



2018 ANNUAL REPORT

Tri-Town Emergency Medical Service is a municipality of the Towns of Allenstown and Pembroke that was created through an Inter-Municipal Agreement between the two towns. We are proud to continuously provide a fully staffed, Paramedic Ambulance to answer the calls for help within our service area and to surrounding communities. I would like to take this opportunity to thank the residents of Allenstown and Pembroke for their continuing support.

The call volume continued in rise in 2018, making it the busiest year for Tri-Town EMS, with 62 more incidents than in 2017. The use of mutual aid is essential to meet the needs of the communities. Historically Tri-Town EMS required slightly more mutual aid than we provided. Last year (2018) however, was the first year where the Service provided more mutual aid than we received.

Opiate and other illicit drug abuse remains a national, state and local problem. The problem has seem to level off in Pembroke and Allenstown from 2017 to 2018, with virtually the same number of drug related calls and administration of Naloxone (Narcan [™]). There were 42 EMS incidents in 2018 dispatched for an Overdose or Misuse of Medications (31 calls in 2017) and Naloxone was administered 49 times (52 times in 2017). More concerning is the noticeable shifted from opiates (or similar type drugs) to Methamphetamine (or other stimulants). Beyond the serious health effects to the patient, this present a concern to EMS and other public safety responders as these people frequently require physical and chemical restraints to keep them and the providers safe. Tri-Town EMS regularly attends meetings in Concord to discuss the Capital Area Drug Problem.

Last year saw both ambulances requiring a considerable amount of unscheduled maintenance and repairs. Ambulance 8, the newest ambulance, had significant Air Conditioning problems early in the year, requiring most of the components to be replaced. Ambulance 3, had significant engine problems. In late summer, the Turbo, Radiator, as well as other items such as brakes and ball joints needed to be replaced. Within a month of getting the ambulance back from those repairs, a major problem involving one of the valves in the engine was discovered, requiring the engine to be replaced. These two occurrences accounted for about \$39,000.00 of unscheduled repairs.

We replaced one of the two mechanical CPR devices after it was found to have failed during routine ambulance equipment checks. The Service took delivery of the LUCAS[™] 3 mechanical CPR device in October. This replacement was not planned for 2018. In November, the Service took delivery of a Zoll AED Portable Ventilator. This was a budgeted item and will be used for CPAP, BiPAP and Mechanical Ventilations. The Ventilator will have a significant impact on the treatment of patients who are in severe respiratory distress, or respiratory arrest, giving the paramedics the ability to have more control on oxygenation and ventilation. We are currently in

the process of training the staff on how to use the ventilator and the current plan is to put the ventilator on the ambulance by early February 2019.

The Service provides regular monthly reports to the Tri-Town EMS Board of Directors outlining the activities, concerns, call data and trends, finances, training and other reportable topics. Anyone who is interested in learning more about the Service's activities, are encouraged to read the monthly Director's Report and the Annual Report located at, www.pembroke-nh.com, select the "Government" tab, then "Q-Z" tab and finally "Tri-Town EMS".

In addition to providing ambulance services, Tri-Town EMS has involved itself in other areas related to public safety and public health.

- Community CPR Course (Free to Residents) & Hands Only CPR Instruction
- Capital Area Public Health Network
- Active Shooter Preparedness
- Standby & Medical Coverage Details
- Medical Control Board Meetings
- Regional CoC/SuD Group (Addiction Prevention)
- EMS Continuing Education
- Emergency Medical Responder Course (EMR)
- Vial of Life Program
- Patient Satisfaction Survey

I want to extend the Service's gratitude to Concord Hospital. The hospital's EMS Coordinator, Craig Clough, past EMS Medical Director Dr. Nicholas Larochelle and current EMS Medical Director Dr. Rob Rix, have played an integral role in assisting the Service with growing our medical capabilities and have coordinated trainings with us for the last few years. Furthermore, Concord Hospital supplies much of our consumable EMS supplies as well as the medication that are on the ambulances. This helps keep our costs down. I also want to thank all the EMS providers of Tri-Town EMS, most of whom are Per Diem Employees and help us ensure continuous coverage of the ambulance. Per Diem Employees do not receive any other benefits besides their hourly rate, giving up their time off outside of their full time jobs and are away from their families. Without them, the cost to operate the Service would be considerably higher. Finally, I wish to express my gratitude to the residents of Allentown and Pembroke for supporting the Service.

Respectfully Submitted

Christopher Gamache
Service Director

TOTAL EMS INCIDENTS	1,364
MUTUAL AID RECEIVED	119
EMS Incidents Handled by TRI-TOWN EMS	1,245
ALLENSTOWN EMS Incidents (YR Aver.)(3YR Aver.)	528 (38.71%) (43.21%)
PEMBROKE EMS Incidents (YR Aver.)(3YR Aver.)	694 (50.88%) (56.79%)
MUTUAL AID GIVEN	142
Mutual aid to BARNSTEAD	4
Mutual aid to BOW	3
Mutual aid to CONCORD	57
Mutual aid to DEERFIELD	2
Mutual aid to EPSOM	14
Mutual aid to HOOKSETT	59
Mutual aid to Pittsfield	3
NUMBER OF PATIENT TRANSPORTS	875
Transport to CONCORD HOSPITAL	706
Transports to CATHOLIC MEDICAL CENTER (CMC)	75
Transports to ELLIOT HOSPITAL	94
Aver REACTION TIME (Dispatch to Responding)	46sec
Aver RESPONSE TIME (Dispatch to On-Scene)	5min 3sec
Aver ON-SCENE TIME	17min 51sec
Aver TRANSPORT TIME	19min 14sec
Aver AT HOSPITAL TIME	21min 17sec
Aver CALL LENGTH TIME (Dispatch to In-Service)	1hr 4min 11sec

TRI-TOWN EMS Staff and Leadership				
EMPLOYEE'S NAME	POSITION	LIC. LEVEL	CLASS.	YR HIRED
Harold Paulsen	Chairman of the Board	N/A	Board	
David Jodoin	Board Member-Pembroke	N/A	Board	
Robert Bourque	Board Member-Pembroke	N/A	Board	
Derik Goodine	Board Member-Allentown	N/A	Board	
Paul St. Germaine	Board Member-Allentown	N/A	Board	
Michael O'Mara	Board Member-Allentown	N/A	Board	
Christopher Gamache	Director	Paramedic	Full Time	2014
Stephanie Locke	Assistant Director	Paramedic	Full Time	2013
William Amos	Field Training Officer	Paramedic	Full Time	2017
Ryan Hornblower	Provider	Paramedic	Full Time	2017
Michael Langille	Provider	Paramedic	Per Diem	2013
Maurice Paquette	Provider	Paramedic	Per Diem	2013
Hearshell VanLuven	Field Training Officer	Paramedic	Part Time	2014
Mary Woo	Provider	Paramedic	Per Diem	2017
Robyn Cushing	Provider	AEMT	Per Diem	2013
Elizabeth Davin	Provider	AEMT	Per Diem	2017
Mitchel Dean	Provider	AEMT	Per Diem	2017
Nicholas DiGiovanni	Provider	AEMT	Per Diem	2017
Daniel Fitzgerald	Provider	AEMT	Per Diem	2014
Cory Girard	Provider	AEMT	Per Diem	2013
Kyle Haas	Provider	AEMT	Per Diem	2016
Sarah Hardy	Provider	AEMT	Per Diem	2013
Jonathan Harry	Provider	AEMT	Per Diem	2015
Irina Higgins	Provider	AEMT	Part Time	2013
Christian Kellermann	Provider	AEMT	Per Diem	2013
Edward Higgins	Provider	EMT	Part Time	2013
Tiffani McIntosh	Provider	EMT	Per Diem	2017
Emma Osborne	Provider	EMT	Per Diem	2017
Joseph Sullivan	Provider	EMT	Per Diem	2017
Robert Vodra	Provider	EMT	Per Diem	2013