



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 2021
REPORT DATE:	March 4, 2021

1. EMS OPERATIONS	<ul style="list-style-type: none">February 2021 saw 83 runs between the two town and EMS runs to other communities. (Lowest total since December 2016)55 Transports (67.90%)Pembroke Fire Department expressed interest in Joint Trainings. PFD is working with Dep. Dir Clough to coordinate this.Ambulance 3 & 8 received bi-annual inspection from the NH Bureau of EMS. Only discrepancy were both portable suction units batteries need replacing. Batteries order and placed into service.14 employees have completed their relicensing process and 3 employees are still in the process. 17/28 employees were scheduled for re-licensing by March 31, 2021.
2. AMBULANCES / EQUIPMENT	<u>AMBULANCE 3: (Back-up)</u> <ul style="list-style-type: none">4113.5 miles.Was not used on any EMS Incidents in February.No maintenance issues to report.
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none">81,625 miles.Used on 77 EMS Incidents in FebruaryRear doors were lubricated by PL Custom.Rear window needs to be replaced. Window seal has been coming undone and the interior lips are corroding.
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none">Zoll Portable Ventilator on Ambulance 3 went into alarm and was sent to Zoll for maintenance.Portable Suction Units: New Batteries were needed. COMPLETE
3. COVID-19	<ul style="list-style-type: none">Employees are required to wear, at a minimum, a surgical mask, eye protection and gloves on all patient encounters.Employees are required to wear an N-95 and Gown in addition to the aforementioned when treating a confirmed or suspected COVID-19 Patient.



Tri-Town Emergency Medical Service

Monthly Director's Report



	<ul style="list-style-type: none">• Currently, Concord Hospital and Elliot Hospital allows for one (1) visitor to accompany the patient in the Emergency Department. CMC still does not allow visitors.• Tri-Town EMS maintains the policy of no riders in the ambulance unless necessary. (parent, guardian, interpreter)• Ambulance is disinfected every shift and after every call.• Ambulance is "sprayed" with disinfectant, 3-4 times a week.• 22/28 Employees have been vaccinated for COVID• 3/28 Employees are scheduled or received the first vaccine shot.• 2/28 employees are currently declining the vaccination.• 1/28 have not reported their vaccination status to the Service.			
4. STAFFING	FULL TIME PARAMEDICS: 4			
	PART TIME STAFF:	4	AEMT: 2	PARAMEDIC: 2
	PER DIEM STAFF:	20	EMT:6	AEMT:8 PARAMEDIC:6
	<ul style="list-style-type: none">• 1 Per Diem EMT is out for Military Leave. Expected to return in October.• 1 Application (EMT) is ready for presentation to the Board (March Meeting)• Service has two (2) applications currently in the initial stages of the hiring process.			
5. TRAINING	MONTHLY NCCP TRAINING:	None: COVID-19/Resuming in April		
	MONTHLY ARTICLE TRAINING:	EMS1 Article: "Respiratory Compromise, Pneumonia and Sepsis"; 0.25 CEU's, 14/28 employees completed. EMS World Article: "A Review of Street Drugs, Part 1"; 0.25 CEU's, 14/28 employees completed. EMS World Article: "A Review of Street Drugs, Part 2"; 0.25 CEU's, 14/28 employees completed.		
	MONTHLY SKILLS TRAINING:	14/28 employees completed		
	MONTHLY SHIFT TRAINING:	EMS Podcast: "All About Seizures"; 0.25 CEU's, 12/28 employees completed.		



Tri-Town Emergency Medical Service

Monthly Director's Report



				EMS Podcast: "Croup"; 0.25 CEU's, 14/28 employees completed.					
6. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	<i>MONTH</i>	<i><u>IV's</u></i>	<i><u>I.O.'s</u></i>	<i><u>ETT</u></i>	<i><u>RSI</u></i>	<i><u>KING</u></i>	<i><u>BiPAP</u></i>	<i><u>VENT</u></i>	
	Attempted	45	--	--	--	--	1	--	
	Success	37	--	--	--	--			
	Percentage (%)	82.2%	--	--	--	--			
	<i>12-MONTHS</i>	<i><u>IV'S</u></i>	<i><u>I.O.'s</u></i>	<i><u>ETT</u></i>	<i><u>RSI</u></i>	<i><u>KING</u></i>	<i><u>BiPAP</u></i>	<i><u>VENT</u></i>	
	Attempted	673	9	9	3	2	10	5	
	Success	495	8	8	3	2			
	Percentage (%)	73.6%	88.9%	88.9%	100%	100%			
	<ul style="list-style-type: none">Service continues to review 100% of all EMS Incidents. Review is logged on a QA log form.								



Tri-Town Emergency Medical Service

Monthly Director's Report



FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$30,332.95	\$65,525.10
Allenstown Payment	\$225,081.00	--	--
Pembroke Payment	\$283,383.00	--	--
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	\$47.53	\$47.53
TOTAL REVENUE	\$956,964.00	\$30,380.48	\$65,572.63
Full Time Salaries	\$260,342.00	\$18,188.87	\$33,105.74
Per Diem Salaries	\$260,540.00	\$15,367.50	\$34,059.53
Overtime	\$34,795.00	\$4,353.18	\$8,577.31
Health Insurance	\$99,368.00	\$7,468.25	\$14,936.50
Dental Insurance	\$5,400.00	\$549.09	\$1,097.76
Life Insurance	\$150.00	\$12.00	\$24.00
Disability Insurance	\$3,350.00	\$302.24	\$604.48
Social Security	\$34,379.00	\$2,350.39	\$4,969.04
Medicare	\$8,541.00	\$583.81	\$1,166.44
NH Retirement	\$33,135.00	\$2,549.51	\$4,714.35
Uniforms	\$6,250.00	--	--
Training & Certification	\$15,750.00	--	\$800.00
Legal Services	\$10,200.00	--	\$25.00
Telephone	\$6,000.00	\$269.77	\$509.33
Contracted Billing Services	\$22,250.00	\$1,738.25	\$1,738.25
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	\$355.14	\$819.56
Postage	\$1,750.00	--	--
Fuel	\$8,000.00	\$380.82	\$380.82
Office Supplies	\$3,050.00	\$871.91	\$936.91
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$6,200.00	\$2,386.80	\$4,056.80
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$5,072.00	\$382.50	\$382.50
Vehicle Maintenance & Repair	\$6,500.00	\$1,858.67	\$1,858.67
Computer/Software	\$2,010.00	--	--
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$956,694.00	\$59,968.69	\$138,528.68
REVENUE (-) EXPENDITURES	--	--	--
TRANSFER from FUND BALANCE	--	--	--
TRANSFER from CIP	--	--	--
BUDGET BALANCE	--	--	\$818,165.32



Tri-Town Emergency Medical Service

Monthly Director's Report



INCIDENT DATA

TOTAL Number of Incidents	83	(February 2020 – 118)
Allenstown	36	(February 2020 – 49)
Pembroke	41	(February 2020 – 58)
Bow	0	
Chichester	0	
Concord	3	
Deerfield	0	
Epsom	2	
Hooksett	0	
Loudon	1	
Northwood	0	
INCIDENTS Handled by Tri-Town EMS	77	(February 2020 – 109)
Mutual Aid RECEIVED from other Departments	6	(February 2020 – 9)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	4	
Epsom Fire Dept.	0	
Hooksett Fire Dept.	2	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	6	(February 2020 – 11)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	56	(February 2020 – 73)
Concord Hospital	46	(82.2%)
Catholic Medical Center (CMC)	3	(5.4%)
Elliot Hospital	7	(12.4%)
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours	7 Minutes 23 Sec
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours	1 Minutes 06 Sec
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours	6 Minutes 18 Sec
Average On-Scene Time	0 Hours	18 Minutes 56 Sec
Average Transport Time	0 Hours	19 Minutes 46 Sec
Average at Hospital Time	0 Hours	22 Minutes 23 Sec



Tri-Town Emergency Medical Service

Monthly Director's Report



EMS INCIDENTS by DISPATCH REASON

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Breathing Problems (6)	11
Falls (17)	7
Lift / Invalid Assist	7
Sick Person (26)	6
Chest Pain (Non-Traumatic) (10)	5
Medical Alarm (32)	5
COVID-19 or FLU-Like Illness (36)	3
Diabetic Problem (13)	3
MVC / Transportation Incident (29)	3
Overdose / Misuse of Meds / Poisoning (23)	3
Unknown Problem / Person Down (32)	3
Assault (4)	2
Back Pain (Non-Traumatic) (5)	2
Dizziness (26)	2
Hemorrhage / Laceration / Bleeding (21)	2
Pain (26)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Seizure (12)	2
Abdominal Pain / Problem (1)	1
Altered Mental Status (26)	1
Burns / Explosion (7)	1
Electrocution / Lightning (15)	1
Fever (26)	1
Head Injury (30)	1
Medication Reaction (Not Allergic)	1
Nausea / Vomiting (26)	1
Stroke / CVA / TIA (28)	1
Traumatic Injury (30)	1
Unconscious / Syncope (31)	1
Well Person Check	1



Tri-Town Emergency Medical Service

Monthly Director's Report



PROCEDURES ADMINISTERED

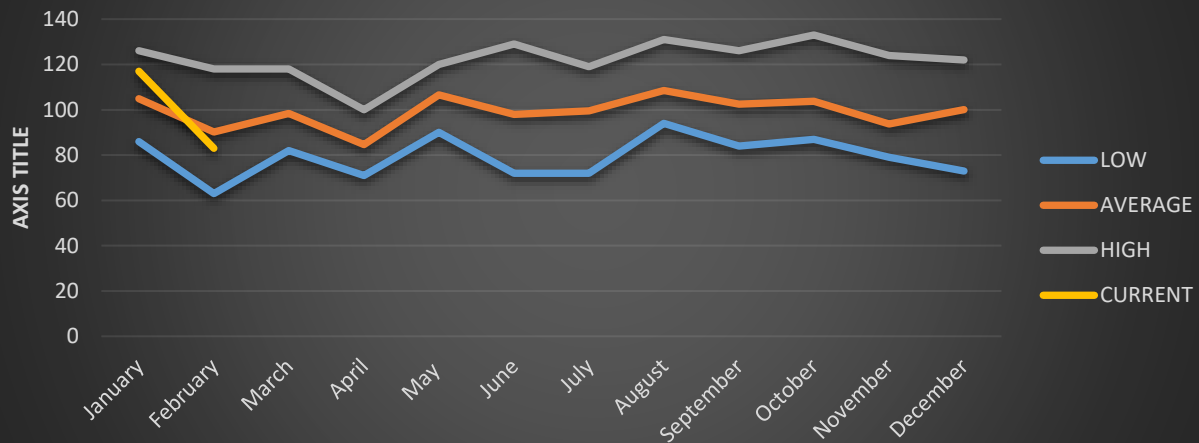
PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	45
Cardiac: ECG Monitoring (4-Lead or Defib pads)	38
Cardiac: 12-Lead ECG	34
Assessment: Patient Assessment	30
COVID/FLU: Surgical Mask Placed on Patient	21
Respiratory: etCO2 Digital Capnography	5
Ortho: Spinal Assessment	3
Assessment: Orthostatic Vital Signs	1
Assessment: Stroke Exam	1
Movement: Movement via Extrication Device (Full Length)	1
Ortho: Spinal Motion Restriction Applied w/C-Collar	1
Ortho: Splinting (General)	1
Ortho: Splinting (Pelvic Binder/Sling)	1
Respiratory: BiPAP	1
Soft Tissue: General Wound Care	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	10
Oxygen	9
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	4
Fentanyl	4
Aspirin	3
Ketorolac / Toradol	3
Albuterol	2
Dextrose 10% (D10)	2
Diltiazem / Cardizem	2
Ondansetron / Zofran	2
Dexamethasone (Decadron)	1
Ketamine	1
Lactated Ringers (LR)	1
Magnesium Sulfate	1
Methylprednisolone / Solu-Medrol	1
Prochlorperazine / Compazine	1

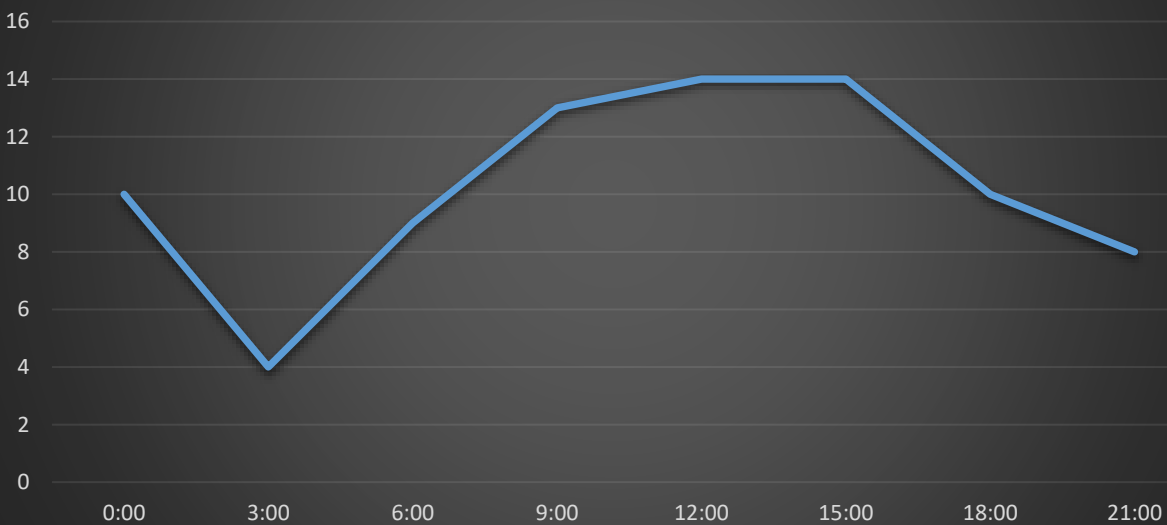


Monthly Call Volume Comparison



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

EMS Calls by Time of Day February - 2021





EMS Calls by Day of the Week February - 2021

