

TRI-TOWN Emergency Medical Service

Monthly Director's Report

for the Month of

June 2015



Municipal Ambulance Service

for the Towns of

Pembroke & Allenstown



Prepared By: *Christopher Gamache, Director*

July 5, 2015



PREFACE

Tri-Town Emergency Medical Service was started on January 1, 2013 by an Inter-Municipal Agreement between the towns of Allentown and Pembroke, New Hampshire. The service is managed by the Service Director and Paramedic, Christopher Gamache with oversight by the Tri-Town EMS Board of Directors that is comprised of the Town Administrator and Fire Chief from both towns as well as a member from each community and a Tri-Town EMS employee representative. Tri-Town EMS' primary service area is the two towns, but will provides mutual aid to the Towns of Hooksett, Deerfield, Epsom, Chichester, Bow, the City of Concord, and where ever and whenever requested to do so. Tri-Town EMS is proud to be one of a few ambulance services within the Capital Area that provides its service area with 24/7 paramedic coverage. The service is making great strides to provide those we serve with the highest quality medical care coupled with up-to-date EMS equipment. Our staff is ready and available around the clock to answer call for help.

REPORT INTRODUCTION

This report was generated on July 5, 2015 by the Service's Director, Christopher Gamache, and represents the EMS activity of the Tri-Town EMS, current projects, operational concerns and performance projections. The content of this report shall be presented at the Monthly Meeting of the Joint Board on Wednesday July 8, 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.nhtemsis.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 Services89
- Total Number of Patient’s Transported60
 - Transports to Concord Hospital42 (70%)
 - Transports to Catholic Medical Center (CMC)9 (15%)
 - Transports to Elliot Hospital9 (15%)
 - Transports to Other Hospital0 (0%)
- Total Number of EMS Runs Where Mutual Aid was Received4
 - Concord Fire Department3
 - Epsom Fire Department0
 - Hooksett Fire Department1
 - Other EMS Agency0
- Total Number of Patient’s Refusing Transport to the Emergency Department17
- Total Number of EMS Responses that Resulted in Another Disposition29

SECTION 2: EMS RUN DATA

Average Run Times:

- Reaction Time: 1m 6s (68.54% <1min)
- Response Time:4m 49s (60.67% <5min)
- On-Scene Time:17m 22s (11.24%< 10min; 56.18%< 20 min)
- Transport Time:20m 30s
- Back In Service Time:18m 40s

EMS Call Location, by Town:

- Allenstown, NH39 (43.82%)
- Pembroke, NH46 (51.39%)
- Deerfield, NH1 (1.12%)
- Manchester, NH.....0 (0%)
- Hooksett, NH3 (3.37%)
- Epsom, NH0 (0%)
- Concord, NH0 (0.85%)



Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	1	2	1	1	1	0	0	6	6.74%
0300 - 0600	1	1	1	1	0	1	0	5	5.62%
0600 - 0900	1	1	0	0	2	1	0	5	5.62%
0900 - 1200	1	5	3	0	0	1	0	10	11.24%
1200 - 1500	0	2	5	3	2	5	3	20	22.47%
1500 - 1800	0	3	3	3	5	2	3	19	21.35%
1800 - 2100	1	1	2	2	1	4	0	11	12.36%
2100 - 2400	2	2	1	2	1	1	3	12	13.48%
Unknown	0	0	0	1	0	0	0	1	1.12%
Total	7	17	16	13	12	15	9	89	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
Abdominal Pain	4	4.49%
Assault	2	2.25%
Assault - Sexual	1	1.12%
Back Pain (Non-Traumatic / Non-Recent Trauma)	1	1.12%
Breathing Problem	10	11.24%
Chest Pain	10	11.24%
Diabetic Problem	6	6.74%
Fall Victim	3	3.37%
Heart Problems	1	1.12%
Hemorrhage / Laceration	4	4.49%
Lift Assist / Invalid Assist	1	1.12%
Medical Alarm	4	4.49%
Motorized Vehicle Crash (Auto /Truck / ATV / Etc).	9	10.11%
Other	4	4.49%
Overdose	1	1.12%
Pain	1	1.12%
Pregnancy / Childbirth	1	1.12%
Psychiatric / Behavioral Problems	4	4.49%
Seizure / Convulsions	2	2.25%
Sick Person	12	13.48%
Stab / Gunshot Wound	1	1.12%
Standby	2	2.25%
Traumatic Injury	1	1.12%
Unconscious / Fainting	3	3.37%
Unknown Problem / Man Down	1	1.12%
Unknown	0	0.00%
Total	89	100%



Procedure Administered

Procedure Name	#	%
Assessment: Orthostatic Vital Signs	1	1.12%
Assessment: Patient Assessment	48	53.93%
Cardiac: 12 Lead ECG Obtained	35	39.33%
Cardiac: 12/15/18 Lead ECG-Transmitted	3	3.37%
Cardiac: ECG Monitoring	42	47.19%
Musculoskeletal: Spinal Assessment	1	1.12%
Musculoskeletal: Spinal Motion Restriction (With C-Collar)	4	4.49%
Musculoskeletal: Spinal Precautions Withheld Per Assessment Criteria	1	1.12%
Respiratory: CPAP	1	1.12%
Soft Tissue: General Wound Care	2	2.25%
Soft Tissue: Pressure Dressing Application	1	1.12%
Vascular: IV Catheter Removal	1	1.12%
Vascular: IV Catheterization (Extremity Vein)	58	65.17%
None	27	30.34%

Medication Administered

Medication Name	#	%
Acetaminophen (Tylenol)	1	1.12%
Albuterol Sulfate	4	4.49%
Aspirin (ASA)	10	11.24%
Dextrose 50% (D50)	3	3.37%
DuoNeb (0.5 Atrovent/3.0 Albuterol)	1	1.12%
Fentanyl	3	3.37%
Ibuprofen (Advil, Motrin)	1	1.12%
Ipratropium Bromide (Atrovent)	3	3.37%
Methylprednisolone (Solu-Medrol)	3	3.37%
Morphine Sulfate	1	1.12%
Nitroglycerin	7	7.87%
Normal Saline	25	28.09%
Ondansetron (Zofran)	7	7.87%
Oxygen	7	7.87%
Oxygen by Nasal Cannula	6	6.74%
Oxygen by Nebulizer	1	1.12%
None	51	57.30%



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the month of June 2015, the service focused efforts on filling the vacant full time position and recruiting new per diems. During the month of June, there were not changes to the service’s roster. The current staffing of Tri-Town EMS:

- Full Time Employees2
- Part Time Employees6
- Per Diem Employees17
- TOTAL WORK FORCE25

SECTION 4: EQUIPMENT

- The finger readers on the ToughPad tablets are not operational as of yet. The tablets need software that was not provided with devices by Panasonic. The IT vendor is working on this issue.
- Comcast installed an Internet Modem/Router for Tri-Town’s Office Space. This device along with the IT vendor re-configuring the service’s printers, has resolved a good portion of the immediate IT issues the service has. The service still needs Comcast to run a dedicated line to the office spaces to finish the project.

SECTION 5: CORESPONDENCE WITH OTHER HEALTHCARE AGENGIES

Beyond the normal email correspondence between services and Concord Hospital, there were no other correspondence with other Healthcare Agencies during the month of June.

SECTION 6: REVENUE AND EXPENDITURES

Revenues: Ambulance Billing: \$26,931.33 Legal Document Request: \$25.00
Total: \$26,956.33

Expenses:

- The service paid \$896.27 for supplies and oxygen for the month of June.
- OVERTIME: 69 hours, \$2,036.26

SECTION 7: DIRECTOR RECOMMENDATIONS/COMMENTS

- Tri-Town EMS is currently working on the 2016 budget.
- Scheduling was tough for June and into July from being down one (1) full time position and with people taking time away from the service for vacation and other personal reasons.
- Tri-Town EMS is currently in the process of hiring an internal candidate to fill the vacant full time position. Ideally the offer will be made during the first half of July.



SECTION 8: VEHICLE MAINTENANCE

- Ambulance 2: MILEAGE: 75,452
- Ambulance 3: MILEAGE: 54,184

SECTION 9: TRI TOWN EMERGENCY MEDICAL SERVICE LEADERSHIP

- Chairman of the Board of Directors & Allentown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allentown Fire Chief: Dana Pendergast
- Pembroke Fire Chief: Harold Paulsen
- Allentown Member-At-Large: Vacant
- Pembroke Member-At-Large: Robert "Bob" Bourque
- Tri-Town EMS Employee Member: Michael Kelley, BSN, NREMT-P
- Tri-Town EMS Director: Christopher Gamache BS, NREMT-P

