

ALLENSTOWN & PEMBROKE
TRI-TOWN

Emergency Medical Service

Paramedic Ambulance Service



Monthly Director's Report

for the month of

April 2017

PREFACE

Tri-Town Emergency Medical Service was created in June of 2012 and began operation in January of 2013. Prior to that date the Tri-Town Volunteer Emergency Ambulance Service was a non-profit entity that once provided ambulance service to the Towns of Allenstown, Hooksett and Pembroke. The Town of Hooksett now provides ambulance services through its fire department.

Under New Hampshire RSA 53-A, the Towns of Allenstown and Pembroke entered into an inter-municipal agreement to create a public entity to provide ambulance service for both communities. A Board of Directors is the governing body for the Service in accordance with this agreement. The ambulance is housed at the Pembroke Safety Center. The Service is staffed 24 hours per day, 7 days per week at the *Paramedic* Level. The cost of the Service is partially subsidized by funding provided from each town on a percentage basis in accordance with the provisions of the agreement. The Service also bills patients through a third party billing firm making up the remainder of the revenues that pay for the cost of operations.

Tri-Town EMS utilizes Concord Hospital as its Medical Resource Hospital and provides Emergency Medical Care under the coordination and guidance of Dr. David Hirsch. As part of the Medical Resource Hospital Agreement (MRH), Tri-Town EMS receives many of the medications and supplies the Service needs from Concord Hospital.

This report was created on May 9th, 2017, by the Service Director, Christopher Gamache BS, NRP. This document contains data that was obtained from the New Hampshire Department of Safety, Bureau of Emergency Medical Service patient care reporting website, www.NHTEMSIS.org/elite, where all patient records for the Service are maintained. Tri-Town EMS is dispatched by Concord Fire Alarm who maintains all the times associated with the Service's EMS incidents. Financial data has been provided by the Town of Pembroke and by ComStar Ambulance Billing.



SECTION 1: EMERGENCY MEDICAL SERVICE (EMS) ACTIVITY:

1.1 Total Number of EMS Incidents / Request for Services:	90	
	April 2016: 75	
Allenstown, NH:	36	40%
	April 2016: 35	
Pembroke, NH:	49	54.5%
	April 2016: 36	
Barnstead, NH (Incl. Center Barnstead):	0	0%
Bow, NH:	0	0%
Concord, NH:	0	0%
Deerfield, NH:	0	0%
Epsom, NH:	1	1.1%
Hooksett, NH:	4	4.4%
Manchester, NH:	0	0%
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:	83	92.2%
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:	4	4.4%
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:	7	7.8%
	April 2016: 7	
Concord Fire Department:	4	
Epsom Fire Department:	2	
Hooksett Fire Department:	1	
DHART (Air Medical Transport):	0	
Other EMS Agency:	0	
1.5 Total Number of Patients Transported to the Hospital:	58	64.4%
Catholic Medical Center (CMC), Manchester, NH	2	3.4%
Concord Hospital, Concord, NH	48	82.8%
Elliot Hospital, Manchester, NH	8	13.8%
1.6 Number of Patients who Refused Transport to the Emergency Department:	15	16.7%
1.7 Total Number of EMS Responses that Resulted in Another Disposition:	10	11.1%

SECTION 2: EMS RUN DATA: (H:MM:SS)

2.1 Average Reaction Time:	1:09
2.2 Average Response Time:	4:34
2.3 Average On-Scene Time:	19:59
2.4 Average Transport Time:	19:25
2.5 Average Time the Ambulance was Unavailable at the Hospital:	21:48
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1:07:00



2.7 TIMES OF CALLS (*Time of Day & Day of the Week*)

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	1	0	1	1	1	2	2
0300-0559	1	1	0	1	2	0	1
0600-0859	2	1	0	0	2	3	1
0900-1159	5	0	0	3	1	0	5
1200-1459	0	2	0	1	2	2	0
1500-1759	1	1	3	3	4	1	3
1800-2059	3	0	1	0	3	1	1
2100-2359	3	2	1	1	4	1	4
TOTALS:	16	7	6	10	19	10	17

2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Chest Pain (Non-Traumatic) (10)	9
Sick Person (26)	8
Breathing Problems (6)	6
Medical Alarm (32)	6
MVC / Transportation Incident (29)	6
Unconscious / Syncope (31)	6
Falls (17)	5
Back Pain (Non-Traumatic) (5)	4
Hemorrhage / Laceration / Bleeding (21)	4
Assault (4)	3
Cardiac Arrest / Death (9)	3
Psychiatric / Behavioral / Suicide Attempt (25)	3
Abdominal Pain / Problems (1)	2
Animal Bite / Attacks (3)	2
Lift / Invalid Assist	2
Pain (26)	2
Seizure (12)	2
Stroke / CVA / TIA (28)	2
Traumatic Injury (30)	2
Unknown Problem / Person Down (32)	2
Altered Mental Status (26)	1
Choking (11)	1
Healthcare Professional / Admission (35)	1
Nausea / Vomiting (26)	1
No Other Appropriate Choice	1
Well Person Check	1



2.9 PROCEDURES PERFORMED by EMS PERSONNEL

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>
VASCULAR: IV / Extremity Vein Catheterization	60
ASSESSMENT: Patient Assessment	48
CARDIAC: 12-Lead ECG	35
CARDIAC: ECG Monitoring	32
ASSESSMENT: Stroke Exam	4
RESPIRATORY: etCO2 Digital Capnography	2
RESPIRATORY: NPA – Nasal Pharyngeal Airway	2
CARDIAC: CPR – Manual	1
CARDIAC: CPR – Mechanical Device	1
CARDIAC: Defibrillation – Manual	1
MOVEMENT: Extrication of Patient	1
ORTHO: Spinal Motion Restriction Withheld	1
ORTHO: Splinting - General	1
RESPIRATORY: BVM – Bagged Valve Mask	1
RESPIRATORY: CPAP	1
SOFT TISSUE: General Wound Care	1
VASCULAR: EJ – External Jugular IV	1
VASCULAR: IO – Intraosseous Cannulation	1
VASCULAR: Venous Catheter Removed	1

2.10 MEDICATIONS ADMINISTERED BY EMS PERSONNEL

<u>Medication Name</u>	<u># of Times Medication was Administered</u>
Ondansetron / Zofran	17
Fentanyl	16
Normal Saline	11
Aspirin	6
Nitroglycerin	6
Naloxone / Narcan	5
Oxygen	4
Albuterol	2
DuoNeb / Atrovent mixed with Albuterol	2
Methylprednisolone / Solu-Medrol	2
Dextrose 10%	1
Dextrose	1
Epinephrine 1:10,000	1
Glucagon	1
Ketorolac / Toradol	1
Prochlorperazine / Compazine	1



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the Month of April 2017, two (2) Full Time Paramedics started their employment. The Service also hired one (1) Per Diem EMT. The current staffing level is as follows:

3.1	Full Time Employees:	4	Paramedics				4	
3.2	Part Time Employees:	1	Paramedic	1	AEMT	2	EMT	4
3.3	Per Diem Employees:	2	Paramedics	9	AEMT	5	EMT	16
3.4	TOTAL WORK FORCE:	7	Paramedics	10	AEMT	7	EMT	24

3.5 Director's Hours – (24 hours on Ambulance, 16 hours for Administrative per week)

Amb. Hours:	234	Admin Hours:	86	Hol. / Paid Time Off:	0	Details	0
Required:	96	Required:	64	Available:	0		

3.6 Injury Report:

☒ No Injuries to Report

Number of Lost Time Incidents: 0

Number of Lost Time Hours: 0

Complaint Number: N/A

Incident Type: N/A

Complaint Number: N/A

Incident Type: N/A

SECTION 4: EQUIPMENT:

4.1 New Equipment Purchased:

☒ No Equipment Purchases

1.

Cost:

2.

Cost:

3.

Cost:

4.2 Equipment Maintenance:

☒ No Equipment Maintenance to Report

1. Equipment Name:

Maintenance Item:

2. Equipment Name:

Maintenance Item:

4.3 Durable Medical Equipment (DME) Failure

☐ No Failures to Report

1. DME Name: Ambulance 8 Refrigerator Failure Date: 4/1/17

Failure Description: Fails to work, has multiple alarms; Under warranty, PL Custom handling it.

Failure Reported To: ☒ Manufacturer ☐ Chairman of the BOD ☐ Medical Director
☐ NH EMS ☐ Federal Agency ☐ No Reporting Required

DME Disposition: ☐ Repaired ☒ Replaced ☐ Disposed ☐ Completed ☒ Pending



SECTION 5: CORRESPONDENCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. ALLENTOWN FIRE DEPT. / Town of. 2. CAPITAL AREA PUBLIC HEALTH NETWORK (CAPHN) 3. CONCORD HOSPITAL 4. TOWN OF PEMBROKE | <ol style="list-style-type: none"> 1. Active Shooter Exercise planning meeting. 1. CAPNN – Bow area (Pembroke, Allentown and Bow) P.O.D. planning meeting in Bow. 1. Coordination of Active Shooter Training for EMS staff. Date TBD 2. Asked to check on the Service's Epi Pens to ensure they are not part of the recall. 3. Update Concord Hospitals UCDC list. 1. Safety Committee Meeting. 2. Pembroke Academy School Nurse reached out to Tri-Town concerning care and transportation options of a special needs student. |
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SECTION 6: FINANCIALS

6.1	REVENUES		
	6.1.1	Ambulance Billing (Based on ComStar Reports)	\$27,958.39
	6.1.2	Details	\$0.00
	6.1.3	Paramedic Intercept	\$545.00
	6.1.4	Administrative Fees (PCR requests, etc)	\$0.00
	6.1.5	Educational Charges (CPR, EMS related courses)	\$0.00
	6.1.6	Town of Allentown Payment	\$0.00
	6.1.7	Town of Pembroke Payment	\$0.00
	6.1.8	Donations	\$0.00
	6.1.9	TOTAL REVENUE for MONTH	\$28,503.39
	6.1.10	NOTES:	

6.2	EXPENSES			
	6.2.1	Payroll #1	Employee Compensation	\$14,096.97
	6.2.2	Payroll #2	Employee Compensation	\$16,443.71
	6.2.3	Payroll #3	Employee Compensation	\$0.00
	6.2.4	Over Time	(included in Payroll #1 & #2 Figures)	\$3,524.59
	6.2.5	EMS Supplies		\$1,627.53
	6.2.6	Equipment		\$373.93
	6.2.7	Office Expenses	Phone, Copier, Supplies, etc.	\$755.06
	6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability	\$2,995.52
	6.2.9	Fuel		\$400.70
	6.2.10	Veh. Maintenance		\$704.26



6.2.11	Uniforms		\$1,331.30
6.2.12	OTHER	(Legal Fee and ComStar Fee)	\$4,843.90
6.2.13	TOTAL EXPENSES for MONTH		\$43,572.88
6.2.14	NOTES:		

6.3	AMBULANCE BILLING SUMMARY for the MONTH			
	Payer	# of Transports	Gross Charges	Adjusted Charges
6.3.1	Medicare	26	\$30,490.00	\$14,338.85
6.3.2	Medicaid	4	\$4,840.00	\$817.00
6.3.3	BC/BS, Anthem	4	\$4,620.00	\$4,620.00
6.3.4	Cigna	0	\$0.00	\$0.00
6.3.5	Other Comm. Ins	19	\$21,830.00	\$21,830.00
6.3.6	Self Pay, No Ins.	5	\$5,540.00	\$5,540.00
6.3.7	TOTALS	58	\$67,320.00	\$47,105.91
	<i>Medicare Allowable Rates: BLSE: \$372.49 ALS1E: \$442.34 ALS2E: \$640.22 Mileage: \$10.79</i>			
	<i>NH Medicaid Rates: BLS: \$145.00 ALS: \$175 Mileage: \$2.60</i>			
	<i>Tri-Town EMS Rates: BLS: \$750.00 ALS1: \$1,000.00 ALS2: \$1,250.00 Mileage: \$20.00</i>			
	NOTES:	All charges are subject to adjustment as payer information is confirmed and contractual obligations are applied.		

6.4	AMBULANCE BILLING SUMMARY for the YEAR (Charges & Balance are Service Estimates)			
	MONTH	ADJUSTED CHARGES	RECEIVED	BALANCE
6.4.1	January	\$42,521.32	\$27,958.12	\$14,563.20
6.4.2	February	\$38,124.49	\$26,831.88	\$11,292.61
6.4.3	March	\$41,227.87	\$10,988.55	\$30,239.32
6.4.4	April	\$47,105.91	\$208.80	\$46,897.11
6.4.5	May			
6.4.6	June			
6.4.7	July			
6.4.8	August			
6.4.9	September			
6.4.10	October			
6.4.11	November			
6.4.12	December			
6.4.13	TOTALS	\$168,979.59	\$65,987.35	\$102,992.24

6.5	AMBULANCE BILLING SUMMARY for PAST YEARS				
		YEAR (\$/XPORT)	ADJUSTED CHARGES	RECEIVED	BALANCE
	(11 Months)	6.5.1 2014 (\$444.68)	\$379,988.31	\$272,588.22	\$107,400.09
		6.5.2 2015 (\$445.33)	\$427,970.94	\$311,728.66	\$116,242.28
		6.5.3 2016 (\$490.74)	\$510,752.62	\$355,295.55	\$155,457.07
		6.5.4 TOTALS	\$1,318,711.87	\$939,612.43	\$379,099.44



SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
	7.1.1	JEMS Monthly Article	"Just a Cough, Examining when Airways Discomfort Indicates Something Serious" 0.25cr	EMPLOYEE PARTICIPATION	15/23
	7.1.2	EMS World Article	"Are you considering Crush Injury in Narcotic Overdoses." 0.25cr	EMPLOYEE PARTICIPATION	16/23
	7.1.3	MONTHLY SKILLS	Completed – 9/23; Partial Complete – 3/23		
	7.1.4	MONTHLY SHIFT TRAINING	"Vial of Life" 0.25cr	EMPLOYEE PARTICIPATION	16/23
	7.1.5	NCCP TRAINING	"Special Healthcare Needs", 2cr	By: Stephanie Locke, I/C, NRP	8/23
	7.1.6	NEXT NCCP TRAINING	"Oxygenation, Capnography and Advanced Airway" 3cr	By: Hearshell VanLuven NRP	May 9, 2017 at the Allenstown Fire Station, 1830
	7.1.7	ORIENTATION	Two (2) Full Time employees have finish their 40 hour orientation & ride time. O		

7.2 GENERAL UPDATES

7.2.1 Replaced one of the Service's AED Trainings (mentioned in last month's report)

7.2.2 Continued efforts assisting employees who are re-licensing this year.

7.2.3 Looking to coordinate a Pig Airway Lab with Concord Hospital so that the two (2) new Full Time Employees can get trained on Surgical Cricothyrotomy.

7.2.4 Contacted Concord Hospital (Craig Clough) about ensuring two spots in the fall paramedic refresher.

7.2.5 William Amos, one of the Full Time Paramedics is enrolled in a CPR instructor course at Concord Hospital.

7.3 QUALITY ASSURANCE (QA) / CONTINUOUS QUALITY IMPROVEMENT (CQI) ACTIVITIES

7.3.1 Minor medication error (protocol violation) was dealt with (17-0290) and indicated care was withheld on another patient (17-0291) – Same paramedic. Paramedic was counselled.

7.3.2 Trends:

7.3.2.1 Several employees were reminded to attach copies of 12-Leads to the PCR.



7.3.2.2 Employees were reminded to document the Cardiac Monitor and 12-Lead ECG's in the procedure section.

7.3.2.3 Some employees are not signing their PCR.

7.3.2.4 Several employees were reminded to enter medications that are administered in the medication administration section of the PCR.

7.3.3 Performance Improvement Plan (PIP)

7.3.3.1 None at this time.

7.3.4 Positive Feedback:

7.3.4.1 Stephanie Locke and Jasmine Croteau along with Allenstown Fire Department and Allenstown Police Department successfully resuscitated a patient in cardiac arrest. The patient was subsequently discharged from the hospital, neurologically intact. This was Tri-Town EMS' first official "Code Save"

7.3.5 Recommendations:

7.3.5.1 Complete the process for transferring data from the LP 15's to the PCR.

7.3.5.2 Work towards point-of-care testing (Labs) in the pre-hospital setting.

7.3.5.3 Start working towards Rapid Sequence Intubation (RSI)

SECTION 8: VEHICLE MAINTENANCE

8.1	Ambulance 3 (79A3)		
	8.1.1	Mileage	83,630
	8.1.2	Preventative Maintenance	None
	8.1.3	Vehicle Repair(s)	None
8.2	Ambulance 8 (79A8)		
	8.2.1	Mileage	4,225 (Hours 295)
	8.2.2	Preventative Maintenance	None
	8.2.3	Vehicle Repair(s)	None

SECTION 9: DIRECTOR'S COMMENTS AND RECOMMENDATIONS

9.1 STAFFING: Is back at a healthy level with the two (2) new Full Time Paramedics having completed their orientation and are in their shifts. One (1) new Per Diem EMT has started orientation, which when finished will have the roster at 24 employees. 24-26 is the target roster size, depending on how active the Per Diem staff are.

9.2 ALLENSTOWN ACTIVE SHOOTER EXERCISE: The equipment associated with this exercise and the grant Tri-Town was award was ordered in April.

9.3 REACTION TIME: The service saw an increase in the average amount of time it takes to respond the ambulance during the month of April. There was one incident where it took the



ambulance almost 7 minutes to respond. This time was a significant factor in the increase in the average reaction time. The issue was compounded by a multitude of factors. The station dispatch radio did not “trip” and the lights did not come on, one of the employees was new and turned off their pager. The employee was instructed to never turn the pager off while on shift. As for the station radio not tripping, this issue has been reported to the Service, as it appears to be happening at night, where the radio does not trip and the lights do not come on. Fire Alarm was contacted and the system was tested and worked fine during the test. The only thing we did to trouble should the issue was to press the “reset” button on the receiver in one of the bunk rooms. I have not been made aware of the issue reoccurring since that time. It should be noted that since that time, the average reaction time was 1:03 and for the month of May, the average reaction time is back to normal at 0:53.

9.4 VIAL OF LIFE: Vial of Life packets have been placed in the town offices, fire stations and in the ambulance. Crews have been instructed to hand them out when appropriate and to advertise them. The crews are doing a good job handing them out on calls and the Pembroke Town Office has been restocked numerous times.

9.5 HIPAA / PATIENT SATISFACTION SURVEYS: 275 HIPAA/Survey cards have been mailed out and 41 survey cards have been returned (15%). The 8 questions where the respondent is to rate the service are: RESPOND in a reasonable amount of time, Crew’s APPEARANCE, Crew’s PROFESSIONALISM, the MEDICAL TREATMENT received, Crew was KNOWLEDGEABLE about the patient’s condition, the Crew WORKED TOGETHER, the Crew’s COMPASSION to the patient’s needs, APPEARANCE and CLEANLINESS of the Ambulance, as well as YES or NO answers to was the Crew ATTENTIVE, did the Crew keep the patient INFORMED with what was happening and do the residents of Allenstown and Pembroke support a 24/7 Staffed Paramedic Ambulance Service. See the chart at the end of the report. For the first eight (8) questions, the Service received an average rating of **97.8%**. For the questions on being ATTENTIVE and for SUPPORT for the service, in both case 100% of the respondents stated “YES”

9.7 AMBULANCE 8: PL Custom fixed a few minor issues with the ambulance. Specifically, one of the exterior door locks and the scoop stretcher mounts. The refrigerator continues to be a problem and that was removed and is being researched for another solution. The drawer locks were malfunctioning and PL Custom is sending a new lock to the Service. They also replaced a missing wheel cover nut. A STRYKER representative came to the station and did an in-service on stretcher and load system.

9.8 PORTABLE RADIOS: The programming of the portable radios was completed in April. The last item that needed to be addressed was programming the radios to work with the repeater. This was accomplished by Allenstown Deputy Chief Paul St. Germaine.

9.9 FINANCES: The 2017 budget for Tri-Town EMS is \$933,722 of which \$189,492 was allocated for the purchase of the new ambulance. This cost represents 21% of the budget and is funded by transferring funds from Unspecified Fund Balance for Tri-Town EMS. Additionally, the Service is carrying the last pay roll of 2016 in the 2017 budget since that pay period was paid in 2017. The cost of this pay roll with all associated fees is \$18,208.60. The Service has also paid Worker’s Compensation Insurance, Unemployment Insurance and Liability Insurance for the year, in January, which comes to \$20,387.67. At the time of this report, the service has spent 46.72% of



the budget and has 53.28% remaining with 63.5% of the year remaining. However, when the cost of the ambulance is taken out of the figures and the first pay roll is removed, as the pay roll costs will eventually be allocated to 2016, the Service has 69.31% of the budget remaining and a year-to-day in the positive of about \$43,500.00.

9.10 DCYF CASE: The Service Director received a Subpoena to appear in court for a DCYF case.

SECTION 10: ADMINISTRATION

- | | |
|---|------------------------------|
| • Chairman of the Board, Allenstown Town Administrator: | Shaun Mulholland |
| • Pembroke Town Administrator: | David Jodoin |
| • Allenstown Fire Chief: | Chief Dana Pendergast |
| • Pembroke Fire Chief: | Chief Harold Paulsen |
| • Allenstown Public Member: | Michael O'Mara |
| • Pembroke Public Member: | Robert "Bob" Bourque |
| • Tri-Town EMS Employee Member: | Hearshell VanLuven, NRP |
| • Tri-Town EMS Service Director: | Christopher Gamache, BS, NRP |
| • Tri-Town EMS Assistant Director: | Stephanie Locke, I/C, NRP |

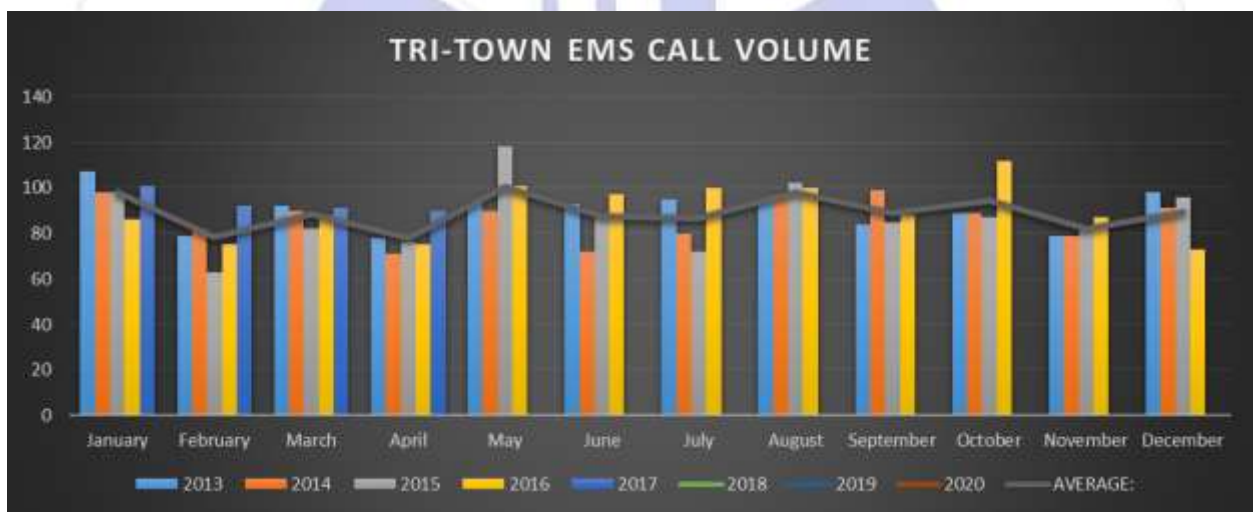
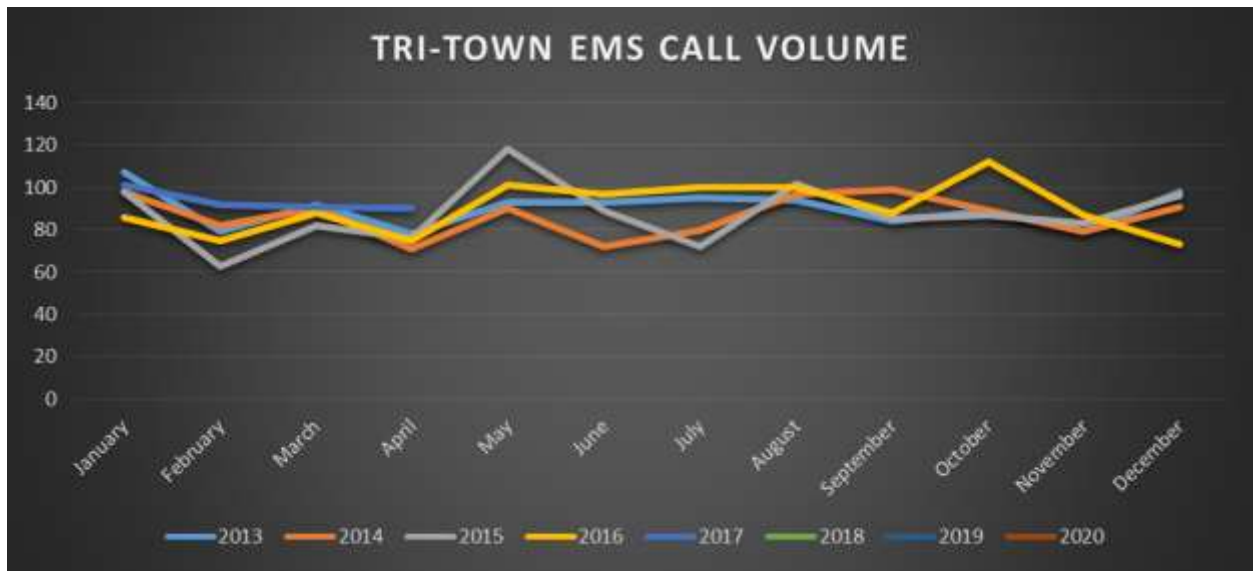
RESPECTFULLY SUBMITTED BY:



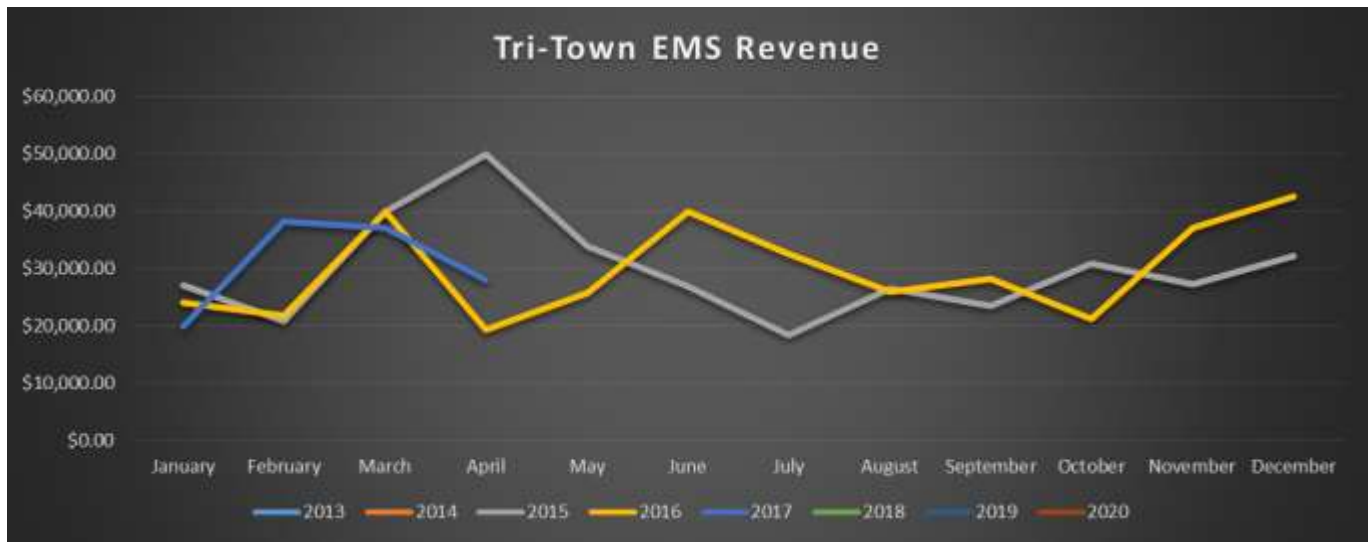
Christopher Gamache, Service Director



EMS RUN VOLUME by MONTH and YEAR:



AMBULANCE REVENUE by MONTH and YEAR:



TRI-TOWN EMS PRIVACY PRACTICE NOTICE & SURVEY

