



ALLENSTOWN & PEMBROKE
TRI★TOWN
Emergency Medical Service
Paramedic Ambulance Service



Monthly Director's Report
for the month of
October 2017

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. David Hirsch. 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 November 18, 2017, 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.



SECTION 1: EMERGENCY MEDICAL SERVICE (EMS) ACTIVITY:

1.1 Total Number of EMS Incidents / Request for Services:	126
October 2016:	112
Allenstown, NH: (<i>Current 3yr aver: 43.93%</i>)	52 41.3%
October 2016:	55
Pembroke, NH: (<i>Current 3yr aver: 56.07%</i>)	65 51.5%
October 2016:	51
Barnstead, NH (Incl. Center Barnstead):	0
Bow, NH:	0
Chichester, NH	0
Concord, NH:	3 2.4%
Deerfield, NH:	0
Epsom, NH:	2 1.6%
Hooksett, NH:	4 3.2%
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:	120
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:	9
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:	6
October 2016:	7
Concord Fire Department:	3
Epsom Fire Department:	1
Hooksett Fire Department:	2
DHART (Air Medical Transport):	0
Pembroke Fire Department (Lift Assist):	0
1.5 Total Number of Patients Transported to the Hospital:	92 73.1%
Catholic Medical Center (CMC), Manchester, NH	6
Concord Hospital, Concord, NH	77
Elliot Hospital, Manchester, NH	9
1.6 Number of Patients who Refused Transport to the Emergency Department:	19
1.7 Total Number of EMS Responses that Resulted in Another Disposition:	9

SECTION 2: EMS RUN DATA: (H:MM:SS)

2.1 Average Reaction Time:	0:44
2.2 Average Response Time:	5:19
2.3 Average On-Scene Time:	17:55
2.4 Average Transport Time:	19:05
2.5 Average Time the Ambulance was Unavailable at the Hospital:	20:14
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1:03:17



2.7 TIMES OF CALLS (*Time of Day & Day of the Week*)

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	4	3	0	0	1	0	3
0300-0559	2	2	2	1	1	0	0
0600-0859	2	2	2	3	3	0	2
0900-1159	1	7	4	4	0	3	0
1200-1459	8	3	2	3	5	1	3
1500-1759	2	5	4	3	4	1	1
1800-2059	4	2	3	2	0	3	2
2100-2359	2	2	1	0	2	2	3
TOTALS:	25	26	18	16	16	10	14

2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Falls (17)	18
Sick Person (26)	16
Breathing Problem (6)	15
Chest Pain (Non-Traumatic) (10)	13
MVC / Transportation Incident (29)	8
Assault (4)	6
Medical Alarm (32)	4
Pain (26)	4
Unconscious / Syncope (31)	4
Abdominal Pain / Problems (1)	3
Back Pain (Non-Traumatic) (5)	3
Lift / Invalid Assist	3
Overdose / Misuse of Meds / Poisoning (23)	3
Stroke /CVA/ TIA (28)	3
Traumatic Injury (30)	3
Diabetic Problem (13)	2
Hemorrhage / Laceration / Bleeding (21)	2
Seizure (12)	2
Unknown Problem / Person Down (32)	2
Allergic Reaction / Stings / Bites (2)	1
Auto vs Pedestrian (29)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Cardiac Arrest / Death (9)	1
Dizziness (26)	1
Psychiatric / Behavioral / Suicide Attempt (25)	1
Standby	1
Walkin (EMS Related)	1
Well Person Check	1



21.9 PROCEDURES PERFORMED by EMS PERSONNEL

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>
Vascular: IV / Extremity Vein Catheterization	81
Cardiac: 12-Lead ECG Obtained	70
Assessment: Patient Assessment	54
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	25
Electrocardiographic Monitoring	24
Assessment: Stroke Exam	4
Ortho: Spinal Motion Restriction Applied w/ C-Collar	3
Soft Tissue: General Wound Care	3
Cardiac: 15-Lead ECG Obtained	1
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical)	1
Respiratory: BVM / Bagged Ventilations (via Mask)	1
Respiratory: ETCO2 Digital Capnography	1
Respiratory: OPA / Oropharyngeal Airway Insertion	1
Vascular: IO / Intraosseous Cannulation	1

2.10 MEDICATIONS ADMINISTERED BY EMS PERSONNEL

<u>Medication Name</u>	<u># of Times Medication was Administered</u>
Fentanyl	22
Nitroglycerin	15
Normal Saline	15
Ondansetron / Zofran TM	14
Aspirin	13
Oxygen	11
DuoNeb / Ipratropium Bromide w/ Albuterol	8
Albuterol	3
Epinephrine 1:10,000	3
Adenosine	2
Dextrose 10% / D10	2
HYDROMorphone / Dilaudid	2
Ipratropium Bromide / Atrovent	2
Ketorolac / Toradol TM	2
Diphenhydramine / Benadryl TM	1
Methylprednisolone / Solu-Medrol	1
Naloxone / Narcan TM	1
Sodium Bicarbonate	1



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the Month of October 2017, one (1) EMT completed the Service's Orientation process. The current staffing level is as follows:

3.1	Full Time Employees:	4	Paramedics					4
3.2	Part Time Employees:	1	Paramedic	1	AEMT	2	EMT	4
3.3	Per Diem Employees:	2	Paramedics	9	AEMT	6	EMT	17
3.4	TOTAL WORK FORCE:	7	Paramedics	10	AEMT	8	EMT	25
<hr/>								
3.5	Director's Hours – (24 hours on Ambulance, 16 hours for Administrative per week)							
	Amb. Hours:	173	Admin Hours:	110	Hol. / Paid Time Off:	0	Details	0
	Required:	144	Required:	88	Available:	8		
3.6	Injury Report:						<input checked="" type="checkbox"/> No Injuries to Report	
	Number of Lost Time Incidents:	0			Number of Lost Time Hours:	0		
	Complaint Number:	N/A			Incident Type:	N/A		
	Complaint Number:	N/A			Incident Type:	N/A		

SECTION 4: EQUIPMENT:

- 4.1 New Equipment Purchased: ☒ No Equipment Purchases
1. Cost:
2. Cost:
3. Cost:
- 4.2 Equipment Maintenance: ☐ No Equipment Maintenance to Report
1. Equipment Name: LP 15 (A3 & A8)
- Maintenance Item: Modem and Monitor's Updated to send data to the ePCR and to the Hospitals - Completed.
2. Equipment Name:
- Maintenance Item:
- 4.3 Durable Medical Equipment (DME) Failure ☒ No Failures to Report
1. DME Name: Failure Date:
- Failure Description:
- Failure Reported To: ☐ Manufacturer ☐ Chairman of the BOD ☐ Medical Director
- ☐ NH EMS ☐ Federal Agency ☐ No Reporting Required
- DME Disposition: ☐ Repaired ☐ Replaced ☐ Disposed ☐ Completed ☐ Pending



SECTION 5: CORRESPONDENCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

1. **CONCORD HOSPITAL**
 1. Representative from Concord Hospital contacted the Service about a STEMI (ST segment Elevation Myocardial Infarction) and the subsequent successful patient outcome.
 2. EMS Manager Craig Clough contacted the Service pertaining to EMS course being offered through Concord Hospital or within the region.
 3. EMS Manager Craig Clough was contacted by the Service about Concord Hospital taking used "sharps" from residents, who drop them off at Tri-Town. This issue is still pending.
 4. Inquiry made to Concord Hospital for patient follow-up / disposition
2. **PEMBROKE FIRE DEPARTMENT, Town of.**
 1. Pembroke Police Department training on Bleeding Control, Tourniquets, and Wound Packing on Oct 25th.
3. **SUBSTANCE ABUSE DISORDER / CONTINUUM OF CARE (SuD/CoC)**
 1. Met at the New Hampshire Hospital Association Building on 125 Airport road in Concord. Worked on Goal setting for the different topic headings for the group. Next meeting is November 17th, in the Pitman Conference room at Concord Hospital.

SECTION 6: FINANCIALS

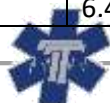
6.1	REVENUES		
	6.1.1	Ambulance Billing (Based on ComStar Reports)	\$39,537.77
	6.1.2	Details	\$400.00
	6.1.3	Paramedic Intercept	\$0.00
	6.1.4	Administrative Fees (PCR requests, etc)	\$0.00
	6.1.5	Educational Charges (CPR, EMS related courses)	\$525.00
	6.1.6	Town of Allentown Payment	\$95,369.50
	6.1.7	Town of Pembroke Payment	\$56,658.00
	6.1.8	Donations	\$0.00
	6.1.9	TOTAL REVENUE for MONTH	\$192,490.27
	6.1.10	NOTES:	\$40,462.77 came from other than the 2 communities.



6.2	EXPENSES			
6.2.1	Payroll #1	Employee Compensation		\$15,687.91
6.2.2	Payroll #2	Employee Compensation		\$17,333.21
6.2.3	Payroll #3	Employee Compensation		\$15,249.69
6.2.4	Over Time	(included in Payroll #1 & #2 Figures)		\$3,117.72
6.2.5	EMS Supplies			\$2,858.07
6.2.6	Equipment			\$0.00
6.2.7	Office Expenses	Phone, Copier, Supplies, etc.		\$1,244.83
6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability		\$3,844.81
6.2.9	Fuel			\$0.00
6.2.10	Veh. Maintenance	2-Tires, Lube/Filter Service, Air Filter		\$986.11
6.2.11	Uniforms			\$334.80
6.2.12	OTHER	(Legal Fee, ComStar Fee, Training & Eval)		*\$3,385.73
6.2.13	TOTAL EXPENSES for MONTH			
6.2.14	NOTES:	*Purchased Storage lockers for training supplies		

6.3	AMBULANCE BILLING SUMMARY for the MONTH			
	Payer	# of Transports	Gross Charges	Adjusted Charges
6.3.1	Medicare	46		\$24,117.63
6.3.2	Medicaid	13		2,485.00
6.3.3	BC/BS, Anthem	6		\$6,500.00
6.3.4	Cigna	1		\$1,090.00
6.3.5	Other Comm. Ins	14		\$15,522.00
6.3.6	Self Pay, No Ins.	12		\$12,170.00
6.3.7	TOTALS	92	\$101,360.00	\$61,884.63
Medicare Allowable Rates: BLSE: \$372.49 ALS1E: \$442.34 ALS2E: \$640.22 Mileage: \$10.79				
NH Medicaid Rates: BLS: \$145.00 ALS: \$175 Mileage: \$2.60				
Tri-Town EMS Rates: BLS: \$750.00 ALS1: \$1,000.00 ALS2: \$1,250.00 Mileage: \$20.00				
NOTES:	All charges are subject to adjustment as payer information is confirmed and contractual obligations are applied.			

6.4	AMBULANCE BILLING SUMMARY for the YEAR (Charges & Balance are Service Estimates)			
	MONTH	ADJUSTED CHARGES	RECEIVED	BALANCE
6.4.1	January	\$41,620.09	\$31,753.64	\$9,866.45
6.4.2	February	\$39,006.91	\$31,921.82	\$7,085.09
6.4.3	March	\$39,117.63	\$29,795.70	\$9,321.93
6.4.4	April	\$43,194.85	\$30,801.42	\$12,393.43
6.4.5	May	\$43,516.17	\$28,641.69	\$14,874.48
6.4.6	June	\$41,745.72	\$31,771.24	\$9,974.48
6.4.7	July	\$45,297.15	\$29,760.36	\$15,536.79
6.4.8	August	\$48,399.11	\$31,797.28	\$16,601.83
6.4.9	September	\$56,020.29	\$29,100.63	\$26,919.66
6.4.10	October	\$61,884.63	\$5,134.87	\$56,749.76
6.4.11	November			
6.4.12	December			



6.4.13	TOTALS	\$459,802.55	\$280,478.65	\$179,323.90
--------	---------------	---------------------	---------------------	---------------------

6.5	AMBULANCE BILLING SUMMARY <i>for</i> PAST YEARS				
		YEAR (\$/XPORT)	ADJUSTED CHARGES	RECEIVED	BALANCE
	(11 Months) (613 xports)	6.5.1 2014 (\$445.09)	\$379,988.31	\$272,838.54	\$107,149.77
	(700 xports)	6.5.2 2015 (\$447.13)	\$427,970.64	\$312,987.46	\$114,983.18
	(725 xports)	6.5.3 2016 (\$496.12)	\$505,940.11	\$359,682.99	\$146,257.12
		6.5.4 TOTALS	\$1,313,899.06	\$945,508.99	\$368,390.07

SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
	7.1.1	JEMS Monthly Article	Drug Diversion 0.25cr	EMPLOYEE PARTICIPATION	13/25
	7.1.2	EMS World Article	Old Remedies for Difficult New Conditions 0.25cr	EMPLOYEE PARTICIPATION	14/25
	7.1.3	MONTHLY SKILLS	Completed – 11/25; Partial Complete – 0/25		
	7.1.4	MONTHLY SHIFT TRAINING	Epinephrine Kit Assembly 0.25Cr	EMPLOYEE PARTICIPATION	7/25
	7.1.5	NCCP TRAINING	Medication Delivery, Pain Management, At Risk Population; 3cr	By: William Amos	10/25
	7.1.6	NEXT NCCP TRAINING	Skills Review Night, and the Role of Research	Stephanie Locke, NRP, IC	November 14, @1830 at the Allenstown Fire Station.
	7.1.7	ORIENTATION			

7.2 GENERAL UPDATES

7.2.1 Effective November 1, 2017, Dr. Nicholas Larochelle will be the new Medical Director for Concord Hospital (to include Tri-Town EMS)

7.2.2 The 2017 New Hampshire Patient Care Protocols have not yet been released. They will most likely be released in early 2018

7.2.3. Emergency Medical Responder (EMR) course continues.

7.2.4. CPR course on October 14 at the Pembroke Public Safety Center was held and 11 people were certified in CPR.



7.2.5. 2018/2019 NCCP training program for Tri-Town EMS has been developed.

7.2.6. Assistant Director Stephanie Locke is listed as the Allenstown Fire Department's Training Officer for the National Registry. She is responsible for documenting their employee's training hours in the National Registry web page.

7.2.7. Work continues on the Advanced Emergency Medical Technician (AEMT) course planned for this winter. We are looking at ride sites for the students.

7.3 QUALITY ASSURANCE (QA) / CONTINUOUS QUALITY IMPROVEMENT (CQI) ACTIVITIES

7.3.1. The Service continues to remind employees to enter the Cardiac Monitor / 12-Lead, medications and other procedures into the procedures section of the ePCR.

7.3.2. Employees are reminded to add all billing information and to sign their PCR's.

7.3.3. Employees are reminded to enter Pembroke runs that are handled by mutual aid, as these run generate a run number and that run number needs to be accounted for.

7.3.4. The Service now has the ability to embed ECG/12-Lead ECG from the LP15 into the ePCR as well as other data generated from the LP15.

7.3.5. No significant QA issue discovered in October 2017.

SECTION 8: VEHICLE MAINTENANCE

8.1	Ambulance 3 (79A3)		
8.1.1	Mileage	84,210	
8.1.2	Preventative Maintenance	None	
8.1.3	Vehicle Repair(s)	None	
8.2	Ambulance 8 (79A8)		
8.2.1	Mileage	16,474	
8.2.2	Preventative Maintenance	1. Lube and Filter Service	
8.2.3	Vehicle Repair(s)	1. Check Engine light came on, 2 faults were found - the Fuel System and the DEF tank. Both were repaired and were covered by the warrantee. 2. Replaced front tires, heavy wear on the outside of the tire.	



SECTION 9: DIRECTOR'S COMMENTS AND RECOMMENDATIONS

9.1 Policy on *"EMS Licensing / Training Reimbursement"* proposed and accepted by the Board on 11/8/17. This policy states funds will be allocated each year for EMS license upgrading, sets the parameters for employees to apply for and to be granted the funds, and defines when the funds will be dispersed.

9.2 Policy on *"Promotion to Paramedic"* proposed and accepted by the Board on 11/8/17. This policy states that any employee (new or existing) who has their paramedic license for less than two years will, be not be appointed or promoted to a paramedic until all the service requirements for a paramedic have been met. Applicable employees will be assigned as an Advanced Emergency Medical Technician until such conditions have been met.

9.3 Policy on *"Accepted Certifications"* proposed and accepted by the Board on 11/8/17. This policy specifies that only American Heart Association (AHA) credentials will be accepted by the Service and that employees will not be allowed to work with expired credentials.

9.4 Proposed 2018 Fee Schedule was created and presented to the Board on 11/8/17. The Service's current rates are at about the 50th percentile for the New Hampshire area. The new rates place the Service at about the 75th percentile, consistent with other full time, paramedic services. The new rates are not projected to meet the financial needs of the Service.

9.5 Assisted the Pembroke Police Department with a training on Bleeding Control (Tourniquets and Wound Packing).

9.6 Working with employees to finish up the Primex Trainings.

9.7 The Director attended the Substance Abuse Disorder / Continuum of Care (SuD/CoC) group that is working through the Capital Area Public Health Network. In October the meeting was geared towards identifying goals at for different objectives.

9.8 The Service now considers two (2) more patients as Cardiac Arrest Saves or Code Saves. On 8/17/17 Tri-Town EMS and Pembroke Fire Department responded to a Motor Vehicle Collision involving a motorcycle. The patient went into Cardiac Arrest and was successfully revived by William Amos and Nicholas DiGiovanni with the help of Pembroke Fire Department. Patient was delivered to the Emergency Department (Concord) and admitted. He was later discharged to rehabilitation, neurologically intact.

On 9/25/17, while Ambulance 8 was committed, Director/Paramedic Christopher Gamache responded Ambulance 3 to Allenstown after Allenstown Fire Department agreed to provide a second EMT for the ambulance. Upon Fire/EMS arrival the patient soon went in to Cardiac Arrest. The patient was resuscitated, pulses were reestablished and the patient was transported to Concord Hospital. Ambulance 8 was requested for assistance and Assistant Director/Paramedic Stephanie Locke rendered assistance in the back of the ambulance during transport. The patient was treated in the Emergency Department and subsequently admitted. She was eventually discharged home.



9.9 THANK YOU TO DR. DAVID HIRSCH. On Behalf of the staff and leaders of Tri-Town Emergency Medical Services, I want to thank Dr. Hirsch for all the work he has done for the Service. He provided guidance and support that has allowed the Service to grow to where it is today. Tri-Town EMS is a much better Service because of his efforts and for that, we are truly thankful. We all look forward to seeing him in the Emergency Department and continuing to work with him for the betterment of our patients. Thank you Dr. Hirsch.

SECTION 10: ADMINISTRATION

- Chairman of the Board, Allentown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allentown Fire Chief: Chief Shawn Murray
- Pembroke Fire Chief: Chief Harold Paulsen
- Allentown Public Member: Michael O'Mara
- Pembroke Public Member: Robert "Bob" Bourque
- Tri-Town EMS Employee Member: Hearshell VanLuven, NRP
- Tri-Town EMS Service Director: Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director: Stephanie Locke, I/C, NRP

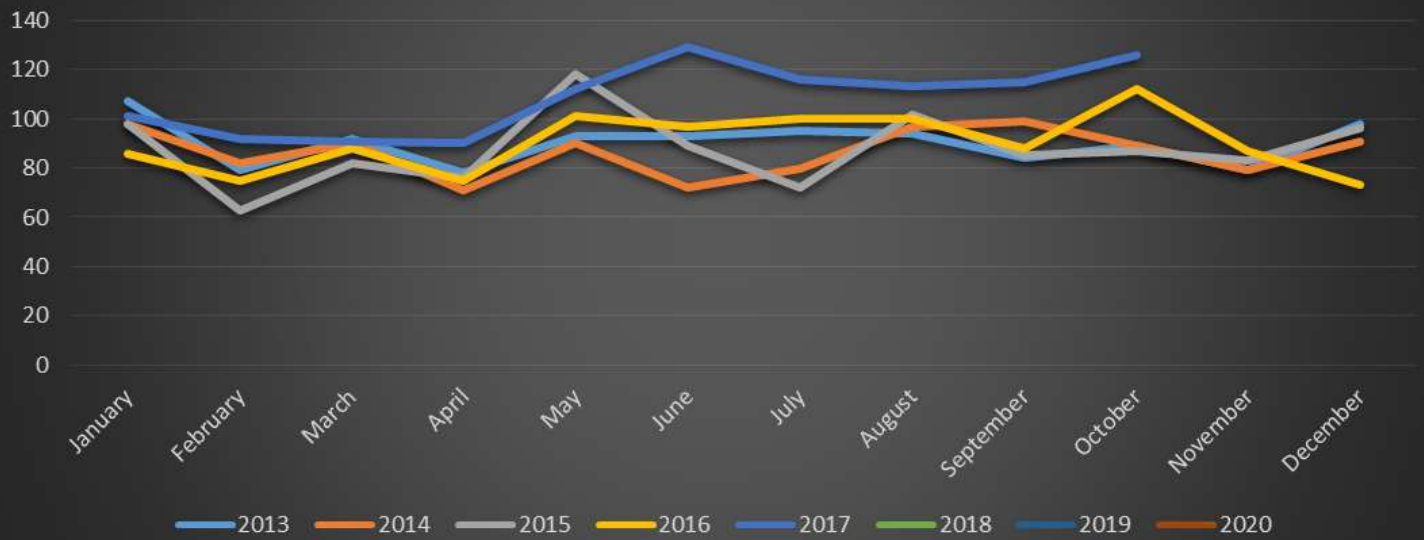
RESPECTFULLY SUBMITTED BY:



Christopher Gamache, Service Director



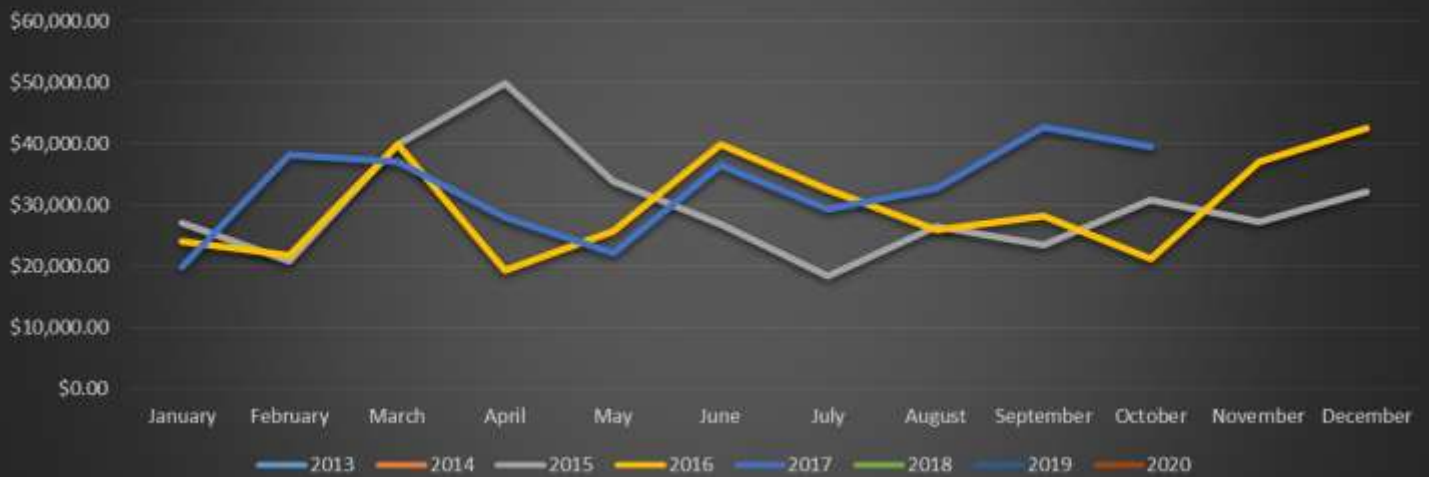
TRI-TOWN EMS CALL VOLUME



TRI-TOWN EMS CALL VOLUME



Tri-Town EMS Revenue



Cummulative Monthly Revenue (recieved) by YEAR

