

**TRI-TOWN Emergency Medical Service**

**Monthly Director's Report**

*for the Month of*

*January 2016*



**Municipal Ambulance Service**

*for the Towns of*

**Pembroke & Allenstown**



Prepared By: *Christopher Gamache, Director*

February 8, 2016



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## PREFACE

**Tri-Town Emergency Medical Service** was started on January 1, 2013 by an Inter-Municipal Agreement between the towns of Allenstown 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 are the two towns, but also 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 with an around the clock, fully staffed ambulance, at the Paramedic level. 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 to answer call for help.

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## REPORT INTRODUCTION

This report was generated on February 8, 2016 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 available for discussion at the Monthly Meeting of the Tri-Town EMS Board of Directors on Wednesday February 10, 2016. 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](http://www.nhtems.org), where Tri-Town EMS documents all EMS related incidents 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 Hirsch. 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 Services .....86  
     January 2015.....98
- Total Number of Patient’s Transported .....61  
     January 2015.....66
  - Transports to Concord Hospital .....46 (75%)
  - Transports to Catholic Medical Center (CMC) .....6 (10%)
  - Transports to Elliot Hospital .....9 (15%)
  - Transports to Other Hospital .....0 (0%)
- Total Number of EMS Runs Where Mutual Aid was Received .....5  
     January 2015.....n/a
  - Concord Fire Department .....3
  - Epsom Fire Department .....1
  - Hooksett Fire Department .....0
  - Other EMS Agency .....(Bow?).....1
- Total Number of Patient’s Refusing Transport to the Emergency Department .....6
- Total Number of EMS Responses that Resulted in Another Disposition .....19

**SECTION 2: EMS RUN DATA**

**Average Run Times:**

- Reaction Time: ..... 1m 11s (66.67% <1min)
- Response Time: .....4m 31s (73.81% <5min)
- On-Scene Time: .....13m 10s (10.71%< 10min; 52.38%< 20 min)
- Transport Time:.....13m 3s
- Back In Service Time: .....14m 51s
- Time on Task: .....0h 46m 45s

**EMS Call Location, by Town:**

- Allenstown, NH .....36 (42.0%)  
     January 2015.....36
- Pembroke, NH .....43 (50.0%)  
     January 2015.....56
- Hooksett, NH .....5 (6.0%)
- Barnstead (including Center Barnstead), NH .....1 (1.0%)
- Concord, NH .....1 (1.0%)



### Times

<u>Time Period</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>	<u>Total</u>	<u>Percentage</u>
0000 - 0300	1	0	1	0	0	0	1	3	3.57%
0300 - 0600	0	1	1	2	1	0	0	5	5.95%
0600 - 0900	1	1	0	1	2	1	0	6	7.14%
0900 - 1200	2	3	1	1	2	2	3	14	16.67%
1200 - 1500	4	3	1	2	0	0	4	14	16.67%
1500 - 1800	3	0	4	2	0	2	1	12	14.29%
1800 - 2100	1	2	5	2	1	3	4	18	21.43%
2100 - 2400	1	2	1	2	1	2	3	12	14.29%
Unknown	0	0	0	0	0	0	0	0	0.00%
<b>Total</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>7</b>	<b>10</b>	<b>16</b>	<b>84</b>	<b>100%</b>

### Runs by Dispatch Reason

<u>Dispatch Reason</u>	<u># of Times</u>	<u>% of Times</u>
Abdominal Pain	2	2.38%
Breathing Problem	13	15.48%
Chest Pain	8	9.52%
CO Poisoning / Hazmat	2	2.38%
Diabetic Problem	3	3.57%
Fall Victim	8	9.52%
Fire Standby	4	4.76%
Hemorrhage / Laceration	2	2.38%
Lift Assist / Invalid Assist	3	3.57%
Medical Alarm	2	2.38%
Motorized Vehicle Crash (Auto / Truck / ATV / Etc).	4	4.76%
Other	4	4.76%
Overdose	5	5.95%
Psychiatric / Behavioral Problems	4	4.76%
Seizure / Convulsions	2	2.38%
Sick Person	9	10.71%
Standby	1	1.19%
Unconscious / Fainting	6	7.14%
Unknown Problem / Man Down	2	2.38%
Unknown	0	0.00%
<b>Total</b>	<b>84</b>	<b>100%</b>



**Procedure Administered**

<u>Procedure Name</u>	<u>#</u>	<u>%</u>
Assessment: Patient Assessment	33	39.29%
Cardiac: 12 Lead ECG Obtained	22	26.19%
Cardiac: 12/15/18 Lead ECG-Transmitted	9	10.71%
Cardiac: ECG Monitoring	31	36.90%
Movement: Extrication of Patient	1	1.19%
Musculoskeletal: Spinal Assessment	1	1.19%
Musculoskeletal: Spinal Motion Restriction (With C-Collar)	2	2.38%
Musculoskeletal: Spinal Precautions Withheld Per Assessment Criteria	2	2.38%
Musculoskeletal: Splinting (General)	1	1.19%
Respiratory: CPAP	2	2.38%
Respiratory: ET/CO2 Digital Capnography	4	4.76%
Soft Tissue: General Wound Care	1	1.19%
Vascular: IV Catheterization (Extremity Vein)	60	71.43%
None	30	35.71%

**Medication Administered**

<u>Medication Name</u>	<u>#</u>	<u>%</u>
Activated Charcoal	1	1.19%
Albuterol Sulfate	3	3.57%
Aspirin (ASA)	8	9.52%
Atropine Sulfate	1	1.19%
Dextrose 10% (D10)	1	1.19%
DuoNeb (0.5 Atrovent/3.0 Albuterol)	4	4.76%
Fentanyl	7	8.33%
Hydromorphone (Dilaudid)	1	1.19%
Ibuprofen (Advil, Motrin)	1	1.19%
Ipratropium Bromide (Atrovent)	1	1.19%
Ketorolac (Toradol)	1	1.19%
Methylprednisolone (Solu-Medrol)	2	2.38%
Metoprolol (Lopressor)	1	1.19%
Nitroglycerin	4	4.76%
Normal Saline	24	28.57%
Ondansetron (Zofran)	15	17.86%
Oxygen	2	2.38%
Oxygen by Nasal Cannula	5	5.95%
None	43	51.19%



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the month of January 2016, there were not changes to the Tri-Town EMS Roster. The current staffing of Tri-Town EMS:

- Full Time Employees (3- Paramedics).....3
- Part Time Employees (2-Paramedics, 2-AEMT, 2-EMT).....6
- Per Diem Employees (6-Paramedics, 7-AEMT, 4-EMT).....17
- TOTAL WORK FORCE .....26

SECTION 4: EQUIPMENT

- The service ordered the ALS Mannequin from SimulAid.
- A2 & A3 Stretchers and Stair Chairs were serviced by EmSar.
- Service Agreement on the 2<sup>nd</sup> LP-15 was paid for.

SECTION 5: CORESPONDENCE WITH OTHER HEALTHCARE AGENCIES

*Allenstown Fire Department:* Met with the Fire Chief to discuss 2016/2017 EMS training arrangements to assist the fire department with NCCP requirements.

*New Hampshire Bureau of Emergency Medical Service:* 1) attended an Ambulance Manufacturer Showcase at the New Hampshire Fire Academy; 2) Medical Control Board Meeting, minutes can be found at: <http://www.nh.gov/safety/divisions/fstems/ems/boards/medicalcontrol/mminutes.html>

*Town of Pembroke:* Hazardous Mitigation Committee Meeting

*Catholic Medical Center:* Reached out to Tri-Town about Pyxis Access (medication & supply dispensing)

*Concord Hospital:* 1) Contacted Sue Prentiss and Dr. Hirsch about setting up a meeting in February to discuss training topics, adding medications to Tri-Town’s Medication Bag, Mutual Aid & Paramedic Intercept Agreements and other projects Tri-Town is working on. 2) Concord Hospital sent out information on the application for performing Cricothyrotomy. 3) Sue Prentiss notified EMS services in their catchment area to go over the proper procedure for wasting Controlled Substance.

SECTION 6: REVENUE AND EXPENDITURES

Revenues: Ambulance Billing: \$23,953.51      Legal Document Request: \$0.00  
 Detail Coverage: \$0.00      Paramedic Intercept: \$0.00  
**Total: \$23,953.51**

Expenses:

- The service paid \$715.11 for supplies and oxygen for the month of December.
- OVERTIME: 5 hours, \$145.51 (12hrs from 2015 was paid out in January = \$324.00)



## SECTION 7: QUALITY ASSURANCE / QUALITY IMPROVEMENT SUMMARY

- Trend notices for a few employees who failed to obtain patient (or authorized representative's) signature and with EMS providers not signing their PCR's. – On-Going
- CPR course set up for February 28<sup>th</sup> at 1300 – Max of 6 people.
- Assistant Director has drafted a "Field Training Officer" program. To be discussed with service's Medical Director and the Board of Directors.
- January Training(s):
  - JEMS Article: Morning Emergencies: A guide to wake up Ischemic Strokes.
  - EMS World Article: A look at the Future (of EMS)
  - Paramedic Training on Wasting Control Substances – Mandated by Concord Hospital. Deadline for Service Paramedics to complete is 2/7/16
- Director and Assistant Director are signed up for the NHFS&T Instructor II/III course in Dover, NH during the month of March.

## SECTION 8: DIRECTOR'S COMMENTS & RECOMMENDATIONS

- Director Gamache and Assistant Director Locke completed the IC-400 course on January 6th.
- *Town of Allenstown:* 1) *Public Budget Hearing;* 2) *Deliberative Session*
- Currently working on Employee Evaluations. These will be discussed with the employees in February.
- Work continues on the Mutual Aid Agreements and Paramedic Intercept Agreements.
- Finalizing Ambulance Specifications to be sent out for proposal at the end of March or beginning of April.

## SECTION 9: VEHICLE MAINTENANCE

- Ambulance 2: MILEAGE: 77,618
- Ambulance 3: MILEAGE: 64,410
- Ambulance 3 :
  - EmSar performed maintenance on the stretcher and stretcher handling equipment
  - Ambulance 3 was taken out of service because it was not shifting. Problem was found to be the fuel filters. Filters were replaced. Also the ambulance does not seem to be charging when it is plugged in. The Alternators, Battery Charger and Electrical System was checked and no problems found.

## SECTION 10: TRI TOWN EMERGENCY MEDICAL SERVICE LEADERSHIP

- |  |                                 |
|--|---------------------------------|
| • Chairman of the Board of Directors<br>& Allenstown Town Administrator: | Shaun Mulholland                |
| • Pembroke Town Administrator:   | David Jodoin                    |
| • Allenstown Fire Chief:   | Dana Pendergast                 |
| • Pembroke Fire Chief:   | Harold Paulsen                  |
| • Allenstown Member-At-Large:  | Jennifer Abbot, RN              |
| • 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 |
| • Tri-Town EMS Assistant Director:                                       | Stephanie Locke, NREMT-P        |





02/08/2016

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Christopher Gamache - Director

Date

