



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:	January 2022
REPORT DATE:	February 8, 2022

1. EMS OPERATIONS	<ul style="list-style-type: none">• Tri-Town EMS' service area saw 125 EMS incidents in January 2022• 107 EMS Incidents were handled by Tri-Town EMS• 67 Transports (53.6%)• 16 calls were given to Mutual Aid. (Provided mutual aid 9 times).• The Service continued to investigate and resolve previously reported complaints/concerns. The service and those involved have seemed to come to a reasonable resolution.• Service is currently pursuing 4 applications• The Service replied to Centers of Medicare/Medicaid Services (CMS) pertaining to EMS Cost Survey. The Service will be reporting 2022 costs to CMS by May of 2023.• Annual reports were submitted to both towns.• Stryker Load System and LUCAS 3 were ordered for Ambulance 3.• Service attended Concord Hospital and Bureau of EMS' EMS GRANDROUND on Respiratory Emergencies, held at the NH Fire Academy.
2. AMBULANCES / EQUIPMENT	<p><u>AMBULANCE 3: (Back-up)</u></p> <ul style="list-style-type: none">• 5,053 Miles• Ambulance 3 was used on 3 EMS Incidents. <p><u>AMBULANCE 8: (Primary)</u></p> <ul style="list-style-type: none">• 101,759 miles• Ambulance 8 was used on 104 EMS Incidents• Ambulance 8 has a headlight out. <p><u>DURABLE MEDICAL EQUIPMENT (DME):</u></p> <ul style="list-style-type: none">• The LUCAS 3 displayed an ERROR light while being used during a Cardiac Arrest. Shortly after the Error light came on, the unit stopped working. Crew reports the patient's chest was rigid and lacked much recoil. Manual chest compressions were performed. After the call, had the LUCAS 3 placed on the Service training mannequin. Device worked as intended.



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	<ul style="list-style-type: none">LUCAS 3 and Stryker Power Load System ordered for Ambulance 3 under the Locality Equipment Purchase Program (LEPP)Refrigerator on Ambulance 3 was not working. Ambulance was also found to have a dead battery. Ambulance 3 was "jumped started" and left to run and charge the batteries. Problem was found to be with a tripped breaker at the station. No issues with the ambulance noted.							
3. STAFFING	FULL TIME PARAMEDICS: 4							
	PART TIME STAFF:	3	EMT:	1	AEMT:	1	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							
4. TRAINING	MONTHLY NCCP TRAINING:		"SEPSIS" by Meghan Donahue, January 19 th , 2.0 CEU's; 15/27 employees attended, 21 total attendees					
	MONTHLY ARTICLE TRAINING:		EMS AIRWAY: "An Emergency Guide to Mechanical Ventilation"; 0.25 CEU's; 19/27 employees completed.					
	MONTHLY SKILLS TRAINING:		19/26 employees completed					
	MONTHLY SHIFT TRAINING:		EMS Podcast: "If you Fib, I'll Paddle You-Atrial Fib"; 0.25 CEU's, 19/27 employees completed. DR. RIX EMS PEARLS: "COVID Discussion"; 0.25 CEU's; 19/27 employees completed/					
	MONTHLY MEDICATION REVIEW:		Glucagon, 0.25 CEU's, 19/27 employees completed.					
	OTHER:		NONE					
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	MONTH	IV's	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Success	39	1	1	--	--	--	--
	Attempted	51	2	1	--	--		
	Percentage (%)	76.47%	50.0%	100%	--	--		
	12-MONTHS	IV'S	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Success	531	6	10	3	--	13	3
	Attempted	665	10	11	3	--		
	Percentage (%)	79.9%	60.0%	90.9%	100%	--		



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	<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.• Service addressed one (1) Complaints/concerns from January, in February.<ul style="list-style-type: none">o Document #190002012022<ul style="list-style-type: none">▪ Closed▪ Protocol Concern.▪ Service/Concord Hospital EMS Medical Director, Dr. Rix notified.
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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$455,000.00	\$35,160.95	\$35,160.95
Allenstown Payment	\$233,701.00	--	--
Pembroke Payment	\$260,609.00	--	--
Miscellaneous Revenue	\$2,500.00	--	--
Interest	\$1,000.00	--	--
TOTAL REVENUE	\$952,810.00	\$35,160.95	\$35,160.95
Full Time Salaries	\$268,755.00	\$20,866.39	\$20,866.39
Per Diem Salaries	\$260,650.00	16,740.84	16,740.84
Overtime	\$35,800.00	\$2,641.49	\$2,641.49
Health Insurance	\$103,400.00	\$8,281.31	\$8,281.31
Dental Insurance	\$6,750.00	\$540.44	\$540.44
Life Insurance	\$240.00	\$16.80	\$16.80
Disability Insurance	\$3,480.00	\$263.03	\$263.03
Social Security	\$35,001.00	\$2,404.82	\$2,404.82
Medicare	\$8,695.00	\$562.44	\$562.44
NH Retirement	\$42,652.00	\$3,284.82	\$3,284.82
Uniforms	\$5,250.00	--	--
Training & Certification	\$3,750.00	--	--
Legal Services	\$10,200.00	--	--
Telephone	\$6,000.00	--	--
Contracted Billing Services	\$22,250.00	--	--
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$85,700.00	--	--
Liability Insurance	\$10,000.00	\$7,261.60	\$7,261.60
Unemployment Compensation	\$775.00	\$813.35	\$813.35
Worker's Compensation	\$14,900.00	\$11,324.60	\$11,324.60
Department Supplies	\$16,160.00	--	--
Postage	\$1,250.00	--	--
Fuel	\$8,000.00	--	--
Office Supplies	\$3,070.00	--	--
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$8,711.00	--	--
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,670.00	--	--
Vehicle Maintenance & Repair	\$8,000.00	--	--
Computer/Software	\$1,700.00	--	--
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$1,058,510.00	\$75,001.93	\$75,001.93
REVENUE (-) EXPENDITURES	--	(\$39,840.98)	(\$39,840.98)
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		125	(January 2021 –117)				
	Allenstown	61	(January 2021 – 62)				
	Pembroke	55	(January 2021 – 48)				
	Bow	0					
	Chichester	0					
	Concord	6					
	Deerfield	1					
	Epsom	0					
	Hooksett	2					
	Loudon	0					
	Northwood	0					
	Pittsfield	0					
INCIDENTS Handled by Tri-Town EMS		107	(January 2021 – 105)				
Mutual Aid RECEIVED from other Departments		18	(January 2021 – 12)				
	Bow Fire Dept.	0					
	Chichester Fire Dept.	0					
	Concord Fire Dept.	4					
	Epsom Fire Dept.	4					
	Hooksett Fire Dept.	10					
	Pembroke Fire Dept.	0					
Mutual Aid GIVEN to Other Communities		9	(January 2021 – 7)				
TOTAL Number of Patient’s TRANSPORTED to the HOSPITAL		67	(January 2021 – 66)				
	Concord Hospital	56	(83.58%)				
	Catholic Medical Center (CMC)	5	(7.46%)				
	Elliot Hospital	6	(8.96%)				
Average CALL LENGTH in TIME (Dispatch until Clear from Call)		1	Hours	7	Minutes	55	Sec
Average Reaction Time (Dispatch until Ambulance Responds)		0	Hours	0	Minutes	52	Sec
Average Response Time (Dispatch until Ambulance On Scene)		0	Hours	6	Minutes	16	Sec
Average On-Scene Time		0	Hours	18	Minutes	42	Sec
Average Transport Time		0	Hours	19	Minutes	29	Sec
Average at Hospital Time		0	Hours	23	Minutes	58	Sec



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EMS INCIDENTS *by* DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Falls (17)	18
Breathing Problems (6)	11
Chest Pain (Non-Traumatic) (10)	11
MVC/Transportation Incident (29)	10
Sick Person (26)	8
Medical Alarm (32)	7
Abdominal Pain/Problems	6
Psychiatric/Behavioral/Suicide Attempt (25)	6
COVID-19 or Flu-Like Illness (36)	5
Unconscious/Syncope (31)	4
Hemorrhage/Laceration/Bleeding (21)	3
Standby	3
Back Pain (Non-Traumatic) (5)	2
Cardiac Arrest / Death (9)	2
Lift/Invalid Assist	2
Nausea/Vomiting (26)	2
Stroke/CVA/TIA (28)	2
Unknown Problem/Person Down (32)	2
Well Person Check	2
Alcohol Intoxication	1
Animal Bite / Attacks (3)	1
No Other Appropriate Choice	1
Overdose/Misuse of Meds/Poisoning (23)	1
Pain (26)	1
Pregnancy/Childbirth/Miscarriage (24)	1
Seizure (12)	1
Traumatic Injury (30)	1



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PROCEDURES ADMINISTERED

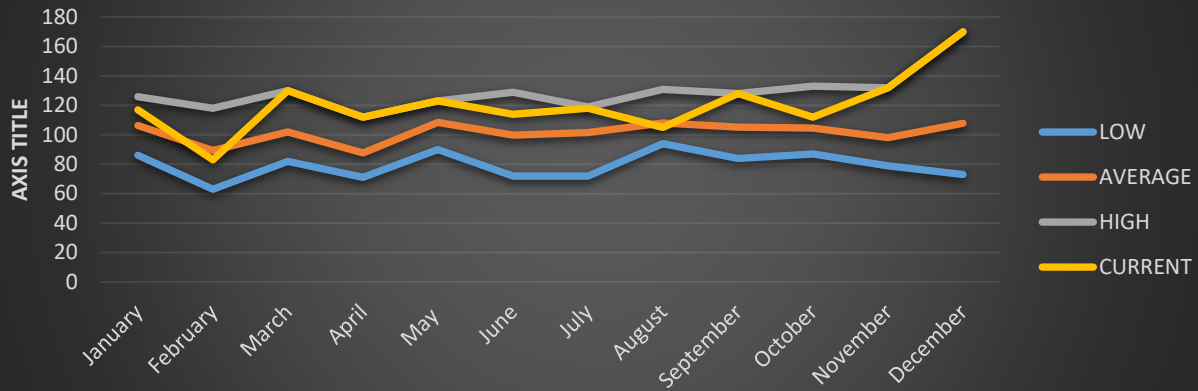
PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	51
Cardiac: ECG Monitoring (4Lead or Defib Pads)	47
Cardiac: 12-Lead ECG Obtained	40
Assessment: Patient Assessment	32
COVID/FLU: Surgical Mask Placed on Patient	25
Assessment: Stroke Exam	2
Soft Tissue: General Wound Care	2
Vascular: IO/Intraosseous Cannulation	2
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical Device)	1
General: Patient Cooling (Cold Pack or General)	1
Ortho: Splinting (General)	1
Respiratory: BVT/Bagged Ventilations (via Tube)	1
Respiratory: etCO2 Digital Capnography	1
Respiratory: ETT/Intubation (Orotracheal)	1
Vascular: Point of Care Blood Lab Analysis	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	18
Fentanyl	16
Ondansetron/Zofran	12
Aspirin	10
Oxygen	10
Epinephrine 1:10,000 (Epi 0.1 mg/ml)	7
Albuterol	4
Ketorolac / Toradol	3
Lactated Ringers (LR)	3
Nitroglycerin	3
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	1
Dextrose 10% (D10)	1
Dexamethasone (Decadron)	1
Hydromorphone / Dilaudid	1
Magnesium Sulfate	1
Metoclopramide / Reglan	1

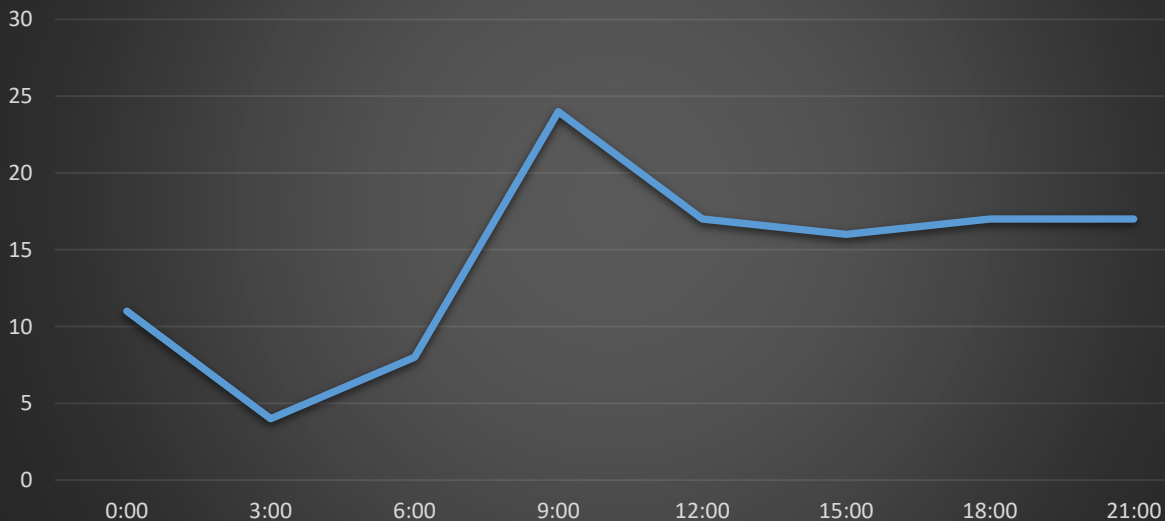


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	2	2	3	1	0	2	1	11
3:00	5:59	0	1	1	0	1	0	1	4
6:00	8:59	0	2	2	1	2	0	1	8
9:00	11:59	1	6	3	6	3	4	1	24
12:00	14:59	0	7	2	2	3	1	2	17
15:00	17:59	4	2	2	2	1	2	3	16
18:00	20:59	4	2	3	1	3	2	2	17
21:00	23:59	4	3	2	3	0	3	2	17
	TOTAL	15	25	18	16	13	14	13	

EMS Calls by Time of Day January 2022





EMS Calls by Day of the Week January 2022

