TRISCOWN & PEMBRO TRISCOWN Emergency Medical Service

Paramedic Ambulance Service



"CA



November 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 intermunicipal 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.

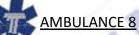
Tri-Town EMS utilizes Concord Hospital as its Medical Resource Hospital and provides Emergency Medical Care under the coordination and guidance of Dr. Robert Rix. As part of the Medical Resource Hospital Agreement (MRH), Tri-Town EMS receives many of the medications and supplies the Service needs from Concord Hospital.

This report was created on December 9th, 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, <u>www.NHTEMSIS.org/elite</u>, 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.





- First two (2) Cardiac Arrest saves for the year occurred within 48 hours of each other.
- Ambulance 3 was made readied for service and licensed.
- First Zoll Ventilator failed its annual inspection.
- Tri-Town EMS finished all the steps to submit the application to perform Rapid Sequence Intubation (RSI). On November 25th, the Service was granted permission by the Bureau of EMS to perform RSI.



- Ambulance 8 was used on 75 incidents in November.
- Lube and filter service completed
- All six (6) tires were replaced.
- Ambulance 8 needs a front end alignment. Due to budgetary constraints, will hold off until 2020.

AMBULANCE 3

- As mentioned in the last report, Ambulance 3 was delivered to the Service on November 1st.
- Radio cables were cut during the re-chassis process. Quote from Ossipee Mountain Electronics (OME) was for about \$780.00. PVC/AEV was contacted and they agreed to cover the cost of the radio installment.
- Discovered the Stryker stretchers did not have all the components to be secured in Ambulance 3's Performance Load System. The cost to upgrade the new stretcher was waved as it should have been installed prior to delivery. The Service had to pay for the older stretcher's upgrade.
- Ambulance 3 was brought to Patsy's for a front end alignment.
- Ambulance was brought to OME on November 19th for the radio install.
- Bureau of EMS came to the station on November 19th and inspected Ambulance 3.
- Ambulance 3 was used on 18 runs in November.
- The Service received the new Narcotic Boxes from the hospital and was found to not fit in the Medication Vault in Ambulance 3. PVC/AEV was contacted and were reminded they were to install the same vault as was in Ambulance 8. Ambulance 3 got a mini version of Ambulance 8's. This is currently being corrected.



RAPID SEQUENCE / DELAYED SEQUENCE INTUBATION (RSI/DSI)

- Remaining non-RSI providers had finished up the states course on RSI. Non-paramedics had to take the assistant's course and non-RSI paramedics had to take the RSI program.
- November 22nd was the official course from Concord Hospital for six (6) of the seven (7) paramedics who are part of the RSI program.
- Following the course, our Medical Director Dr. Robert Rix, signed the support letter to the Bureau of EMS.
- On November 25th, the Service was officially authorized to perform RSI/DSI.
- Paramedics who are part of the program are as followed:
 - Christopher Gamache
 - Stephanie Locke
 - Ryan Hornblower
 - Craig Clough
 - CARDIAC ARREST SAVES
- CASE #1
 - Paramedic Mary Woo and EMT McKayla Reale
 - Crew from Pembroke Fired Department responded to help EMS.
 - Pembroke Police Department responded and assisted as well.
 - Upon arrival, 52 year old in Cardiac Arrest
 - Aggressively worked the patient and got pulses back or Return of Spontaneous Circulation (RSOC)
 - Synchronized Cardioverted the patient who was in Ventricular Tachycardia with a pulse in to a more stable Sinus Rhythm.
 - Alerted Concord Hospital of the Cardiac Arrest and ROSC. Upon arrival to the ED, the patient went to the Cardiac Catheterization Lab and had stents placed to open up the blocked arteries.
 - Patient was discharged home within six (6) days of the event.
 - Great Job!!!
- CASE #2
 - Paramedic Ryan Hornblower and Paramedic Christopher Gamache.
 - Crew from Allenstown Fire Department and Allenstown PD was present for a 50 year old male with chest pain.
 - \circ $\,$ STEMI or Heart Attached was quickly recognized and treated by EMS/FIRE.
 - Concord Hospital was alerted by phone of a "STEMI ALERT", requesting the patient go to the Cardiac Catheterization Lab upon EMS arrival.
 - While enroute to Concord Hospital, the patient went in to Cardiac Arrest.

- o Michael Langille
- Hearshell VanLuven
- Mary Woo

- Paramedic Ryan Hornblower started CPR and defibrillated the patient.
- Paramedic Christopher Gamache, contacted Concord Fire Alarm to get assistance from Concord Fire Department, Station 4.
- In less than a minute, Ryan had successfully resuscitated the patient.
- Two paramedics from Concord Fire Department got on the ambulance and assisted during the remainder of the transport.
- Upon arrival, the patient went to the Cath Lab.
- A stent was placed to reopen the arteries.
- Patient was discharged home within three (3) days.
- Great Job Ryan!!!

NOTABLE CALLS

- STEMI identified
 - Crew: Paramedic William Amos and Paramedic Mitchell Dean
 - Crew recognized a STEMI and alerted the hospital (STEMI Alert)
 - Appropriately treated the patient
 - Patient was treated with a Stent.
 - After having a heart attack, was discharged home in two (2) days.
 - Great Job!!!
- STROKE ALERT
 - Crew: Paramedic Stephanie Locke and Advanced EMT Daniel Connell.
 - Signs and symptoms of a Stroke were quickly recognized by the crew.
 - Concord Hospital was alerted (Stroke Alert)
 - Patient was medically treated and has improved.
 - Great Job by the Crew!!!

VEHICLE MAINTENANCE

AMBULANCE 3 (79A3):

• Mileage: 1707

AMBULANCE 8 (79A8):

- Mileage 58,424 (Hours 4816)
- New Tires (all six)
- Pembroke DPW performed a Lube and Filter Service and checked the ambulance's brakes.
- Needs a front end alignment. Will have it done early 2020.



QUALITY ASSURANCE

- 1- Amiodarone Infusion in November.
- 1 Magnesium Sulfate Infusions in November.
- Ventilator was used to Mechanically Ventilate a patient.
- One case of an in

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AVER. %	IV	<u>10</u>	ETT w/ Bougie	ETT	<u>King</u> SGA	<u>Ventilator</u> <u>Care</u>
November '19	52/74 70%	1/1 100%	1	1/1 100%	J	4
12 Month	637/931 68%	8/11 73%	1/1 100%	7/7 100%	1/1 100%	13



EMS EDUCATION

- JEMS Article: "Journal Watch: Pulmonary Complications of Naloxone" 0.25CEU's; 17/28 employees completed
- EMS WORLD Article: "Meth is Most Common Drug in Overdose Deaths in the Chunk of US"; 0.25 CEU's; 13/28 employees completed
- MONTHLY SHIFT TRAINING: Pelvic Splinting Devices (TPOD); 0.25 CEU's; 18/28 employees completed
- MONTHLY SKILLS: 13/28 employees completed
- NCCP: NONE



During the month of November, there were no changes to the Service's Roster. Currently the Service is pursuing one (1) applications and has three (3) more new applications.

FULL TIME	4	Paramedics					4
PART TIME	2	Paramedics	1	AEMTs	0	EMTs	3
PER DIEM	7	Paramedics	8	AEMTs	6	EMTs	21
TOTAL	13	Paramedics	9	AEMTs	6	EMTS	28



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

- 1. ALLENSTOWN, Town Of
 - a. Tri-Town EMS' meeting with the Allenstown Municipal Budget Committee on November 7th at 6pm.
- 2. CONCORD HOSPITAL
 - a. Dr. Rix "Pearls
 - b. Hospital updates
 - c. Follow up on Cardiac Arrest Saves, STEMI and Stroke Alerts
 - d. RSI Training
 - e. Medical Director support for RSI
 - f. Updated controlled substance boxes and acquisition of RSI/DSI medications
- 3. ELLIOT HOSPTIAL
 - a. EMS Breakfast Meeting
 - b. Mike Kelly, EMS Coordinator sent us medication and supplies restocking forms for staff.
- 4. NEW HAMSPHIRE BUREAU OF EMERGENCY MEDICAL SERVICES
 - a. Ambulance 3 inspection
 - b. Submitted RSI application.

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- 5. PEMBROKE, Town Of
 - a. Tri-Town EMS meeting with the Pembroke Municipal Budget Committee.



LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$435,000.00	\$31,037.84	\$416,484.68
Allenstown Payment	\$118,189.00		\$88,621.75
Pembroke Payment	\$147,822.00		\$110,866.50
Miscellaneous Revenue	\$6,650.00		\$4,591.00
Interest	\$1.00	\$429.73	\$2,662.05
TOTAL REVENUE	\$707,662.00	\$31,467.57	\$623,225.98
Full Time Salaries	\$233,800.00	\$17,798.38	\$205 , 785.98
Per Diem Salaries	\$228,370.00	\$18,886.38	\$205,928.43
Overtime	\$28,000.00	\$806.79	\$23,058.01
Health Insurance	\$49,500.00	\$2,810.79	\$31,250.39
Dental Insurance	\$6,500.00	\$488.56	\$5,374.16
Life Insurance	\$150.00	\$12.00	\$135.00
Disability Insurance	\$2,800.00	\$256.26	\$2,562.60
Social Security	\$30,002.00	\$2,324.48	\$26,956.50
Medicare	\$7,453.00	\$577.37	\$6,695.50
NH Retirement	\$29,621.00	\$2,104.24	\$25,578.38
Uniforms	\$6,500.00	\$2,975.60	\$7,316.53
Training & Certification	\$16,500.00	\$600.00	\$4,319.18
Legal Services	\$5,000.00	\$3,472.50	\$37,722.77
Telephone	\$5,964.00	\$487.18	\$5,144.81
Contracted Billing Services	\$20,500.00	\$2,545.25	\$19,018.74
Accounting Services	\$5,800		\$5,800.00
Building Maintenance	\$1.00		\$229.28
Ambulance & Life Pack Lease	\$1.00	\$12,528.10	\$159,896.12
Liability Insurance	\$7,500.00	-	\$4,762.50
Unemployment Compensation	\$650.00	7	\$617.77
Worker's Compensation	\$13,250.00	/	\$7,233.35
Department Supplies	\$14,500.00	\$1,230.35	\$17,085.97
Postage	\$1,900.00		\$1,074.63
Fuel	\$7,500.00	\$519.52	\$6,333.33
Office Supplies	\$3,500.00	\$32.50	\$4,403.05
Transcription Service	\$900.00		\$597.80
Medical Equipment (Maint.Repl)	\$7,000.00	\$680.08	\$4,463.06
Radio/Communications Equipment	\$2,500.00		
Medical Evaluation	\$4,500.00	\$641.50	\$6,695.50
Vehicle Maintenance & Repair	\$5 , 500.00	\$4,385.91	\$21,213.66
Computer/Software	\$2,000.00		\$2,602.27
Equipment & Vehicle Replacement	\$365,000.00		\$365,000.00
TOTAL EXPENDITURES	\$1,112,662.00	\$74,048.06	\$1,214,854.65
REVENUE (-) EXPENDITURES	(\$405,000.00)	(\$42,580.49)	(\$591,628.67)
TRANSFER from FUND BALANCE	\$405,000.00		\$365,000.00
TRANSFER from CIP		\$12,528.10	\$159,896.12
BUDGET BALANCE	\$0.00	(\$30,052.39)	(\$66,642.55)

- Anticipated Exceedance of Line Items:
 - PER DIEM Salaries, 2006-42152-12000
 - UPDATE Through the end of September, the YTD ACTUAL is less than YTD BUDGETED meaning this line might not be exceeded as earlier anticipated.
 - o SOCIAL SECURITY, 2006-42152-22000
 - UPDATE Same as PER DIEM Salaries
 - MEDICARE, 2006-42152-23000
 - UPDATE Same as Per Diem Salaries
 - o LEGAL Services, 2006-42152-32000
 - BUILDING Maintenance, 2006-42152-43000
 - DEPARTMENT SUPPLIES, 2006-42152-62000
 - OFFICE SUPPLIES, 2006-42152-68000
 - o MEDICAL EVALUATION, 2006-42152-74002
 - Hired more employees than budgeted
 - VEHICLE Maintenance, 2006-42152-76001
 - COMPUTER/SOFTWARE MAINTENANCE, 2006-42152-86000
 - Unanticipated replacement of a tablet and charger.
- Due to the continuation of paying legal fees, vehicle maintenance items from earlier in the year and recently, the projection is now the budget will be overspent by about \$10,000 to \$12,000.

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\leq	AMBULANCE BILLING (ComStar Reporting)
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YEAR	XPORTS	CHARGES	REDUCTION	ALLOWABLE	PAYMENTS	BALANCE
2014	613	\$546,306.50	\$166 <mark>,</mark> 697.39	\$379,609.11	\$280,184.72	\$99,424.39
2015	700	\$660,833.70	\$234 <mark>,</mark> 411.65	\$426,422.05	\$318,859.01	\$107,563.04
2016	724	\$842,970.00	\$337,321.21	\$505,648.79	\$370,714.39	\$134,934.40
2017	819	\$952,516.00	\$393,550.90	\$558,965.10	\$423,772.30	\$135,192.80
2018	871	\$1,202,944.00	\$574,035.21	\$628,908.79	\$448,864.39	\$180,044.40
2019	746	\$1,046,564.00	\$475,725.63	\$570,838.37	\$327,058.57	\$243,779.80
TOTAL	4473	\$5,252,134.20	\$2,181,741.99	\$3,070,392.21	\$2,169,453.38	\$900,938.83

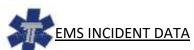
NOTE All Numbers Are Estimations and are Subject to Changes Based upon Audit Adjustments and Results.

Revenue per Transport (\$/Trip) 2014: \$457.07 2015: \$455.51 2016: \$512.04 2017: \$517.43 2018: \$515.34 2019: \$438.42

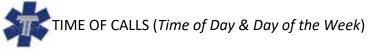


ADMINISTRATION

- 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

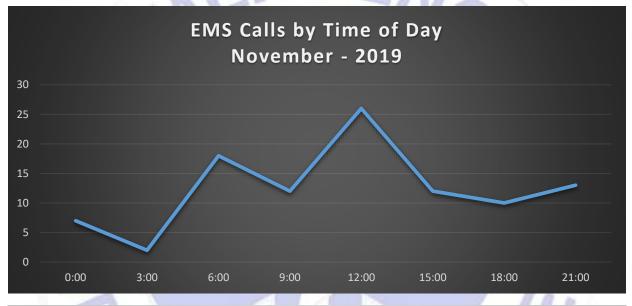


TOTAL Number of INCIDENTS	106 (November 2018 – 93)
Allenstown Pembroke Barnstead Bow Chichester Concord Deerfield Epsom Hooksett Pittsfield	. 49 (46.3%) (November 2018 – 58) . 0 0 . 0 6 . 0 . 1 . 0
INCIDENTS Handled by Tri-Town EMS	. 93 (November 2018 - 83) (87.8%)
Mutual Aid RECEIVED from other Departments	13 (November 2018 – 10) (12.3%)
Bow Fire Department Chichester Fire Department Concord Fire Department Epsom Fire Department Hooksett Fire Department Pembroke Fire Department	0 5 2 6
Mutual Aid GIVEN to other COMMUNITIES	3 (November 2018 - 4) (2.9%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITA	AL72 (November 2018 - 60) (67.92%)
Catholic Medical Center (CMC) Concord Hospital Elliot Hospital	
Average REACTION Time (Dispatch to Responding)	55 Seconds
Average RESPONSE Time (Dispatch to On-Scene)	4 Minutes 22 Seconds
Average ON-SCENE Time	18 Minutes 29 Seconds
Average TRANSPORT Time	20 Minutes 6 Seconds
Average AT HOSPITAL Time	44 Minutes 20 Seconds
Average CALL LENGTH Time (Dispatch to In-Service)	1 Hour 28 Minutes 48 Seconds

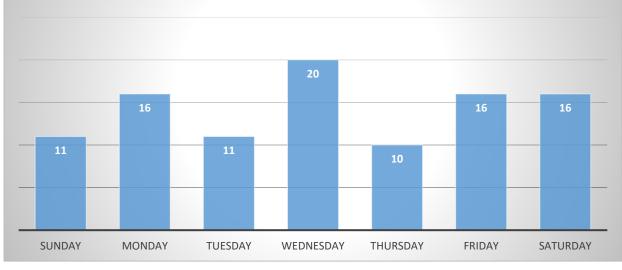


*Excludes some Mutual Aid Received Runs

		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	1	0	0	0	0	4	2	7
3:00	5:59	0	0	1	1	0	0	0	2
6:00	8:59	2	4	4	5	1	0	2	18
9:00	11:59	2	1	2	3	2	2	0	12
12:00	14:59	2	5	0	4	5	4	6	26
15:00	17:59	2	2	2	2	0	0	4	12
18:00	20:59	1	2	1	1	2	2	1	10
21:00	23:59	1	2	1	4	0	4	1	13
	TOTAL	11	16	11	20	10	16	16	



EMS Calls by Day of the Week November - 2019



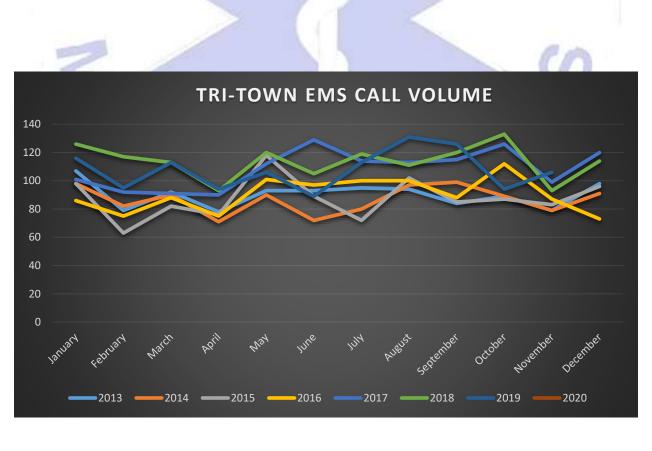
EMS INCIDENTS by DISPTCHED REASON

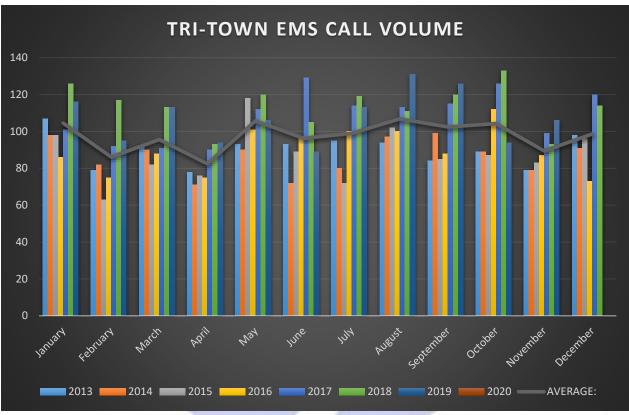
INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	12
Breathing Problems (6)	11
Chest Pain (Non-Traumatic)	10
MVC / Transportation Incident (29)	8
Abdominal Pain / Problems (1)	6
Unconscious / Syncope (31)	6
Diabetic Problem (13)	4
Hemorrhage / Laceration / Bleeding	4
Medical Alarm (32)	4
Sick Person (26)	4
Dizziness (26)	3
Assault (4)	2
Cardiac Arrest / Death (9)	2
Headache (18)	2
Lift / Invalid Assist	2
Nausea / Vomiting (26)	2
Overdose / Misuse of Medications / Poisoning (23)	2
Pain (26)	2
Pregnancy / Childbirth / Miscarriage (24)	2
Stroke / CVA / TIA (28)	2
Unknown Problem / Person Down (32)	2
Alcohol Intoxication	11
Altered Mental Status (26)	
Back Pain (Non-Traumatic) (5)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Choking (11)	1
Heart Problems / AICD	1
No Other Appropriate Choice	1
Seizure (12)	1
Standby	1
	1

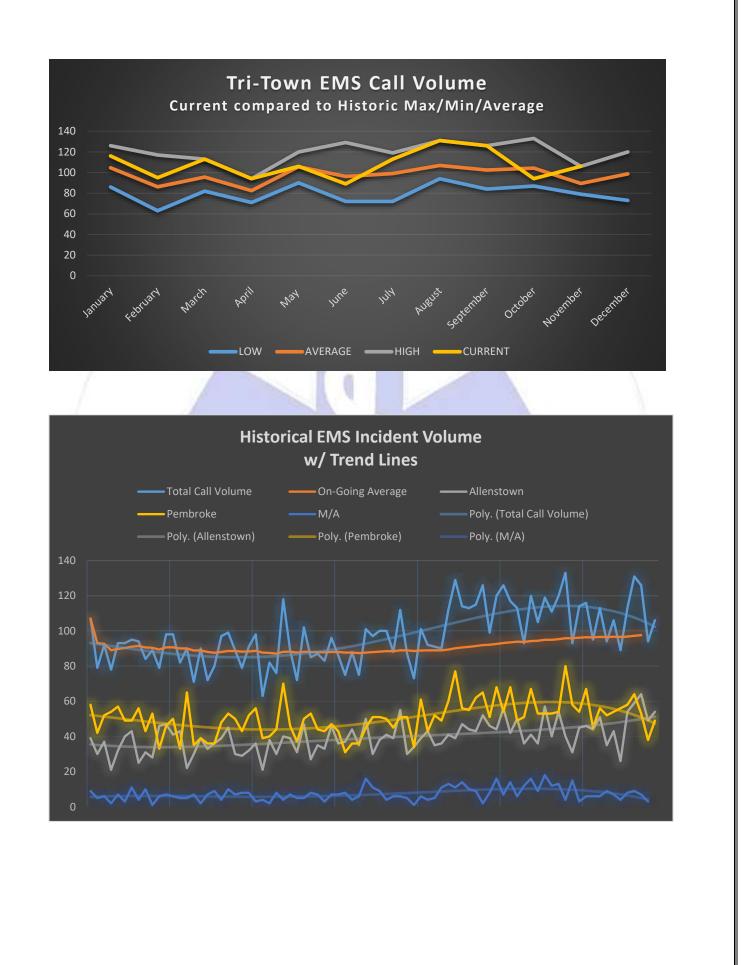


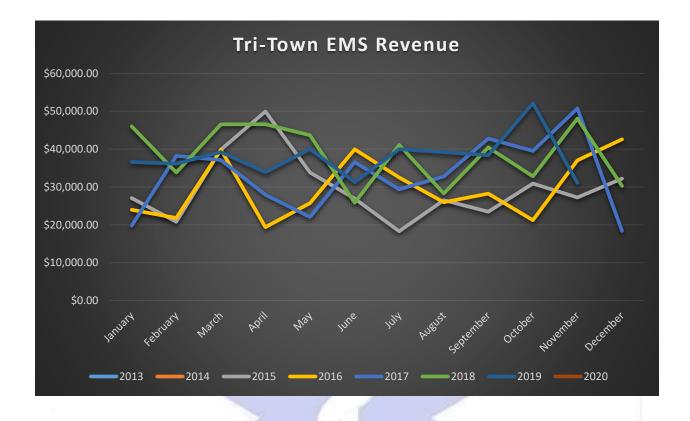
PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	74
Cardiac: 12-Lead ECG	70
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	66
Assessment: Patient Assessment	41
Assessment: Stroke Exam	4
Respiratory: etCO2 Digital Capnography	4
Soft Tissue: General Wound Care	3
Cardiac: Defibrillation (Manual)	2
Ortho: Spinal Motion Restriction Applied w/ C-Collar	2
Cardiac: Cardioversion	1
Ortho: Spinal Motion Restriction Applied w/o C-Collar	1
Ortho: Splinting (General)	1
Respiratory: BiPAP	1
Respiratory: ETT / Intubation (Orotracheal)	1
Respiratory: Suction Airway	1
Soft Tissue: Occlusive Dressing Application	1
Vascular: IO/Intraosseous Cannulation	1
Vascular: IV access via Existing Peripheral IV	1
	10
MEDICATIONS ADMINSTERED	1,

MEDICATION ADMINISTERED	OCCURANCE
Normal Saline	18
Oxygen	12
Fentanyl	11
Ondansetron / Zofran	10
Aspirin	8
Albuterol mixed w/ Ipratropium Bromide (DuoNeb)	6
Nitroglycerin	6
Ketorolac / Toradol	4
Midazolam / Versed	3
Dextrose 10%	2
Magnesium Sulfate	2
Methylprednisolone / Solu-Medrol	2
Alcohol Prep / Isopropyl Alcohol	1
Amiodarone	1
Epi 1:1,000 (Epinephrine 1 mg/ml)	1
Glucagon	1









Cummulative Monthly Revenue (recieved) by YEAR

