



May 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 June 4<sup>th</sup>, 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

- Ambulance 8 continues to be plagued with A/C problems.
- Work continues with the Town of Pembroke on their Active Shooter Plan and preparations for the Town's upcoming drill.
- Hiring process continues to fill the Roster as well as orienting new employees.
- Meeting with Dr. Robert Rix, Medical Director for Concord Hospital and Craig Clough, EMS Coordinator for Concord Hospital to present our proposal for inclusion in the Rapid Sequence Intubation (RSI) protocol.
- Capital Improvement Plan was updated.
- Staff Meeting on May 15<sup>th</sup>.
- State 9 Racing Bearbrook State Park Detail, May 11<sup>th</sup>.
- Suncook Gun and Rod, In-Service Ambulance Standby for Fishing Derby, 5/19 and 5/26.



## AMBULANCE 8

- Ambulance 8 was used on 34 incidents in May.
- Ambulance 8 was sent back to Grappone Ford on May 1<sup>st</sup> because the AC was not working. The Thermostatic Expansion Valve was replaced and the ambulance returned to Tri-Town EMS. Within a few days, the AC system still was not working and was sent back to Grappone Ford. Currently there is a ventilation problem resulting in no air flow at the vents and the recommendation is to replace the Evaporator that is in the dash area.



## AMBULANCE 3

- Ambulance 3 was used on 68 runs in May.



## STAFFING

- The three (3) employees who were hired in April are completing their orientation and one new hire is currently going through her paramedic transition program for the Service.
- One (1) employee was hired in May and another will be presented to the board to be hired in June. This will conclude Tri-Town's hiring efforts.



## PEMBROKE ACTIVE SHOOTER

- Active Shooter meeting on May 21<sup>st</sup> to go over the plan for the drill on June 20<sup>th</sup>.



### RAPID SEQUENCE INTUBATION (RSI)

- Application/Proposal was presented to Dr. Robert Rix and Craig Clough.
- Dr. Rix stated he would support the Service's efforts in being permitted to perform RSI.
- Next step is sim-lab training for our paramedics at Concord Hospital.



### CAPITAL IMPROVEMENT PLAN (CIP)

- Final draft was prepared for May's Board of Director's Meeting
- Draft was handed out to the Board member's



### VEHICLE MAINTENANCE

#### AMBULANCE 3 (79A3):

- Mileage – 90,872
  - Emergency Light needs to be replaced.
  - Rear door (driver's side) does not latch.

#### AMBULANCE 8 (79A8):

- Mileage – 48,500
  - Grappone Ford – Replaced Thermostatic Expansion Valve (TXV)
  - Grappone Ford – Lube and Filter Service
  - Grappone Ford – Replaced cracked hose to turbo
  - Grappone Ford – Ambulance sent back to Grappone Ford to diagnose AC problems



### QUALITY ASSURANCE

- Under documenting phone numbers, SSN, procedures and medications continues.
- Paramedic Ryan Hornblower (19-0471), recognized acute Pulmonary Edema, administered a Nitroglycerine Infusion and placed the patient on CPAP. BiPAP not available.



<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>May '19</b>	54/92 (27%)	--	--	--	--	--
<b>12 Month</b>	639/931 (69%)	10/10 (100%)	1/1 (100%)	4/9 (44%)	1/1 (100%)	3



#### EMS EDUCATION

- May's NCCP training: "Crew Resource Management (CRM)", "EMS Culture of Safety" & "Ambulance Safety" by Christopher Gamache, NRP, BS, (2.0 hrs), 13/28
- Journal of Emergency Medical Service (JEMS) article – "A Tale of Two Tapes: Broselow-Luten Tapes" (0.25 hours). 16/28 completed the article.
- EMS World article – "*Va. Paramedic gets jail time for death of patient in ambulance crash*" (0.25). 16/28 employees completed the article.
- Monthly Skills Training – 12/28 completed the training.
- Monthly Shift Training – "Bystander Overdoses" (Dr. Rix's Pearls) (0.25 hours). 12/28 completed the training.
- CPR Classes – One (1) BLS Course given and one (1) Heartsaver CPR Course. Total of 18 people certified.



#### STAFFING

During the month of May 2018, one (1) Per Diem EMT was hired and the new employees hired in April completed their Orientation. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					4
PART TIME	2	Paramedics	0	AEMTs	0	EMTs	2
PER DIEM	4	Paramedics	13	AEMTs	6	EMTs	23
TOTAL	10	Paramedics	13	AEMTs	6	EMTs	29



## CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

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

1. *CONCORD FIRE DEPARTMENT*

- a. Will be able to accommodate have our employee observe Concord Fire Paramedics function. The intent was to place some of our less experience paramedics with a Concord Paramedics and help them with assessment and management of patients. This may be a possibility in the future.

2. *CONCORD HOSPITAL*

- a. Dr. Rix "Pearls"
- b. Meeting with Dr. Rix and Craig Clough about RSI.
- c. Staffing Updates
- d. EMS Week Activities
- e. Skills Enhancement Affiliation Agreement
- f. Emergency Syringe Backorder (Epinephrine, Atropine, Calcium Chloride, Lidocaine and Sodium Bicarbonate)

3. *NEW HAMPSHIRE BUREAU OF EMERGENCY MEDICAL SERVICES*

- a. Medical Control Board Meeting (May 23)
- b. EMS Week Announcement

4. *PEMBROKE, Town Of*

- a. Active Shooter meeting with Fire/Police & School Department
- b. CPR Course for Police and Fire.
- c. Joint Loss Management Committee



## FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$40,083.25	\$185,973.48
Allenstown Payment	\$118,189.00	--	\$45,083.25
Pembroke Payment	\$147,822.00	--	\$56,158.75
Miscellaneous Revenue	\$6,650.00	\$1,430.00	\$1,460.00
Interest	\$1.00	\$160.81	\$622.99
<b>TOTAL REVENUE</b>	<b>\$707,662.00</b>	<b>\$41,647.88</b>	<b>\$289,298.47</b>
Full Time Salaries	\$233,800.00	\$17,841.24	\$87,881.33
Per Diem Salaries	\$228,370.00	\$19,792.85	\$90,357.52
Overtime	\$28,000.00	\$1,493.25	\$9,459.19
Health Insurance	\$49,500.00	\$2,810.61	\$14,219.89
Dental Insurance	\$6,500.00	\$488.56	\$2,442.80
Life Insurance	\$150.00	\$12.00	\$48.00
Disability Insurance	\$2,800.00	\$256.26	\$1,025.04
Social Security	\$30,002.00	\$2,425.89	\$11,637.28
Medicare	\$7,453.00	\$602.56	\$2,890.55
NH Retirement	\$29,621.00	\$2,186.73	\$11,007.93
Uniforms	\$6,500.00	\$1,399.69	\$2,560.84
Training & Certification	\$16,500.00	\$761.00	\$1,808.02
Legal Services	\$5,000.00	\$6,572.50	\$18,837.27
Telephone	\$5,964.00	\$740.20	\$2,193.56
Contracted Billing Services	\$20,500.00	\$1,629.97	\$7,200.96
Accounting Services	\$5,800	--	--
Building Maintenance	\$1.00	\$229.28	\$229.28
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	\$271.88	\$8,043.85
Postage	\$1,900.00	--	\$205.68
Fuel	\$7,500.00	\$606.88	\$2,334.07
Office Supplies	\$3,500.00	\$848.11	\$2,220.97
Transcription Service	\$900.00	--	--
Medical Equipment (Maint.Repl)	\$7,000.00	--	\$3,782.98
Radio/Communications Equipment	\$2,500.00	--	--
Medical Evaluation	\$4,500.00	\$2,240.00	\$3,510.00
Vehicle Maintenance & Repair	\$5,500.00	\$3,407.40	\$9,691.19
Computer/Software	\$2,000.00	\$812.98	\$1,547.98
Equipment & Vehicle Replacement	\$365,000.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>\$1,112,662.00</b>	<b>\$65,189.84</b>	<b>\$309,865.11</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>\$0.00</b>	<b>(\$23,541.96)</b>	<b>(\$20,566.64)</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	\$280,120.22	\$99,488.89
2015	700	\$660,833.70	\$234,270.25	\$426,563.45	\$318,596.41	\$107,967.04
2016	724	\$842,970.00	\$337,321.21	\$505,648.79	\$370,173.64	\$135,475.15
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$423,220.96	\$135,744.14
2018	869	\$1,202,952.00	\$571,583.46	\$631,368.54	\$438,743.05	\$192,625.49
2019	323	\$445,836.00	\$200,296.22	\$245,539.78	\$110,612.10	\$134,927.68
<b>TOTAL</b>	<b>4050</b>	<b>\$4,651,414.20</b>	<b>\$1,903,719.43</b>	<b>\$2,747,694.77</b>	<b>\$1,941,466.38</b>	<b>\$806,228.39</b>

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

Revenue per Transport (\$/Trip) 2014: \$456.97 2015: \$455.14 2016: \$511.29 2017: \$516.75  
2018: \$503.72 2019: \$342.45



## 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

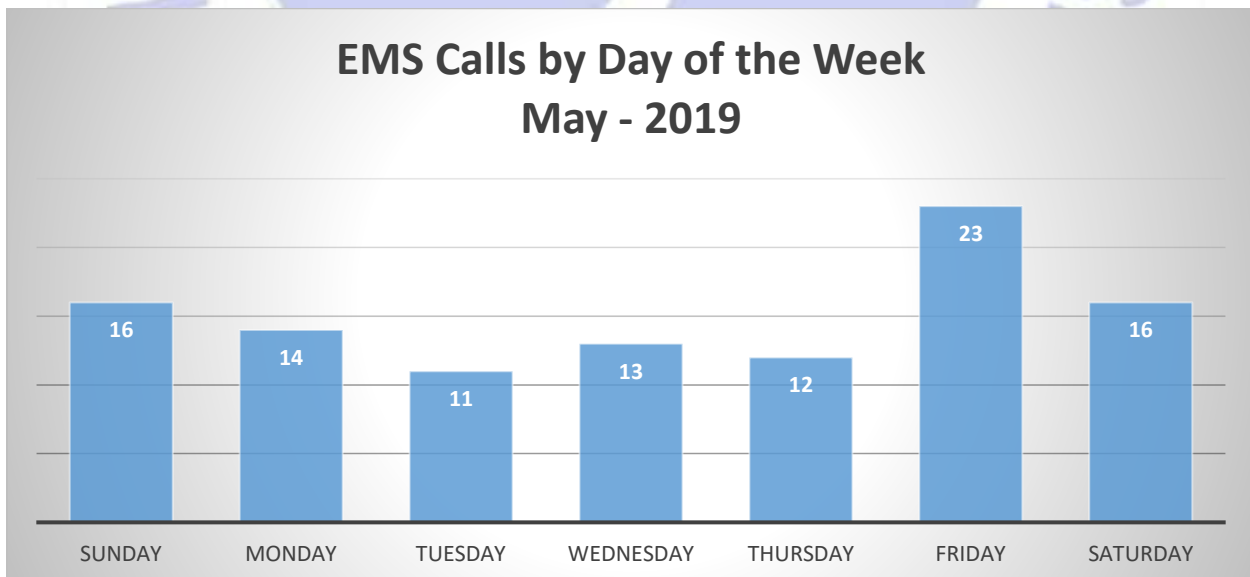
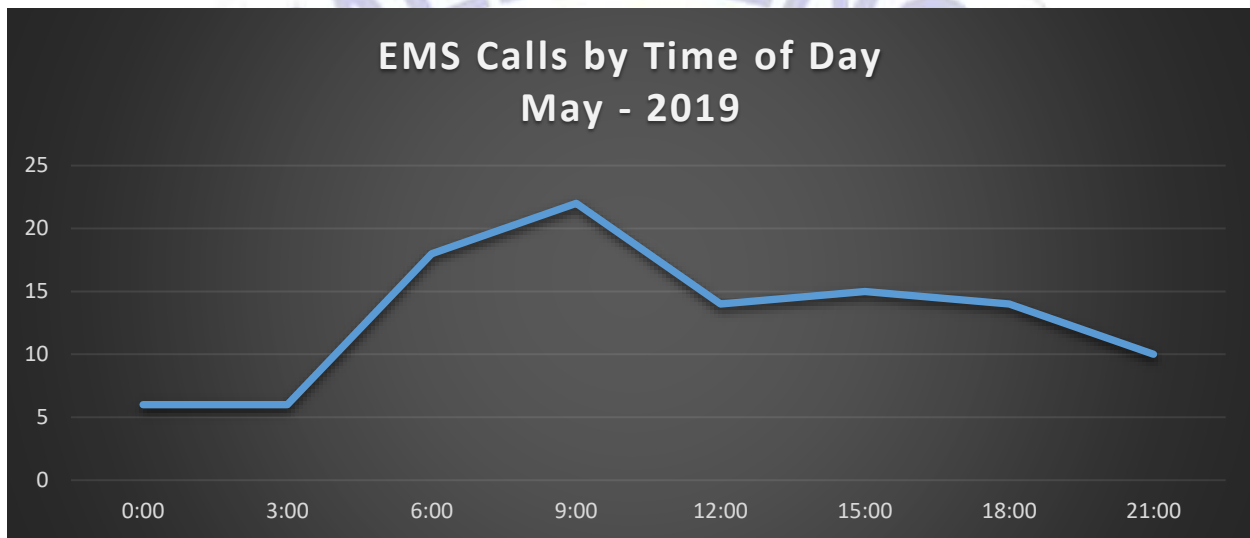
TOTAL Number of INCIDENTS .....	106 (May 2018 – 120)
Allenstown.....	43 (40.57%) (May 2018 - 41)
Pembroke .....	54 (50.94%) (May 2018 – 67)
Barnstead .....	0
Bow .....	0
Chichester .....	0
Concord .....	4
Deerfield .....	0
Epsom .....	3
Hooksett .....	2
Pittsfield .....	0
INCIDENTS Handled by Tri-Town EMS .....	102 (May 2018 - 111) (96.23%)
Mutual Aid RECEIVED from other Departments .....	4 (May 2018 – 8) (3.77%)
Bow Fire Department .....	0
Concord Fire Department .....	0
Epsom Fire Department .....	0
Hooksett Fire Department .....	4
Chichester Fire Department .....	0
Mutual Aid GIVEN to other COMMUNITIES .....	9 (May 2018 - 12) (8.49%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	73 (May 2018 - 73) (68.87%)
Catholic Medical Center (CMC) .....	7 (8.97%)
Concord Hospital .....	63 (86.30%)
Elliot Hospital .....	3 (4.63%)
Average REACTION Time (Dispatch to Responding).....	52 Seconds
Average RESPONSE Time (Dispatch to On-Scene) .....	8 Minutes 0 Seconds
Average ON-SCENE Time .....	18 Minutes 1 Seconds
Average TRANSPORT Time .....	19 Minutes 56 Seconds
Average AT HOSPITAL Time .....	21 Minutes 42 Seconds
Average CALL LENGTH Time (Dispatch to In-Service) .....	1 Hour 8 Minutes 31 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	0	1	1	1	1	6
3:00	5:59	1	0	0	1	1	2	1	6
6:00	8:59	2	4	1	2	2	3	4	18
9:00	11:59	3	3	2	4	3	5	2	22
12:00	14:59	4	0	0	2	2	4	2	14
15:00	17:59	2	2	4	1	1	2	3	15
18:00	20:59	2	2	1	2	1	4	2	14
21:00	23:59	1	2	3	0	1	2	1	10
	<b>TOTAL</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>23</b>	<b>16</b>	





## EMS INCIDENTS by DISPATCHED REASONS

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Chest Pain (10)	11
Falls (17)	9
Abdominal Pain / Problems (1)	8
MVC / Transportation Incident (29)	7
Breathing Problems (6)	6
Unconscious / Syncope (31)	6
Hemorrhage / Laceration / Bleeding (21)	5
Sick Person (26)	5
Altered Mental Status (26)	4
Diabetic Problem (13)	4
Lift / Invalid Assist	4
Pain (26)	4
Seizure (12)	4
Medical Alarm (32)	3
Stroke / CVA / TIA (28)	3
Headache (18)	2
Overdose / Misuse of Meds / Poisoning (23)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Standby	2
Well Person Check	2
Allergic Reaction / Stings / Bites (2)	1
Animal Bite / Attacks (3)	1
Assault (4)	1
Back Pain (Non-Traumatic) (5)	1
Cardiac Arrest / Death (9)	1
Choking (11)	1
Dizziness (26)	1
Fracture (30)	1
Heart Problems / AICD (19)	1
Nausea / Vomiting (26)	1
No Other Appropriate Choice	1
Walkin (EMS Related)	1



### PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV / Extremity Vein Catheterization	92
Cardiac: ECG Monitoring (4-Lead / Defib Pads)	54
Cardiac: 12 Lead ECG Obtained	56
Assessment: Patient Assessment	52
Assessment: Stoke Exam	2
Respiratory: CPAP	2
Movement: C-Collar Applied for Stabilization	1
Ortho: Spinal Motion Restriction withheld per protocol	1
Ortho: Splinting (General)	1



### MEDICATIONS ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	16
Ondansetron / Zofran	14
Oxygen	14
Nitroglycerin	8
Nitroglycerin Infusion	1
Fentanyl	8
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	7
Aspirin	6
Hydromorphone / Dilaudid	3
Methylprednisolone / Solu-Medrol	2
Naloxone / Narcan	2
Alcohol Prep / Isopropyl Alcohol	1
Dextrose 10% (D10)	1
Diltiazem / Cardizem	1
Ketorolac / Toradol	1



