



March 2019



## 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. Robert Rix. 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 April 9, 2019, 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](http://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.





## SUMMARY

- Call volume for the year remains down, however March 2019 saw the same number of runs as March 2018 with one more transport. The Service is still on a trend to exceed the total number of transports from last year.
- Ambulance 8 was sent to Above All Collision to have the damage from January repaired. The ambulance returned and the decals had an excessive amount of air bubbles in them. Waiting on hearing back from Above All Collision for a solution.
- The Zoll AED Ventilator was placed into service on Ambulance 8. The vent was used 3 times and on all 3 cases, the paramedic placed the patient on BiPAP.
- Advertising and working applicants through the hiring process was a priority for March.



## AMBULANCE 8

- Ambulance 8 was used on 71 incidents in March.
- Ambulance 8 was sent to Above All Collision in Concord in March to have minor damage repaired following an incident where the ambulance rubbed up against a building in January. The ambulance was at the shop for just over a week. Upon return back to the station, most of the graphics that was applied had a significant amount of air bubbles. Above All Collision was called and we are still waiting to hear back from them.



## AMBULANCE 3

- Ambulance 3 was used on 33 runs in March.



## STAFFING

- The Service advertise for Per Diem / Part Time Positions through the New Hampshire Department of Safety Position Announcement Service. We received 12 applications as a result of this announcement.
- Conducted 6 interviews and are continuing the hiring process on 4 of those applicants. Will interview at least 3 of the remaining applicants with the goal of hiring another 2. With the expected departments coming, this will bring our roster to about 30 employees.
- Two Per Diem Employees who have worked a significant number of hours are cutting back or will not be working. One has taken a new job and the other is being deployed.
- One of our Per Diem Employees has requested to be Part Time on weekends (Sunday).

- Right now, we potentially will have Saturday (24 hours) covered with two paramedics, and Sunday will have both Paramedic and AEMT positions filled, thus fully staffing the weekends.



#### VEHICLE MAINTENANCE

##### AMBULANCE 3 (79A3):

- Mileage – 89,358
  - No Maintenance

##### AMBULANCE 8 (79A8):

- Mileage – 46,075
  - Above All Collision - Repairs



#### QUALITY ASSURANCE

- Follow up was required with a paramedic who undertreated a potential Sepsis patient.
- Continuation of documentation issues see with not documenting phone numbers, social security numbers, some procedures and medications. Affected employees were contacted.
- Paramedic Ryan Hornblower and Advance EMT Daniel Fitzgerald identified a patient having a STEMI (heart attack), provided appropriate treatment and notified the hospital. The patient was sent to Concord Hospital's Cardiac Catheterization Lab for treatment.
- Two (2) nitroglycerin infusions were performed in March.
- BiPAP (Zoll Ventilator) was applied three (3) times in March.

<u>AVER. %</u>	<u>IV</u>	<u>IO</u>	<u>ETT w/ Bougie</u>	<u>ETT</u>	<u>King SGA</u>	<u>Ventilator Care</u>
<b>March '19</b>	50/74 (68%)	1/1 (100%)	--	1/1 (100%)	--	3
<b>12 Month</b>	640/928 (69%)	11/11 (100%)	1/1 (100%)	5/10 (50%)	1/1 (100%)	3





## EMS EDUCATION

- February's NCCP training: "Oxygenation and CNS Injuries" by Stephanie Locke, (1.5 hrs), 7/25
- Journal of Emergency Medical Service (JEMS) article – "Hypercoagulation after Cardiac Arrest" (0.25 hours). 15/25 completed the article.
- EMS World article – "*Patient Provider Experience*" (0.25). 14/25 employees completed the article.
- Monthly Skills Training – 17/25 completed the training.
- Monthly Shift Training – "*Ambulance Child Restraint v4*" (0.25 hours). 14/25 completed the training.
- Ventilator Competencies
- Staff Meeting – Annual Safety Training – Airborne/Bloodborne Pathogens, Back Safety, Stretcher Safety



## STAFFING

During the month of March 2019, there were no changes to the roster. The Service is currently working 13 applications, and will recommend three (3) employees for hire in April and another 3 or 4 in May. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					4
PART TIME	0	Paramedics	0	AEMTs	0	EMTs	0
PER DIEM	4	Paramedics	13	AEMTs	5	EMTs	22
TOTAL	8	Paramedics	13	AEMTs	5	EMTS	26

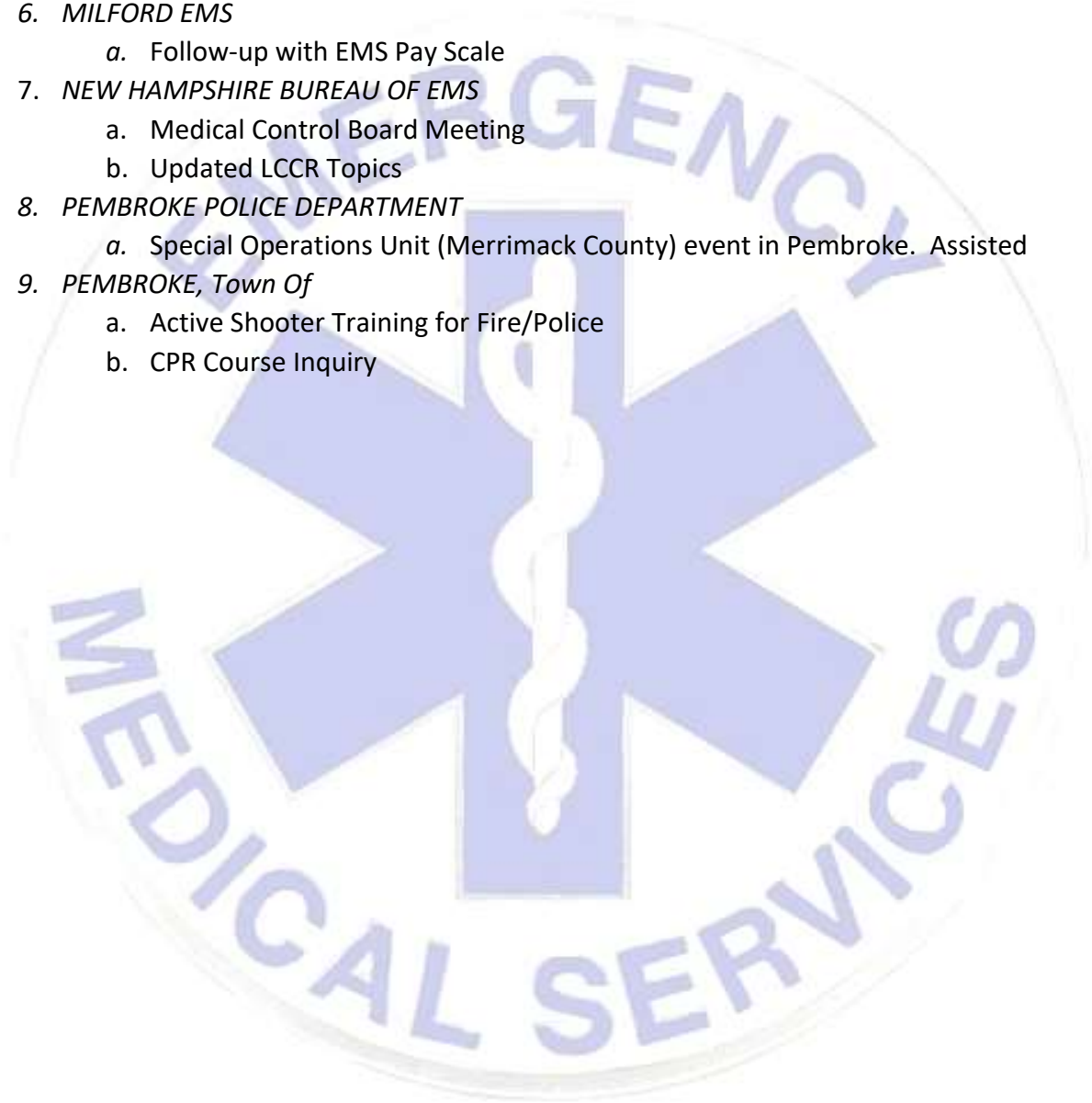


## CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

During February 2019, Tri-Town EMS was in contact with the following Healthcare and Public Safety Agencies to better serve individuals and our community.

1. *CAPITAL AREA PUBLIC HEALTH NETWORK*
  - a. Meeting on March 13<sup>th</sup>
2. *CONCORD FIRE DEPARTMENT*
  - a. Passed on resident concern
3. *CONCORD HOSPITAL*
  - a. Notice concerning Epinephrine shortage
  - b. Dr. Rix "Pearls"
  - c. Ventilator Supplies
  - d. Pharmacy Updates

- e. Air Medical Transport
- f. STEMI Follow-up
- 4. *ELLIOT HOSPITAL*
  - a. Elliot EMS Conference in Bedford.
- 5. *HOOKSETT FIRE DEPARTMENT*
  - a. Advisory on recent Fatal Doses of Fentanyl
- 6. *MILFORD EMS*
  - a. Follow-up with EMS Pay Scale
- 7. *NEW HAMPSHIRE BUREAU OF EMS*
  - a. Medical Control Board Meeting
  - b. Updated LCCR Topics
- 8. *PEMBROKE POLICE DEPARTMENT*
  - a. Special Operations Unit (Merrimack County) event in Pembroke. Assisted
- 9. *PEMBROKE, Town Of*
  - a. Active Shooter Training for Fire/Police
  - b. CPR Course Inquiry





## FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$39,255.82	\$112,006.88
Allenstown Payment	\$118,189.00	--	--
Pembroke Payment	\$147,822.00	--	--
Miscellaneous Revenue	\$6,650.00	--	\$15.00
Interest	\$1.00	--	--
<b>TOTAL REVENUE</b>	<b>\$707,662.00</b>	<b>\$39,255.82</b>	<b>\$112,021.88</b>
Full Time Salaries	\$233,800.00	\$16,637.64	\$52,489.21
Per Diem Salaries	\$228,370.00	\$15,474.33	\$56,200.38
Overtime	\$28,000.00	\$742.52	\$4,424.17
Health Insurance	\$49,500.00	\$5,287.54	\$11,075.60
Dental Insurance	\$6,500.00	\$977.12	\$1,954.24
Life Insurance	\$150.00	\$24.00	\$36.00
Disability Insurance	\$2,800.00	\$512.52	\$768.78
Social Security	\$30,002.00	\$2,036.98	\$7,013.05
Medicare	\$7,453.00	\$505.96	\$1,741.95
NH Retirement	\$29,621.00	\$1,964.41	\$6,435.62
Uniforms	\$6,500.00	\$340.50	\$924.30
Training & Certification	\$16,500.00	--	\$135.00
Legal Services	\$5,000.00	\$5,195.62	\$7,145.77
Telephone	\$5,964.00	\$483.22	\$1,225.30
Contracted Billing Services	\$20,500.00	\$1,440.81	\$3,608.19
Accounting Services	\$5,800	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$1.00	--	--
Liability Insurance	\$7,500.00	--	\$7,450.00
Unemployment Compensation	\$650.00	--	\$617.77
Worker's Compensation	\$13,250.00	--	\$7,233.35
Department Supplies	\$14,500.00	\$2,352.31	\$5,535.93
Postage	\$1,900.00	\$205.68	\$205.68
Fuel	\$7,500.00	\$653.54	\$1,202.34
Office Supplies	\$3,500.00	\$275.13	\$1,350.18
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$7,000.00	\$650.00	\$3,782.98
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,500.00	--	\$1,270.00
Vehicle Maintenance & Repair	\$5,500.00	\$575.34	\$5,472.56
Computer/Software	\$2,000.00	\$735.00	\$735.00
Equipment & Vehicle Replacement	\$365,000.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>\$1,112,662.00</b>	<b>\$56,498.16</b>	<b>\$189,461.34</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>\$0.00</b>	<b>(\$17,242.34)</b>	<b>(\$77,439.46)</b>
<b>TRANSFER from FUND BALANCE</b>	<b>\$405,000.00</b>	<b>--</b>	<b>--</b>



## AMBULANCE BILLING (ComStar Reporting)

<u>YEAR</u>	<u>XPORTS</u>	<u>CHARGES</u>	<u>REDUCTION</u>	<u>ALLOWABLE</u>	<u>PAYMENTS</u>	<u>BALANCE</u>
2014	613	\$546,306.50	\$166,697.39	\$379,609.11	\$280,100.22	\$99,508.89
2015	700	\$660,833.70	\$234,122.20	\$426,711.50	\$317,690.32	\$109,021.18
2016	724	\$842,970.00	\$337,222.18	\$505,747.82	\$368,396.72	\$137,351.10
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$422,774.03	\$136,191.07
2018	870	\$1,200,078.00	\$569,015.54	\$631,062.46	\$433,726.08	\$197,336.38
2019	206	\$282,778.00	\$127,352.35	\$155,425.65	\$48,486.16	\$106,939.49
<b>TOTAL</b>	<b>3932</b>	<b>\$4,485,482.20</b>	<b>\$1,827,960.56</b>	<b>\$2,657,521.64</b>	<b>\$1,871,173.53</b>	<b>\$786,348.11</b>

**\*\*NOTE\*\*** All Numbers Are Estimations and are Subject to Changes Based Upon Audit Adjustments and Results.

Revenue per Transport (\$/Trip) 2014: \$456.93 2015: \$453.84 2016: \$508.84 2017: \$516.21  
2018: \$498.54 2019: \$235.37



## ADMINISTRATION

- Allenstown Town Administrator ..... Derik Goodine
- Pembroke Town Administrator ..... David Jodoin
- Allenstown Fire Chief ..... Chief Paul St. Germaine
- Pembroke Fire Chief ..... Chief Harold Paulsen
- Allenstown Public Representative ..... Michael O'Mara
- Pembroke Public Representative ..... Robert "Bob" Bourque
- Tri-Town EMS Employee Representative ..... William Amos, NRP, FTO
- Tri-Town EMS Director ..... Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director ..... Stephanie Locke, NRP, I/C







## EMS INCIDENT DATA

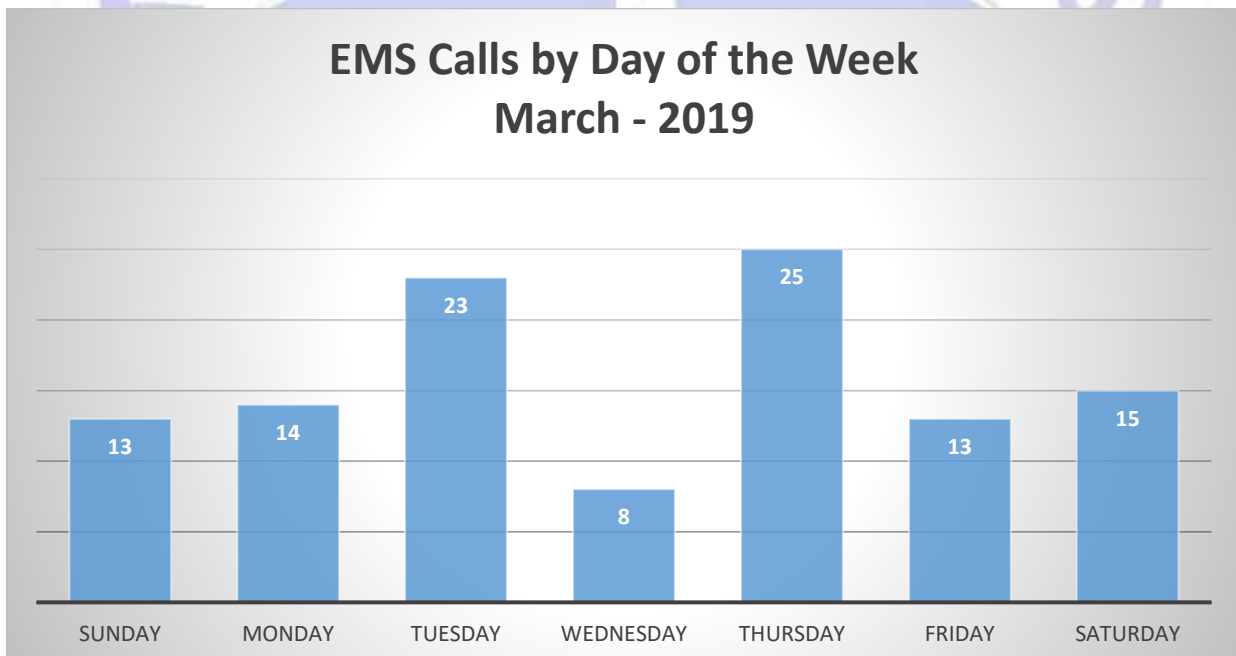
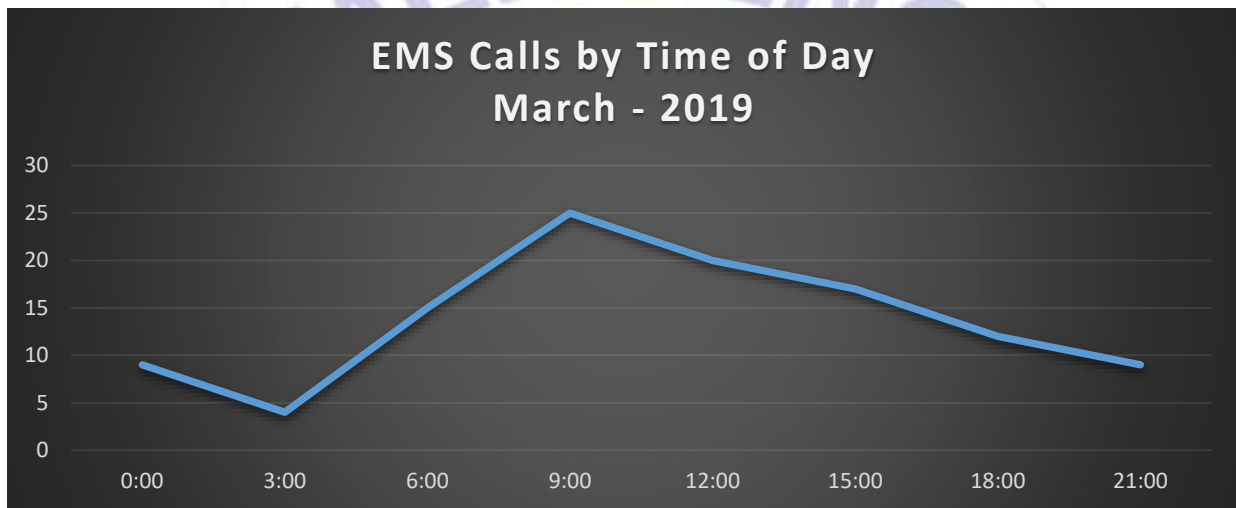
TOTAL Number of INCIDENTS .....	113 (March 2018 – 113)
Allenstown.....	51 (45.13%) (March 2018 - 50)
Pembroke .....	56 (49.56%) (March 2018 – 49)
Barnstead .....	0
Bow .....	0
Chichester .....	0
Concord .....	5
Deerfield .....	0
Epsom .....	0
Hooksett .....	1
Pittsfield .....	0
INCIDENTS Handled by Tri-Town EMS .....	104 (March 2018 - 104) (91.15%)
Mutual Aid RECEIVED from other Departments .....	9 (March 2018 – 9) (7.96%)
Bow Fire Department .....	0
Concord Fire Department .....	5
Epsom Fire Department .....	1
Hooksett Fire Department .....	3
Chichester Fire Department .....	0
Mutual Aid GIVEN to other COMMUNITIES .....	6 (February 2018 - 16) (6.32%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	78 (March 2018 - 77) (69.03%)
Catholic Medical Center (CMC) .....	7 (8.97%)
Concord Hospital .....	62 (79.49%)
Elliot Hospital .....	9 (11.54%)
Average REACTION Time (Dispatch to Responding).....	53 Seconds
Average RESPONSE Time (Dispatch to On-Scene) .....	5 Minutes 28 Seconds
Average ON-SCENE Time .....	18 Minutes 14 Seconds
Average TRANSPORT Time .....	20 Minutes 32 Seconds
Average AT HOSPITAL Time .....	20 Minutes 17 Seconds
Average CALL LENGTH Time (Dispatch to In-Service) .....	1 Hour 5 Minutes 24 Seconds



## TIME OF CALLS (*Time of Day & Day of the Week*)

\*Excludes some Mutual Aid Received Runs

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





## EMS INCIDENTS by DISPATCHED REASONS

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Breathing Problems (6)	16
Falls (17)	10
Sick Person (26)	10
Chest Pain (Non-Traumatic) (10)	7
Medical Alarm (32)	6
MVC / Transportation Incident (29)	5
No Other Appropriate Choice	5
Diabetic Problem (13)	4
Hemorrhage / Laceration / Bleeding (21)	4
Seizure (12)	4
Unconscious / Syncope (31)	4
Allergic Reaction / Stings / Bites (2)	3
Assault (4)	3
Back Pain (Non-Traumatic) (5)	3
Overdose / Misuse of Meds / Poisoning (23)	3
Abdominal Pain/Problem (1)	2
Lift / Invalid Assist	2
Pain (26)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Well Person Check	2
Alcohol Intoxication	1
Altered Mental Status (26)	1
Animal Bite / Attacks (3)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Chocking (11)	1
Dizziness (26)	1
Fever (26)	1
Hanging (30)	1
Headache (18)	1
Heart Problem / AICD (19)	1
Nausea / Vomiting (26)	1
Standby	1
Traumatic Injury (30)	1
Unknown Problem / Person Down (32)	1





## PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV / Extremity Vein Catheterization	74
Cardiac: 12-Lead ECG Obtained	57
Cardiac: ECG Monitoring (4-Lead / Defib Pads)	53
Assessment: Patient Assessment	41
Respiratory: etCO <sub>2</sub> Digital Capnography	7
Assessment: Stroke Exam	3
Respiratory: BiPAP	3
Cardiac: Defibrillation (Manual)	2
Respiratory: CPAP	2
Soft Tissue: General Wound Care	2
Assessment: Orthostatic Vital Signs	1
Movement: Child Transported in Child Restraint Sys.	1
Ortho: Spinal Movement Restrictions Applied (w/C-Collar)	1
Ortho: Splinting (General)	1
Respiratory: ETT/Intubation (Orotracheal)	1
Vascular: IO / Intraosseous Cannulation	1
Vascular: IV / Venous Catheter Removal	1



## MEDICATIONS ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Oxygen	22
Normal Saline	20
Ondansetron / Zofran	10
Aspirin	7
Fentanyl	7
Albuterol mixed w/ Ipratropium Bromide (DUONeb)	6
Naloxone / Narcan	5
Nitroglycerin	5
Nitroglycerin Infusion	2
Albuterol	3
Dextrose 10% (D10)	3
Epinephrine 1:10,000 (Epinephrine 0.1mg/ml)	3
Methylprednisolone / Solu-Medrol	3
Diphenhydramine / Benadryl	2
Prochlorperazine / Compazine	2
Amiodarone	1
Dextrose / Glucose (Oral)	1
Epinephrine 1:1,000 (Epinephrine 0.1mg/ml)	1
Epi Pen Adult	1
Ipratropium / Atrovent	1
Ketorolac / Toradol	1
Metaclopramide / Reglan	1
Midazolam / Versed	1



