



Tri-Town EMS is the *Paramedic Ambulance Service* for the Towns of Allenstown and Pembroke, responding to 1,009 EMS incidents in 2016, resulting in 735 patient transports by the Service. When taken into consideration the 73 EMS Incidents that were handled by mutual aid, the total EMS call volume for the service area in 2016 is 1,082. The primary ambulance is staffed with at least one (1) paramedic and another EMS provider twenty-four hours a day, every day to ensure a rapid response to those having a medical emergency.

During 2016, the Service hired its fourth full time paramedic to ensure continuous paramedic coverage for the two Towns. This staffing plan coupled with active part time and per diem paramedics creates productive working relationships with the Service's Emergency Medical Technicians (EMT) and Advanced Emergency Medical Technicians (AEMT), resulting in the smooth application of emergency medical care to those who utilize our services. In the second half of 2017, Tri-Town EMS has plans to deploy a second ambulance, staffed with On-Call personnel to cover EMS Incidents the primary ambulance in not available to respond to. The On-Call period will be from 8am-Midnight, divided up into shifts with those who are one call to be paid an on-call rate for the shift and then an hourly rate when activated. This plan is intended to better serve the two Towns and to supplement the primary ambulance crew. People who are interested in being part of this program are encourage to contact the Service Director, Christopher Gamache at 485-4411.

Last year, the Service implemented a training plan that is compliant with the National Registry of Emergency Medical Technicians (NREMT) National Continuing Competency Program (NCCP) training requirements. The benefit of this training plan is that the Service is providing all the education needs of our providers, utilizing the New Hampshire Fire Academy and Concord Hospital, to broaden and enhance the educational experience for those who attend. An *Advanced Life Support* (ALS) mannequin and multiple infant and adult CPR mannequins were purchased to be used for skills training of staff while on shift and for other organized trainings. Noteworthy training items for 2016 include the Service putting three employees through the American Heart Association © (AHA) Cardio-Pulmonary Resuscitation (CPR) training. Tri-Town EMS is now able to provide CPR Instruction to healthcare providers and to the public. Residents of Pembroke and Allenstown who need CPR certification are encouraged to contact Director Christopher Gamache or Assistant Director Stephanie Locke at 485-4411 to sign-up for a CPR course for no charge. In 2016, the Service licensed Stephanie Locke as an Instructor Coordinator (I/C) for EMS. This will allow the Service to put on EMS courses in the future which will act as a potential revenue stream for the Service and a tool to recruit new employees. Stephanie was also honored by the New Hampshire Bureau of EMS by being named "EMS PROVIDER OF THE YEAR".

The Director and Assistant Director were active in regional meetings relating to Emergency Medical Services, Public Health and Public Safety by attending meetings with the Capital Area Public Health Network, Medical Control Board, New Hampshire Emergency Medical Service Patient Care Protocol Committee, Capital Area Mutual Aid Compact, Concord Hospital and others. These meetings allow Tri-Town EMS to represent the health and safety needs and concerns of the two Towns, while partnering with other organizations to provide better service and assist in non-traditional EMS roles. The Service meets regularly with the EMS Coordinator and Medical Director of Concord Hospital to discuss EMS related concerns in an effort to provide the highest quality pre-hospital care possible. In addition to this guidance, Concord Hospital provides a significant amount of medical supplies and virtually all of the Service's medications at no cost to the Service.

Tri-Town EMS ordered a 2017 PL Custom ambulance in the spring of 2016. The ambulance is expected to be delivered in February of 2017. Patient and crew safety played a major role in the design of this ambulance. The most visible change to the ambulance is the color scheme. The ambulance is yellow with a light metallic grey top. These are highly visible colors that show up well during the day and night, and in virtually all weather conditions. The striping of this ambulance will include black stripes which is a contrasting color to the yellow, making the ambulance highly visible. Inside the ambulance is a load system that removes most, if not all, of the lifting required to get a patient into and out of the ambulance. A camera system is installed to allow for the safe maneuvering of the ambulance and allows for the patient compartment to be monitored by the driver, ensuring both patient and provider safety. The interior of the patient compartment is configured to minimize the amount of time the EMS provider needs to be out of their seat while the

ambulance is moving and to decrease potential trip hazards within the ambulance. An electronic controlled substance vault is installed so that each paramedic will have a unique PIN to gain access to the controlled substances, thus decreasing the likelihood of drug diversion or theft. A safety system which monitors speeds, braking, seat belt use, emergency signal device use and other aspects of ambulance operations has been installed. This will allow the service to identify unsafe operations and to take appropriate action. Finally, a radio repeater is installed which will enhance communications between the ambulance crew and Concord Fire Alarm. These are not the only differences between the current ambulances and the new ambulance, but are probably the most important when considering the safety of the ambulance crew and our patients.

Tri-Town Emergency Medical Service is here to provide high quality and efficient pre-hospital care to those in need. In 2017 we are implementing a Patient Survey program to receive feedback on how well we are meeting the needs of those who call upon us in their time of need. We are also going to be distributing “Vial of Life” packets to anyone who wishes to have one. “Vial of Life” is used to positively identify a person while providing vital information about their medical history. The “Vial of Life” program is available to all residents of Pembroke and Allenstown. For more information about Tri-Town EMS, On-Call employment, CPR courses, the “Vial of Life” Program, ambulance billing, or any other concerns with the Service, please feel free to contact the Service Director. Tri-Town EMS is located at 247 Pembroke Street in Pembroke. If you feel you or someone else is having a medical emergency **CALL 911**.

	2014	2015	2016	Current TRI-TOWN EMS Staff	
TOTAL EMS INCIDENTS	1033	1031	1082	Christopher Gamache	FT - Paramedic
Allenstown, NH	421	443	469	Stephanie Locke	FT - Paramedic
Pembroke, NH	538	573	524	Julie Irwin	FT - Paramedic
Barnstead, NH	0	2	3	Daniel Heffernan	FT - Paramedic
Bow, NH	0	0	2	Adam Boise	PD – Paramedic
Concord, NH	8	2	8	Michael Kelley	PD – Paramedic
Chichester, NH	0	1	0	Michael Langille	PD – Paramedic
Deerfield, NH	1	3	3	Maurice Paquette	PD - Paramedic
Epsom, NH	12	7	12	Hearshell VanLuven	PT – Paramedic
Hooksett, NH	54	46	60	Jasmine Croteau	PD – AEMT
Loudon, NH	0	2	0	Robyn Cushing	PD – AEMT
Manchester, NH	0	1	1	Daniel Fitzgerald	PD – AEMT
TOTAL TRANSPORTS	680	707	735	Corey Girard	PD – EMTI
Concord Hospital	516	581	587	Kyle Haas	PD – EMT
Catholic Medical Center	61	50	51	Sara Hardy	PD – AEMT
Elliot Hospital	103	76	97	Jonathan Harry	PD – AEMT
Aver. REACTION TIME	1:52	1:21	0:59	Edward Higgins	PT – EMT
Aver. RESPONSE TIME	4:50	5:03	4:29	Irina Higgins	PT – AEMT
Aver. ON-SCENE TIME	16:15	18:15	17:46	Christian Kellermann	PT – AEMT
Aver. TRANSPORT TIME	18:46	19:11	18:04	Adam Morris	PD – EMT
Aver. @ HOSPITAL TIME	20:35	19:16	18:43	Jake Poulin	PD– AEMT
Aver. TOTAL CALL TIME	1:02:18	1:03:16	1:00:02	John Vanloendersloot	PT - EMT
				Robert Vodra	PD – EMT

Respectfully Submitted by:

Christopher Gamache, Service Director
 (603) 485-4411
cgamache@pembroke-nh.com
 247 Pembroke St., Pembroke NH 03275

