaint (internal against another agency) (Complaint #135512262021)
- Light Duty Policy created and will be added to the Service's Policy Manual.
- New Computer for EMS Director purchased and set-up. Replacing laptop that was 7 years old.
- Ambulance 8 medication drawer locked was replaced.
- Service License was renewed with the New Hampshire Bureau of EMS.
- Service submitted renewal application for RSI and Surgical Cricothyrotomy. Service has received permission to continue practicing these procedures through December 31st, 2023.
- Ambulance 3's refrigerated stopped working. AEV/PVC came to the station and through trouble shooting, determined there was too little air flow around the refrigerator. A vent cover was sent, and the Service will drill holes in the cabinet to increase air flow. In the interim, the cabinet door is to remain open.
- Service replaced all the stretcher straps on both stretchers.
- Service worked with employees to finish up the 2021 competencies.
- New LP15 Modems arrived. Both monitors were setup. It was discovered that the Service's 2 WIFI devices have separate log on information for 2.4g and 5.0g.



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	<ul style="list-style-type: none"> New Part Time Employee for Saturday completed his orientation and ride time. 				
2. AMBULANCES / EQUIPMENT	<u>AMBULANCE 3: (Back-up)</u> <ul style="list-style-type: none"> 5,016 Miles Ambulance 3 was used on 7 EMS Incidents. 				
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none"> 99,816 miles Ambulance 8 was used on 139 EMS Incidents All six (6) tires replaced. Lube and Filter Service by Pembroke Public Works. Ambulance 8 has a headlight out. 				
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none"> Ambulance 3 refrigerator is working Modems for Ambulance 8 & Ambulance 3 have been delivered and are in-service 				
3. STAFFING	FULL TIME PARAMEDICS: 4				
	PART TIME STAFF:	3	EMT:	1	AEMT: 1 PARAMEDIC: 1
	PER DIEM STAFF:	20	EMT:5	AEMT:9	PARAMEDIC:6
	<ul style="list-style-type: none"> Two (2) applications are being pursued 				
4. TRAINING	MONTHLY NCCP TRAINING:	"STROKE" CANCELLED due to a family emergency			
	MONTHLY ARTICLE TRAINING:	EMS 1: "What EMS Can Learn from the Airline Industry"; 0.25 CEU's; 17/27 employees completed.			
	MONTHLY SKILLS TRAINING:	13/26 employees completed			
	MONTHLY SHIFT TRAINING:	EMS Podcast: "If you Fib, I'll Paddle You-Atrial Fib"; 0.25 CEU's, 17/27 employees completed.			
	MONTHLY MEDICATION REVIEW:	Transexamic Acid 0.25 CEU's, 17/27 employees completed.			
	OTHER:	Equipment Review - T-POD, 0.25 CEU's awarded; 15/27 employees completed.			
		22/27 employees completed their 2021 competencies.			



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5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	<u>MONTH</u>	<u>IV's</u>	<u>I.O.'s</u>	<u>ETT</u>	<u>RSI</u>	<u>KING</u>	<u>BiPAP</u>	<u>VENT</u>
	Success	51	--	2	1	--	1	1
	Attempted	61	--	3	1	--		
	Percentage (%)	83.61%	--	66.67%	100%	--		
	<u>12-MONTHS</u>	<u>IV'S</u>	<u>I.O.'s</u>	<u>ETT</u>	<u>RSI</u>	<u>KING</u>	<u>BiPAP</u>	<u>VENT</u>
	Success	534	7	12	3	--	13	3
	Attempted	671	10	13	3	--		
	Percentage (%)	79.6%	70.0%	92.3%	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. • Service addressed one (1) Complaints/concerns in December. Typically, complaints/concerns involve patients & employees and are subject to privacy laws. Minimum information of most complaints will be documented in this report. Tri-Town Board members may request to review documents in a non-public setting. <ul style="list-style-type: none"> o Document #135512262021 <ul style="list-style-type: none"> ▪ Open/Pending ▪ Complaint not against Tri-Town EMS staff or the Service. ▪ Elliot Hospital contacted for information ▪ Service/Concord Hospital EMS Medical Director, Dr. Rix notified. 							



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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$45,255.48	\$413,746.06
Allenstown Payment	\$225,081.00	--	\$225,081.00
Pembroke Payment	\$283,383.00	--	\$283,383.00
Miscellaneous Revenue	\$2,500.00	--	\$3,625.00
Interest	\$1,000.00	\$62.44	\$391.85
TOTAL REVENUE	\$956,964.00	\$45,317.92	\$925,956.91
Full Time Salaries	\$260,342.00	\$33,962.87	\$256,160.65
Per Diem Salaries	\$260,540.00	\$22,307.54	\$209,913.95
Overtime	\$34,795.00	\$4,888.87	\$44,534.62
Health Insurance	\$99,368.00	\$7,468.25	\$89,619.00
Dental Insurance	\$5,400.00	\$548.67	\$6,584.04
Life Insurance	\$150.00	\$16.80	\$187.20
Disability Insurance	\$3,350.00	\$263.08	\$3,238.43
Social Security	\$34,379.00	\$2,739.40	\$30,630.09
Medicare	\$8,541.00	\$234.79	\$7,162.48
NH Retirement	\$33,135.00	\$6,528.02	\$38,408.12
Uniforms	\$6,250.00	--	\$6,563.50
Training & Certification	\$15,750.00	--	\$1,688.97
Legal Services	\$10,200.00	--	\$285.00
Telephone	\$6,000.00	\$723.92	\$5,942.94
Contracted Billing Services	\$22,250.00	\$1,407.11	\$18,482.75
Accounting Services	\$5,800.00	--	\$5,800.00
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$1.00	--	--
Liability Insurance	\$8,500.00	--	\$8,445.00
Unemployment Compensation	\$700.00	--	\$769.56
Worker's Compensation	\$12,000.00	--	\$14,824.13
Department Supplies	\$19,760.00	\$2,055.50	\$15,945.30
Postage	\$1,750.00	--	\$268.63
Fuel	\$8,000.00	\$689.06	\$5,678.19
Office Supplies	\$3,050.00	\$548.57	\$3,916.94
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$6,200.00	\$2,493.70	\$6,778.60
Radio/Communications Equipment	\$1,000.00	--	\$985.50
Medical Evaluation	\$5,072.00	--	\$2,291.46
Vehicle Maintenance & Repair	\$6,500.00	\$3,219.78	\$13,115.04
Computer/Software	\$2,010.00	\$1,474.99	\$9,706.99
Equipment & Vehicle Replacement	\$75,000.00	\$75,000.00	\$75,000.00
TOTAL EXPENDITURES	\$956,694.00	\$166,170.93	\$882,927.49
REVENUE (-) EXPENDITURES	--	(\$120,853.01)	\$43,029.42
TRANSFER from FUND BALANCE	--	--	--
TRANSFER from CIP	--	--	--
BUDGET BALANCE	--	--	\$43,029.42



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INCIDENT DATA

TOTAL Number of Incidents	170	(December 2020 – 122)
Allentown	92	(December 2020 – 59)
Pembroke	67	(December 2020 – 53)
Bow	0	
Chichester	0	
Concord	10	
Deerfield	0	
Epsom	1	
Hooksett	0	
Loudon	0	
Northwood	0	
Pittsfield	0	
INCIDENTS Handled by Tri-Town EMS	146	(December 2020 – 104)
Mutual Aid RECEIVED from other Departments	24	(December 2020 – 18)
Bow Fire Dept.	0	
Chichester Fire Dept.	1	
Concord Fire Dept.	5	
Epsom Fire Dept.	7	
Hooksett Fire Dept.	9	
Pembroke Fire Dept.	2	
Mutual Aid GIVEN to Other Communities	11	(December 2020 – 9)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	85	(December 2020 – 62)
Concord Hospital	65	(76.47%)
Catholic Medical Center (CMC)	5	(5.88%)
Elliot Hospital	15	(17.65%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	21 Minutes 45 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 46 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	6 Minutes 2 Sec
Average On-Scene Time	0 Hours	16 Minutes 52 Sec
Average Transport Time	0 Hours	20 Minutes 11 Sec
Average at Hospital Time	0 Hours	38 Minutes 40 Sec



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EMS INCIDENTS *by* DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	18
Sick Person (26)	18
Breathing Problems (6)	17
MVC / Transportation Incident (29)	15
Chest Pain (Non-Traumatic) (10)	11
COVID-19 or Flu-Like Illness (36)	11
Abdominal Pain/Problem (1)	8
Lift/Invalid Assist	8
Hemorrhage/Laceration/Bleeding (21)	7
Stroke/CVA/TIA (28)	6
Unconscious/Syncope (31)	6
Psychiatric/Behavioral/Suicide Attempt (25)	5
Dizziness (26)	4
Medical Alarm (32)	4
Seizure (12)	4
Back Pain (Non-Traumatic) (5)	3
Unknown Problem/Person Down (32)	3
Well Person Check	3
Altered Mental Status (26)	2
Assault (4)	2
Pain (26)	2
Cardiac Arrest/Death (9)	1
Overdose/Misuse of Meds/Poisoning (23)	1
Pregnancy/Childbirth/Miscarriage (24)	1



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PROCEDURES ADMINISTERED

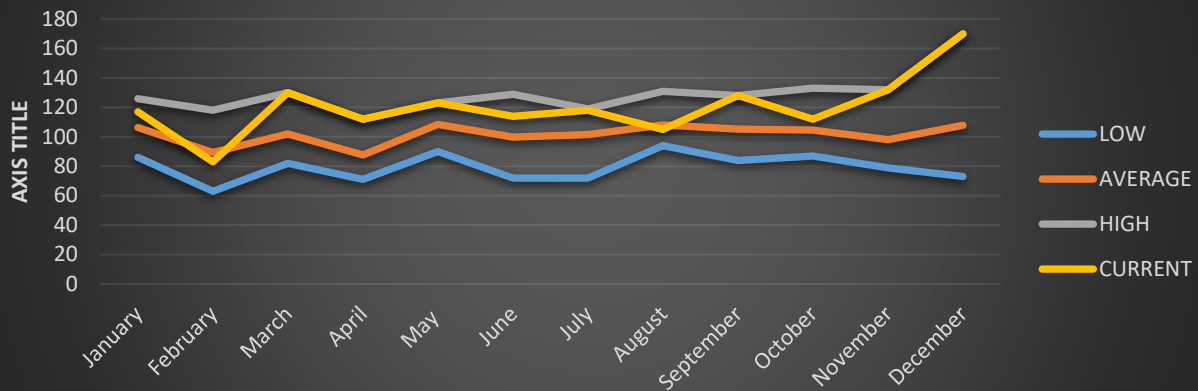
PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4Lead/Defib Pads)	63
Vascular: IV / Extremity Vein Catheterization	61
Assessment: Patient Assessment	53
Cardiac: 12-Lead ECG Obtained	61
COVID/FLU: Surgical Mask Placed on Patient	25
Respiratory: etCO2 Digital Capnography	4
Assessment: Orthostatic Vital Signs	3
Assessment: Stroke Exam	2
Respiratory: Intubation (using RSI)	2
Respiratory: Suction Airway	2
Soft Tissue: General Wound Care	2
Vascular: Point of Care Blood Lab Analysis	2
Cardiac: CPR (Mechanical Device)	1
Movement: C-Collar Applied for Stabilization	1
Ortho: Spinal Motion Restriction Applied w/C-Collar	1
Respiratory: BiPAP	1
Respiratory: BVM/Bagged Ventilation (via Mask)	1
Respiratory: ETT/Intubation (Orotracheal)	1
Respiratory: Ventilator care and Adjustment	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	21
Oxygen	17
Aspirin	8
Ondansetron / Zofran	6
Epinephrine 1:10,000 (Epi 0.1mg/ml)	5
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	3
Fentanyl	3
Metoclopramide / Reglan	3
Nitroglycerin	3
Diltiazem / Cardizem	2
Ketorolac / Toradol	2
Lactated Ringers	2
Methylprednisolone / Solu-Medrol	2
Midazolam / Versed	2
Acetaminophen	1
Dexamethasone (Decadron)	1
Etomidate	1
Succinylcholine	1

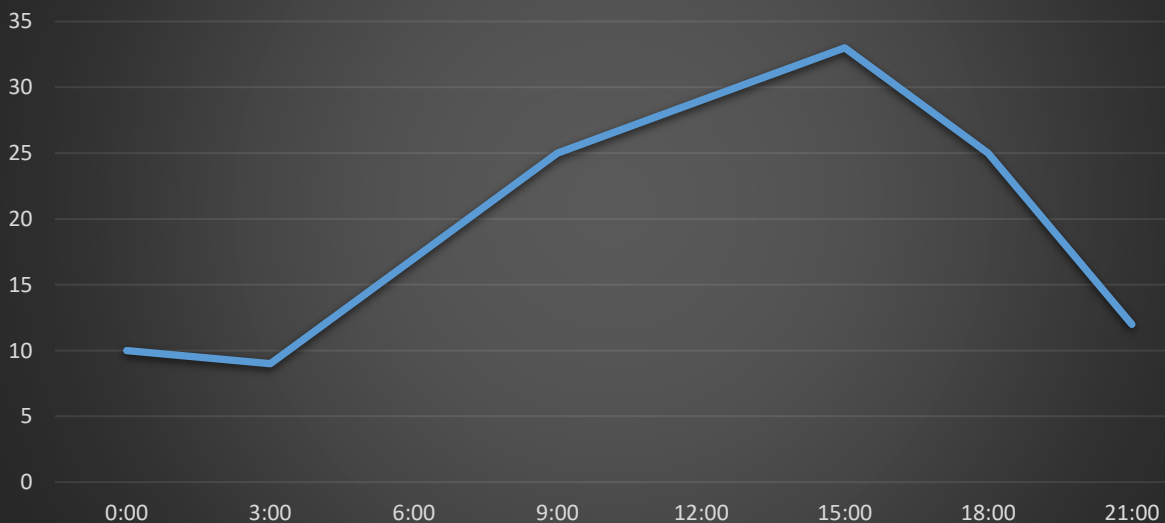


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	1	3	0	0	1	3	2	10
3:00	5:59	0	2	1	3	2	1	0	9
6:00	8:59	3	1	4	5	1	1	2	17
9:00	11:59	3	7	5	1	3	5	1	25
12:00	14:59	4	3	2	3	8	5	4	29
15:00	17:59	2	5	5	3	2	8	8	33
18:00	20:59	3	2	5	2	2	7	4	25
21:00	23:59	1	2	1	4	2	0	2	12
	TOTAL	17	25	23	21	21	30	23	

EMS Calls by Time of Day December - 2021





EMS Calls by Day of the Week December - 2021

