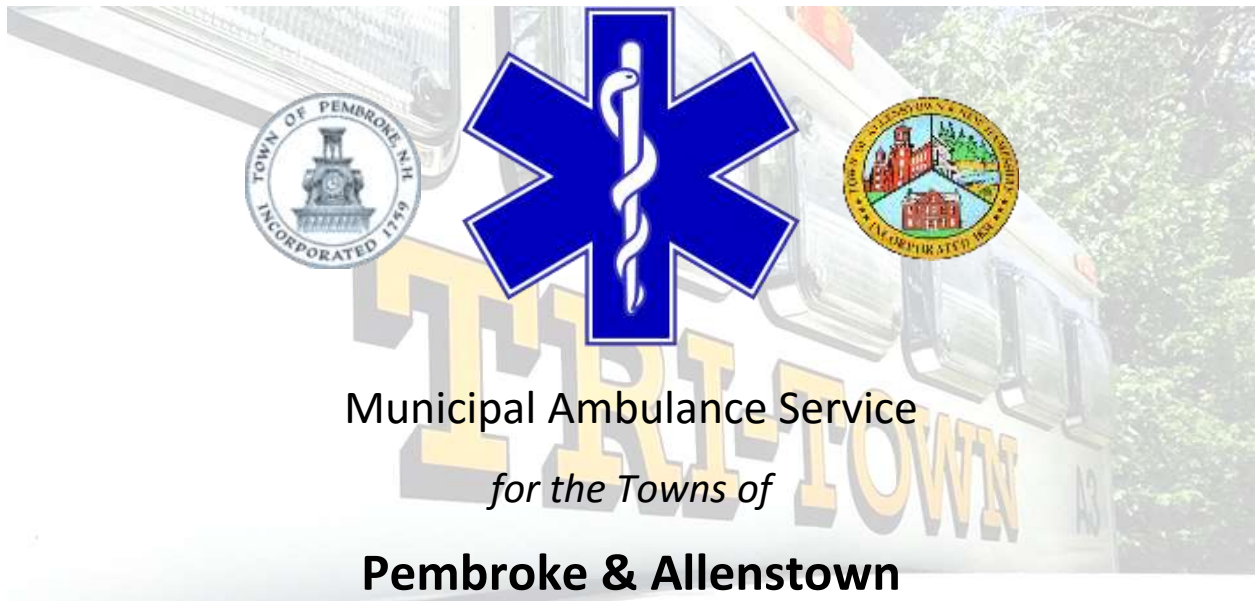


**TRI-TOWN Emergency Medical Service**

**Monthly Director's Report**

*for the Month of*

*July 2016*



**Municipal Ambulance Service**

*for the Towns of*

**Pembroke & Allenstown**



Prepared By: *Christopher Gamache, Director*

August 4, 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 August 4, 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 August 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 .....100  
  - July 2015.....75
- Total Number of Patient’s Transported .....65  
  - July 2015.....50
  - Transports to Concord Hospital ..... 53 (82%)
  - Transports to Catholic Medical Center (CMC) .....7 (10%)
  - Transports to Elliot Hospital .....5 (8%)
  - Transports to Other Hospital .....0 (0%)
- Total Number of EMS Runs Where Mutual Aid was Received .....9  
  - July 2015.....6
  - Concord Fire Department .....6
  - Epsom Fire Department .....0
  - Hooksett Fire Department .....3
  - Other EMS Agency .....0
- Total Number of Patient’s Refusing Transport to the Emergency Department ..... 14
- Total Number of EMS Responses that Resulted in Another Disposition ..... 12

**SECTION 2: EMS RUN DATA**

**Average Run Times:**

- Reaction Time: ..... 0m 49s
- Response Time: ..... 5m 10s
- On-Scene Time: ..... 17m 27s
- Transport Time: ..... 17m 24s
- Back In Service Time: ..... NO DATA FROM ELITE
- Time on Task: ..... NO DATA FROM ELITE

**EMS Call Location, by Town:**

- Allenstown, NH ..... 38 (38%)  
  - July 2015.....31
- Pembroke, NH ..... 51 (51%)  
  - July 2015.....37
- Hooksett, NH .....6 (6%)
- Concord, NH .....3 (3%)
- Bow, NH ..... 2 (2%)
- Epsom, NH ..... 0 (0%)
- Manchester, NH ..... 0 (0%)



### Time of Calls (Time of Day & Day of the Week)

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	1	1	0	1	1	4	1
0300-0559	0	0	1	1	1	1	3
0600-0859	0	2	0	1	1	2	3
0900-1159	0	1	2	3	1	2	2
1200-1459	3	4	2	2	3	3	5
1500-1759	1	3	4	1	5	3	2
1800-2059	3	3	2	2	1	0	4
2100-2359	0	1	0	1	1	0	2
<b>TOTALS:</b>	<b>8</b>	<b>15</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>22</b>

### Incidents by Dispatch Reasons

Incident Complaints Reported by Dispatch	Number of Incidents	Percentage of Total Incidents
Sick Person (26)	13	13.4%
Breathing Problems (6)	11	11.34%
MVC/Transportation Incident (29)	9	9.28%
Chest Pain (Non-Traumatic) (10)	8	8.25%
Falls (17)	8	8.25%
Back Pain (Non-Traumatic) (5)	6	6.19%
No Other Appropriate Choice	6	6.19%
Seizure (12)	6	6.19%
Unknown Problem / Person Down (32)	4	4.12%
Diabetic Problem (13)	3	3.09%
Psychiatric/Behavioral/Suicide Attempt (25)	3	3.09%
Stroke / CVA / TIA (28)	3	3.09%
Well Person Check	3	3.09%
Abdomen Pain / Problems (1)	2	2.06%
Cardiac Arrest / Death (9)	2	2.06%
Hemorrhage / Laceration / Bleeding (21)	2	2.06%
Lift / Invalid Assist	2	2.06%
Medical Alarm (32)	2	2.06%
Unconscious / Syncope (31)	2	2.06%
Assault (4)	1	1.03%
Overdose/Misuse of Meds/Poisoning (23)	1	1.03%

### Procedures Performed By EMS Personnel

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>	<u>Percent of Incidents Procedures Performed (%)</u>
Cardiac Monitoring (4-Lead)	17	17%
Cardiac Monitoring (12-Lead ECG)	12	12%
Cervical Collar (C-Collar)	4	4%
Continuous Physical Assessment	8	8%
Continuous Positive Airway Pressure (CPAP)	1	1%
Intravenous (IV)	49	49%
Stroke/CVA Exam	2	2%
Physical Restraints	1	1%
Spinal Immobilization/Restriction	4	4%
Pressure Dressing	1	1%
Cold Pack	1	1%
Splint (General)	1	1%
Wound Care	2	2%

### Medications Administered by EMS Personnel

<u>Medication Name</u>	<u># of Times Medication Administered</u>	<u>Percentage of Incidents Medications Administered (%)</u>
Acetaminophen	1	1%
Albuterol/Atrovent (DuoNeb)	6	6%
Aspirin (ASA)	8	8%
Dextrose/Oral Glucose	1	1%
Fentanyl	5	5%
Ibuprofen	1	1%
Magnesium Sulfate	1	1%
Midazolam (Versed)	4	4%
Nitroglycerine	6	6%
Normal Saline (0.9% NaCl)	20	20%
Ondansetron (Zofran)	7	7%
Oxygen	11	11%
Prochlorperazine (Compazine)	2	2%



**SECTION 3: TRI-TOWN EMS PERSONNEL:**

During the month of July 2016, there were no changes to the Service’s Roster. One (1) employee still completing their orientation ride time. The current staffing of Tri-Town EMS:

- Full Time Employees (4- Paramedics).....4
- Part Time Employees (1-Paramedics, 2-AEMT, 2-EMT).....5
- Per Diem Employees (5-Paramedics, 5-AEMT, 6-EMT).....16
- TOTAL WORK FORCE .....25

**SECTION 4: EQUIPMENT**

- Training Mannequin was sent back to the Manufacturer.
- CPR Training Equipment was ordered

**SECTION 5: COORESPONDENCE WITH OTHER HEALTHCARE AGENGIES**

*Allenstown:* Chief Pendergast passed on Homeland Security Grant to Tri-Town EMS and suggested the ambulance service put in for a grant for “Warm Zone” gear.

*Concord Hospital:* (1) Received correspondence from Sue Prentiss requesting Tri-Town EMS attend a meeting to help coordinate the transfer of data from NH TEMSIS ELITE to Concord Hospital’s Cerner program; (2) Received correspondence from Sue Prentiss that she is leaving her role as EMS manager at Concord Hospital. In August; (3) Two employees were signed up to attend Concord Hospital’s mobile sim-lab training being held at the Laconia Fire Department. (4) Dr. Hirsch contacted the service pertaining to a clinical concern. Complaint # 071520161150EC (5) Dr. Hirsch was made aware of changes to an existing Performance Improvement Plan (PIP).

*Hooksett Fire Department:* Complaint received from Hooksett Fire Department. Complaint resolved with follow-up report sent to Hooksett Fire Department. Complaint # 071120161430

*New Hampshire Bureau of Emergency Medical Service:* Medical Control Board Meeting: Protocols discussed: Dual Sequenced Defibrillation, Continuity of Care Protocols, TXA, Hospice Care – Allowing EMS Providers to access patient medication kits and providing care within the providers scope of practice, Transporting Pediatric Patients – specifically states infants/neonate (and all others) will not be transported in another person’s arms, patient must be adequately secured in an approved safety device. EMS Physician; Law that requires FIB Fingerprint background check for out of state providers has passed, mobile simulator for the state has been ordered, Narcan training of the public continues, mobile test lab (NREMT) is still operational but there are technical problems starting to develop, process in place to ensure medications EMS uses are not counterfeits, NH EMS is reorganizing, there were some issues with Image Trend (online PCR program) and the company has purchased more software and hardware to address the issue, discussion on who needs to be a licensed EMS provider and who doesn’t – looking at police officers, coaches and other people who may render first aid and what the limitations will be.



## SECTION 6: REVENUE AND EXPENDITURES

### Revenues:

Ambulance Billing: \$39,972.00    Legal Document Request: \$35.00 (Billed)

Detail Coverage: \$0.00                      Paramedic Intercept: \$0.00

**Total: \$40,007.00**

### Expenses:

- The service paid \$1,052.57 for supplies and oxygen for the month of July.
- Payroll 7/8/16: \$14,654.81
- Payroll 7/22/16: \$15,461.64
- OVERTIME: 34.75 hours, \$886.27

## SECTION 7: QUALITY ASSURANCE / QUALITY IMPROVEMENT SUMMARY

- EKG need to be attached to PCR's when the procedure is performed.
- EMS providers need to sign their PCR's
- Several Employees failed to document patient allergies and medications on their PCR's. This is attributed to the change from NHEMSIS to NHEMSIS Elite.
- NH TEMSIS Elite continues to run slow, making creating PCR's difficult as well as auditing and creating monthly reports. NH EMS is aware and some improvements have been made.
- July's Training(s):
  - JEMS Article: Out of Sight Airway: Securing a Pediatric Airway when all you can see is the epiglottis tip – 15/25 employees completed the training.
  - EMS World Article: Six Considerations for Assessment & Management of Homeless Patients – 15/25 employees completed the training.
  - NCCP Training: Pharmacology Course by Stephanie Locke – 11/25 employees attended the training.
  - Monthly Skills Training on ALS Mannequin. 8/25 employees completed the monthly skills training, 3/25 partially completed the monthly skills training, 11/25 employees did not complete any skills training (and worked shifts) and 3/25 employees did not work any shifts and did not complete any skills training.
- August's NCCP training will be at Allenstown Fire Department on August 9<sup>th</sup> with the topic being Trauma, when every second counts, being taught by Michael Kelley.
- Dan Heffernan and Julie Irwin have been signed up for Concord Hospital's Paramedic Refresher course. One is taking the course in October and the other in January.

## SECTION 8: DIRECTOR'S COMMENTS & RECOMMENDATIONS

- Signed an agreement with Northeast Record Retention for a bin to be placed at the fire station for sensitive documents that are to be destroyed. They will empty the bin every 4 weeks and provide a certificate of destructions
- HIPAA Notice/Patient Survey from completed. In conversation with the USPS about setting up a Business Reply Mail Account. The process has been slow as they are not familiar with setting up

such an account and the post master is leaving. This is needed to be able to receive the surveys back.

- Talked with Ryan from Stryker about the load system in the new ambulance and the stretcher the service intends on purchasing this year. It is my recommendation that the stretcher is purchased in full this year, and Ryan recommends the stretcher is ordered prior to October 1 as that is when Stryker does their cost adjustments. Paying the stretcher in full or financing it over 3 years at 0% will be part of the budget discussions next week. The PO will be requested in September.
- Stephanie Locke has completed her CPR instructor requirements. Julie Irwin and I will complete our CPR instructor requirements in August, giving the Service 3 CPR instructors.
- An employee reported an injury that occurred while removing a loaded stretcher from the ambulance. Initially report of notification only, now they will be seeking medical attention there is still pain almost a month later.
- Ambulance Staff is commended for their performance in completing the busiest three (3) month period since the start of the service AND for the month of August, having an average reaction time of 49 seconds, which is to date, the lowest average for a month.

#### SECTION 9: VEHICLE MAINTENANCE

- Ambulance 2: MILEAGE: 78,752
- Ambulance 3 (Primary): MILEAGE: 73,643
  - Driver's front wheel simulator (hub cap) fell off. A new set has been order and is scheduled to be replaced.
  - Crews complaining brakes are "Soft", scheduled to be addressed.

#### SECTION 10: 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:   | Jeff Gryval                   |
| • Pembroke Member-At-Large:  | Robert "Bob" Bourque          |
| • Tri-Town EMS Employee Member:                                      | Michael Kelley, BSN, NREMT    |
| • Tri-Town EMS Director:   | Christopher Gamache BS, NREMT |
| • Tri-Town EMS Assistant Director:                                   | Stephanie Locke, NREMT        |



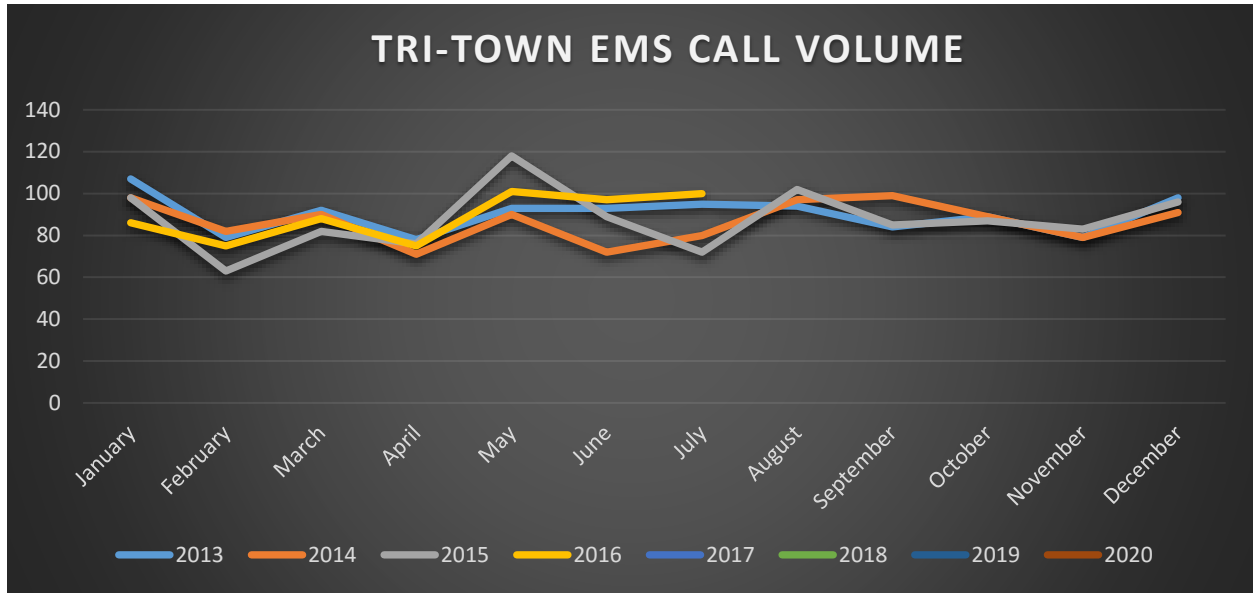
08/05/2016

Christopher Gamache - Director

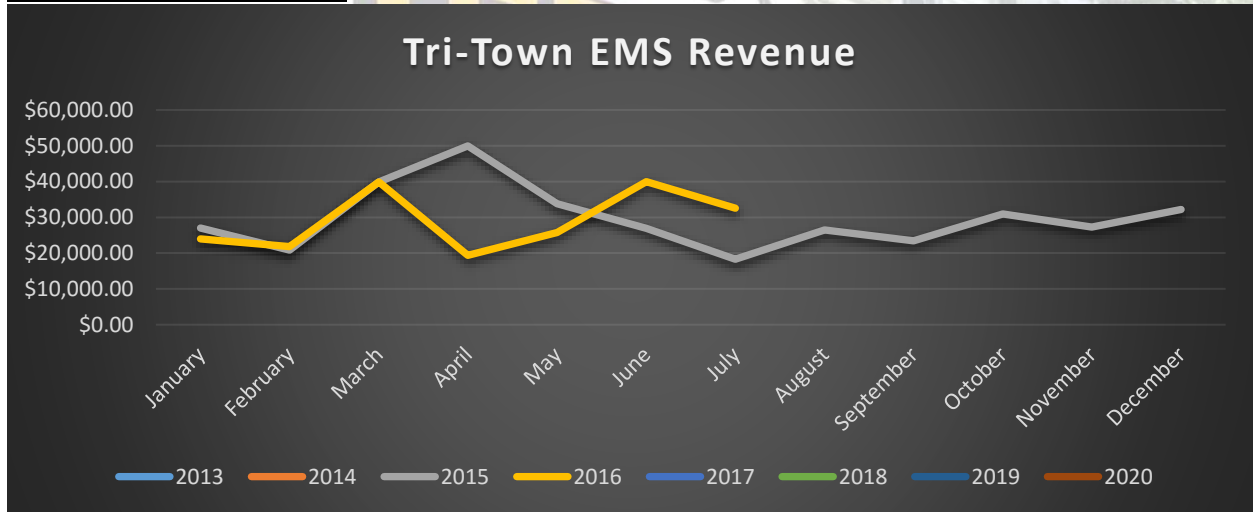
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APPENDIX 1: 4-Year Call Volume History



APPENDIX 2: Revenue Chart



2017 PROPOSED BUDGET

LINE ITEM NUMBER	LINE ITEM NAME	2016 BUDGET	2017 BUDGET	DIFFERENCE ('17-'16)	% CHANGE
2006-33790-00000	Cont. Allenstown	\$206,425.00	\$186,169.00	(\$20,256.00)	-10.88%
2006-34096-00000	Ambulance Billing	\$249,250.00	\$313,000.00	\$63,750.00	20.37%
2006-35020-00000	Interest	\$1.00	\$1.00	\$0.00	0.0%
2006-35090-00000	Misc. Revenues	\$2,000.00	\$13,850.00	\$11,850.00	85.56%
2006-39110-00000	Cont. Pembroke	\$242,324.00	\$221,202.00	(\$21,122.00)	-9.55%
2006-33791-00000	Fund Balance	\$50,000.00	\$189,500.00	\$139,500.00	
<b>TOTAL REVENUE excluding FUND BALANCE</b>		<b>\$700,000.00</b>	<b>\$734,222.00</b>	<b>\$34,222.00</b>	<b>4.66%</b>
2006-42152-11000	Full Time Salaries	\$191,500.00	\$223,093.00	\$31,593.00	16.50%
2006-42152-12000	Per Diem Salaries	\$180,400.00	\$232,277.00	\$51,877.00	28.76%
2006-42152-14000	Overtime	\$19,090.00	\$10,000.00	(\$9,090.00)	-47.62%
2006-42152-21000	Health Insurance	\$83,100.00	\$46,000.00	(\$37,100.00)	-44.65%
2006-42152-21100	Dental Insurance	\$7,155.00	\$7,155.00	\$0.00	0%
2006-42152-21500	Life Insurance	\$70.00	\$300.00	\$230.00	328.57%
2006-42152-21900	Disability	\$2,660.00	\$2,800.00	\$140.00	5.26%
2006-42152-22000	Social Security	\$24,250.00	\$28,853.00	\$4,603.00	18.98%
2006-42152-22500	Medicare	\$6,050.00	\$6,748.00	\$698.00	11.54%
2006-42152-23000	NH Retirement	\$22,100.00	\$27,256.00	\$5,156.00	23.33%
2006-42152-29000	Uniforms	\$1,715.00	\$5,000.00	\$3,285.00	191.55%
2006-42152-29001	Training	\$13,350.00	\$6,318.00	(\$7,032.00)	-52.67%
2006-42152-32000	Legal Services	\$10,000.00	\$5,000.00	(\$5,000.00)	-50%
2006-42152-34100	Telephone	\$4,900.00	\$6,000.00	\$1,100.00	22.45%
2006-42152-39000	Contract Billing SVC	\$22,000.00	\$15,750.00	(\$6,250.00)	-28.41%
2006-42152-39100	Accounting SVC	\$5,800.00	\$5,800.00	\$0.00	0.0%
2006-42152-43000	Building Maint.	\$7,500.00	\$4,200.00	(\$3,300.00)	-44.00%
2006-42152-44000	Amb/Monitor PMT	\$85,000.00	\$189,492.00	\$104,492.00	122.93%
2006-42152-52000	Liability Insurance	\$3,500.00	\$7,000.00	\$3,500.00	100%
2006-42152-52100	Unempl. Comp	\$1,500.00	\$500.00	\$1,000.00	-66.67%
2006-42152-52200	Worker's Comp	\$10,240.00	\$11,500.00	\$1,260.00	12.30%
2006-42152-62000	EMS Med. Supplies	\$11,220.00	\$13,932.00	\$2,712.00	24.17%
2006-42152-62500	Postage	\$1,000.00	\$1,000.00	\$0.00	0.0%
2006-42152-63500	Fuel	\$8,000.00	\$7,000.00	-\$1,000.00	-12.50%
2006-42152-68000	Office Supplies	\$1,000.00	\$4,550.00	\$3,550.00	355.00%
2006-42152-74000	Equip Maint/Rpl	\$9,800.00	\$4,998.00	(\$4,802.00)	-49.00%
2006-42152-74001	Radio/Comms.	\$1,900.00	\$5,450.00	\$5,450.00	186.84%
2006-42152-76001	Veh. Maint.	\$5,000.00	\$5,000.00	\$0.00	0.0%
2006-42152-86000	IT Maint/Rplmnt	\$2,700.00	\$3,250.00	\$500.00	20.37%
2006-42152-74002	Medical Evaluation	\$7,500.00	\$7,500.00	\$0.00	0.0%
2006-42152-00063	Equip/Veh. Repl.	\$0.00	\$30,000.00	\$30,000.00	N/A
<b>TOTAL BUDGET:</b>		<b>\$750,000.00</b>	<b>\$923,722.00</b>	<b>\$173,722.00</b>	<b>18.81%</b>