



# 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 2023
REPORT DATE:	February 2, 2023

<b>1. EMS OPERATIONS</b>	<ul style="list-style-type: none"><li>• Tri-Town EMS' service area saw 125 EMS incidents in January 2023</li><li>• 117 EMS Incidents were handled by Tri-Town EMS</li><li>• 70 Transports (56.00%)</li><li>• Mutual Aid Companies provided coverage to the Service Area 8 times</li><li>• Mutual Aid was provided to other communities 7 times.</li><li>• Service is no longer using paper ambulance check sheets or medication count forms. Equipment, Supplies, Medications and Controlled Substances are now being logged in NHTEMSIS.</li><li>• Ambulance 8 was OOS for two days in January for Mechanical Repairs, as such, Tri-Town EMS operated one ambulance for these two days.</li><li>• Ambulance 3 was operational for the whole month of January. During the month, Ambulance 3 was at the AEMT level for 7 days, 24-hour coverage for 2 days and at the Paramedic level (day shift) for 22 days. Meaning, Tri-Town EMS ran two paramedic ambulances for 22 days out of 31.</li><li>• The Service did a CPR demonstration for the "Adulting 101" class at Pembroke Academy on January 9<sup>th</sup>.</li></ul>
	<u>AMBULANCE 3: (Day-Time Ambulance)</u> <ul style="list-style-type: none"><li>• 7,869 Miles</li><li>• Ambulance 3 was used on 37 EMS Incidents in January.</li></ul>
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none"><li>• 122,356 miles</li><li>• Ambulance 8 was used on 80 EMS Incidents in January.</li><li>• Both front seats need to be replaced as they are significantly ripped.</li><li>• Lube and Filter Service performed by Pembroke DPW.</li><li>• Ambulance 8 had a Coolant Leak. Was sent to Grappone Ford to have repairs. Two leaks were</li></ul>



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	found and repair. Cabin Filter and Wipers were also replaced.							
	<u>DURABLE MEDICAL EQUIPMENT (DME) :</u>							
	• Nothing to report							
3. STAFFING	FULL TIME PARAMEDICS: 4							
	PART TIME STAFF:	3	EMT:	0	AEMT:	2	PARAMEDIC:	1
	PER DIEM STAFF:	21	EMT:	6	AEMT:	9	PARAMEDIC:	6
	• One applicant was Hired in January							
	• The Service received two other applications, 1-EMT and 1-Paramedic							
4. TRAINING	MONTHLY NCCP TRAINING:		N/A					
	MONTHLY ARTICLE TRAINING:		FOAMFRAT: "Increased Intracranial Pressure"; 0.25 CEU's; 20/29 employees completed. 911 Podcast: "Respiratory Syncytial Virus"; 0.25 CEU's, 20/29 employees completed.					
	MONTHLY SKILLS TRAINING:		16/29 employees completed					
	MONTHLY SHIFT TRAINING:		"Pulmonary Edema and carcan/Opiods"; 0.25 CEU's, 20/29 employees completed.					
	MONTHLY MEDICATION REVIEW:		N/A					
	OTHER:		N/A					
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	43	2	1	--	--	1	--
	Attempted	56	2	1	--	--		
	Percentage (%)	76.79%	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	517	9	7	1	1	6	1
	Attempted	672	9	9	1	1		
	Percentage (%)	76.9%	100%	77.8%	100%	100%		
	• Service continues to review 100% of all EMS Incidents. Review is logged on a QA log form.							



	<ul style="list-style-type: none"><li>• General reminders are needed to ensure completeness of Patient Care Reports / EMS Incident Reports.<ul style="list-style-type: none"><li>◦ Complete list of procedures that are performed</li><li>◦ Missing Vital Signs</li><li>◦ Incomplete Demographics.</li></ul></li><li>• Medication Administration Error issue found. <u>Complaint # 23-01-001</u>; Employee remediation is determined to be the only action needed. Medication Director to be officially notified when complaint is closed.</li><li>• Three (3) call in January where, through the QA process, it was felt ALS interventions were indicated and not administered. Each case was discussed with the appropriate crew. (23-0067, 23-0069 &amp; 23-0073)</li><li>• EMS Run #23-0084, pt had an adverse reaction to sedation and an ECG was not performed. The rest of the care was excellent to include the aggressive use of BiPAP. Case was discussed with the Paramedic.</li><li>• EMS Run #23-0059 - Paramedics Danielle Byrne &amp; Jada Goodrich and EMT's Joseph Sullivan &amp; Robert Vodra worked on a patient in Cardiac Arrest. Both Ambulance 3 &amp; 8 Responded. Despite excellent care and great teamwork, the patient passed in the Emergency Department.</li><li>• Starting March 1<sup>st</sup>, to address billing concerns, questions will be added to the EMS runs to improve compliance with entering billing information and getting signatures.</li></ul>
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### FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$515,000.00	\$28,271.49	\$28,271.49
Allenstown Payment	\$142,375.00	--	--
Pembroke Payment	\$149,358.00	--	--
Miscellaneous Revenue	\$2,500.00	\$549.00	\$549.00
Interest	\$1,000.00	--	--
<b>TOTAL REVENUE</b>	<b>\$810,233.00</b>	<b>\$28,820.49</b>	<b>\$28,820.49</b>
Full Time Salaries	\$298,672.00	\$20,345.83	\$20,345.83
Per Diem Salaries	\$407,496.00	\$31,189.66	\$31,189.66
Overtime	\$38,185.00	\$4,309.33	\$4,309.33
Health Insurance	\$109,340.00	\$8,836.16	\$8,836.16
Dental Insurance	\$7,000.00	\$548.67	\$548.67
Life Insurance	\$240.00	\$16.80	\$16.80
Disability Insurance	\$3,480.00	\$263.03	\$263.03
Social Security	\$46,077.00	\$3,462.38	\$3,462.38
Medicare	\$11,446.00	\$860.01	\$860.01
NH Retirement	\$46,913.00	\$2,880.00	\$2,880.00
Uniforms	\$2,425.00	--	--
Training & Certification	\$3,750.00	--	--
Legal Services	\$10,200.00	--	--
Telephone	\$6,000.00	\$235.57	\$235.57
Contracted Billing Services	\$22,250.00	--	--
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$1.00	--	--
Liability Insurance	\$10,000.00	\$11,874.42	\$11,874.42
Unemployment Compensation	\$850.00	\$399.96	\$399.96
Worker's Compensation	\$14,900.00	\$15,000.02	\$15,000.02
Department Supplies	\$12,800.00	\$84.28	\$84.28
Postage	\$1,250.00	--	--
Fuel	\$18,000.00	--	--
Office Supplies	\$3,475.00	\$215.56	\$215.56
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$9,911.00	--	--
Radio/Communications Equipment	\$1.00	--	--
Medical Evaluation	\$4,670.00	--	--
Vehicle Maintenance & Repair	\$12,500.00	\$1,796.77	\$1,796.77
Computer/Software	\$1,700.00	--	--
Equipment & Vehicle Replacement	\$0.00	--	--
Grant	\$0.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>\$1,110,233.00</b>	<b>\$102,318.80</b>	<b>\$102,318.80</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>--</b>	<b>(\$73,498.31)</b>	<b>(\$73,498.31)</b>
<b>TRANSFER from FUND BALANCE</b>	<b>\$300,000.00</b>	<b>--</b>	<b>--</b>
<b>TRANSFER from CIP</b>	<b>--</b>	<b>--</b>	<b>--</b>
<b>BUDGET BALANCE</b>	<b>--</b>	<b>--</b>	<b>\$1,007,914.20</b>



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### INCIDENT DATA

<b>TOTAL Number of Incidents</b>	<b>125</b>	<b>(January 2022 –125)</b>			
Allenstown	55	(January 2022 –61)			
Pembroke	63	(January 2022 –55)			
Bow	0				
Chichester	0				
Concord	5				
Deerfield	0				
Epsom	0				
Hooksett	2				
Loudon	0				
Northwood	0				
Pittsfield	0				
<b>INCIDENTS Handled by Tri-Town EMS</b>	<b>117</b>	<b>(January 2022 –107)</b>			
<b>Mutual Aid RECEIVED from other Departments</b>	<b>8</b>	<b>(January 2022 – 18)</b>			
Bow Fire Dept.	0				
Chichester Fire Dept.	1				
Concord Fire Dept.	4				
Epsom Fire Dept.	1				
Hooksett Fire Dept.	2				
Pembroke Fire Dept.	0				
<b>Mutual Aid GIVEN to Other Communities</b>	<b>7</b>	<b>(January 2022 –9)</b>			
<b>TOTAL Number of Patient's TRANSPORTED to the HOSPITAL</b>	<b>70 (56.00%)</b>	<b>(January 2022 –67)</b>			
Concord Hospital	49	(70.00%)			
Catholic Medical Center (CMC)	7	(10.00%)			
Elliot Hospital	14	(20.00%)			
<b>Average CALL LENGTH in TIME (Dispatch until Clear from Call)</b>	<b>1</b>	<i>Hours</i>	<b>6</b>	<i>Minutes</i>	<b>43</b> <i>Sec</i>
Average Reaction Time (Dispatch until Ambulance Responds)	0	<i>Hours</i>	0	<i>Minutes</i>	36 <i>Sec</i>
Average Response Time (Dispatch until Ambulance On Scene)	0	<i>Hours</i>	5	<i>Minutes</i>	8 <i>Sec</i>
Average On-Scene Time	0	<i>Hours</i>	17	<i>Minutes</i>	55 <i>Sec</i>
Average Transport Time	0	<i>Hours</i>	19	<i>Minutes</i>	41 <i>Sec</i>
Average at Hospital Time	0	<i>Hours</i>	23	<i>Minutes</i>	59 <i>Sec</i>



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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)	15
Chest Pain (Non-Traumatic) (10)	13
Sick Person (26)	10
Lift / Invalid Assist	9
Medical Alarm (32)	5
Psychiatric / Behavioral / Suicide Attempt (25)	5
Unconscious / Syncope (31)	5
Abdominal Pain / Problem (1)	4
Headache (18)	4
COVID-19 or Flu-Like Illness (36)	3
Diabetic Problem (13)	3
MVC / Transportation Incident (29)	3
Choking (11)	2
Dizziness (26)	2
Hemorrhage / Laceration / Bleeding (21)	2
No Other Appropriate Choice	2
Overdose / Misuse of Meds / Poisoning (23)	2
Seizure (12)	2
Standby	2
Stroke / CVA / TIA (28)	2
Unknown Problem / Person Down (32)	2
Alcohol Intoxication	1
Altered Mental Status (26)	1
Back Pain (Non-Traumatic) (5)	1
Cardiac Arrest / Death (9)	1
Fever (26)	1
Head Injury (30)	1
Nausea / Vomiting (26)	1
Traumatic Injury (30)	1



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PROCEDURE PERFORMED	OCCURRENCE
Cardiac: 12-Lead ECG Obtained	69
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	61
Vascular: IV/Extremity Vein Catheterization	56
Assessment: Patient Assessment	45
COVID/FLU: Surgical Mask Placed on Patient	16
Assessment: Orthostatic Vital Signs	5
Respiratory: ETCO2 Digital Capnography	5
Assessment: Stroke Exam	4
Movement: C-Collar Applied for Stabilization	2
Ortho: Spinal Motion Restriction Applied w/C-Collar	2
Respiratory: BVM/Bagged Ventilations via Mask	2
Vascular: IO/Intraosseous Cannulation	2
Cardiac: CPR (Manual)	1
Cardiac: Defibrillation (Manual)	1
General: Patient Cooling (Cold Pack or General)	1
Ortho: Spinal Motion Restriction Applied w/o C-Collar	1
Ortho: Splinting (General)	1
Respiratory: BiPAP	1
Respiratory: BVT/Bagged Ventilation via Tube	1
Respiratory: ETT/Intubation (Orotracheal)	1
Respiratory: Use of Video Laryngoscope	1
Vascular: Point of Care Blood Lab Analysis	1



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MEDICATIONS ADMINISTERED	OCCURANCE
Normal Saline	11
Ondansetron / Zofran	10
Oxygen	9
Albuterol mixed w/Ipratropium Bromide	8
Fentanyl	8
Epinephrine 1:10,000 (Epi 0.1mg/ml)	7
Aspirin	6
Albuterol	5
Nitroglycerin	5
Dexamethasone / Decadron	4
Ketamine	3
Acetaminophen	2
Lactated Ringers	2
Magnesium Sulfate	2
Methylprednisolone / Solu-Medrol	2
Naloxone / Narcan	2
Sodium Bicarbonate	2
Hydromorphone / Dilaudid	1
Midazolam / Versed	1

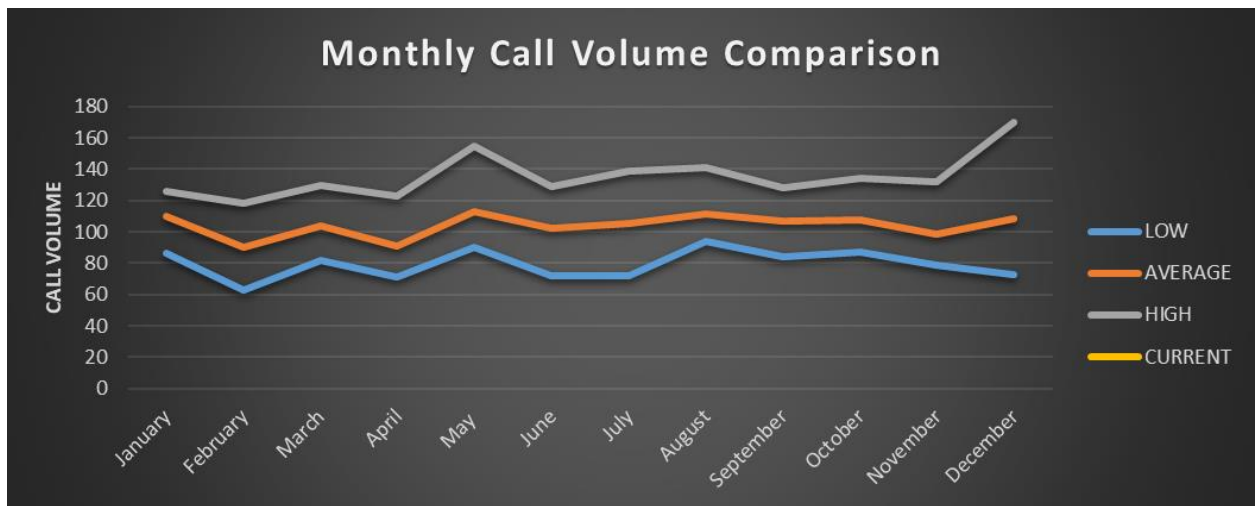


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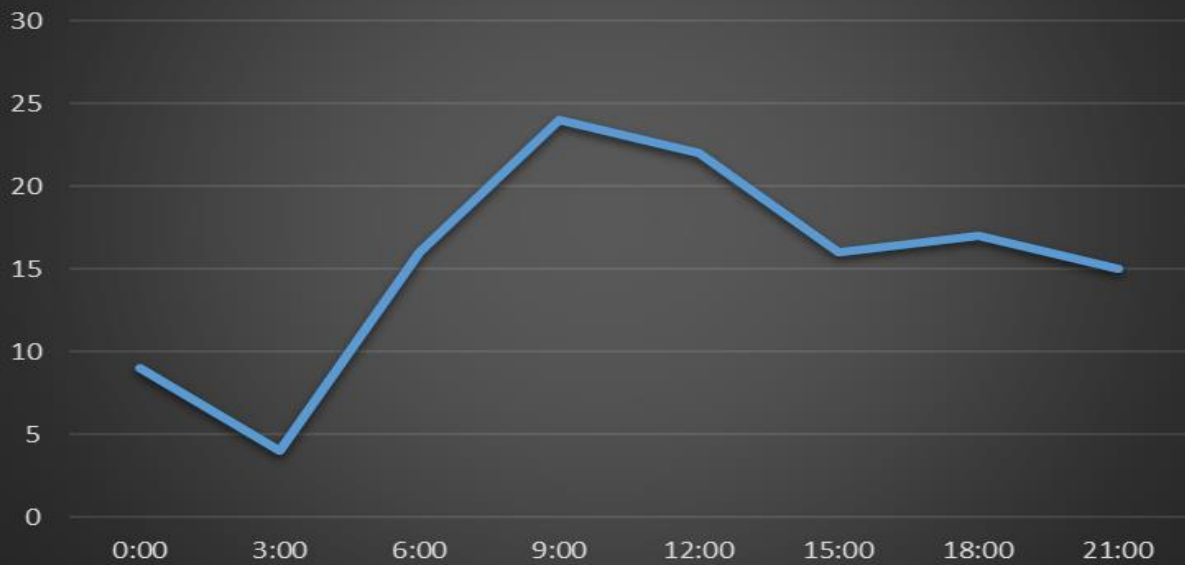
	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2013	107	79	92	78	93	93	95	94	84	89	79	98	1081
2014	98	82	90	71	90	72	80	97	99	89	79	91	1038
2015	98	63	82	76	118	89	72	102	85	87	83	96	1051
2016	86	75	88	75	101	97	100	100	88	112	87	73	1082
2017	101	92	91	90	112	129	114	113	115	126	99	120	1302
2018	126	117	113	93	120	105	119	111	120	133	93	114	1364
2019	116	95	113	94	106	89	113	131	126	94	106	87	1270
2020	107	118	118	100	113	110	103	120	103	100	124	122	1338
2021	117	83	130	112	123	114	118	105	128	112	132	170	1444
2022	125	101	124	123	155	129	139	141	123	134	103	111	1508
2023	125												
2024													
AVERAGE	109.6364	90.5	104.1	91.2	113.1	102.7	105.3	111.4	107.1	107.6	98.5	108.2	1249.336



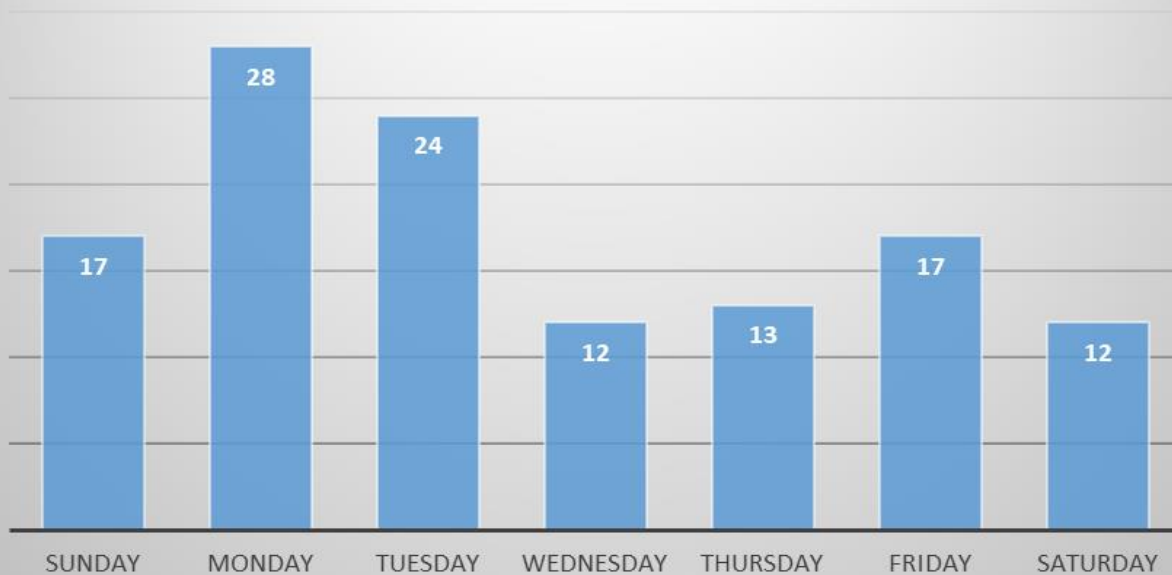
		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	2	1	2	1	1	0	2	9
3:00	5:59	0	3	0	0	0	0	1	4
6:00	8:59	1	4	4	0	1	4	2	16
9:00	11:59	4	5	6	3	1	4	1	24
12:00	14:59	2	7	5	2	2	4	0	22
15:00	17:59	4	2	2	1	2	2	3	16
18:00	20:59	4	3	3	3	4	0	0	17
21:00	23:59	0	3	2	2	2	3	3	15
	TOTAL	17	28	24	12	13	17	12	



### EMS Calls by Time of Day January 2023



### EMS Calls by Day of the Week January 2023





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## *Monthly Director's Report*

