



# 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:	May 2021
REPORT DATE:	June 3, 2021

<b>1. EMS OPERATIONS</b>	<ul style="list-style-type: none"><li>• Tri-Town EMS' service area saw 123 EMS incidents.</li><li>• 106 EMS Incidents were handled by Tri-Town EMS</li><li>• 75 Transports (60.98%)</li><li>• Active Shooter Event Training/Drill Preparations are being discussed with Pembroke PD/FIRE.</li><li>• Joint Training on Vehicle Extrication is being planned with Pembroke Fire Department.</li><li>• Katherine Sevigny, "Cass" made the Service Face Masks with the Service Emblem on the front. Thank you Cass.</li><li>• Jessie McAdams will be ending her Part Time Status in June. Thank you Jessie for two years of reliable service covering Saturdays for us. Good Luck in Nursing.</li></ul>		
<b>2. AMBULANCES / EQUIPMENT</b>	<u>AMBULANCE 3: (Back-up)</u> <ul style="list-style-type: none"><li>• 4,303 Miles</li><li>• Ambulance 3 was used on 3 EMS Incidents</li></ul>		
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none"><li>• 87,051 miles</li><li>• Ambulance 8 was used on 103 EMS Incidents</li><li>• Ambulance 8 failed to start on 2 occasions during the month of May. The issue was attributed to the ambulance not being fully plugged in.</li></ul>		
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none"><li>• Nothing to report.</li></ul>		
<b>3. STAFFING</b>	<b>FULL TIME PARAMEDICS:</b> 4		
	<b>PART TIME STAFF:</b>	3	<b>AEMT:</b> 2 <b>PARAMEDIC:</b> 1
	<b>PER DIEM STAFF:</b>	21	<b>EMT:</b> 6 <b>AEMT:</b> 9 <b>PARAMEDIC:</b> 6
	<ul style="list-style-type: none"><li>• 1 Per Diem EMT is out for Military Leave. Returning for June.</li><li>• 1 Application (Paramedic) was hired in May</li><li>• 3 resignations were received in May, 2-Per Diem paramedics who left in good standing and 1-per diem EMT who left without notice.</li><li>• 1 Part Time AEMT successfully finished her Paramedic Program and passed her licensing exams.</li></ul>		



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	<ul style="list-style-type: none"><li>1 Part Time Paramedic will be changing her status at the end of June to Per Diem to pursue a nursing career.</li></ul>							
4. TRAINING	MONTHLY NCCP TRAINING:	"Triage" presented by Dep. Director Craig Clough. 2.0 CEU's;						
	MONTHLY ARTICLE TRAINING:	EMS World Article: "Recognition and Care of Aortic Dissections"; 0.25 CEU's, 16/28 employees completed.						
	MONTHLY SKILLS TRAINING:	12/28 employees completed						
	MONTHLY SHIFT TRAINING:	EMS Podcast: "You're Too Sweet, Diabetic Emergencies"; 0.25 CEU's, 16/28 employees completed. EMS Videocast: "Common Cause of Sudden Death - Strokes"; 0.25 CEU's; 17/28 employees completed.						
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	<b><i>MONTH</i></b>	<b><i>IV's</i></b>	<b><i>I.O.'s</i></b>	<b><i>ETT</i></b>	<b><i>RSI</i></b>	<b><i>KING</i></b>	<b><i>BiPAP</i></b>	<b><i>VENT</i></b>
	Attempted	63	2	4	--	--	--	--
	Success	48	2	4	--	--		
	Percentage (%)	76.2%	100%	100%	--	--		
	<b><i>12-MONTHS</i></b>	<b><i>IV'S</i></b>	<b><i>I.O.'s</i></b>	<b><i>ETT</i></b>	<b><i>RSI</i></b>	<b><i>KING</i></b>	<b><i>BiPAP</i></b>	<b><i>VENT</i></b>
	Attempted	610	10	7	2	1	9	4
	Success	496	7	6	2	1		
	Percentage (%)	81.3%	70.0%	85.7%	100%	100%		
	<ul style="list-style-type: none"><li>Service continues to review 100% of all EMS Incidents. Review is logged on a QA log form.</li><li>General reminders are needed to ensure completeness of Patient Care Reports / EMS Incident Reports.</li><li>1 Magnesium Sulfate infusion for the month of May.</li></ul>							



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### FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$36,319.11	\$179,596.53
Allenstown Payment	\$225,081.00	\$56,270.25	\$56,270.25
Pembroke Payment	\$283,383.00	--	\$70,845.75
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$34.78	\$172.84
<b>TOTAL REVENUE</b>	<b>\$956,964.00</b>	<b>\$92,624.14</b>	<b>\$306,885.37</b>
Full Time Salaries	\$260,342.00	\$19,411.14	\$90,598.06
Per Diem Salaries	\$260,540.00	\$15,650.97	\$80,089.54
Overtime	\$34,795.00	\$4,001.79	\$18,089.51
Health Insurance	\$99,368.00	--	\$37,341.25
Dental Insurance	\$5,400.00	--	\$2,743.35
Life Insurance	\$150.00	\$16.80	\$69.60
Disability Insurance	\$3,350.00	\$263.03	\$1,397.17
Social Security	\$34,379.00	\$2,421.96	\$11,700.21
Medicare	\$8,541.00	\$601.58	\$2,906.18
NH Retirement	\$33,135.00	\$2,648.00	\$12,285.33
Uniforms	\$6,250.00	--	--
Training & Certification	\$15,750.00	\$151.47	\$951.47
Legal Services	\$10,200.00	\$220.00	\$245.00
Telephone	\$6,000.00	\$516.47	\$2,123.12
Contracted Billing Services	\$22,250.00	\$2,403.36	\$7,118.11
Accounting Services	\$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	\$1,982.16	\$5,179.25
Postage	\$1,750.00	--	--
Fuel	\$8,000.00	\$129.59	\$1,681.77
Office Supplies	\$3,050.00	\$371.02	\$1,552.18
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$6,200.00	\$0.40	\$4,057.20
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$5,072.00	\$1,264.50	\$1,647.00
Vehicle Maintenance & Repair	\$6,500.00	\$308.04	\$6,763.47
Computer/Software	\$2,010.00	\$6,957.00	\$7,607.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>\$956,694.00</b>	<b>\$63,915.74</b>	<b>\$320,120.46</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>--</b>	<b>\$28,708.40</b>	<b>(\$13,235.09)</b>
<b>TRANSFER from FUND BALANCE</b>	<b>--</b>	<b>--</b>	<b>--</b>
<b>TRANSFER from CIP</b>	<b>--</b>	<b>--</b>	<b>--</b>
<b>BUDGET BALANCE</b>	<b>--</b>	<b>--</b>	<b>\$636,573.54</b>



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### INCIDENT DATA

<b>TOTAL Number of Incidents</b>	<b>123</b>	<b>(May 2020 – 113)</b>
Allenstown	62	(May 2020 – 60)
Pembroke	53	(May 2020 – 49)
Bow	0	
Chichester	0	
Concord	2	
Deerfield	1	
Epsom	3	
Hooksett	1	
Loudon	0	
Northwood	0	
Pittsfield	1	
<b>INCIDENTS Handled by Tri-Town EMS</b>	<b>106</b>	<b>(May 2020 – 103)</b>
<b>Mutual Aid RECEIVED from other Departments</b>	<b>17</b>	<b>(May 2020 – 10)</b>
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	4	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	11	
Pembroke Fire Dept.	0	
<b>Mutual Aid GIVEN to Other Communities</b>	<b>8</b>	<b>(May 2020 – 4)</b>
<b>TOTAL Number of Patient's TRANSPORTED to the HOSPITAL</b>	<b>75</b>	<b>(May 2020 – 65)</b>
Concord Hospital	55	(73.33%)
Catholic Medical Center (CMC)	6	(8.00%)
Elliot Hospital	14	(18.67%)
<b>Average CALL LENGTH in TIME (Dispatch until Clear from Call)</b>	<b>1</b> Hours	<b>30</b> Minutes <b>27</b> Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 55 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	7 Minutes 17 Sec
Average On-Scene Time	0 Hours	18 Minutes 7 Sec
Average Transport Time	0 Hours	19 Minutes 42 Sec
Average at Hospital Time	0 Hours	45 Minutes 21 Sec

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### PROCEDURES ADMINISTERED

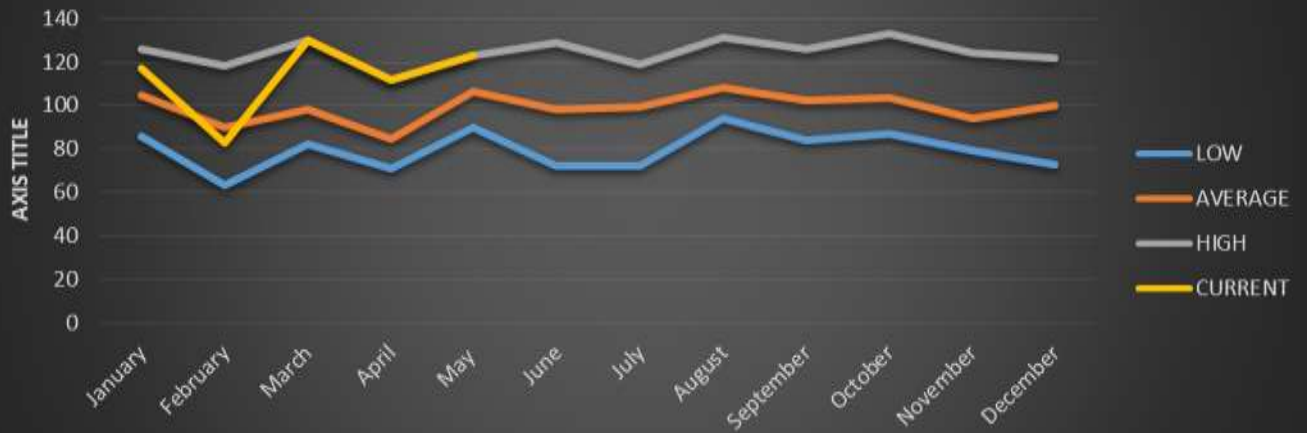
PROCEDURE PERFORMED	OCCURANCE
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	67
Vascular: IV/Extremity Vein Catheterization	57
Cardiac: 12-Lead ECG Obtained	52
Assessment: Patient Assessment	42
COVID/FLU: Surgical Mask Placed on Patient	37
Respiratory: ETT / Intubation (Orotracheal)	4
Soft Tissue: General Wound Care	4
Ortho: Spinal Motion Restriction withheld per protocol	3
Ortho: Spinal Assessment	2
Ortho: Spinal Motion Restriction applied (w/C-Collar)	2
Ortho: Splinting (General)	2
Respiratory: BVM / Bagged Ventilations (via Mask)	2
Respiratory: BVM / Bagged Ventilations (via Tube)	2
Vascular: IO / Intraosseous Cannulation	2
Assessment: Stroke Exam	1
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical Device)	1
Respiratory: etCO2 Digital Capnography	1
Respiratory: OPA / Oropharyngeal Airway	1
Respiratory: Suction Airway	1

### MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	18
Oxygen	13
Epinephrine 1:10,000 (Epi 0.1mg/ml)	12
Nitroglycerine	8
Ondansetron / Zofran	8
Aspirin	7
Fentanyl	5
Lactated Ringers (LR)	2
Adenosine	1
Diltiazem / Cardizem	1
Ketorolac / Toradol	1
Magnesium Sulfate	1
Metoclopramide (Reglan)	1

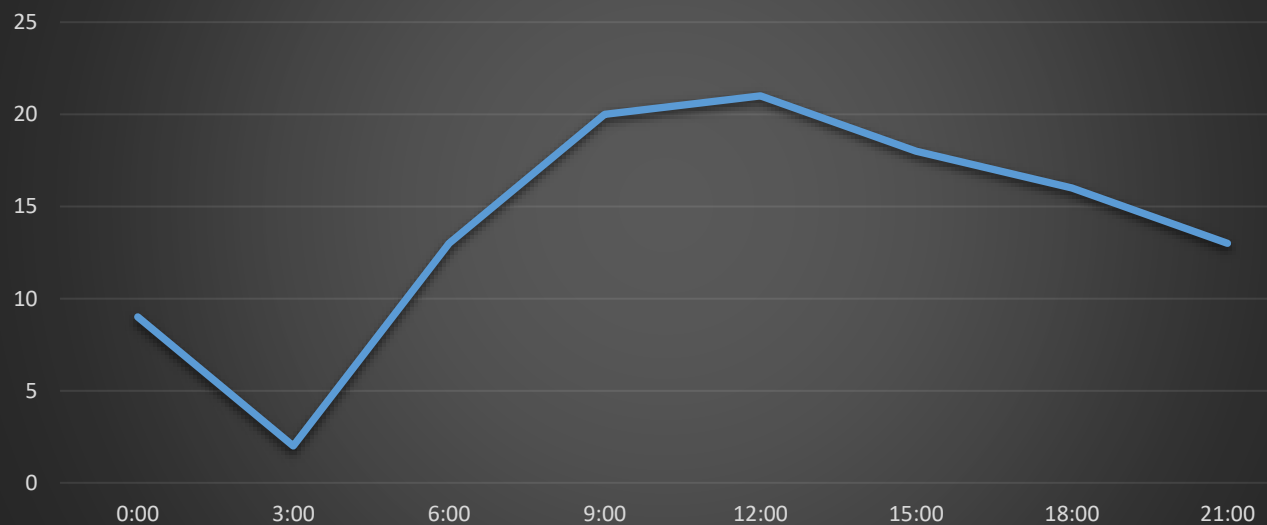


### Monthly Call Volume Comparison



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

### EMS Calls by Time of Day May - 2021





## EMS Calls by Day of the Week May - 2021

