

TRI-TOWN Emergency Medical Service

Monthly Director's Report

for the Month of

December 2014



Municipal Ambulance Service

for the Towns of

Pembroke & Allenstown



Prepared By: *Christopher Gamache, Director*

January 5, 2015



PREFACE

Tri-Town Emergency Medical Service is a municipal agency which provides emergency ambulance services to the towns of Pembroke and Allenstown, New Hampshire and was created through an inter-municipal agreement between the two towns. Tri-Town Volunteer Emergency Ambulance Service (TTVEAS) had been the ambulance provider for the two town as well as the town of Hooksett since 1972. In 2010, Hooksett Fire Department started providing emergency ambulance



service for the Town of Hooksett, an event which set into motion the ambulance service becoming a municipality. TTVEAS and the two town came to an agreement where the towns would take possession of all operational equipment and assume any remaining debt on the equipment. The current staff of TTVEAS would become employees of



the new agency. On January 1, 2013 Tri-Town Emergency Medical Service started EMS operations for the two towns. The agency is governed by a Joint Board, comprised of the two town administrators, the two town fire chiefs, and a member-at-large from each town and an employee representative from Tri-Town EMS. The board appoints a director to oversee the overall operations of the agency. Today, Tri-Town EMS is *Paramedic Service*, comprised of full time, part time and per diem employees who staff an ambulance twenty-four hours a day.

REPORT INTRODUCTION

This report was generated on January 5, 2015 by the agency's Director, Christopher Gamache, and represent the EMS activity of the agency, current projects, agency concerns and performance projections. The content of this report shall be presented at the Monthly Meeting of the Joint Board on Wednesday January 14, 2015. This document contains data that was derived from the New Hampshire Department of Safety, Bureau of Emergency Medical Service patient care reporting web site, www.nhtems.org, where Tri-Town EMS documents all EMS related calls that are dispatched by Concord Fire Alarm. Additionally, this document contains data from the agency's billing contractor, ComStar.

Tri-Town EMS has a Medical Resource Hospital Agreement (MRHA) with Concord Hospital. This agreement entitles the agency to function under the medical oversight of the hospital's Medical Director, Dr. David Hirsh. As part of the MRHA, Tri-Town EMS has a Control Substance agreement with Concord Hospital, these two agreements afford TTEMS the ability to have Paramedic level medications and Controlled Substances.

SECTION 1: EMERGENCY MEDICAL SERVICE (EMS) ACTIVITY:

- Total Number of EMS Responses / Request for EMS Services91
- Total Number of Patient’s Transported63
 - Transports to Concord Hospital47 (74.6%)
 - Transports to Catholic Medical Center (CMC)5 (7.9%)
 - Transports to Elliot Hospital11 (17.5%)
 - Transports to Other Hospital0
- Total Number of EMS Runs Where Mutual Aid was Received4
 - Concord Fire Department4
 - Epsom Fire Department0
 - Hooksett Fire Department0
 - Other EMS Agency0
- Total Number of Patient’s Refusing Transport to the Emergency Department21
- Total Number of EMS Responses that Resulted in Another Disposition3
- Tri-Town EMS Transport Percentage (%)69.23%

SECTION 2: EMS RUN DATA

Average Run Times:

- Reaction Time: 1m 22s (60.4% <1min)
- Response Time: 5m 38s (53.25% <5min)
- On-Scene Time:18m 30s (9.89%< 10min; 50.55%< 20 min)
- Transport Time:.....19m 33s
- Back In Service Time:20m 48s

EMS Call Location, by Town:

- Allenstown, NH32 (35.16%)
- Pembroke, NH51 (56.04%)
- Epsom, NH1 (1.1%)
- Concord, NH1 (1.1%)
- Hooksett, NH6 (6.56%)



Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	1	4	1	1	2	1	0	10	10.99%
0300 - 0600	0	0	1	1	2	0	0	4	4.40%
0600 - 0900	1	3	4	1	2	3	2	16	17.58%
0900 - 1200	0	1	4	0	1	1	1	8	8.79%
1200 - 1500	4	2	1	3	1	2	2	15	16.48%
1500 - 1800	5	2	1	4	3	0	1	16	17.58%
1800 - 2100	3	1	0	5	2	3	1	15	16.48%
2100 - 2400	0	2	0	1	2	2	0	7	7.69%
Unknown	0	0	0	0	0	0	0	0	0.00%
Total	14	15	12	16	15	12	7	91	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
Abdominal Pain	4	4.40%
Altered Mental Status	2	2.20%
Anaphylactic / Allergic Reaction	3	3.30%
Assault	2	2.20%
Back Pain (Non-Traumatic / Non-Recent Trauma)	3	3.30%
Breathing Problem	9	9.89%
Cardiac Arrest	1	1.10%
Chest Pain	7	7.69%
CO Poisoning / Hazmat	2	2.20%
Diabetic Problem	1	1.10%
Fall Victim	15	16.48%
Fire Standby	1	1.10%
Headache	1	1.10%
Heart Problems	1	1.10%
Hemorrhage / Laceration	3	3.30%
Ingestion / Poisoning	1	1.10%
Medical Alarm	2	2.20%
Motorized Vehicle Crash (Auto / Truck / ATV / Etc.)	7	7.69%
Other	1	1.10%
Overdose	1	1.10%
Pain	2	2.20%
Psychiatric / Behavioral Problems	3	3.30%
Seizure / Convulsions	3	3.30%
Sick Person	10	10.99%
Traumatic Injury	1	1.10%
Unconscious / Fainting	2	2.20%
Unknown Problem / Man Down	3	3.30%
Unknown	0	0.00%
Total	91	100%

Procedure Administered

Procedure Name	#	%
Assessment: Orthostatic Vital Signs	2	2.20%
Assessment: Patient Assessment	42	46.15%
Cardiac: 12 Lead ECG Obtained	10	9.89%
Cardiac: 12/15/18 Lead ECG-Transmitted	1	1.10%
Cardiac: ECG Monitoring	23	25.27%
Movement: Cervical Collar Applied for Stabilization	3	3.30%
Movement: via Extrication Device (Full-Length)	1	1.10%
Musculoskeletal: Spinal Motion Restriction	3	3.30%
Musculoskeletal: Splinting (General)	2	2.20%
Soft Tissue: General Wound Care	3	3.30%
Soft Tissue: Pressure Dressing Application	2	1.10%
Vascular: IV Catheterization (External Jugular Vein)	1	1.10%
Vascular: IV Catheterization (Extremity Vein)	54	51.65%
None	30	32.97%

Medication Administered

Medication Name	#	%
Acetaminophen (Tylenol)	1	1.10%
Albuterol Sulfate	1	1.10%
Aspirin (ASA)	6	6.59%
Diltiazem (Cardizem)	2	1.10%
Diphenhydramine (Benadryl)	2	2.20%
DuoNeb (0.5 Atrovent/3.0 Albuterol)	3	3.30%
Epinephrine 1:10,000	1	1.10%
Fentanyl	7	4.40%
Glucose (Oral)	3	3.30%
Methylprednisolone (Solu-Medrol)	1	1.10%
Morphine Sulfate	2	2.20%
Nitroglycerin	6	2.20%
Normal Saline	22	24.18%
Ondansetron (Zofran)	13	14.29%
Oxygen	6	6.59%
Oxygen by Nasal Cannula	6	6.59%
None	54	59.34%

SECTION 3: TRI-TOWN EMS PERSONNEL:

During the month of December 2014, there were no changes to the staffing of TRI-TOWN EMS. The Current Staffing of Tri-Town EMS:

• Full Time Employees	2
• Part Time Employees	6
• Per Diem Employees	20
• TOTAL WORK FORCE	28

SECTION 4: EQUIPMENT

- In the month of December, the agency purchased and took delivery of two B. Braun Infusomat Space Pumps (medication infusion pumps).
- Pulse Oximeter to replace a malfunctioning one.
- The Service purchased and took delivery of a Physio-Control LP 15 (Cardiac Monitor).
- The Service purchase two (2) medication bags and change how and where the service stores pre-hospital medications. The Service is now compliant with state and resource hospital requirements for medication security and accountability.
- The Service updated and implemented new procedures for medication accountability and supplies/equipment accountability, mandating all medications, supplies and equipment are accounted for at least once a day.

SECTION 5: CORESPONDANCE WITH STAFF, OTHER EMS AGENCIES & OTHER HEALTHCARE AGENCIES

Staff Meeting: General face-to-face and email communications to keep the staff up to date with service updates.

Concord Hospital: Attended a training for Strokes put on by Concord Hospital on December 4, 2014

Concord Fire Alarm: Working with Capt. Ernie Petrin about getting accurate Mutual Aid received data.

SECTION 6: VEHICLE MAINTENANCE

- Ambulance 2: None – In service.
- Ambulance 3: Oil change, changed rear bumper, installed infusion pump pole inside patient compartment.

SECTION 7: TRI TOWN EMERGENCY MEDICAL SERVICE LEADERSHIP

- Chairman of the Joint Board & Allenstown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allenstown Fire Chief: Dana Pendergast
- Pembroke Fire Chief: Harold Paulsen
- Allenstown Member-At-Large: Veronica "Paige" Lorenz
- Pembroke Member-At-Large: Robert "Bob" Bourque
- Tri-Town EMS Employee Member: Stephanie Locke, NREMT-P
- Tri-Town EMS Director: Christopher Gamache BS, NREMT-P

This monthly Director's Report was created by the agency's director and it represents a summary of available data that was generated from the agency's performing EMS runs.



01/05/2014

Director Christopher Gamache

Date

