



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:	April 2022
REPORT DATE:	May 5, 2022

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 123 EMS incidents in March 2022• 109 EMS Incidents were handled by Tri-Town EMS• 62 Transports (50.41%)• Mutual Aid Companies provided coverage to the Service Area 14 times• Mutual Aid was provided to other communities 11 times.• Service has processes is in different stages of pursuing 3 applications• Pembroke Technical Review Committee Meeting (4/12/22).• Service area saw a Traumatic Cardiac Arrest in April.• Service performed one (1) Rapid Sequence Intubation (RSI) in April. Skill performed by Paramedics Donovan Funk III and Seth Chidester.• Tri-Town EMS responded to Pittsfield on April 13th for a 3-Alarm structure fire.• Finished final revision/proofread of policies. Policies are now being read by Deputy Director Craig Clough.• Working on Ambulance Specifications for new ambulance.• ComStar was down for the better part of April due to a Malware in their system. ComStar assured its clients that there was no data that was taken out of their system. ComStar is back to normal operations.• EMS Director on Vacation 4/23 to 5/1
2. AMBULANCES / EQUIPMENT	<p><u>AMBULANCE 3:</u> (Back-up)</p> <ul style="list-style-type: none">• 5,464 Miles• Ambulance 3 was used on 1 EMS Incidents.• Stryker PowerLoad needs to be adjusted. Stretcher does not completely seat on its own.



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	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none">• 106,579 miles• Ambulance 8 was used on 108 EMS Incidents• Concerns for an oil leak and coolant leak noted. Pembroke DPW to check them out at next service.				
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none">• Ambulance 8 Cardiac Monitor issue with Blood Pressure Cuff. Physio-Control was notified, and a loaner was sent to the Service and OOS monitor sent out. Currently waiting on our monitor to return.				
3. STAFFING	FULL TIME PARAMEDICS: 4				
	PART TIME STAFF:	3	EMT:	0	AEMT: 2 PARAMEDIC: 1
	PER DIEM STAFF:	20	EMT:5 AEMT:9 PARAMEDIC:6		
	<ul style="list-style-type: none">• The Service is in various stages of working 3 applications. One application is expected to be ready for the May Board of Director's Meeting.				
4. TRAINING	MONTHLY NCCP TRAINING:		"Toxicology, Neuro and Endocrine Emergencies" by Danielle Byrne, NRP, April 20 th , 1.5 CEU's; 10/27 employees attended, 15 total attendees		
	MONTHLY ARTICLE TRAINING:		EMS WORLD: "How to Get Pediatric Transport Right"; 0.25 CEU's; 19/27 employees completed. 911 Podcast: "Simply Stroke"; 0.25 CEU's, 20/27 employees completed.		
	MONTHLY SKILLS TRAINING:		17/26 employees completed		
	MONTHLY SHIFT TRAINING:		Dr. Rix Pearls "Pediatric Chest Pain"; 0.25 CEU's, 20/27 employees completed.		
	MONTHLY MEDICATION REVIEW:		N/A		
	OTHER:		Protocol Review: 8.9 Hospice, 20/27 employees completed, 0.25CEU's		



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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	39	3	2	1	--	--	1
	Attempted	52	3	2	1	--		
	Percentage (%)	74.51%	100%	100%	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	526	9	12	4	--	10	4
	Attempted	667	11	13	4	--		
	Percentage (%)	78.9%	81.8%	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.<ul style="list-style-type: none">◦ Complete list of procedures that are performed◦ Missing Vital Signs◦ Incomplete Demographics.• One(1) clinical concern pertaining to documentation found during the QA Process. Employee was verbally remediated and counseling form to follow.• One (1) ECG Interpretation error found. Employee was remediated.• POSITIVE FEEDBACK<ul style="list-style-type: none">◦ EMS Crew stayed with Hospice Patient and rendered care for comfort measures until the Hospice RN could arrive. (Paramedic Seth Chidester and Paramedic Donovan Funk)◦ Traumatic Arrest was managed excellently by responding crew. (Paramedic Seth Chidester and AEMT Timothy St. Germain)◦ Successful RSI with use of ventilator (Paramedic Seth Chidester and Paramedic Donovan Funk)◦ EMS Crew did a great job with managing a patient in cardiac arrest in a public setting. (Paramedic Maurice Paquette and EMT Jada Goodrich).							



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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$455,000.00	\$19,450.23	\$141,777.08
Allenstown Payment	\$233,701.00	--	\$116,850.50
Pembroke Payment	\$260,609.00	--	--
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$34.42	\$110.64
TOTAL REVENUE	\$952,810.00	\$19,484.74	\$258,738.22
Full Time Salaries	\$268,755.00	\$19,789.48	\$80,479.44
Per Diem Salaries	\$260,650.00	\$18,917.79	\$63,632.40
Overtime	\$35,800.00	\$2,350.70	\$10,621.22
Health Insurance	\$103,400.00	\$8,281.31	\$33,642.84
Dental Insurance	\$6,750.00	\$540.44	\$2,161.76
Life Insurance	\$240.00	\$16.80	\$67.20
Disability Insurance	\$3,480.00	\$263.03	\$1,052.12
Social Security	\$35,001.00	\$2,454.59	\$9,593.45
Medicare	\$8,695.00	\$632.29	\$2,382.89
NH Retirement	\$42,652.00	\$3,112.91	\$12,774.78
Uniforms	\$5,250.00	\$753.85	\$1,262.75
Training & Certification	\$3,750.00	--	\$67.98
Legal Services	\$10,200.00	--	--
Telephone	\$6,000.00	\$245.42	\$1,170.57
Contracted Billing Services	\$22,250.00	--	\$3,657.98
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$85,700.00	--	--
Liability Insurance	\$10,000.00	--	\$7,261.60
Unemployment Compensation	\$775.00	--	\$813.35
Worker's Compensation	\$14,900.00	--	\$11,324.60
Department Supplies	\$16,160.00	\$157.94	\$5,345.57
Postage	\$1,250.00	\$7.82	\$7.82
Fuel	\$8,000.00	\$1,029.64	\$2,256.61
Office Supplies	\$3,070.00	\$126.36	\$815.42
Transcription Service	\$900.00	--	\$259.77
Medical Equipment (Maint.Repl)	\$8,711.00	--	\$2,386.80
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,670.00	--	--
Vehicle Maintenance & Repair	\$8,000.00	--	\$3,779.64
Computer/Software	\$1,700.00	--	\$360.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
Grant	\$0.00	--	\$48,533.88
TOTAL EXPENDITURES	\$1,058,510.00	\$58,771.38	\$305,712.43
REVENUE (-) EXPENDITURES	--	(\$39,286.64)	(\$46,974.21)
TRANSFER from FUND BALANCE	\$20,000.00	--	--
TRANSFER from CIP	\$85,700.00	--	--
BUDGET BALANCE	--	--	--



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INCIDENT DATA

TOTAL Number of Incidents	123	(April 2021 – 112)
Allenstown	51	(April 2021 – 41)
Pembroke	60	(April 2021 – 63)
Bow	0	
Chichester	0	
Concord	7	
Deerfield	0	
Epsom	2	
Hooksett	0	
Loudon	0	
Northwood	0	
Pittsfield	2	
INCIDENTS Handled by Tri-Town EMS	109	(April 2021 – 99)
Mutual Aid RECEIVED from other Departments	14	(April 2021 – 13)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	5	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	7	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	11	(April 2021 – 8)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	62	(April 2021 – 69)
Concord Hospital	54	(87.1%)
Catholic Medical Center (CMC)	1	(1.7%)
Elliot Hospital	7	(11.2%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	6 Minutes 44 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 44 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	5 Minutes 52 Sec
Average On-Scene Time	0 Hours	17 Minutes 30 Sec
Average Transport Time	0 Hours	18 Minutes 35 Sec
Average at Hospital Time	0 Hours	23 Minutes 47 Sec



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EMS INCIDENTS *by* DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	14
Breathing Problems (6)	9
Sick Person (26)	9
Hemorrhage / Laceration / Bleeding (21)	8
Chest Pain (Non-Traumatic) (10)	7
Lift / Invalid Assist	7
Medical Alarm (32)	7
MVC / Transportation Incident (29)	7
Seizure (12)	5
Unconscious / Syncope (31)	5
Abdominal Pain / Problem (1)	4
Back Pain (Non-Traumatic) (5)	4
Cardiac Arrest / Death (9)	4
Stroke / CVA / TIA (28)	4
Assault (4)	3
Diabetic Problem (13)	3
Psychiatric / Behavioral / Suicide Attempt (25)	3
Unknown Problem / Person Down (32)	3
Pain (26)	2
Standby	2
Well Person Check	2
Allergic Reaction / Stings / Bites (2)	1
Altered Mental Status (26)	1
Dizziness (26)	1
Head Injury (30)	1
Traumatic Injury (30)	1



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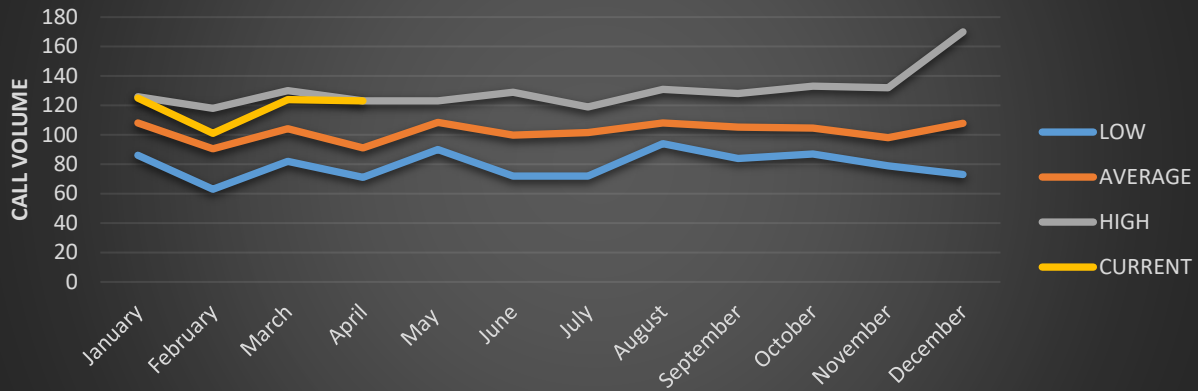
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PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	51
Cardiac: ECG Monitoring (4 Lead or Defib Pads)	50
Assessment: Patient Assessment	44
Cardiac: 12-Lead ECG Obtained	44
COVID/Flu: Surgical Mask Placed on Patient	18
Ortho: Spinal Motion Restriction Applied w/C-Collar	3
Vascular: IO/Intraosseous Cannulation	3
Cardiac: 15-Lead ECG Obtained	2
Cardiac: CPR (Mechanical Device)	2
Movement: Extrication of Patient	2
Respiratory: Chest Decompression	2
Respiratory: ETT/Intubation (Orotracheal)	2
Respiratory: Suction Airway	2
Assessment: Orthostatic Vital Signs	1
Assessment: Stroke Exam	1
Cardiac: 18-Lead ECG Obtained	1
Movement: Child Transport in Child Restraint System	1
Ortho: Spinal Motion Restriction Withheld per Protocol	1
Ortho: Splinting (General)	1
Respiratory: BVM/Bagged Ventilations (via Mask)	1
Respiratory: Intubation (Using Rapid Sequence/RSI)	1
Respiratory: NPA/Nasopharyngeal Airway Insertion	1
Soft Tissue: General Wound Care	1
Soft Tissue: Tourniquet Application	1
Vascular: EJ/External Jugular Vein Catheterization	1
Vascular: Point of Care Blood Lab Analysis	1
MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	15
Epinephrine 1:10,000 (Epi 0.1mg/ml)	9
Fentanyl	9
Ondansetron / Zofran	9
Oxygen	8
Aspirin	5
Lactated Ringers (LR)	4
Nitroglycerine	4
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	2
Ketorolac / Toradol	2
Midazolam / Versed	2
Acetaminophen	1
Dextrose 10% (D10)	1
Etomidate	1
Magnesium Sulfate	1
Methylprednisolone / Solu-Medrol	1
Rocuronium	1
Tranexamic Acid	1

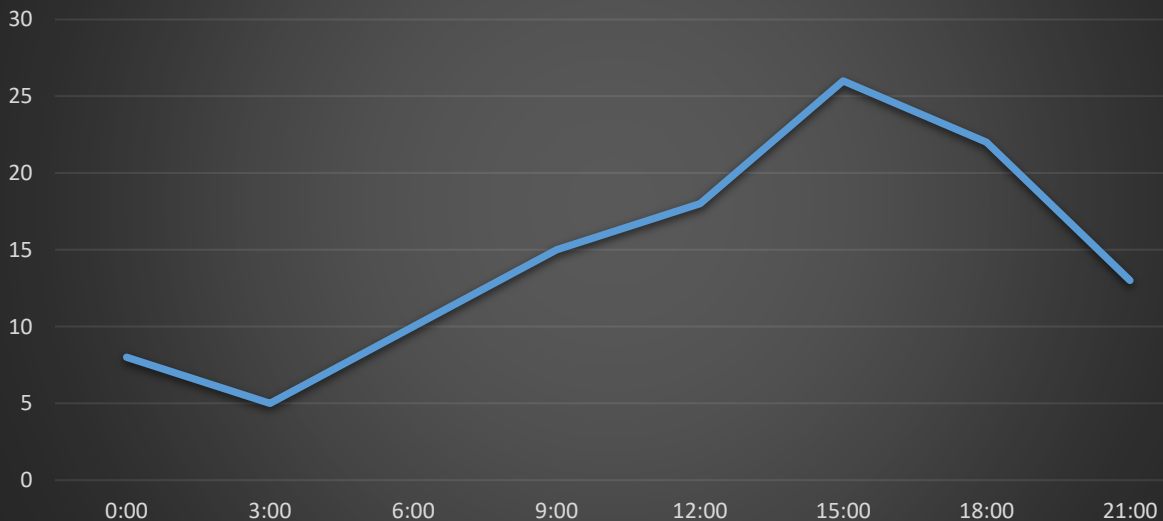


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	1	0	2	2	1	2	0	8
3:00	5:59	1	1	1	1	1	0	0	5
6:00	8:59	3	1	2	3	0	1	0	10
9:00	11:59	1	1	3	0	4	1	5	15
12:00	14:59	2	4	2	3	3	2	2	18
15:00	17:59	2	4	5	3	0	7	5	26
18:00	20:59	5	2	2	3	0	6	4	22
21:00	23:59	2	0	4	4	0	2	1	13
	TOTAL	17	13	21	19	9	21	17	

EMS Calls by Time of Day April 2022





EMS Calls by Day of the Week April 2022

