



Tri-Town Emergency Medical Services



Monthly Director's Report
July 2020

July 2020 in SUMMARY

- 2021 Budget and Write-Up was completed.
- Recruitment and hiring continue.
- Topic of inactive employees was addressed

STAFFING & RECRUITMENT

Two (2) employees were hired in the Month of July. One (1) Advanced Emergency Medical Technician (AEMT) and One (1) Emergency Medical Technician (EMT). Both employees are per diem.

During the month of July, one (1) of the full time paramedics resigned her position with the Service and opted to stay on as a Per Diem. This created a significant hole in the schedule for the month of August.

Additionally, a part time employee went out on injury in the month of July and would be out until mid-September. This with the new vacancy, and previously approved vacations, will put a significant strain on the schedule for the month of August. The Service will have to contend with down grading the ambulance and potentially shutting the ambulance down for a shift(s).

The Service is pursuing two (2) more applications. One (1) is for a per diem EMT and the other is for a full time Paramedic.

BUDGET

The 2021 Budget and associated write-up was completed and made ready for the Board of Director's meeting in August. For 2021, there are no planned changes to how the Service staffs the ambulance and the only major purchase that is planned is the replacement of the Service's training mannequin.

The 2021 budget is for the amount of **\$956,964.00**. This represents an increase of \$86,831.00 of the 2020 budget (\$881,964.00). Lines that are causing significant increases to the budget are as follows:

- Full Time and Per Diem Salary lines were increased a collective **\$14,931.00** to allow for Merit and COLA raises.
- Overtime was increased by **\$6,795.00** to reflect the changes to the non-administrative paramedics working two (2) 24-hour shifts per week. This was done to remain competitive with other EMS services that have 48 hour work week schedules.
- With the increases to salaries and overtime, associated lines, such as Social Security, Medicare and New Hampshire Retirement were subsequently increased.
- Department Supplies was increased by **\$5,260.00** to reflect the actual cost of supplies when compared to past years.
- Health Insurance was increased by **\$60,838.00**. The 2020 budget allotted for one (1) full time employee to have the family plan for health insurance and one (1) full time employee to have a single person plan. 2021's budget has to allow for four (4) full time employees having the family plan.

In the past, the Service would use excess funds to absorb some of the increases associated with operating an EMS agency. Going into the 2021 budget, there is no anticipated excess funds that are available to offset the increases. Furthermore, the Service has experienced a drop in transport volume which basically means, the revenues will not be as high. The over call volume, or number of request for



help remains high, however, the Service traditionally sees a 62%-65% transport rate. For 2020, the Service is seeing a 52%-59% transport rate and may end up with 100 less transports than in years past. The end result is the financial responsibility of the two (2) towns will increase. In the last three (3) years, the Town of Pembroke had 2,022 EMS Incidents (or 55.73%) and the Town of Allenstown had 1,606 EMS Incidents (or 44.27%). The breakdown of what each town is responsible for is as follows:

- Town of Pembroke **\$283,383.00** (+\$61,409.00)
- Town of Allenstown **\$225,081.00** (+\$50,672.00)

INACTIVE EMPLOYEES

Periodically the Service has struggled with a significant percentage of per diem employees who are unavailable to work. This topic has been mentioned numerous time to the Board, and the Service strives to hire enough staff to keep the ambulance staffed and overtime down. During 2019, there was a period where of the 28 employees, only 14 were working shifts. This was made worse in 2020 when COVID-19 became a Pandemic. The Service had seven employees who were out. Most because their full time employer restricted their ability to work for other EMS services.

In the past, the Service would allow for a variety of reasons as to why a per diem employee was able to work. Reasons would include; other employers, schooling and family reasons. The Service has policies in place for leave of absences but fell short of specifying what was acceptable and what was not. Tri-Town EMS is a place of employment, and like other employers, the Service was forced to look at what was an acceptable reason to be out of work.

After some discussion, going forward the Service will limit reasons for inactivity to those specified in FMLA and other federally required leave such as military service. This change will be seen in the upcoming policy manual.

During the July BOD meeting, it was determined that any employee who is unable to work for reasons other than FMLA or military leave would be asked to start providing availability or resign. Those who do not indicate either, will be removed from the Service. There were seven (7) employees who were identified as needing to be contacted and letters were sent to them.

AMBULANCE 3

- Mileage: 2,852 miles
- Used on 2 EMS Incidents during the Month of July.

AMBULANCE 8

- Mileage: 71,390 miles
- Used on 94 EMS Incidents in the Month of July
- No maintenance during the month of July.



CLINICAL & QUALITY ASSURANCE (QA)

- Each full time employee is responsible for reviewing the calls from the previous shift and entering the findings on the QA Log.
- Process is to ensure compliance with State EMS protocols and Service standards.

	IV	IO	ETT w/ Bougie	ETT	KING Airway	BiPAP	CPAP	Ventilator	RSI/DSI
July '20	41/56 73.21%	--	--	1	--	2	--	2	2
12 MONTH	571/802 71.2%	11/14 78.57%	2/4 50.00%	8/8 100%	5/5 100%	21	1	6	3

TRAINING

- JEMS ARTICLE: *"Prehospital Management of VF"*; CEU's 0.25; 16 of 29 employees completed training
 - EMS MED ARTICLE: *"Thermal Burn Injury – Part 3"*; CEU's 0.25; 16 of 29 employees completed training
 - MONTHLY SHIFT TRAINING – Tension Pneumothorax (Dr. Rix Pearl); CEU's N/A; 16 of 29 employees completed training
 - MONTHLY SKILLS TRAINING – 13/29 employees completed training.
 - NCCP – Postponed due to COVID-19
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- Classes remain postponed at Tri-Town EMS and throughout the State due to the Governor's restrictions regarding gatherings greater than 10 people.
 - National Registry of EMT's (NREMT) has lifted the restriction on distributive education. Distributive education are articles or online course and such. There are normally a maximum number of CEU's a provider can use from distributive education. However, due to COVID-19, this restriction has been temporarily removed.
 - American Heart Association (AHA) has extended the expiration of AHA credentials by 120 days.
 - Primex training deadline for all staff is August 1st.



FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$31,749.54	\$244,115.88
Allenstown Payment	\$174,409.00	\$87,205.00	\$87,205.00
Pembroke Payment	\$221,974.00	\$110,987.00	\$110,987.00
Miscellaneous Revenue	\$9,750.00	--	\$623.00
Interest	\$1,000.00	\$63.16	\$1,053.66
TOTAL REVENUE	\$852,133.00	\$230,004.70	\$443,984.54
Full Time Salaries	\$255,500.00	\$30,508.87	\$139,766.07
Per Diem Salaries	\$248,198.00	\$25,224.97	\$135,044.86
Overtime	\$28,000.00	\$5,042.25	\$16,250.05
Health Insurance	\$39,000.00	\$13,439.92	\$44,356.37
Dental Insurance	\$5,900.00	\$876.37	\$3,249.43
Life Insurance	\$150.00	\$12.00	\$75.00
Disability Insurance	\$3,100.00	\$290.24	\$1,930.43
Social Security	\$32,966.00	\$3,768.12	\$18,045.78
Medicare	\$8,189.00	\$935.95	\$4,482.34
NH Retirement	\$31,160.00	\$3,979.30	\$15,713.17
Uniforms	\$6,500.00	\$755.35	\$2,910.73
Training & Certification	\$12,300.00	--	\$1,795.24
Legal Services	\$10,000.00	--	\$8,585.85
Telephone	\$5,820.00	\$734.59	\$3,031.81
Contracted Billing Services	\$20,500.00	\$1,328.87	\$10,270.47
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$10,000.00	--	--
Liability Insurance	\$7,500.00	--	\$8,225.00
Unemployment Compensation	\$650.00	--	\$689.09
Worker's Compensation	\$13,250.00	--	\$11,598.00
Department Supplies	\$14,500.00	\$1,177.66	\$18,497.95
Postage	\$1,900.00	\$3.40	\$148.70
Fuel	\$8,000.00	\$521.99	\$2,972.42
Office Supplies	\$3,200.00	--	\$1,618.53
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$5,900.00	--	\$1,193.40
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,000.00	\$1,132.00	\$2,797.50
Vehicle Maintenance & Repair	\$6,500.00	\$268.48	\$3,506.86
Computer/Software	\$2,000.00	\$95.00	\$1,154.98
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$870,133.00	\$90,095.33	\$457,910.02
REVENUE (-) EXPENDITURES	(\$18,000.00)	\$139,909.37	(\$13,925.48)
TRANSFER from FUND BALANCE	\$8,000.00	--	--
TRANSFER from CIP	\$10,000.00	--	--
BUDGET BALANCE	--	--	--



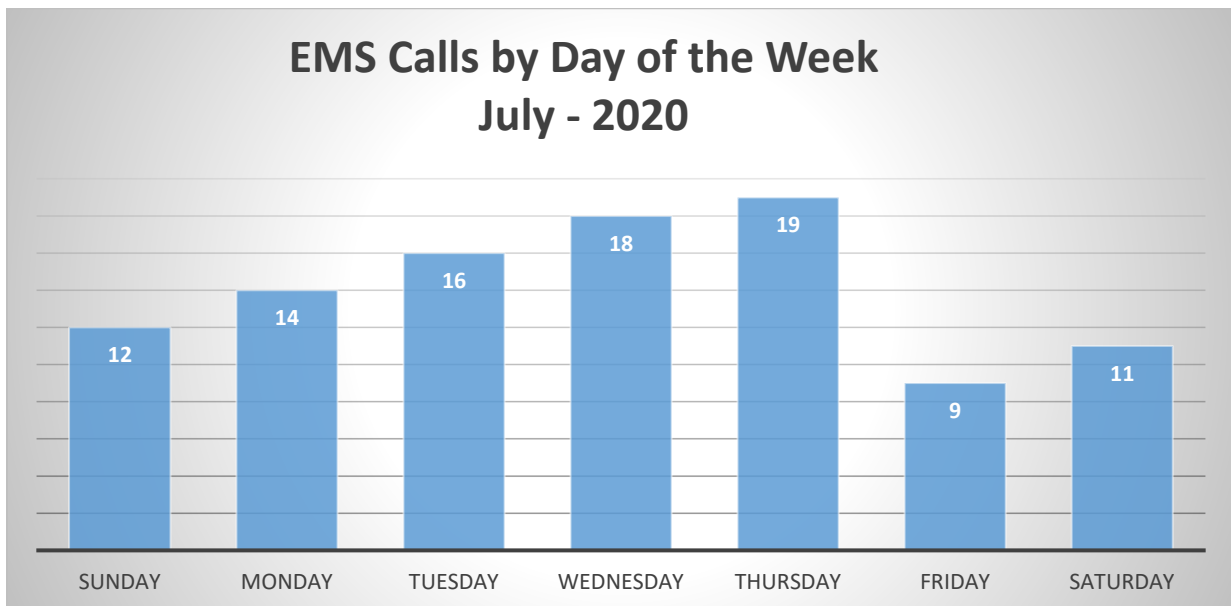
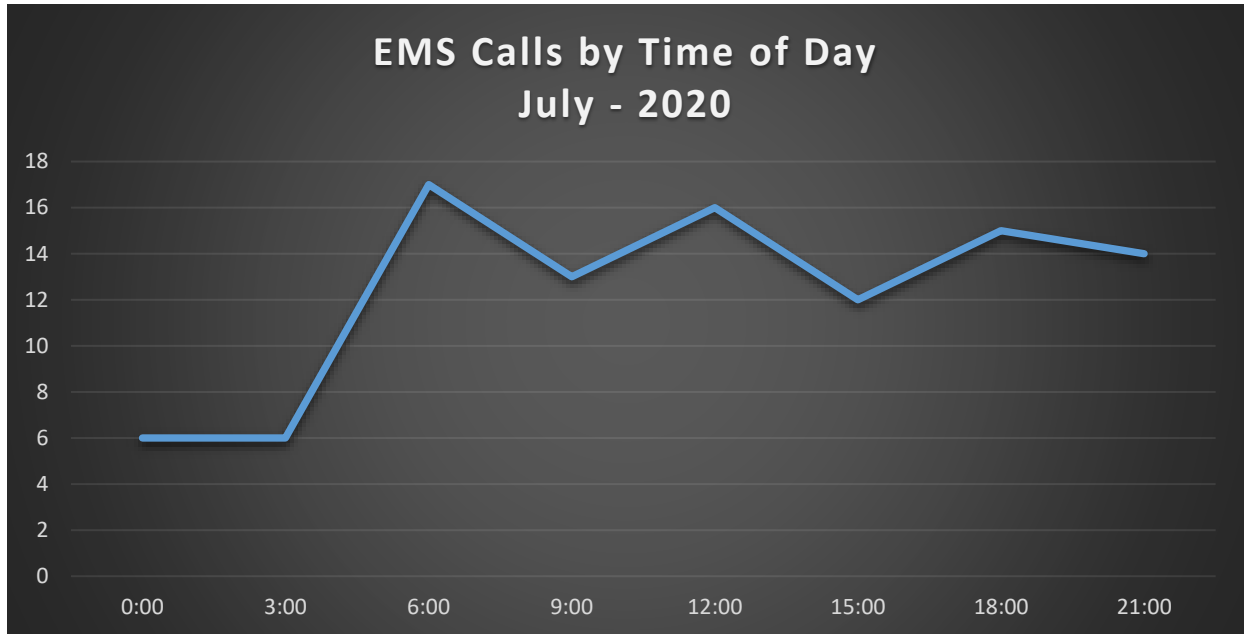
INCIDENT DATA (June 2020)

TOTAL Number of Incidents	103	(July 2019 – 116)
Allentown	49 (47.6%)	(July 2019 – 54)
Pembroke	50 (48.5%)	(July 2019 – 58)
Bow	0	
Chichester	0	
Concord	2	
Deerfield	0	
Epsom	1	
Hooksett	1	
Northwood	0	
INCIDENTS Handled by Tri-Town EMS	96	(July 2019 – 110)
Mutual Aid RECEIVED from other Departments	7	(July 2019 – 6)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	3	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	2	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	4	(July 2019 – 4)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	55 (53.4%)	(July 2019 – 79)
Concord Hospital	42 (76.4%)	
Catholic Medical Center (CMC)	4 (7.3%)	
Elliot Hospital	9 (16.4%)	
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours 7 Minutes 0 Sec	
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours 0 Minutes 56 Sec	
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours 4 Minutes 36 Sec	
Average On-Scene Time	0 Hours 18 Minutes 44 Sec	
Average Transport Time	0 Hours 19 Minutes 27 Sec	
Average at Hospital Time	0 Hours 24 Minutes 13 Sec	



TIME OF CALLS (Time of Day & Day of Week)

		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	2	1	1	0	2	0	0	6
3:00	5:59	0	0	3	2	1	0	0	6
6:00	8:59	1	2	2	2	2	4	4	17
9:00	11:59	2	1	2	3	3	1	1	13
12:00	14:59	4	4	3	2	3	0	0	16
15:00	17:59	0	2	2	3	3	1	1	12
18:00	20:59	2	3	1	2	3	1	3	15
21:00	23:59	1	1	2	4	2	2	2	14
	TOTAL	12	14	16	18	19	9	11	



EMS INCIDENTS *by* DISPATCH REASON

INCIDENT COMPLAINT REPORTED <i>by</i> DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	13
Breathing Problems (6)	9
Unconscious / Syncope (31)	9
Lift / Invalid Assist	7
MVC / Transport Incident (29)	7
Assault (4)	6
Chest Pain (Non-Traumatic) (10)	6
Medical Alarm (32)	6
Dizziness (26)	3
No Other Appropriate Choice	3
Overdose / Misuse of Meds / Poisoning (23)	3
Psychiatric / Behavioral / Suicide Attempt (25)	3
Sick Person (26)	3
Abdominal Pain / Problem (1)	2
Altered Mental Status (26)	2
Cardiac Arrest / Death (9)	2
Chocking (11)	2
Alcohol Intoxication	1
Back Pain (Non-Traumatic) (5)	1
COVID-19 or Flu-Like Illness (36)	1
Diabetic Problem (13)	1
Head Injury (30)	1
Heart Problems / AICD (19)	1
Medication Reaction (Not Allergic)	1
Pain (26)	1
Seizure (12)	1
Standby	1
Stroke / CVA / TIA (28)	1
Traumatic Injury (30)	1
Unknown Problem / Person Down (32)	1
Well Person Check	1



PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	57
Cardiac: 12-Lead ECG Obtained	44
Cardiac: ECG Monitoring (4-Lead of Defib Pads)	47
Assessment: Patient Assessment	31
COVID / Flu: Surgical Mask Placed on Patient	15
Ortho: Spinal Motion Restriction Applied w/ C-Collar	4
Respiratory: etCO2 Digital Capnography	4
Ortho: Spinal Assessment	3
Ortho: Spinal Motion Restriction Withheld per Protocol	2
Respiratory: BiPAP	2
Respiratory: Intubation (RSI)	2
Respiratory: Ventilator Care and Adjustment	2
Soft Tissue: General Wound Care	2
Assessment: Orthostatic Vital Signs	1
Assessment: Stroke Exam	1
Movement: C-Collar Applied for Stabilization for Movement	1
Ortho: Splinting (Pelvic Binder/Sling)	1
Ortho: Splinting (Traction)	1
Respiratory: Airway Opened	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Oxygen	13
Normal Saline	12
Fentanyl	6
Nitroglycerin	5
Midazolam / Versed	4
Albuterol w/Ipratropium Bromide (DuoNeb)	3
Aspirin	3
Naloxone / Narcan	3
Etomidate	2
Ketamine	2
Ketorolac / Toradol	2
Ondansetron / Zofran	2
Succinylcholine	2
Albuterol	1
Dextrose 10%	1
Diltiazem / Cardizem	1
Methylprednisolone / Solu-Medrol	1



LEADSHIP

- Pembroke Town Administrator.....David Jodoin
- Allenstown Town Administrator Derik Goodine
- Pembroke Fire Chief (Chairman of the Board)Chief Harold Paulsen
- Allenstown Fire Chief Chief Paul St. Germain
- Pembroke Resident Representative Robert “Bob” Bourque
- Allenstown Resident Representative Michael O’Mara
- Tri-Town EMS Employee Representative William Amos, NRP
- EMS Director Christopher Gamache, BS, NRP
- Deputy Director Craig Clough, NRP
- Medical Director Dr. Robert Rix, MD



