ALLENSTOWN & PEMBROKE

TRI TOWN

Emergency Medical Service

Paramedic Ambulance Service

Monthly Director's Report

for the month of

February 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 March 7, 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:		92
	February 2016:	75
Allenstown, NH:		43
	February 2016:	37
Pembroke, NH:		43
	February 2016:	31
Barnstead, NH (Incl. Center Barnstead):		1
Bow, NH:		0
Concord, NH:		2
Deerfield, NH:		0
Epsom, NH:		1
Hooksett, NH:		2
Manchester, NH:		0
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:		85
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:		6
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:		7
	February 2016:	4
Concord Fire Department:		5
Epsom Fire Department:		2
Hooksett Fire Department:		0
DHART (Air Medical Transport):		0
Other EMS Agency:		0
1.5 Total Number of Patients Transported to the Hospital:		63
Catholic Medical Center (CMC), Manchester, NH		1
Concord Hospital, Concord, NH		51
Elliot Hospital, Manchester, NH		11
1.6 Number of Patients who Refused Transport to the Emergency Department:		10
1.7 Total Number of EMS Responses that Resulted in Another Disposition:		12

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

2.1 Average Reaction Time:	0:51
2.2 Average Response Time:	5:26
2.3 Average On-Scene Time:	19:14
2.4 Average Transport Time:	19:22
2.5 Average Time the Ambulance was Unavailable at the Hospital:	18:39
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1:3:32

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

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	3	1	0	0	1	1	1
0300-0559	0	1	1	1	1	4	0
0600-0859	2	0	1	1	6	0	0
0900-1159	0	0	1	2	1	1	1
1200-1459	3	0	6	3	2	2	1
1500-1759	1	4	5	1	3	2	3
1800-2059	3	3	3	1	2	2	1
2100-2359	1	1	1	1	3	0	1
TOTALS:	*13*	*10*	*18*	*10*	*19*	*12*	*8*

2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Breathing Problem (6)	19
Falls (17)	12
Sick Person (26)	9
Chest Pain (Non-Traumatic) (10)	7
Psychiatric / Behavioral / Suicide Attempt (25)	5
Allergic Reaction / Stings / Bites (2)	4
MVC / Transportation Incident (29)	4
Diabetic Problem (13)	3
Altered Mental Status (26)	2
Assault (4)	2
Headache (18)	2
Lift / Invalid Assist	2
Overdose / Misuse of Meds / Poisoning (23)	2
Seizure (12)	2
Stroke / CVA / TIA (28)	2
Unconscious / Syncope (31)	2
Abdominal Pain (1)	1
Back Pain (Non-Traumatic) (5)	1
Fracture (30)	1
Heart Problems / AICD (19)	1
Intercept	1
Medical Alarm (32)	1
Medication Reaction (Not Allergic)	1
No Other Appropriate Choice	1
Pain (26)	1

2.9 PROCEDURES PERFORMED by EMS PERSONNEL

Procedure Name	# of Times Procedure Performed
Vascular: IV / Extremity Vein Catheterization	70
Cardiac: 12-Lead ECG	33
Cardiac: 4-Lead / Defib Pads ECG Monitoring	23
Assessment: Patient Assessment	21
Spinal Motion Restriction w/ C-Collar	5
Assessment: Stroke Exam	3
Spinal Assessment	3
Splinting (General)	3
General Wound Care	3
Patient Cooling (Cold Pack)	2
Respiratory: CPAP	2
Splinting - Traction	1

2.10 MEDICATIONS ADMINSTERED BY EMS PERSONNEL

Medication Name	# of Times Medication was Administered
Oxygen	16
DuoNeb / Albuterol mixed with Atrovent	14
Normal Saline	13
Fentanyl	12
Ondansetron / Zofran	12
Methylprednisolone / Solu-Medrol	6
Aspirin	5
Dextrose 10% (D10)	3
Dextrose	2
Epinephrine 1:1,000	2
Glucose (Oral)	2
Midazolam / Versed	2
Acetaminophen	1
Albuterol	1
Diphenhydramine / Benadryl	1
Glucagon	1
Ketorolac / Toradol	1
Magnesium Sulfate	1
Nitroglycerin	1

SECTION 3: TRI-TOWN EMS PERSONNEL:

During the Month of February 2017, one (1) Per Diem Paramedic resigned. There is currently two employees in the orientation process. The current staffing level is as follows:

3.1	Full Time Employees:	4	*Paramedics*					4
3.2	Part Time Employees:	1	*Paramedic*	2	*AEMT*	2	*EMT*	5
3.3	Per Diem Employees:	2	*Paramedics*	7	*AEMT*	5	*EMT*	14
3.4	TOTAL WORK FORCE:	7	*Paramedics*	9	*AEMT*	7	*EMT*	23

3.5 Director's Hours – (24 hours on Ambulance, 16 hours for Administrative per week)

Amb. Hours: 41 Admin Hours: 136 Hol. / Paid Time Off: 8 Details 0

Required: 96 Required: 64 Available: 8

3.6 Injury Report: ☒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. 2017 Ford F550 / PL Custom Ambulance (received)(Balance Paid Indicated) Cost: $185,991.99
2. Stryker PowerPRO Stretcher (Paid 2016) Cost:
3. Stryker PRO Stairchair (Paid 2016) Cost:

4.2 Equipment Maintenance: ☒No Equipment Maintenance to Report

1. Equipment Name:
   Maintenance Item:
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
2. 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. *ALLENSTOWN FIRE DEPT. / Town of.*	1. Coordinated the Radio Installation and Programming for Ambulance 8.
2 *Auburn Fire Department*	1. Request Tri-Town EMS participation at the June 24th 2017 MCI Drill with 50 patients. Contact person: Alex at 483-8141
3. *CONCORD HOSPITAL*	1. Confidential; Complaint Number 02222017104
4. *NH Homeland Security and Emergency Management*	1. EMS in the Warm Zone Grant.

SECTION 6: FINANCIALS

6.1	REVENUES		
	6.1.1	Ambulance Billing (Based on ComStar Reports)	$38,237.44
	6.1.2	Details	$0.00
	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)	$50.00
	6.1.6	Town of Allenstown Payment	$0.00
	6.1.7	Town of Pembroke Payment	$0.00
	6.1.8	Donations	$0.00
	6.1.9	***TOTAL REVENUE for MONTH***	**$38,287.44**
	6.1.10	NOTES:	

6.2	EXPENSES			
	6.2.1	Payroll #1	Employee Compensation	$14,642.14
	6.2.2	Payroll #2	Employee Compensation	$16,671.73
	6.2.3	Payroll #3	Employee Compensation	$17,157.15
	6.2.4	Over Time		$1,296.90
	6.2.5	EMS Supplies		$1,256.30
	6.2.6	Equipment		$3,691.85
	6.2.7	Office Expenses	Phone, Copier, Supplies, etc.	$761.64
	6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability	$4,291.16
	6.2.9	Fuel		$500.03
	6.2.10	Veh. Maintenance		$0.00
	6.2.11	Uniforms		$1,171.70
	6.2.12	OTHER		$1,634.95
	6.2.13	***TOTAL EXPENSES for MONTH***		**$68,297.49**
	6.2.14	NOTES:		

6.3	AMBULANCE BILLING SUMMARY *for the* MONTH				
	Payer		# of Transports	Gross Charges	Adjusted Charges
	6.3.1	Medicare	37		
	6.3.2	Medicaid	7		
	6.3.3	BC/BS, Anthem	8		
	6.3.4	Cigna	1		
	6.3.5	Other Comm. Ins / Unknown	5		
	6.3.6	Self Pay, No Ins.	2		
	6.3.7	**TOTALS**	60	$71,070.00	$40,674.09
	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.			

SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
	7.1.1	JEMS Monthly Article	"Special Needs in the Field, A guide to Helping Patients with Disabilities" 0.5cr	EMPLOYEE PARTICIPATION	14/23
	7.1.2	EMS World Article	"Anti-dysrhythmics in Cardiac Arrest: what Does the Literature Say" 0.5cr	EMPLOYEE PARTICIPATION	14/23
	7.1.3	MONTHLY SKILLS	Completed – 10/23;		
	7.1.4	MONTHLY SHIFT TRAINING	"Hypothermia Protocol Review" 0.25cr	EMPLOYEE PARTICIPATION	14/23
	7.1.5	NCCP TRAINING	"ROSC" 2cr; "VAD" 0.5cr Presented By: Hearshell VanLuven	EMPLOYEE PARTICIPATION	10/23
	7.1.6	NEXT NCCP TRAINING	"Special Health Care Needs" 2cr	By: Stephanie Locke, I/C, NRP	April 11, 2017 at the Allenstown Fire Station, 1830
	7.1.7	ORIENTATION	Two (2) employees are in their 40 hour orientation and ride time.		

7.2 GENERAL UPDATES

7.2.1 Rhythm Generator was received by the Service.

7.2.2 Continuous work with employees who relicense in 2017.

7.2.3 McGrath Video and Stryker Stretcher Competencies were completed.

7.2.4 Current Competencies were updated to reflect current equipment and EMS protocols.

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

7.3.1 Two (2) clinical concerns were addressed with applicable staff (022220171014IC & 022320170946EC).

7.3.2 Trends:

7.3.2.1 ECG's need to be added to Patient Care Report

7.3.2.2 Insurance information, Social Security Numbers, or the reason why it was not obtained needs to be documented.

7.3.2.3 "Seconds" need to be documented when entering the EMS incident times.

7.3.2.1 Cardiac monitor and/or 12-lead needs to be entered as a "Procedure" in the Patient Care Report.

7.3.3 Performance Improvement Plan (PIP)

7.3.3.1 One (1) PIP remains in effect.

7.3.4 Recommendations

7.3.4.1 Hold to (2) skills days in 2017 for employees to complete all required competencies.

7.3.4.2 Initiate the Field Training Officer (FTO) program.

7.3.4.3 Finish procedure so that data on LP 15's can be synched with the Surface Pro Tablets.

7.3.4.4 Obtain ISTAT point-of-care testing device.

7.3.5 Controlled Substance tagging issue was discovered and reported to Concord Hospital. Medication count was accurate and no evidence of tampering was found.

7.3.6 Positive Feedback: Kyle Haas was commended on his narratives, specifically in his description of his assessments and the patient's response to treatment.

SECTION 8: VEHICLE MAINTENANCE

8.1	Ambulance 2 (79A2)		
	8.1.1	Mileage	80,473
	8.1.2	Preventative Maintenance	None
	8.1.3	Vehicle Repair(s)	None
	8.1.4	Vehicle was traded to Sugarloaf Ambulance & Emergency Vehicle on 2/16/17	
8.2	Ambulance 3 (79A3)		
	8.2.1	Mileage	81,850

	8.2.2	Preventative Maintenance	Lube and Filter Service
	8.2.3	Vehicle Repair(s)	1. Oil Pressure Transmitter replaced (oil light on, loss of oil pressure on gauge). 2. #1 Cylinder Low Voltage / low firing pressure – Disconnected wire on glow plug. 3. Emergency Lights Malfunction – Disconnected wire in the switch board, blown fuse on the light controller.
8.3	Ambulance 8 (79A8)		
	8.3.1	Mileage	875
	8.3.2	Preventative Maintenance	NONE
	8.3.4	Vehicle Repair(s)	NONE

SECTION 9: DIRECTOR'S COMMENTS AND RECOMMENDATIONS

9.1 AMBULANCE 8 was received by the Service on February 16th. On Friday the 17th, the ambulance had its radio's and repeater installed at Ossipee Mountain Electronics.

9.2 NH EMS AMBULANCE INSPECTIONS: The state came to Tri-Town EMS and inspected both ambulances (A3 & A8) on February 21. Both ambulance passed inspection.

9.3 PUBLIC SERVICE: on February 11, the Service brought Ambulance 3 to Raymond to go over medical concerns for each age group of Girl Scouts. The girls got a tour of the ambulance and were able to ask questions about EMS and the topic for their age group.

9.4 DRIVER TRAINING: All but a few employees received Driver Training on the new ambulance during the week and a half from when the ambulance was delivered to when the ambulance officially went in service.

9.5 CONFIDENTIAL INTERNAL INQUIRY:

SECTION 10: ADMINISTRATION

- Chairman of the Board, Allenstown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allenstown Fire Chief: Chief Dana Pendergast
- Pembroke Fire Chief: Chief Harold Paulsen
- Allenstown 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