

TRI-TOWN EMS  
BOARD OF DIRECTORS MEETING  
Wednesday, January 10, 2018  
Pembroke Town Hall  
311 Pembroke Street  
Pembroke, New Hampshire 03275

The January 10, 2018 meeting of the Tri-Town EMS Board of Directors was called to order by the newly elected chairman, Harold Paulsen at 3:30 p.m.

Present on the Board: Harold Paulsen, Mike O'Meara, Bob Bourque, Shawn Murray, Shaun Mulholland, Dave Jodoin and Hearshell VanLuven

Present on the Staff: Chris Gamache, Director; Stephanie Locke, Assistant Director

Others present: Michael Stark, Interim Town Administrator

**Approve minutes of previous meetings**

On motion of Chief Murray, duly seconded by Mr. O'Meara, it was voted to approve the minutes of the November 8, 2017 and December 13, 2017 meetings.

**Approve expenditures**

There were no expenditures to be approved.

**Approve purchase orders**

There were no purchase orders to be approved.

**Discuss changes to billing rules**

Mr. Gamache proposed a billing rule stating that Medicare-only residents of Allentown and Pembroke continue to be billed for the 20% not covered by Medicare but that their balance will not be sent to collections if they can't pay. He also proposed that residents of the two towns with no insurance be billed only the Medicare allowable amount. He said that collection rates for patients with private insurance is consistently at 87%. He noted that Tri-Town ambulance charges are well below what private companies charge. All other things being equal, Mr. Gamache estimates a net revenue increase of \$60,000 for 2018; he estimates \$37,900 in lost revenue due to the two rule changes proposed. There will still be revenue, just not as much.

Mr. Bourque asked how Tri-Town can require non-residents to pay the full amount and reduce the amount owed by residents.

Mr. Gamache responded that, per ComStar, this does not violate any anti-kickback law because the residents pay property taxes, directly or indirectly.

Mr. Jodoin asked if Tri-Town still goes through the hardship evaluation.

Mr. Gamache responded that they do for those with no insurance.

Mr. Bourque asked if those on Medicare who don't pay their 20% still get a bill.

Mr. Gamache responded that they do.

Mr. Bourque asked about the cost of billing.

Mr. Gamache said that they pay a flat rate; ComStar gets a percentage of what they collect.

Mr. Mulholland suggested taking a straw poll because the Board should wait until the actual policy is presented to act on it.

On motion of Chief Murray, duly seconded by Mr. Bourque, via a straw poll, the Board unanimously expressed approval of the concepts presented by Mr. Gamache.

#### **Discuss ComStar Revenue Report**

Mr. Jodoin reported that the uncollectibles for December totaled \$530,000. Total receivables for 2017 stand at \$547,690. He has not yet completed the write-offs. He noted that uncollectibles continue to rise.

#### **Accept employment resignations**

Mr. Gamache announced the resignation of John Vanloendersloot effective January 28, 2018. A part-timer, He has worked Sundays for four years and covered major holidays so that others could have the time off. Mr. Gamache said that he was an excellent employee and will be missed. Mr. Gamache expressed his thanks for Mr. Vanloendersloot's service.

On motion of Mr. Bourque, duly seconded by Chief Murray, it was voted to accept the resignation of John Vanloendersloot and to thank him for his service.

Mr. Gamache announced the resignation of Jake Poulin, effective December 29, 2017. Mr. Poulin is moving.

On motion of Mr. Mulholland, duly seconded by Mr. Bourque, it was voted to accept the resignation of Mr. Poulin.

#### **Accept employment applications (two of the three to be taken up after non-public sessions)**

Mr. Gamache asked for the approval of Heather Luby as a new EMT. All pre-employment work has been done and results were all positive. Ms. Luby will be a per diem employee at Grade 8, Step 2, Year 1; and will begin at a \$13.91 per hour.

On motion of Chief Murray, duly seconded by Mr. Mulholland, it was voted to approve the hiring of Heather Luby.

### **Director's Report**

Mr. Gamache stated that he is presenting December data and a year-end wrap-up. Call volume continues to rise, increasing approximately 20% in 2017. There were 120 runs in December – 44 for Allenstown and 68 for Pembroke. The three-year call distribution, which will be used for 2019 budgeting, is 43.88% Allenstown and 56.12% Pembroke. In December, mutual aid was given eight times and received 13 times. Transports numbered 78 and the average time out the door was 58 seconds. For all of 2017, there were 1,302 runs, an increase of 220 runs over the previous year. Allenstown had 509 runs, an increase of 40; Pembroke had 699 runs, an increase of 175. Mutual aid was provided 94 times, an increase of five; mutual aid was received 99 times, an increase of 26. Transports totaled 824, an increase of 89. The average time out the door was 52.2 seconds. Tri-Town's transport license was renewed in December. A system for completing and tracking safety checks was implemented on January 1, 2018. A designated employee will prepare a monthly report on the ambulances and the medical equipment therein. Two portable radios were delivered for ambulance 3; they are awaiting delivery of a refrigerator for ambulance 8. Tri-Town received \$6,000 in grant dollars for the EMS warm zone equipment. In 2017, three Tri-Town patients survived cardiac arrest events and were discharged from the hospital. More than ten patients suffering life-threatening heart attacks were treated by the staff, transported to the hospital, and later discharged. These are statistics which the service is extremely proud of. Tri-Town certified 28 people in CPR; 119 received hands-only CPR training at Old Home Day. Tri-Town provided coverage for several area events in 2017: Pembroke Friends of Football; State Nine Racing, a bicycle race at Bear Brook State Park; Suncook Rod and Gun Club Fishing Derby; Amoskeag Regatta; Demolition Derby at the Deerfield Fair; and Old Home Day. The service implemented a Vial of Life program, so that patients can fill out a form and have vital information readily available in their homes in the event of an emergency. Privacy practice notices and patient satisfaction surveys were mailed to 800 patients; 200 have been returned. Training requirements for the National Registry were completed. The education of staff and others in the region for relicensing was offered. Ms. Locke completed her instruction of an EMR course in December. The service developed an active shooter SOP, with equipment which would enable them to be part of a regional response. Tri-Town participated in local, regional, and state committees and boards as follows: Capillary Public Health Network; Continuance of Care – Substance Abuse Disorder Group; NH EMS Protocol Committee and the Medical Control Board. They provided assistance to other departments when available to do so, and took delivery of a new ambulance in 2017. Finally, Tri-Town was named the EMS unit of the year.

Mr. Mulholland stated that he has seen a dramatic change in a positive direction in this service since 2013. He is especially pleased with the all-important contributions to health and safety Tri-Town has made. The service provides excellent service to Pembroke and Allenstown.

Chair Paulsen and Mr. O'Meara echoed Mr. Mulholland's words of high praise.

Chief Murrery added that he has opportunities to work directly with Tri-Town and said that their spirit of cooperation is excellent and they are supportive of the training needs of the Fire Department.

**Non-Public Session in accordance with the provisions of RSA 91-A:3 II (b)**

On motion of Mr. Bourque, duly seconded by Mr. Jodoin, it was voted to enter non-public session in accordance with the provisions of RSA 91-A:3 II (b) at 4:02 p.m.

A roll call vote was taken: Harold Paulsen, yes; Mike O'Meara, yes; Bob Bourque, yes; Shawn Murray, yes; Shaun Mulholland, yes; Dave Jodoin, yes; and Hearshell VanLuven, yes.

The Board returned to public session.

On motion of Mr. Bourque, duly seconded by Mr. Jodoin, it was voted to approve the hiring of Erika Cook as a per diem EMT, Grade 8, Step 3, Year 1. Her rate of pay will be \$14.26 per hour.

On motion of Mr. Bourque, duly seconded by Mr. Jodoin, it was voted to enter non-public session in accordance with the provisions of RSA 91-A:3 II (b).

A roll call vote was taken: Harold Paulsen, yes; Mike O'Meara, yes; Bob Bourque, yes; Shawn Murray, yes; Shaun Mulholland, yes; Dave Jodoin, yes; and Hearshell VanLuven, yes.

The Board returned to public session at 4:19 p.m.

On motion of Mr. Bourque, duly seconded by Mr. Jodoin, it was voted to approve the hiring of Mitchell Dean as a per diem A-EMT, Grade 9, Step 3, Year 2. His rate of pay will be \$15.11 per hour.

Mr. Mulholland said that this is his last meeting, as he has taken a position as the city manager of Lebanon, New Hampshire. He said it has been a pleasure and an honor to sit on the Tri-Town EMS Board of Directors. Tri-Town provides a great service to Allenstown and Pembroke, and it is rare for two New Hampshire towns to work together so well!

On motion of Mr. Bourque, duly seconded by Mr. Jodoin, it was voted to adjourn at 4:23 p.m.

A handwritten signature in black ink, appearing to read 'Harold Paulsen', is written over a solid black horizontal line.

HAROLD PAULSEN, CHAIRMAN