



Tri-Town Emergency Medical Services



**Monthly Director's Report
September 2020**

September 2020 in SUMMARY

- Ambulance 3 & Ambulance 8 received annual Safety Inspection and maintenance
- Full Time vacancy was filled with employee going through orientation and is now staffing the ambulance.
- Work continued on the Policy Manual.
- NCCP Trainings (Monthly Trainings) resumed.
- Medical Resource Hospital Agreement changes.
- New Hampshire EMS Patient Care Protocol, Version 8

STAFFING & RECRUITMENT

The Service moved forward with hiring a Full Time Paramedic to fill the vacancy. The new employee started in September and completed his orientation and was scheduled shifts.

At the beginning of September, there were three application for employment, two (2) are EMT's and one (1) is a paramedic. Currently the roster is relatively full at 29 employees. One of the EMT's withdrew and the other two (2) applicants are in different stages of the interviewing process.

Per Diem staff were made aware of new availability requirements. Per Diem staff are required to put in availability for one (1) weekend shift per month and must put in for shifts that are actually vacant. The Deputy Director will send out the shifts that are available for Per Diem employees each month.

POLICIES

Work continued on the Policy Manual. The manual combines all previously adopted policies with recommended additions. It will be divided into 5 sections:

1. Definitions
2. Administrative Policies
3. Operational Policies
4. Training and Clinical Policies
5. Infection Control Policies

TRAININGS

On September 16th, the Service resumed hosting monthly NCCP trainings at the Pembroke Public Safety Center. These trainings, in addition to the monthly article and other on shift trainings are intended to meet the educational requirements needed for all license levels to re-license every two (2) years.

MEDICAL RESOURCE HOSPITAL AGREEMENT (MRH)

The Service's Medical Resource Hospital, Concord Hospital sent out the latest MRH agreement. Other EMS services in the Capital Area had some concerns over the section pertaining to corrective action for deviation in care standards. The signing of the MRH was put on hold until these issues are resolved.



NEW HAMPSHIRE PATIENT CARE PROTOCOLS version 8

With virtually all employees having completed version 8 of the New Hampshire Patient Care Protocols, the Service is now operating under the new protocols. Protocol books were ordered for all staff and to be placed in the office and ambulances. In the next few week, electronic versions will be placed on Service computers, tables and phones.

AMBULANCE 3

- Mileage: 3,190 miles
- Annual State Safety Inspection.
- Ball Joint Work, covered by warrantee.
- Ambulance 3 was used on 8 EMS Incidents in the month of September.

AMBULANCE 8

- Mileage: 74,791 miles
- Used on 86 EMS Incidents the Month of September.
- Annual State Safety Inspection
- PL Custom replace a door piston and assembly and fixed rear door lights.

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.
- Once the new full time employee has been oriented to their position, the QA responsibilities will be reassigned.

	IV	IO	ETT w/ Bougie	ETT	KING Airway	BiPAP	CPAP	Ventilator	RSI/DSI
September '20	42/54 77.8%	1/1 100%	--	1/2 50%	--	1	--	--	--
12 MONTH	540/754 71.7%	12/15 80.00%	4/6 66.67%	7/8 87.5%	5/5 100%	20	0	7	3

TRAINING

- EMS1 ARTICLE: *"Why Valsalva Breaks SVT"*; CEU's 0.25; 19 of 29 employees completed training
- EMS1 ARTICLE: *"A Legal Refresher for EMS"*; CEU's 0.25; 19 of 29 employees completed training
- MONTHLY SHIFT TRAINING – NONE; CEU's N/A; n/a of 29 employees completed training
- MONTHLY SKILLS TRAINING – 14/29 employees completed training.
- NCCP – *"Protocol Review/CPAP/Ventilation"*; Instructor: Craig Clough NRP, CEU's 2.0; 11/29 employees attended the training.
- RSI SCENARIO 3rd Quarter: 5/13 paramedics completed.
- PRIMEX TRAININGS: 26/29 employees completed
- NHBEMS PROTOCOL ROLLOUT: 24/29 employees completed



- 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.



FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$445,000.00	\$12,501.75*	\$321,000.88
Allenstown Payment	\$174,409.00	--	\$87,205.00
Pembroke Payment	\$221,974.00	--	\$110,987.00
Miscellaneous Revenue	\$9,750.00	\$1,100.00	\$1,723.00
Interest	\$1,000.00	\$63.18	\$1,177.98
TOTAL REVENUE	\$852,133.00	\$13,664.93	\$522,093.86
Full Time Salaries	\$255,500.00	\$17,672.52	\$176,139.07
Per Diem Salaries	\$248,198.00	\$17,422.96	\$170,616.54
Overtime	\$28,000.00	\$4,820.00	\$24,242.21
Health Insurance	\$39,000.00	\$4,221.06	\$49,297.43
Dental Insurance	\$5,900.00	\$393.71	\$3,643.14
Life Insurance	\$150.00	\$21.00	\$96.00
Disability Insurance	\$3,100.00	\$537.45	\$2,467.88
Social Security	\$32,966.00	\$2,474.76	\$23,001.86
Medicare	\$8,189.00	\$614.70	\$5,713.37
NH Retirement	\$31,160.00	\$2,512.59	\$20,658.45
Uniforms	\$6,500.00	--	\$2,910.73
Training & Certification	\$12,300.00	\$400.00	\$2,195.24
Legal Services	\$10,000.00	--	\$8,675.85
Telephone	\$5,820.00	\$964.26	\$4,256.09
Contracted Billing Services	\$20,500.00	\$4,734.30	\$15,004.77
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	\$5,798.24	\$25,153.97
Postage	\$1,900.00	\$80.00	\$228.70
Fuel	\$8,000.00	\$489.93	\$3,917.96
Office Supplies	\$3,200.00	\$1,482.59	\$3,598.09
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	--	\$3,327.00
Vehicle Maintenance & Repair	\$6,500.00	\$563.34	\$4,070.20
Computer/Software	\$2,000.00	--	\$1,154.98
Equipment & Vehicle Replacement	\$75,000.00	--	--
TOTAL EXPENDITURES	\$870,133.00	\$65,203.41	\$572,075.02
REVENUE (-) EXPENDITURES	(\$18,000.00)	(\$51,538.48)	(\$49,981.16)
TRANSFER from FUND BALANCE	\$8,000.00	--	--
TRANSFER from CIP	\$10,000.00	--	--
BUDGET BALANCE	--	--	--

*Adjustment



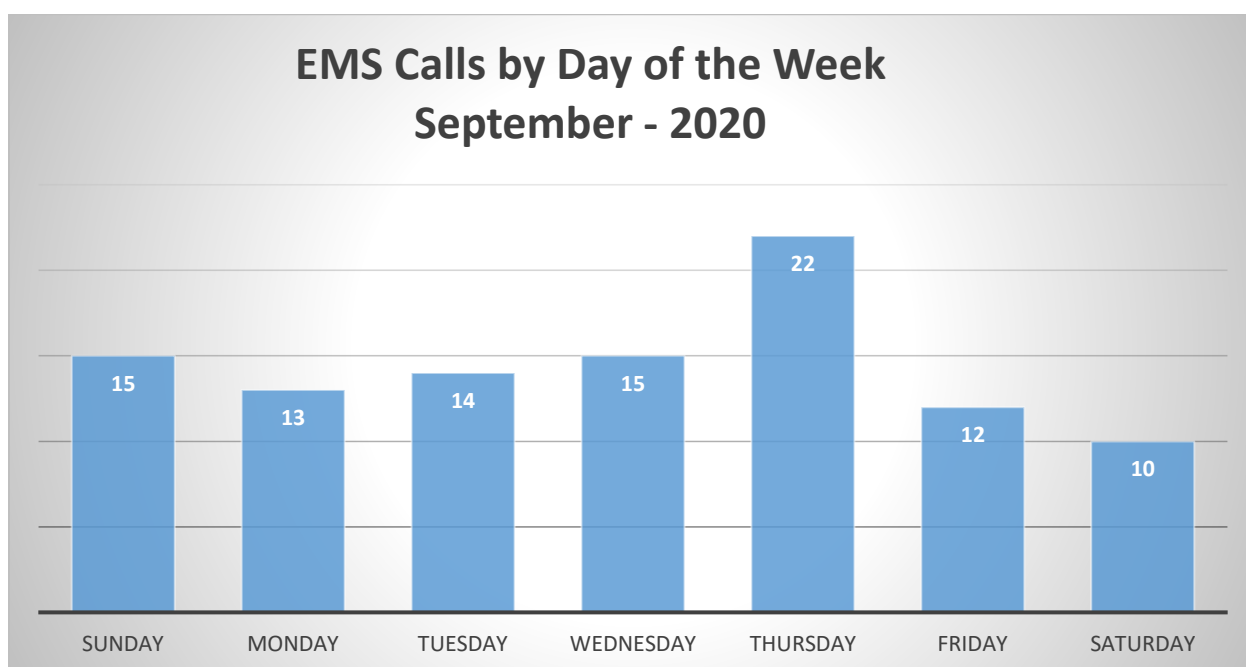
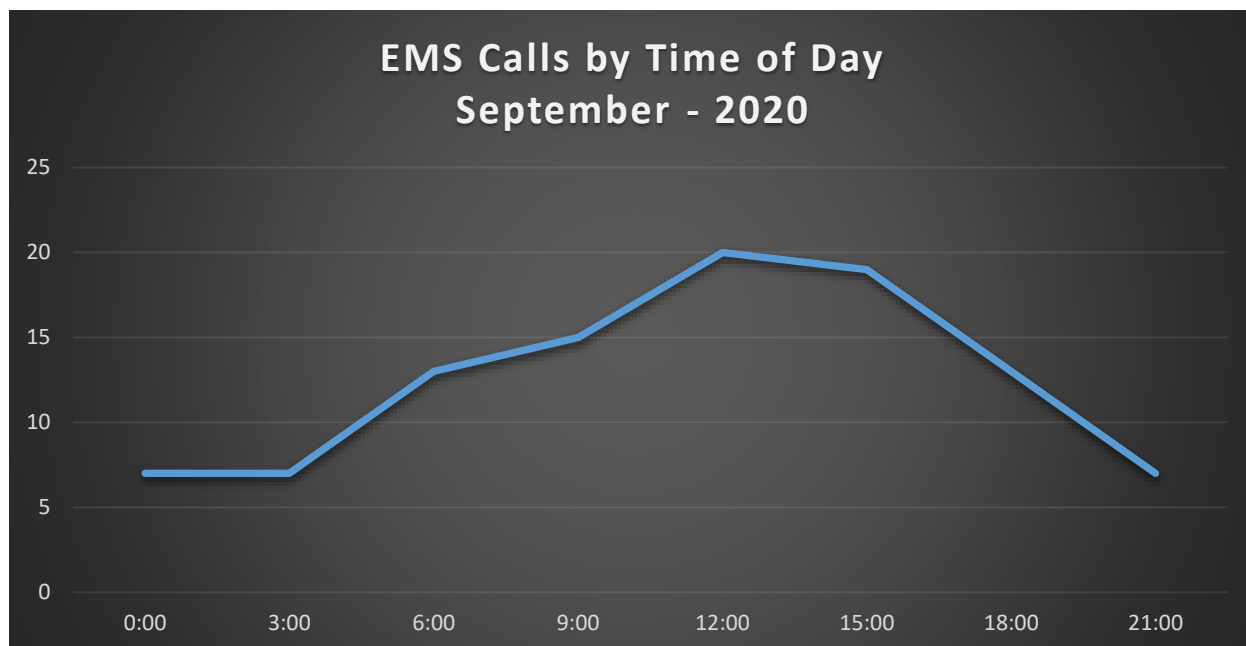
INCIDENT DATA (September 2020)

TOTAL Number of Incidents	103	(September 2019 – 126)
Allentown	42 (40.8%)	(September 2019 – 64)
Pembroke	51 (49.6%)	(September 2019 – 53)
Bow	0	
Chichester	0	
Concord	9	
Deerfield	1	
Epsom	0	
Hooksett	0	
Loudon	0	
Northwood	0	
INCIDENTS Handled by Tri-Town EMS	96	(September 2019 – 113)
Mutual Aid RECEIVED from other Departments	7	(September 2019 – 13)
Bow Fire Dept.	0	
Chichester Fire Dept.	0	
Concord Fire Dept.	1	
Epsom Fire Dept.	2	
Hooksett Fire Dept.	4	
Pembroke Fire Dept.	0	
Mutual Aid GIVEN to Other Communities	10	(September 2019 – 9)
TOTAL Number of Patient's TRANSPORTED to the HOSPITAL	53 (51.5%)	(September 2019 – 78)
Concord Hospital	45 (84.9%)	
Catholic Medical Center (CMC)	2 (3.8%)	
Elliot Hospital	6 (11.4%)	
Average CALL LENGTH in TIME (Dispatch until Clear from Call)	1 Hours 9 Minutes 00 Sec	
Average Reaction Time (Dispatch until Ambulance Responds)	0 Hours 1 Minutes 1 Sec	
Average Response Time (Dispatch until Ambulance On Scene)	0 Hours 4 Minutes 43 Sec	
Average On-Scene Time	0 Hours 22 Minutes 9 Sec	
Average Transport Time	0 Hours 19 Minutes 13 Sec	
Average at Hospital Time	0 Hours 22 Minutes 55 Sec	



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

		SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
0:00	2:59	1	2	0	2	1	1	0	7
3:00	5:59	1	2	0	2	2	0	0	7
6:00	8:59	1	2	3	3	2	1	1	13
9:00	11:59	1	0	3	1	5	2	3	15
12:00	14:59	3	3	0	4	4	3	3	20
15:00	17:59	2	3	5	2	4	2	1	19
18:00	20:59	3	1	1	1	3	2	2	13
21:00	23:59	3	0	2	0	1	1	0	7
	TOTAL	15	13	14	15	22	12	10	



EMS INCIDENTS by DISPATCH REASON

INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)	OCCURANCE
Falls (17)	13
Breathing Problems (6)	12
Lift / Invalid Assist	10
MVC / Transportation Incident (29)	9
Chest Pain (Non-Traumatic) (10)	6
Medical Alarm (32)	6
Unconscious / Syncope (31)	6
Abdominal Pain / Problem (1)	4
Back Pain (Non-Traumatic) (5)	4
Overdose / Misuse of Meds / Poisoning (23)	3
Sick Person (26)	3
Stroke / CVA / TIA (28)	2
Unknown Problem / Person Down (32)	2
Alcohol Intoxication	1
Allergic Reaction / Stings / Bites (2)	1
Altered Mental Status (26)	1
Assault (4)	1
Burns / Explosion (7)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Cardiac Arrest / Death (9)	1
Choking (11)	1
COVID-19 or Flu-Like Illness (36)	1
Diabetic Problem (13)	1
Dizziness (26)	1
Head Injury (30)	1
Headache (18)	1
Heart Problems / AICD (19)	1
Hemorrhage / Laceration / Bleeding (21)	1
Nausea / Vomiting (26)	1
No Other Appropriate Choice	1
Pain (26)	1
Standby	1
Traumatic Injury (30)	1
Well Person Check	1



PROCEDURES ADMINISTERED

PROCEDURE PERFORMED	OCCURANCE
Vascular: IV/Extremity Vein Catheterization	54
Cardiac: 12-Lead ECG Obtained	52
Cardiac: ECG Monitoring (4-Lead of Defib Pads)	54
Assessment: Patient Assessment	22
COVID / Flu: Surgical Mask Placed on Patient	8
Respiratory: etCO2 Digital Capnography	3
Assessment: Stroke Exam	2
Respiratory: ETT / Intubation(Orotracheal)	2
Soft Tissue: General Wound Care	2
Assessment: Orthostatic Vital Signs	1
Cardiac: CPR (Manual)	1
Cardiac: CPR (Mechanical Device)	1
General: Patient Cooling (Cold Pack or General)	1
Ortho: Splinting (General)	1
Respiratory: BiPAP	1
Respiratory: Use of Video Laryngoscopy	1
Vascular: IO / Intraosseous Cannulation	1

MEDICATION ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Fentanyl	14
Aspirin	8
Oxygen	7
Epinephrine 1:10,000 (Epi 0.1mg/ml)	6
Normal Saline	6
Ondansetron / Zofran	6
Nitroglycerin	5
Ketorolac / Toradol	3
Diphenhydramine / Benadryl	2
Dextrose 10% (D10)	1
Dextrose / Oral Glucose	1
Epinephrine 1:1,000 (Epi 1mg/ml)	1
Epi Pen Adult	1
Glucagon	1
Ibuprofen (Motrin)	1
Sodium Bicarbonate	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



