





## 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. Nicolas Larochelle. 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 Mar 12, 2018, 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

February 2018 was the busiest February on record for the Service, with 117 EMS incidents in Pembroke and Allenstown as well as those mutual aid runs assigned to Tri-Town EMS. By the end of February, we were over 50 runs higher than last year at that time.

February saw the Service finalizing the Advanced Emergency Medical Technician course preparations and application with the New Hampshire Bureau of Emergency Medical Technicians. The course was approved and set to commence on March 19<sup>th</sup>. We also started the process of researching a portable ventilator to be used to mechanically ventilate patients as well as to be used for CPAP and BiPAP treatments for patients who are in respiratory distress.

The three (3) new employees brought on in January continued their orientation and third ride requirements. Two (2) were cleared to work independently with the third finishing up their time in March.



## ADVANCED EMERGENCY MEDICAL TECHNICIAN (AEMT) COURSE

Assistant Director Stephanie Locke has been preparing for the up-coming AEMT course that is being offered by Tri-Town EMS. The cost of the course is \$1,500.00 and will run from March 19<sup>th</sup> until the end of August. The Service will be waiving the cost of the course for one of our employees to attend.



## STOP THE BLEED:

Allenstown PD reached out to Tri-Town EMS and inquired about the kit for the "Stop the Bleed" program. The Service contacted Concord Hospital about a training kit and was given the list of items that should be included in such a kit, however no such kit is available. Tri-Town EMS will put together a kit to be used for trainings in Allenstown and Pembroke and allow Allenstown Police Department to utilize it. We also indicated the Service wishes to participate in any "Stop the Bleed" trainings that are done in the schools.



## EMS RELICENSING:

During the month, the Service worked with those who were re-licensing this year to ensure all their training was entered into the National Registry of Emergency Medical Technicians website and identifying those employees who are short training hours. The Service agreed to pay for the NCCP refresher of two (2) employees who were hired in the middle of their licensing cycle, and were short hours. The two (2) employees are active at Service provided trainings. There are eleven (11) employees re-licensing this year.



### AMBULANCE 8

During the period of warm weather, it was reported by the ambulance staff that the A/C unit was failing to work appropriately. PL Custom was contacted and check the ambulance out the same day. They found the AC system to not have any pressure, meaning there was no refrigerant in the system. The ambulance was sent to Grappone Ford and they feel the A/C unit evaporator has a leak. They also discovered the ambulance radiator is leaking. Both items were order and the installation will be completed when Grappone takes delivery of the parts. The radiator is a warrantee item and the evaporator is yet to be determined.



### VEHICLE MAINTENANCE

AMBULANCE 3 (79A3):

- Mileage – 84,681
- No Maintenance, Repairs.
- Monthly Service check completed, check engine light comes on.

AMBULANCE 8 (79A8):

- Mileage – 24,599
- Lube and Filter Service, AC Unit Checked and found to be leaking refrigerant, Radiator has a leak.
- Monthly Service check completed.



### QUALITY ASSURANCE

Tri-Town EMS through its clinical coordinator reviews all EMS incidents for adherence to the current New Hampshire Patient Care Protocols.

- Grammatical errors and other non-medical documentation errors were discovered.
- Signatures and documenting SSN and insurance information continued to be an issue.
- Patient care issue was discovered and discussed with the provider.
- Concord Hospital will be utilizing new stroke activation levels. The hospital will be looking for additional information from EMS when a stroke patient is being transported to them. The hospital is questing a Stroke Activation with the *Last-Known-Well-Time* is less than 24 hours. This is a change from the 6 hours that was previously stated.
- Some crews are still not entering Mutual Aid runs into TEMSIS. These are runs where mutual aid was received by the Service and a run number was generated.
- Myself and the Assistant Director Stephanie Locke attended the Capital Area Continuous Quality Improvement meeting on February 28<sup>th</sup>.





## EMS EDUCATION

- February 13<sup>th</sup>, 2018 at the Allenstown Fire Station – “Central Nervous System (CNS) Injuries” (2 Hour) by William Amos, NRP and “Affective Characteristics” (1 Hour) by Stephanie Locke, NRP, I/C. 11/25 attended, 6 from other agencies attended.
- Journal of Emergency Medical Service (JEMS) article – “Whole Blood: the case for the use of whole blood on prehospital civilian medicine” (0.25 hours). 12/25 completed the article.
- EMS World article – “Interacting with the Mental Health Crisis Victim” (0.25). 12/25 completed the article.
- Monthly Skills Training – 14/25 completed the training.
- Monthly Shift Training – TXA & Pitocin Medicine Review (0.5 hours). 11/25 completed the training.
- Annual Safety Training will be conducted in March. (Communicable Diseases, Bloodborne Pathogens, Airborne Pathogens, Body Substance Isolation (BSI) precautions, Proper Lifting Techniques and Back Safety, Stretcher Safety, Infection Control Plan, and Documentation.



## STAFFING

During the month of February 2018, there were no changes to the Service’s Roster. The current staffing for the service is as follows:

FULL TIME	4	Paramedics					4
PART TIME	1	Paramedics	1	AEMTs	1	EMTs	3
PER DIEM	3	Paramedics	8	AEMTs	7	EMTs	18
TOTAL	8	Paramedics	9	AEMTs	8	EMTS	25



## CORRESPONDANCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

During February 2018, Tri-Town EMS was in contact with the following Healthcare and Public Safety Agencies to better serve individuals and our community.

1. *ALLENSTOWN POLICE DEPARTMENT*

- a. Requested a CPR Course (rescheduled)
- b. Information on "Stop the Bleed"

2. *CATHOLIC MEDICAL CENTER*

- a. Updated our Paramedic Roster for their Pyxis System.

3. *CONCORD HOSPITAL*

- a. Updated Medication Order Form
- b. Upcoming EMS courses: Shriner's Burn Care for Pediatric Patients, EMS Grand Rounds,
- c. Requested face sheets from past patients.
- d. Information on I-Secure Syringes. (Dilaudid)
- e. Appropriate disposal of sharp containers
- f. Stroke criteria updates
- g. Confirmed with Concord Hospital, Paramedic Ryan Hornblower and EMT Tiffani McIntosh will be present at the EMS Grand Rounds for Sepsis on March 13<sup>th</sup>, 2018.

4. *ELLIOT HOSPITAL*

- a. Michael Kelley (past paramedic for Tri-Town EMS), is the new EMS Coordinator for the Elliot.
- b. Provided an updated, Paramedic Roster of Tri-Town for their Pyxis System.

5. *EXETER HOSPITAL*

- a. Talked with Laura Thibeault, EMS Manager for Exeter ALS, about their vents.

6. *NEW HAMPSHIRE BUREAU of EMERGENCY MEDICAL SERVICES*

- a. Contacted Aaron McIntyre about creating a report in NHTEMSIS so that individual community data can be extrapolated and with other treatment and disposition filters added.

7. *PEMBROKE POLICE DEPARTMENT*

- a. Employees were subpoenaed to appear in court for a criminal trial.

8. *PEMBROKE, Town Of*

- a. Attended the Technical Review Committee meeting
- b. Attended the Joint Loss Management Committee meeting



## FINANCES

LINE NAME	BUDGETED	MONTH	YTD
Ambulance Revenue	\$352,800.00	\$33,808.55	\$79,910.37
Allenstown Payment	\$180,333.00	--	--
Pembroke Payment	\$224,635.00	--	--
Miscellaneous Revenue	\$20,390.00	--	--
Interest	\$1.00	--	--
<b>TOTAL REVENUE</b>	<b>778,159.00</b>	<b>\$33,808.55</b>	<b>\$80,917.37</b>
Full Time Salaries	\$214,777.00	\$16,693.68	\$25,397.22
Per Diem Salaries	\$245,286.00	\$17,749.27	\$25,332.95
Overtime	\$28,153.00	\$2,658.18	\$3,616.65
Health Insurance	\$43,037.00	\$322.36	\$5,608.18
Dental Insurance	\$6,000.00	--	\$955.18
Life Insurance	\$150.00	--	\$24
Disability Insurance	\$2,660.00	--	\$512.52
Social Security	\$30,270.00	\$2,300.27	\$3,369.50
Medicare	\$7,519.00	\$571.36	\$836.94
NH Retirement	\$27,476.00	\$2,158.98	\$3,251.75
Uniforms	\$6,500.00	\$1,704.78	\$2,259.78
Training & Certification	\$33,500.00	\$816.67	\$1,356.66
Legal Services	\$15,000.00	--	--
Telephone	\$5,280.00	\$496.91	\$716.04
Contracted Billing Services	\$18,000.00	--	\$2,300.54
Accounting Services	\$5,800.00	--	--
Building Maintenance	\$250.00	--	--
Ambulance & Life Pack Lease	--	--	--
Liability Insurance	\$7,500.00	--	\$6,605.00
Unemployment Compensation	\$600.00	--	\$616.00
Worker's Compensation	\$13,000.00	--	\$13,307.00
Department Supplies	\$14,500.00	\$600.76	\$3,030.76
Postage	\$1,900.00	--	--
Fuel	\$6,000.00	\$828.42	\$828.42
Office Supplies	\$3,358.00	\$434.71	\$477.71
Transcription Service	\$800.00	--	--
Medical Equipment (Maint.Repl)	\$15,303.00	--	\$1,428.00
Radio/Communications Equipment	\$1,000.00	--	--
Medical Evaluation	\$4,500.00	--	\$1,041.00
Vehicle Maintenance & Repair	\$5,500.00	\$880.22	\$1,055.85
Computer/Software	\$2,000.00	\$142.50	\$142.50
Equipment & Vehicle Replacement	\$120,000.00	--	--
<b>TOTAL EXPENDITURES</b>	<b>886,159.00</b>	<b>\$48,359.06</b>	<b>\$104,070.15</b>
<b>REVENUE (-) EXPENDITURES</b>	<b>(\$108,000.00)</b>	<b>(\$14,550.51)</b>	<b>(\$23,152.78)</b>
<b>TRANSFER from FUND BALANCE</b>	<b>\$108,000.00</b>	<b>--</b>	<b>--</b>

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



## AMBULANCE BILLING

<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	\$166,318.19	\$379,988.31	\$276,897.30	\$103,091.01
2015	700	\$660,833.70	\$234,122.20	\$426,711.50	\$316,415.05	\$110,296.45
2016	725	\$844,130.00	\$338,189.89	\$505,940.11	\$365,376.53	\$140,563.58
2017	819	\$952,522.00	\$391,822.09	\$560,699.91	\$402,807.23	\$157,892.68
<b>TOTAL</b>	<b>2,857</b>	<b>\$3,003,792.20</b>	<b>\$1,130,452.37</b>	<b>\$1,873,339.83</b>	<b>\$1,361,496.11</b>	<b>\$511,843.72</b>

2014: \$451.71    2015: \$452.03    2016: \$503.97    2017: \$491.83



## EQUIPMENT

- No items to report



## ADMINISTRATION

- Allenstown Town Administrator ..... Michael Stark (Acting)
- Pembroke Town Administrator ..... David Jodoin
- Allenstown Fire Chief ..... Chief Shawn Murray
- Pembroke Fire Chief ..... Chief Harold Paulsen
- Allenstown Public Representative ..... Michael O'Mara
- Pembroke Public Representative ..... Robert "Bob" Bourque
- Tri-Town EMS Employee Representative ..... Hearshell VanLuven, NRP, FTO
- Tri-Town EMS Director ..... Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director ..... Stephanie Locke, NRP, I/C





## EMS INCIDENT DATA

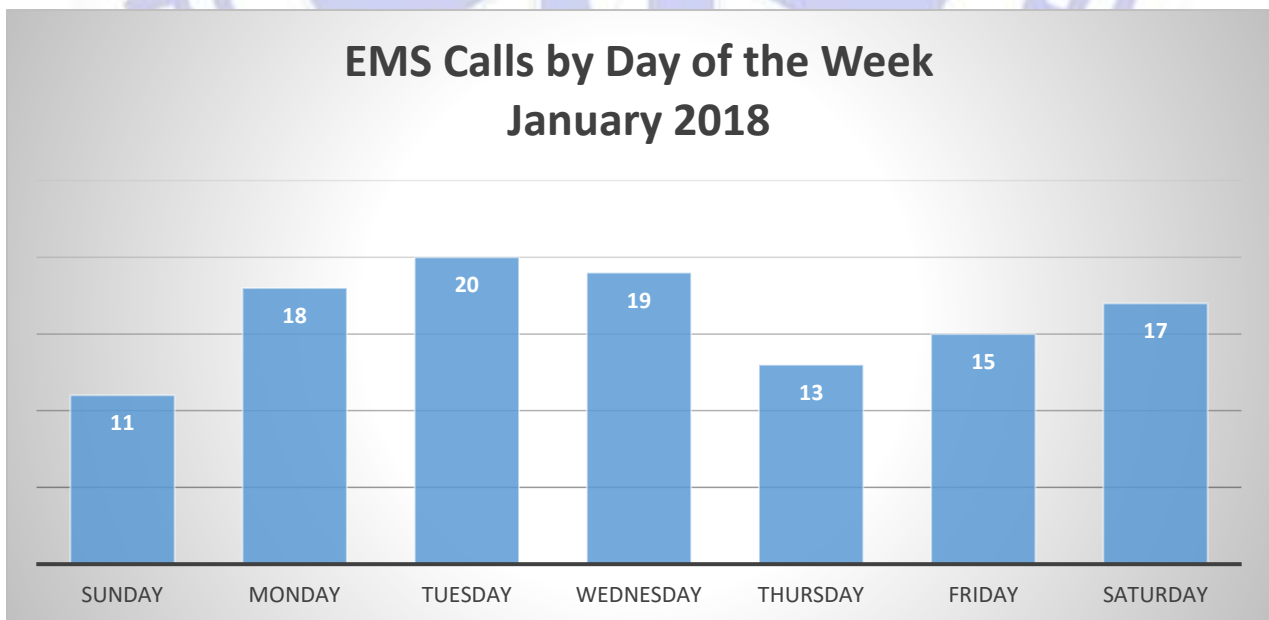
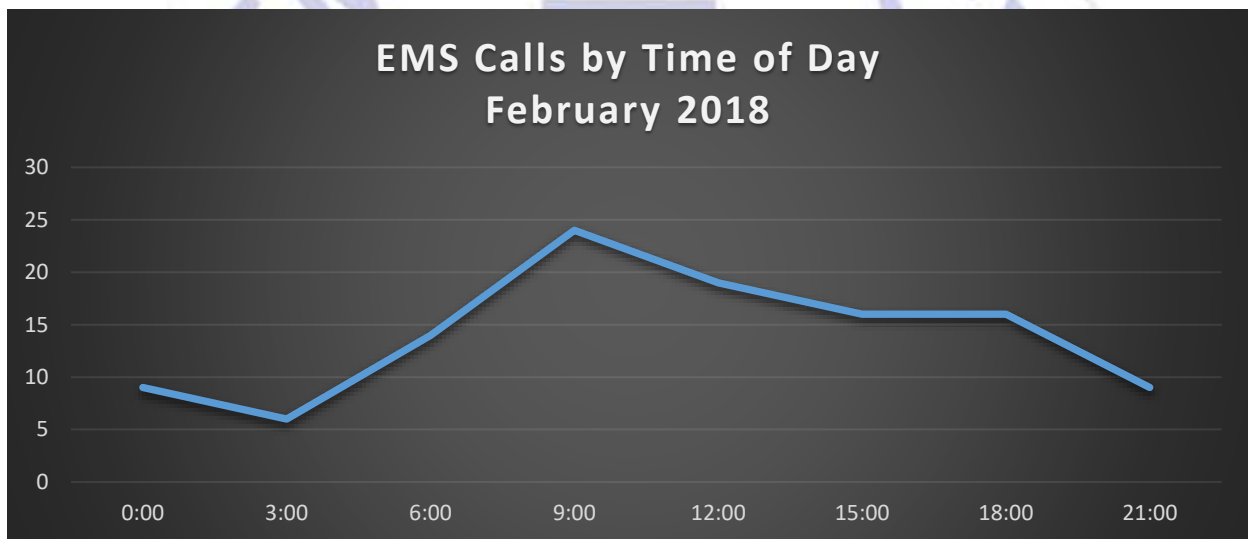
TOTAL Number of INCIDENTS .....	117 (February 2017 – 92)
Allenstown.....	42 (35.90%) (February 2017 - 43)
Pembroke .....	68 (58.12%) (February 2017 – 43)
Barnstead .....	0
Bow .....	0
Chichester .....	0
Concord .....	3
Deerfield .....	0
Epsom .....	1
Hooksett .....	3
Pittsfield .....	0
INCIDENTS Handled by Tri-Town EMS .....	107 (February 2017 - 85) (91.45%)
Mutual Aid RECEIVED from other Departments .....	10 (February 2017 – 7) (8.55%)
Bow Fire Department .....	0
Concord Fire Department .....	5
Epsom Fire Department .....	0
Hooksett Fire Department .....	5
Mutual Aid GIVEN to other COMMUNITIES .....	7 (February 2017 - 6) (5.98%)
TOTAL Number of PATIENTS TRANSPORTED to the HOSPITAL ...	73 (February 2017-63) (62.40%)
Catholic Medical Center (CMC) .....	6 (8.22%)
Concord Hospital .....	60 (82.19%)
Elliot Hospital .....	7 (9.59%)
Average REACTION Time (Dispatch to Responding).....	44 Seconds
Average RESPONSE Time (Dispatch to On-Scene) .....	5 Minutes 2 Seconds
Average ON-SCENE Time .....	18 Minutes 38 Seconds
Average TRANSPORT Time .....	19 Minutes 31 Seconds
Average AT HOSPITAL Time .....	18 Minutes 17 Seconds
Average CALL LENGTH Time (Dispatch to In-Service) .....	1 Hour 2 Minutes 12 Seconds



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

TIME	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	TOTALS
0:00-2:59	1	1	2	2	0	2	1	9
3:00-5:59	1	1	0	2	1	0	1	6
6:00-8:59	1	1	4	0	3	2	3	14
9:00-11:59	2	6	2	0	6	2	6	24
12:00-14:59	1	1	6	7	0	3	1	19
15:00-17:59	3	3	2	6	1	1	0	16
18:00-20:59	2	5	1	1	2	2	3	16
21:00-23:59	0	0	3	1	0	3	2	9
TOTALS	11	18	20	19	13	15	17	113

\*Excludes some Mutual Aid Received Runs





## EMS INCIDENTS by DISPATCHED REASONS

<u>INCIDENT COMPLAINT REPORTED by DISPATCH (EMD CODE)</u>	<u>OCCURANCE</u>
Breathing Problem (6)	14
Sick Person (26)	13
Falls (17)	11
Chest Pain (Non-Traumatic) (10)	6
Medical Alarm (32)	5
Unconscious / Syncope (31)	5
Diabetic Problem (13)	4
No Other Appropriate Choice	4
Pain (26)	4
Psychiatric / Behavioral / Suicide Attempt (25)	4
Alcohol Intoxication	3
Head Injury (30)	3
Heart Problem / AICD (19)	3
Lift / Invalid Assist	3
Overdose / Misuse of Meds / Poisoning (23)	3
Unknown Problem / Person Down (32)	3
Allergic Reaction / Stings / Bites (2)	2
Assault (4)	2
Back Pain (Non-Traumatic) (5)	2
Cardiac Arrest / Death (9)	2
MVC / Transportation Incident (29)	2
Standby	2
Traumatic Injury (30)	2
Abdominal Pain / Problem (1)	1
Altered Mental Status (26)	1
Carbon Monoxide / Hazmat / Inhalation / CBRN (8)	1
Dizziness (26)	1
Hanging (30)	1
Headache (18)	1
Hemorrhage / Laceration / Bleeding (21)	1
Medication Reaction (Not Allergic)	1
Seizure (12)	1
Stroke / CVA / TIA (28)	1
Walkin (EMS Related)	1



## PROCEDURES ADMINISTERED

<u>PROCEDURE PERFORMED</u>	<u>OCCURANCE</u>
Vascular: IV / Extremity Vein Catheterization	87
Cardiac: 12-Lead ECG Obtained	75
Cardiac: ECG Monitoring (4 Lead or Defib Pads)	65
Assessment: Patient Assessment	50
Respiratory: etCO2 Digital Capnography	6
Cardiac: Defibrillation (Manual)	5

Respiratory: ETT / Intubation (Orotracheal)	5
Ortho: Spinal Motion Restriction Applied w/ C-Collar	3
Respiratory: BVM / Bagged Ventilations via Mask	3
Vascular: IO / Intraosseous Cannulation	3
Cardiac: CPR (Manual)	2
Cardiac: CPR (Mechanical)	2
Respiratory: CPAP	2
Respiratory: King Supraglottic Airway Insertion	2
Respiratory: Suction Airway	2
Movement: C-Collar Applied for Stabilization	1
Respiratory: BVT / Bagged Ventilations via ETT	1
Respiratory: OPA / Oropharyngeal Airway Insertion	1



#### MEDICATIONS ADMINISTERED

MEDICATION ADMINISTERED	OCCURANCE
Oxygen	19
Normal Saline	18
Epinephrine 1:10,000 (0.1mg/ml)	17
Nitroglycerin (1-infusion)	12
Ondansetron / Zofran	11
Aspirin	10
DuoNeb / Ipratropium Bromide w/ Albuterol	8
Naloxone / Narcan	8
HYRDOMorphone	6
Fentanyl	5
Methylprednisolone / Solu-Medrol	3
Midazolam / Versed	3
Albuterol	2
Sodium Bicarbonate	2
Acetaminophen	1
Amiodarone	1
Calcium Chloride	1
Diphenhydramine / Benadryl	1
Epinephrine 1:1,000 (1mg/ml)	1
Epi-Pen (Auto Injector)-Adult	1
Ketorolac / Toradol	1
Magnesium Sulfate (Infusion)	1
Prochlorperazine / Compazine	1



