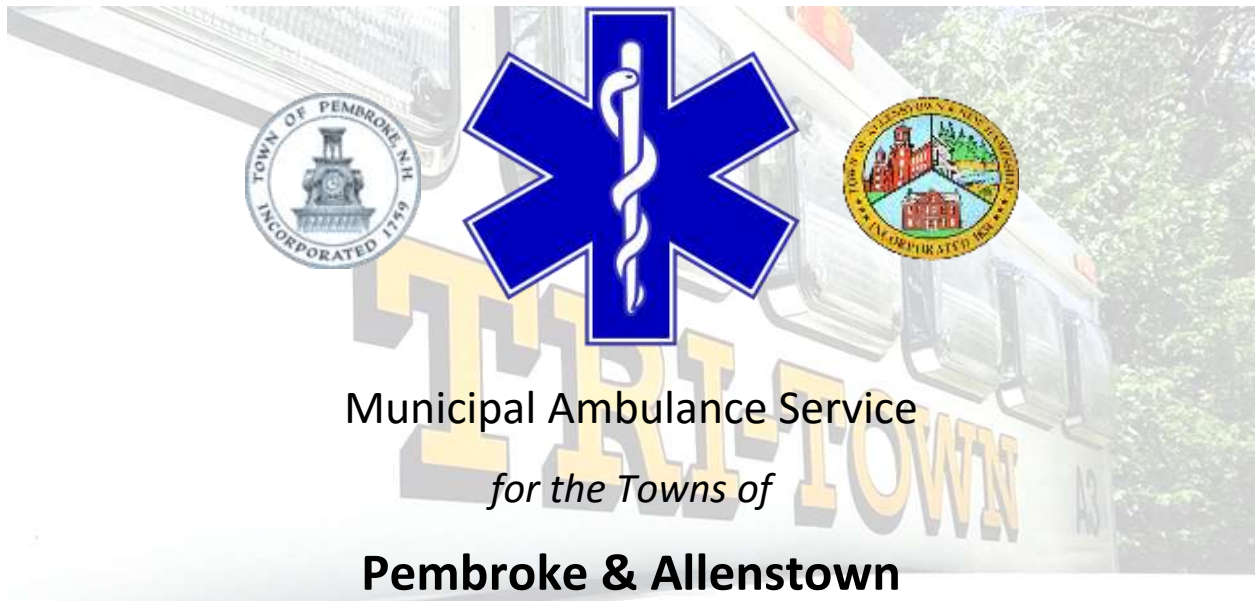


TRI-TOWN Emergency Medical Service

Monthly Director's Report

for the Month of

June 2016



Prepared By: *Christopher Gamache, Director*

July 1, 2016



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.

REPORT INTRODUCTION

This report was generated on July 1, 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 July 13, 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.nhtemsis.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 Services97
 - June 2015.....89
- Total Number of Patient’s Transported65
 - June 2015.....60
 - Transports to Concord Hospital50 (76%)
 - Transports to Catholic Medical Center (CMC)5 (8%)
 - Transports to Elliot Hospital10 (16%)
 - Transports to Other Hospital0 (0%)
- Total Number of EMS Runs Where Mutual Aid was Received5
 - June 2015.....4
 - Concord Fire Department3
 - Epsom Fire Department1
 - Hooksett Fire Department1
 - Other EMS Agency0
- Total Number of Patient’s Refusing Transport to the Emergency Department19
- Total Number of EMS Responses that Resulted in Another Disposition12

SECTION 2: EMS RUN DATA

Average Run Times:

- Reaction Time: 1m 15s (45% <1min)
- Response Time:5m 19s (51% <5min)
- On-Scene Time:17m 55s (9.37%< 10min; 46.88%< 20 min)
- Transport Time:17m 57s
- Back In Service Time:18m 0s (Est)
- Time on Task:1h 0m 26s (Est)

EMS Call Location, by Town:

- Allenstown, NH 30(31%)
 - June 2015.....39
- Pembroke, NH 51 (53%)
 - June 2015.....46
- Hooksett, NH12 (12%)
- Concord, NH0 (0%)
- Epsom, NH3 (3%)
- Manchester, NH1 (1%)



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

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	2	2	0	2	1	0	1
0300-0559	1	0	0	0	1	2	2
0600-0859	1	5	1	2	0	0	1
0900-1159	2	1	4	3	4	3	1
1200-1459	2	3	2	2	3	2	1
1500-1759	1	1	3	4	4	4	0
1800-2059	0	2	2	1	1	4	2
2100-2359	1	2	2	1	0	2	2
TOTALS:	10	16	14	15	14	17	10

Incidents by Dispatch Reasons

Incident Complaints Reported by Dispatch	Number of Incidents	Percentage of Total Incidents
Breathing Problem	14	14.58%
Falls	12	12.50%
Sick Person	9	9.38%
Back Pain (Non-Traumatic)	7	7.29%
Traffic/Transportation Incident	7	7.29%
Chest Pain (Non-Traumatic)	6	6.25%
Invalid Assist/Lifting Assist	6	6.25%
Unconscious/Fainting/Near-Fainting	5	5.21%
Assault	4	4.17%
No Other Appropriate Choice	4	4.17%
Abdominal Pain/Problem	3	3.13%
Medical Alarm	3	3.13%
Overdose/Poisoning/Ingestion	3	3.13%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	3	3.13%
Diabetic Problem	2	2.08%
Stroke/CVA	2	2.08%
Allergic Reaction/Stings	1	1.04%
Animal Bite	1	1.04%
Cardiac Arrest/Death	1	1.04%
Pregnancy/Childbirth/Miscarriage	1	1.04%
Standby	1	1.04%
Traumatic Injury	1	1.04%

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)	25	26%
Cardiac Monitoring (12-Lead ECG)	12	13%
Bag Valve Mask Respirations (BVM)	2	2%
Cervical Collar (C-Collar)	2	2%
Continuous Physical Assessment	21	22%
Continuous Positive Airway Pressure (CPAP)	5	6%
Intraosseous (IO)	1	1%
Intravenous (IV)	47	49%
Intravenous (IV) – External Jugular	1	1%
Neurological Assessment	2	2%
Nasal Pharyngeal Airway (NPA)	2	2%

Medications Administered by EMS Personnel

<u>Medication Name</u>	<u># of Times Medication Administered</u>	<u>Percentage of Incidents Medications Administered (%)</u>
Adenosine (Adenocard)	1	1%
Albuterol	3	3%
Albuterol/Atrovent (DuoNeb)	1	1%
Aspirin (ASA)	6	7%
Dextrose 10% (D10 Solution)	2	2%
Fentanyl	5	6%
HYDROMorphone (Dilaudid)	3	3%
Ketorolac (Toradol)	1	1%
Lidocaine 2%	1	1%
Magnesium Sulfate	1	1%
Methylprednisolone (Solu-Medrol)	2	2%
Midazolam (Versed)	2	2%
Naloxone (Narcan)	2	2%
Nitroglycerine	3	3%
Nitroglycerine Infusion	1	1%
Normal Saline (0.9% NaCl)	18	19%
Ondansetron (Zofran)	9	10%
Oxygen	7	8%
Prochlorperazine (Compazine)	1	1%

SECTION 3: TRI-TOWN EMS PERSONNEL:

During the month of June 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 FORCE25

SECTION 4: EQUIPMENT

- Training Mannequin manufacturer contacted about the problems with the unit. The Mannequin needs to be returned for warrantee work.
- New Ambulance was ordered for \$253,427.00, with a down payment of \$63,935.00 paid. The new ambulance is expected to be delivered in about 240 days from the order or February/March of 2017. Met with the manufacturer representative, Ron Morin and made minor changes to the order.
- The service’s tablets are having trouble maintaining connectivity with their keyboards. The tabs holding the keyboards to the tablets are worn down. The service has reached out to IT to price replacing the key boards. With talking with a Concord FD member, this is not an unusual problem and they have the problem regularly.

SECTION 5: COORESPONDENCE WITH OTHER HEALTHCARE AGENGIES

Allenstown: New Community Center: Set up the facilities AED’s and attended the opening ceremony for the facility. Ambulance was on site for EMS coverage.

Capital Area Mutual Compact: Attended meeting.

Capital Area Public Health Network: Attended meeting. Tri-Town EMS has worked with members of CAPHN with public education for Narcan administration and education.

Concord Hospital: Concord Hospital, with Tri-Town EMS, hosted a training on Rapid Sequence Intubation (Induction) at the New Hampshire Fire Academy.

Hooksett Fire Department: Upon the passing of Hooksett Fire Fighter, Tri-Town EMS was asked to provide ambulance coverage to the Town of Hooksett on the day of the funeral. Tri-Town EMS staffed a second ambulance and stationed the unit at the Hooksett Public Safety Center.

SECTION 6: REVENUE AND EXPENDITURES

Revenues: Ambulance Billing: \$39,972.00 Legal Document Request: \$75.00
 Detail Coverage: \$0.00 Paramedic Intercept: \$0.00
Total: \$40,047.00



Expenses:

- The service paid \$1,431.61 for supplies and oxygen for the month of May.
- OVERTIME: 14.5 hours, \$459.00

SECTION 7: QUALITY ASSURANCE / QUALITY IMPROVEMENT SUMMARY

- EKG need to be attached to PCR's when the procedure is performed.
- Several Employees failed to document patient allergies and medications on their PCR's. This is attributed to the change from NHTEMSIS to NHTEMSIS Elite.
- May's Training(s):
 - JEMS Article: Examining Tranexamic Acid (TXA) – 16/25 employees completed the training.
 - EMS World Article: Child Abuse & Neglect: Mandatory Reporting for EMS Providers – 17/25 employees completed the training.
 - NCCP Training: Rapid Sequence Intubation (Induction) Assistant Course by Dr. David Hirsch – 8/25 employees attended the training.
 - Primex Provided Training (On-Line) was continued in June.
 - Three (3) full time employees continued their CPR Instructor training Course at Concord Hospital. Stephanie Locke completed her training.
 - Monthly Skills Training on ALS Mannequin. 16/25 employees completed the monthly skills training, 3/25 partially completed the monthly skills training, 2/25 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.
- Annual Competency: King LT Airway: 13/25 employees completed competency.
- July's NCCP training will be at Allenstown Fire Department on July 12th.
- Recommendations:
 - Storage needed for training aids
 - Update Orientation Manual
 - Update and implement competencies in 2016
 - Refresher training on infusion pumps.

SECTION 8: DIRECTOR'S COMMENTS & RECOMMENDATIONS

- A staff meeting was held on June 12th. The topic of the meeting was service policies and procedures. All current Policies and Procedures were discussed, explained and where applicable, questions were answered.
- The ambulance was ordered in June, as part of the meeting with Ron Morin, representative from PL Custom, he stated the trade in value for Ambulance 2 was \$3,500.00. As part of the camera system, there is the possibility of recording the patient compartment, this concept will need to be discussed. This option can be removed by removing the toggle switch in the cab of the ambulance. Currently, PL Custom is not going to install the toggle switch.
- A minor incident with the ambulance (A3) occurred while a member of the Pembroke Fire Department was driving the ambulance and the ambulance's mirror and another vehicle's mirror hit. No damage beyond cosmetic (scratches) were report. Incident reports were completed and the Concord Police was notified.
- FTO Program being finalized.

- Ambulance 2 was run as primary for 4 days at the end of the month.

SECTION 9: VEHICLE MAINTENANCE

- Ambulance 2: MILEAGE: 78,719
- Ambulance 3 (Primary): MILEAGE: 71,924

SECTION 10: TRI TOWN EMERGENCY MEDICAL SERVICE LEADERSHIP

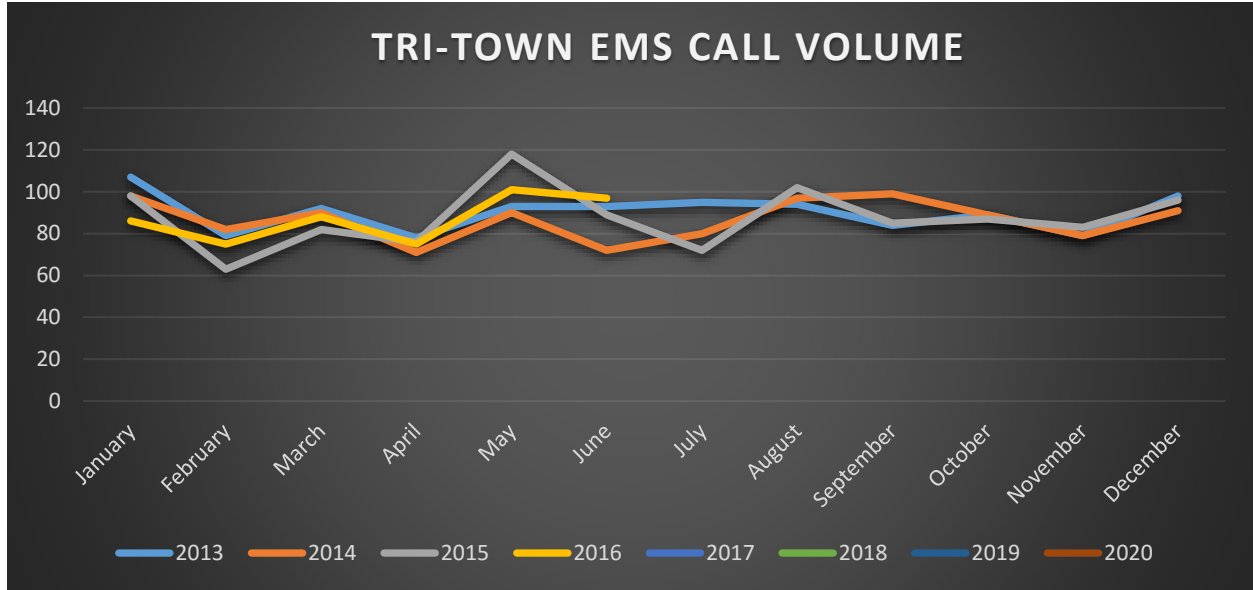
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|---|---------------------------------|
| • Chairman of the Board of Directors
& Allentown Town Administrator: | Shaun Mulholland |
| • Pembroke Town Administrator: | David Jodoin |
| • Allentown Fire Chief: | Dana Pendergast |
| • Pembroke Fire Chief: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



Christopher Gamache - Director

Date

APPENDIX 1: 4-Year Call Volume History



APPENDIX 2: Revenue Chart

