



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:	February 2022
REPORT DATE:	March 9, 2022

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 101 EMS incidents in February 2022• 92 EMS Incidents were handled by Tri-Town EMS• 65 Transports (64.36%)• 8 calls were handled by Mutual Aid Companies.• Mutual Aid provided to other communities 5 times.• Service has place 2 applications on hold and 2 applications are in the process of being started.• LUCAS 3 was ordered and placed on Ambulance 8, the older LUCAS 3 was placed on Ambulance 3• This Director created an Excel Demand Analysis Tool to enter call date (Date and Time), so as to see the time of day the Service is missing runs. This tool allows the user to enter cost and scheduling information and creates an analysis on the costs and revenue when staffing a second ambulance. 2021 data was entered into this Demand Analysis Tool.• Employee Evaluations were complete with recommended Merit Raises and COLA raises to be presented to the March Board of Directors Meeting.• BOD Chairman Michael O'Meara resigned his position with the Board. This Director sent a thank you email to him for his time and service.• We have two employees seeking to attend Paramedic School. The Service offered support and provider recommendations to NHTI.• January 29th, second ambulance deployed for the blizzard.• Automatic Lights in the bunk room were not working, fixed.				
2. AMBULANCES / EQUIPMENT	<table><tr><td><u>AMBULANCE 3:</u> (Back-up)</td></tr><tr><td><ul style="list-style-type: none">• 5,057 Miles• Ambulance 3 was used on 0 EMS Incidents.</td></tr><tr><td><u>AMBULANCE 8:</u> (Primary)</td></tr><tr><td><ul style="list-style-type: none">• 103,080 miles• Ambulance 8 was used on 92 EMS Incidents</td></tr></table>	<u>AMBULANCE 3:</u> (Back-up)	<ul style="list-style-type: none">• 5,057 Miles• Ambulance 3 was used on 0 EMS Incidents.	<u>AMBULANCE 8:</u> (Primary)	<ul style="list-style-type: none">• 103,080 miles• Ambulance 8 was used on 92 EMS Incidents
<u>AMBULANCE 3:</u> (Back-up)					
<ul style="list-style-type: none">• 5,057 Miles• Ambulance 3 was used on 0 EMS Incidents.					
<u>AMBULANCE 8:</u> (Primary)					
<ul style="list-style-type: none">• 103,080 miles• Ambulance 8 was used on 92 EMS Incidents					



Tri-Town Emergency Medical Service

Monthly Director's Report



	<ul style="list-style-type: none">Ambulance 8 received and lube and filter service from Pembroke DPW.Headlight was replaced.Grappone Ford replaced the Radiator (leak), intercooler tubes (leak) and serpentine belt. (3/4/22)								
	DURABLE MEDICAL EQUIPMENT (DME): <ul style="list-style-type: none">New LUCAS 3 arrived. Placed on Ambulance 8 and the older LUCAS 3 was placed on Ambulance 3								
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">Two (2) applications that were being pursued, are now on hold.Two (2) applications were received by the Service in January are pending processing.The Service's Part Time EMT upgraded his license in February to an AEMT.								
4. TRAINING	MONTHLY NCCP TRAINING:			"Post Resuscitation Care and Capnography" by Maurice Paquette, February 16 th , 1.25 CEU's; 6/27 employees attended, 13 total attendees					
	MONTHLY ARTICLE TRAINING:			EMS WORLD: "Time to Warm Up (Hypothermia"; 0.25 CEU's; 21/27 employees completed. EMS1: "How to Assess Pediatric Mental Health Emergencies"; 0.25 CEU's, 21/27 employees completed.					
	MONTHLY SKILLS TRAINING:			16/26 employees completed					
	MONTHLY SHIFT TRAINING:			Binder Lift; 0.25 CEU's, 21/27 employees completed.					
	MONTHLY MEDICATION REVIEW:			DuoNeb, 0.25 CEU's, 21/27 employees completed.					
	OTHER:			NONE					
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	MONTH	IV's	I.O.'s	ETT	RSI	KING	BiPAP	VENT	
	Success	37	--	--	--	--	--	--	
	Attempted	52	--	--	--	--			
	Percentage (%)	71.15%	--	--	--	--			
	12-MONTHS	IV'S	I.O.'s	ETT	RSI	KING	BiPAP	VENT	
	Success	530	6	10	3	--	12	3	
	Attempted	671	10	11	3	--			
	Percentage (%)	78.9%	60.0%	90.9%	100%	--			



Tri-Town Emergency Medical Service

Monthly Director's Report



	<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.• QA process revealed a protocol violation:<ul style="list-style-type: none">◦ Complaint #190002012022◦ Administration of 2 controlled substances◦ Counselling and remediation completed.
--	---



Tri-Town Emergency Medical Service

Monthly Director's Report



FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$455,000.00	\$43,953.90	\$69,709.17
Allenstown Payment	\$233,701.00	\$116,850.50	\$116,850.50
Pembroke Payment	\$260,609.00	--	--
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$38.11	\$38.11
TOTAL REVENUE	\$952,810.00	\$160,842.51	\$186,597.78
Full Time Salaries	\$268,755.00	\$19,348.01	\$40,214.67
Per Diem Salaries	\$260,650.00	\$15,020.06	\$30,822.26
Overtime	\$35,800.00	\$2,957.36	\$5,598.47
Health Insurance	\$103,400.00	\$8,281.31	\$16,562.62
Dental Insurance	\$6,750.00	\$540.44	\$1,080.88
Life Insurance	\$240.00	\$16.80	\$33.60
Disability Insurance	\$3,480.00	\$263.03	\$526.06
Social Security	\$35,001.00	\$2,314.18	\$4,751.39
Medicare	\$8,695.00	\$574.81	\$1,180.19
NH Retirement	\$42,652.00	\$3,136.13	\$6,420.94
Uniforms	\$5,250.00	\$400.00	\$400.00
Training & Certification	\$3,750.00	--	--
Legal Services	\$10,200.00	--	--
Telephone	\$6,000.00	\$450.20	\$665.92
Contracted Billing Services	\$22,250.00	\$1,518.28	\$1,518.28
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	\$406.00	\$4,246.30
Postage	\$1,250.00	--	--
Fuel	\$8,000.00	--	--
Office Supplies	\$3,070.00	\$552.49	\$552.49
Transcription Service	\$900.00	\$295.77	\$295.77
Medical Equipment (Maint.Repl)	\$8,711.00	--	--
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,670.00	--	--
Vehicle Maintenance & Repair	\$8,000.00	\$365.00	\$384.58
Computer/Software	\$1,700.00	--	--
Equipment & Vehicle Replacement	\$75,000.00	--	--
Grant	\$0.00	\$19,384.90	\$19,384.90
TOTAL EXPENDITURES	\$1,058,510.00	\$77,007.46	\$155,229.84
REVENUE (-) EXPENDITURES	--	\$83,835.05	\$31,367.94
TRANSFER from FUND BALANCE	\$20,000.00	--	--
TRANSFER from CIP	\$85,700.00	--	--
BUDGET BALANCE	--	--	--



Tri-Town Emergency Medical Service

Monthly Director's Report



INCIDENT DATA

TOTAL Number of Incidents	101	(February 2021 – 83)
Allenstown	44	(February 2021 – 36)
Pembroke	52	(February 2021 – 41)
Bow	0	
Chichester	0	
Concord	3	
Deerfield	1	
Epsom	1	
Hooksett	0	
Loudon	0	
Northwood	0	
Pittsfield	0	
INCIDENTS Handled by Tri-Town EMS	92	(February 2021 – 77)
Mutual Aid RECEIVED from other Departments	8	(February 2021 – 6)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	1	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	4	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	5	(February 2021 – 6)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	65	(February 2021 – 55)
Concord Hospital	54	(83.08%)
Catholic Medical Center (CMC)	2	(3.07%)
Elliot Hospital	9	(13.85%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	27 Minutes 48 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	0 Minutes 48 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	6 Minutes 25 Sec
Average On-Scene Time	0 Hours	16 Minutes 13 Sec
Average Transport Time	0 Hours	20 Minutes 36 Sec
Average at Hospital Time	0 Hours	44 Minutes 34 Sec



Tri-Town Emergency Medical Service

Monthly Director's Report



EMS INCIDENTS *by* DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	11
Sick Person (26)	11
Breathing Problems (6)	10
Abdominal Pain (1)	9
Chest Pain (Non-Traumatic) (10)	6
Medical Alarm (32)	6
Assault (4)	5
Back Pain (Non-Traumatic (5)	5
MVC / Transportation Incident (29)	5
Lift / Invalid Assist	4
Unconscious / Syncope (31)	4
Altered Mental Status (26)	3
Hemorrhage / Laceration / Bleeding (21)	3
Stroke / CVA / TIA (28)	3
Head Injury (3)	2
No Other Appropriate Choice	2
Pain (26)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Seizure (12)	2
Burns / Explosion (7)	1
COVID-19 or Flu-Like Illness (36)	1
Diabetic Problems (13)	1
Headache (18)	1



Tri-Town Emergency Medical Service

Monthly Director's Report

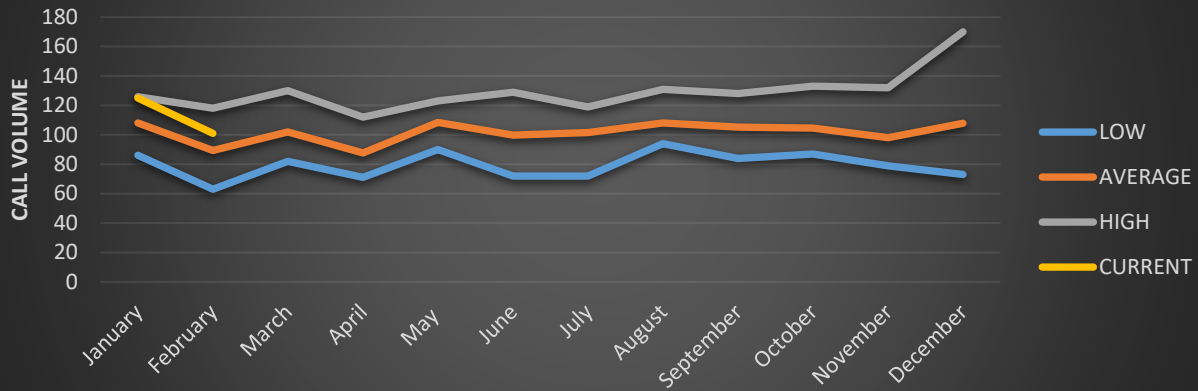


PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	52
Cardiac: ECG Monitoring (4Lead or Defib Pads)	48
Cardiac: 12-Lead ECG Obtained	42
Assessment: Patient Assessment	32
COVID/FLU: Surgical Mask Placed on Patient	28
Soft Tissue: General Wound Care	3
Assessment: Orthostatic Vital Signs	2
Ortho: Spinal Motion Restriction Withheld per Protocol	2
Ortho: Splinting (General)	2
Vascular: Point of Care Blood Lab Analysis	2
Assessment: Stroke Exam	1
General: Patient Cooling (Cold Pack or General)	1
Ortho: Spinal Motion Restriction Applied (w/o C-Collar)	1
Respiratory: BVM / Bagged Ventilation (via Mask)	1
Respiratory: ETCO2 Digital Capnography	1
Respiratory: NPA / Nasopharyngeal Airway Insertion	1
Respiratory: Suction Airway	1

MEDICATION ADMINISTERED	OCCURANCE
Ondansetron / Zofran	12
Normal Saline	10
Oxygen	10
Hydromorphone / Dilaudid	6
Aspirin	5
Fentanyl	5
Lactated Ringers	3
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	2
Ketorolac / Toradol	2
Magnesium Sulfate	2
Naloxone / Narcan	2
Nitroglycerin	2
Acetaminophen	1
Albuterol	1
Dextrose 10% (D10)	1
Dexamethasone (Decadron)	1
Diphenhydramine / Benadryl	1
Epinephrine 1:1,000 (Epi 1mg/ml)	1
Ketamine	1
Methylprednisolone / Solu-Medrol	1

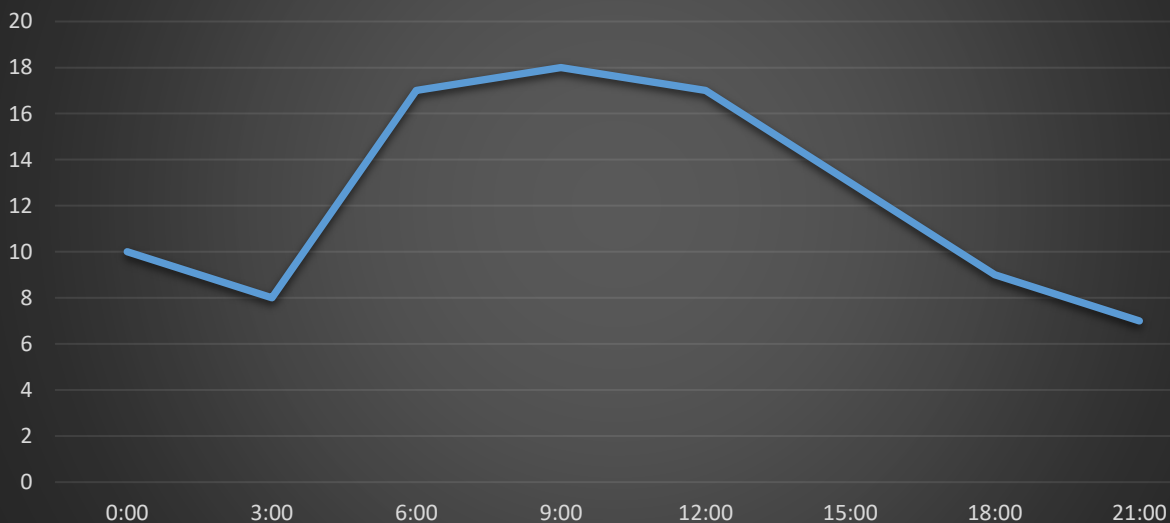


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	0	3	3	1	0	0	3	10
3:00	5:59	2	0	1	1	0	4	0	8
6:00	8:59	3	3	4	3	2	2	0	17
9:00	11:59	1	5	4	0	2	4	2	18
12:00	14:59	2	1	3	4	2	3	2	17
15:00	17:59	3	1	3	1	3	2	0	13
18:00	20:59	1	1	1	2	1	1	2	9
21:00	23:59	1	2	2	1	1	0	0	7
	TOTAL	13	16	21	13	11	16	9	

EMS Calls by Time of Day February 2022





EMS Calls by Day of the Week February 2022

