



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:	May 2022
REPORT DATE:	June 6, 2022

1. EMS OPERATIONS

- Tri-Town EMS' service area saw 155 EMS incidents in April 2022
 - 139 EMS Incidents were handled by Tri-Town EMS
 - 94 Transports (60.65%)
 - Mutual Aid Companies provided coverage to the Service Area 16 times
 - Mutual Aid was provided to other communities 19 times.
 - Service is pursuing 1 application at this time
 - May was the second busiest month and had the second highest transport volume since the Service started in 2013.
 - Four (4) times in May, Ambulance 3 was staffed in addition to Ambulance 8. These days were trial runs to identify and work out issues with having two ambulances up. Two times we ran two (2) paramedic level ambulance and two times we ran one (1) paramedic level ambulance and one (1) BLS level ambulance. Running two (2) paramedic ambulances proved to be easier, as the ambulances just rotated calls. When it comes to running a BLS and an ALS ambulance, more work is needed to work out the details. The Service will have to address:
 - Dispatching
 - Fire Department Triage
 - Appropriate Ambulance to take the call
 - ALS Intercept when a BLS ambulance is used on an ALS call (times when Ambulance 8 is previously committed)
- During the four (4) days the second ambulance was up, three (3) days the second ambulance was proven to be useful as there were runs that would have been given to Mutual Aid. (four total runs)
- Updating the Service's Orientation Manual.
 - Quote received to replace ALS Training Mannequin.



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	<u>AMBULANCE 3: (Back-up)</u> <ul style="list-style-type: none">5,728 MilesAmbulance 3 was used on 11 EMS Incidents.				
	<u>AMBULANCE 8: (Primary)</u> <ul style="list-style-type: none">108,665 milesAmbulance 8 was used on 128 EMS IncidentsMarker light out, Siren Fails to work, coolant leak, and exhaust fan not working. Sugarloaf Rescue/Emergency Vehicles came to the station to correct the issues.Ambulance 8 routing Lube/Filter Service. Will need brakes soon.				
	<u>DURABLE MEDICAL EQUIPMENT (DME):</u> <ul style="list-style-type: none">ALS Training Mannequin Quote - \$15,443.00Quote Received for new set of Binder Lifts for Ambulance 3 (A3 does not have them at this time) - \$1,574.00 This device allows our providers to safely left larger patients, minimizing risk to both patient and provider.New surgical cricothyrotomy kits were ordered, approved by our Medical Director and placed on the ambulances. All paramedics were trained on the new kits.				
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
	<ul style="list-style-type: none">One (1) per diem EMT was hired in May. The Service has interviewed one (1) per diem paramedic applicant in May.				
4. TRAINING	MONTHLY NCCP TRAINING:	"Psychiatric Emergencies & Pain Management" by Dep. Director Craig Clough NRP, NRP, May 18 th , 2.0 CEU's; 12/27 employees attended, 16 total attendees			
	MONTHLY ARTICLE TRAINING:	JEMS Videocast: "ECG Consult"; 0.25 CEU's; 22/27 employees completed. 911 Podcast: "Syncope & Near Syncope"; 0.25 CEU's, 23/27 employees completed.			
	MONTHLY SKILLS TRAINING:	22/27 employees completed			



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	MONTHLY SHIFT TRAINING:		Surgical Cricothyrotomy"; 0.25 CEU's, 24/27 employees completed.					
	MONTHLY MEDICATION REVIEW:		N/A					
	OTHER:		Protocol Review: 5.0 Airway management, 24/27 employees completed, 0.25CEU's					
5. QUALITY ASSURANCE / QUALITY IMPROVEMENT (QA/QI)	MONTH	IV's	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Success	53	--	--	--	--	2	--
	Attempted	76	--	--	--	--		
	Percentage (%)	69.74%	--	--	--	--		
	12-MONTHS	IV'S	I.O.'s	ETT	RSI	KING	BiPAP	VENT
	Success	531	7	8	4	--	12	3
	Attempted	680	9	9	4	--		
	Percentage (%)	78.1%	77.8%	88.9%	100%	--		
	<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. <ul style="list-style-type: none"> Complete list of procedures that are performed Missing Vital Signs Incomplete Demographics. One(1) clinical concern pertaining to documentation found during the QA Process. Call involved a paramedic intercept where the patient was on the other service's cardiac monitor and that data was not available to the crew. Protocol/Licensing issue discovered where Paramedic administered Narcan x2 and the patient regained consciousness and refused transport. The Paramedic dispensed a dose of Narcan to a 3rd party. The Paramedic received appropriate remediation, instructing them that Tri-Town EMS is not licensed to dispense medications. Employee understood. No further action is anticipated or required. Tri-Town EMS Incident #22-0510. Paramedic Seth Chidester and AEMT Katherine "Cass" Sevigny responded to a patient having a severe Asthma Attack. Symptoms came on quickly and when the ambulance arrived the patient was near cardiac arrest. The ambulance crew aggressively treated the 							



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	<p>patient and with the help of Pembroke Fire Department, was transported to Concord Hospital. Upon arrival to the Emergency Department, the patient was able to speak in full sentences. The ED staff to include the ED Doctor commend the efforts of the ambulance crew and give them credit for saving her life. The patient's husband called the station the next day, thanking the crew for what they did. Great Job Seth and Cass!!</p>
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FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$455,000.00	\$30,890.17	\$172,667.25
Allenstown Payment	\$233,701.00	--	\$116,850.50
Pembroke Payment	\$260,609.00	\$130,277.50	\$130,277.50
Miscellaneous Revenue	\$2,500.00	\$549.00	\$549.00
Interest	\$1,000.00	\$44.27	\$154.91
TOTAL REVENUE	\$952,810.00	\$161,760.94	\$420,499.16
Full Time Salaries	\$268,755.00	\$20,207.17	\$100,687.41
Per Diem Salaries	\$260,650.00	\$16,644.40	\$86,518.83
Overtime	\$35,800.00	\$2,791.29	\$13,412.75
Health Insurance	\$103,400.00	\$8,281.31	\$41,924.15
Dental Insurance	\$6,750.00	\$540.44	\$2,702.20
Life Insurance	\$240.00	\$16.80	\$84.00
Disability Insurance	\$3,480.00	\$333.52	\$1,385.64
Social Security	\$35,001.00	\$2,457.86	\$12,438.38
Medicare	\$8,695.00	\$610.50	\$3,089.53
NH Retirement	\$42,652.00	\$3,233.58	\$16,008.51
Uniforms	\$5,250.00	--	\$1,262.75
Training & Certification	\$3,750.00	\$202.27	\$270.25
Legal Services	\$10,200.00	\$40.00	\$40.00
Telephone	\$6,000.00	\$700.48	\$1,871.05
Contracted Billing Services	\$22,250.00	\$3,390.46	\$7,048.44
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$1.00	--	--
Ambulance & Life Pack Lease	\$85,700.00	--	--
Liability Insurance	\$10,000.00	--	\$7,261.60
Unemployment Compensation	\$775.00	--	\$813.35
Worker's Compensation	\$14,900.00	--	\$11,324.60
Department Supplies	\$16,160.00	\$1,389.50	\$6,735.07
Postage	\$1,250.00	--	\$7.82
Fuel	\$8,000.00	\$869.29	\$3,125.90
Office Supplies	\$3,070.00	\$157.03	\$972.45
Transcription Service	\$900.00	--	\$259.77
Medical Equipment (Maint.Repl)	\$8,711.00	\$1,670.40	\$4,057.20
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,670.00	\$641.00	\$641.00
Vehicle Maintenance & Repair	\$8,000.00	\$1,576.81	\$5,356.45
Computer/Software	\$1,700.00	--	\$360.00
Equipment & Vehicle Replacement	\$75,000.00	--	--
Grant	\$0.00	--	\$48,533.88
TOTAL EXPENDITURES	\$1,058,510.00	\$65,754.11	\$378,192.97
REVENUE (-) EXPENDITURES	--	\$96,006.83	\$42,306.19
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	155	(May 2021 – 123)
Allenstown	65	(May 2021 – 62)
Pembroke	71	(May 2021 – 53)
Bow	0	
Chichester	0	
Concord	14	
Deerfield	1	
Epsom	2	
Hooksett	0	
Loudon	1	
Northwood	1	
Pittsfield	0	
INCIDENTS Handled by Tri-Town EMS	139	(May 2021 – 106)
Mutual Aid RECEIVED from other Departments	16	(May 2021 – 17)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	8	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	6	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	19	(May 2021 – 8)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	94 (60.65%)	(May 2021 – 75)
Concord Hospital	75 (79.8%)	
Catholic Medical Center (CMC)	5 (5.3%)	
Elliot Hospital	14 (14.9%)	
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours 21 Minutes 20 Sec	
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours 0 Minutes 47 Sec	
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours 6 Minutes 42 Sec	
Average On-Scene Time	0 Hours 16 Minutes 42 Sec	
Average Transport Time	0 Hours 19 Minutes 8 Sec	
Average at Hospital Time	0 Hours 38 Minutes 48 Sec	



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EMS INCIDENTS *by* DISPATCH REASON

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Breathing Problems (6)	23
Falls (17)	20
Sick Person (26)	14
Chest Pain (Non-Traumatic) (10)	11
Psychiatric / Behavioral / Suicide Attempt (25)	9
Abdominal Pain / Problems (1)	8
Medical Alarm (32)	7
MVC / Transportation Incident (29)	7
Unconscious / Syncope (31)	6
Back Pain (Non-Traumatic) (5)	5
Seizure (12)	5
Stroke / CVA / TIA (28)	5
Dizziness (26)	4
Unknown Problem / Person Down (32)	4
Assault (4)	3
Lift / Invalid Assist	3
Overdose / Misuse of Meds / Poisoning (23)	3
Diabetic Problem (13)	2
Hemorrhage / laceration / Bleeding (21)	2
Pain (26)	2
Traumatic Injury (30)	2
Alcohol Intoxication	1
Allergic Reaction / Stings / Bites (2)	1
Altered Mental Status (26)	1
Burns / Explosion (7)	1
No Other Appropriate Choice	1
Standby	1



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PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	76
Cardiac: ECG Monitoring (4 Lead or Defib Pads)	73
Assessment: Patient Assessment	59
Cardiac: 12-Lead ECG Obtained	56
COVID/Flu: Surgical Mask Placed on Patient	30
Respiratory: ETCO2 Digital Capnography	4
Assessment: Stroke Exam	2
Respiratory: BiPAP	2
Soft Tissue: General Wound Care	2
Assessment: Orthostatic Vital Signs	1
General: Patient Cooling (Cold Pack or General)	1
Movement: Movement via Extrication Device (Full Length)	1
Ortho: Spinal Assessment	1
Ortho: Spinal Motion Restriction applied w/C-Collar	1
Ortho: Splinting (General)	1
Respiratory: BVM/Bagged Ventilations (via Mask)	1
MEDICATION ADMINISTERED	OCCURANCE
Oxygen	18
Normal Saline	16
Albuterol mixed w/Ipratropium Bromide (DuoNeb)	12
Albuterol	6
Ondansetron / Zofran	5
Aspirin	4
Fentanyl	4
Dexamethasone (Decadron)	3
Epinephrine 1:1,000 (Epi 1mg/ml)	3
Ketorolac / Toradol	3
Lactated Ringers (LR)	3
Metoclopramide / Reglan	3
Diltiazem / Cardizem	2
Epi Pen Adult	2
Magnesium Sulfate	2
Methylprednisolone / Solu-Medrol	2
Naloxone / Narcan	2
Nitroglycerin	2
Acetaminophen	1
Dextrose 10% (D10)	1
Diphenhydramine / Benadryl	1
Glucagon	1
Ibuprofen (Motrin)	1

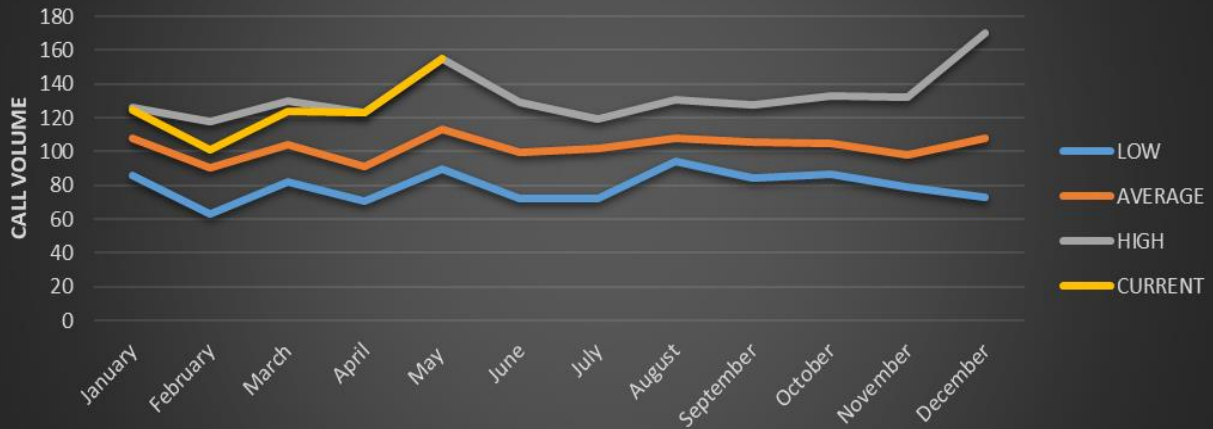


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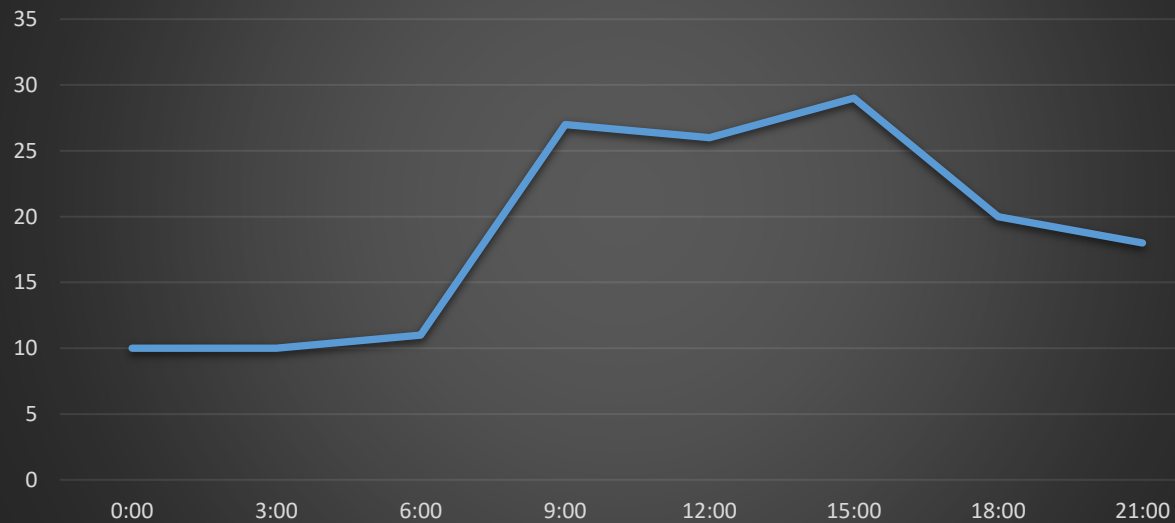


Monthly Call Volume Comparison



		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	2	4	1	0	0	1	2	10
3:00	5:59	2	3	0	1	0	3	1	10
6:00	8:59	0	5	0	3	0	1	2	11
9:00	11:59	3	3	5	3	0	7	6	27
12:00	14:59	8	3	2	2	6	3	2	26
15:00	17:59	3	5	5	5	4	3	4	29
18:00	20:59	5	4	2	0	4	4	1	20
21:00	23:59	4	2	3	2	3	3	1	18
	TOTAL	27	29	18	16	17	25	19	

EMS Calls by Time of Day May 2022





EMS Calls by Day of the Week May 2022

