



ALLENSTOWN & PEMBROKE
TRI-TOWN
Emergency Medical Service
Paramedic Ambulance Service



Monthly Director's Report
for the month of
June 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 July 17, 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:	129	
	May 2016: 97	
Allenstown, NH:	39	30.2%
	May 2016: 30	
Pembroke, NH:	77	59.7%
	May 2016: 51	
Barnstead, NH (Incl. Center Barnstead):	0	0%
Bow, NH:	0	0%
Chichester, NH	1	0.8%
Concord, NH:	2	1.6%
Deerfield, NH:	2	1.6%
Epsom, NH:	1	0.8%
Hooksett, NH:	7	5.4%
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:	120	93.0%
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:	11	4.7%
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:	9	7.0%
	May 2016: 5	
Concord Fire Department:	6	
Epsom Fire Department:	2	
Hooksett Fire Department:	0	
DHART (Air Medical Transport):	0	
Pembroke Fire Department (Lift Assist):	1	
1.5 Total Number of Patients Transported to the Hospital:	64	50.79%
Catholic Medical Center (CMC), Manchester, NH	6	9.4%
Concord Hospital, Concord, NH	46	71.9%
Elliot Hospital, Manchester, NH	12	18.8%
1.6 Number of Patients who Refused Transport to the Emergency Department:	27	20.9%
1.7 Total Number of EMS Responses that Resulted in Another Disposition:	37	28.7%

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

2.1 Average Reaction Time:	0:57
2.2 Average Response Time:	4:50
2.3 Average On-Scene Time:	17:39
2.4 Average Transport Time:	17:35
2.5 Average Time the Ambulance was Unavailable at the Hospital:	19:25
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1:00:43



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

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	0	0	0	2	1	3	2
0300-0559	3	1	1	5	3	2	4
0600-0859	1	1	0	3	2	3	2
0900-1159	3	2	3	4	0	4	3
1200-1459	3	3	2	6	3	2	2
1500-1759	0	3	2	1	6	8	3
1800-2059	6	4	1	2	1	6	4
2100-2359	3	0	0	0	2	2	1
TOTALS:	19	14	9	23	18	30	21

2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Lift / Invalid Assist	19
MVC / Transportation Incident (29)	16
Breathing Problem (6)	13
Falls (17)	11
Medical Alarm (32)	10
Chest Pain (Non-Traumatic)(10)	8
No Other Appropriate Choice	7
Sick Person (26)	7
Unconscious / Syncope (31)	5
Abdominal Pain / Problem (1)	4
Hemorrhage / Laceration / Bleeding (21)	4
Psychiatric / Behavioral / Suicide Attempt (25)	4
Assault (4)	3
Carbon Monoxide/Hazmat/Inhalation/CBRN (8)	3
Altered Mental Status (26)	2
Diabetic Problem (13)	2
Overdose / Misuse of Meds / Poisoning (23)	2
Pain (26)	2
Stroke / CVA / TIA (28)	2
Back Pain (Non-Traumatic) (5)	1
Fracture (30)	1
Headache (18)	1
Heart Problem / AICD (19)	1
Nausea / Vomiting (26)	1
Pregnancy / Childbirth / Miscarriage (24)	1
Search and Rescue	1
Seizure (12)	1
Standby	1



Unknown Problem / Person Down (32)

1

2.9 PROCEDURES PERFORMED by EMS PERSONNEL

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>
Vascular: IV/Extremity Vein Catheterization	69
Assessment: Patient Assessment	48
Cardiac: 12-Lead ECG Obtained	40
Cardiac: ECG Monitoring (4-Lead or Defib Pads)	35
Assessment: Stroke Exam	4
Ortho: Spinal Motion Restriction Applied w/ C-Collar	3
Ortho: Splinting (General)	3
Respiratory: ETCO2 Digital Capnography	3
Cardiac: 15-Lead ECG Obtained	2
General: Eye Irrigation	1
Respiratory: BVM / Bagged Ventilations (Via Mask)	1

2.10 MEDICATIONS ADMINISTERED BY EMS PERSONNEL

<u>Medication Name</u>	<u># of Times Medication was Administered</u>
Fentanyl	14
Normal Saline	14
Ondansetron / Zofran	9
DuoNeb / Ipratropium Bromide w/ Albuterol	8
Oxygen	7
Methylprednisolone / Solu-Medrol	4
Naloxone / Narcan	3
Nitroglycerin	3
Aspirin	2
Dextrose	2
Ketorolac / Toradol	2
Activated Charcoal	1
Adenosine / Adenocard	1
Dextrose 10% (D10)	1
Glucose (Oral)	1
Midazolam / Versed	1



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the Month of June 2017, there were no changes to the Service roster. 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
3.3	Per Diem Employees:	2	Paramedics	9	AEMT	5	EMT
3.4	TOTAL WORK FORCE:	7	Paramedics	10	AEMT	7	EMT

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

Amb. Hours:	104	Admin Hours:	94	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.	EMS Tactical Gear (Grant Funded)	Cost:	\$5,982.00
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:	Failure Date:
	Failure Description:	
	Failure Reported To:	<input type="checkbox"/> Manufacturer <input type="checkbox"/> Chairman of the BOD <input type="checkbox"/> Medical Director
		<input type="checkbox"/> NH EMS <input type="checkbox"/> Federal Agency <input type="checkbox"/> No Reporting Required
	DME Disposition:	<input type="checkbox"/> Repaired <input checked="" type="checkbox"/> Replaced <input type="checkbox"/> Disposed <input checked="" type="checkbox"/> Completed <input type="checkbox"/> Pending



SECTION 5: CORRESPONDENCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

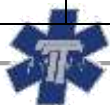
1. *ALLENSTOWN FIRE DEPT. / Town of.*
 1. Preparation for Active Shooter Drill in August. Finalizing the Service's SOG (as well as AFD's SOG) for an active shooter event.
2. *CAPITAL AREA MUTUAL AID COMPACT MEETING*
 1. Attending meeting at the Bow Fire Station.
3. *CONCORD HOSPITAL*
 1. Coordinated with Dr. Hirsch to put on a training for Tri-Town EMS, Allenstown Fire Department and other EMS agencies and Police Departments on how to use the gear obtained by the Service and the tactics when deployed. Training is set for July 11, 2017. At the Allenstown Fire Department. Dr. Hirsch, LT Michael Pearl of the Concord Police Department and Battalion Chief Sean Brown of the Concord Fire Department.
 2. Concord Hospital EMS Manager, Craig Clough reached out to EMS services in their catch area notifying them of the national shortage of Epinephrine 1:10,000, Sodium Bicarbonate, and Calcium Chloride.
 3. Susan Nieder of Concord Hospital followed up with Tri-Town pertaining to the outcomes of Cardiac Patients the Service transported to Concord Hospital.
 4. The Director and Assistant Director attended the all-day stroke symposium put on in coordination with Concord Hospital.
4. *PEMBROKE POLICE DEPARTMENT*
 1. Requested assistance with obtaining Narcan and implementing a program for Police Officers to carry and administer Naloxone to another police officer who has been exposed to an opiate.
5. *BUREAU OF EMERGENCY MEDICAL SERVICES*
 1. Talked with the Bureau to determine if the training course being offered by Dr. Hirsch meets the requirements for the EMS Grant. It was determined that it does not as the state's course has not been released yet.



2. Inquired with the Bureau if the Pembroke, Allenstown and Epsom Police departments can carry and administer Naloxone to another police officer. States reply was under the Force Protection Rule, police officers can carry and administer Naloxone to another police officer and this purpose does not fall under the licensing requirements for the Law Enforcement Provider.
6. **GRANITE STATE INDEPENDENT LIVING**
 1. Talked with the case worker of a patient of Tri-Town who is utilizing EMS services for non-urgent and repetitive services.
 7. **HOOKSETT FIRE DEPARTMENT**
 1. Contacted by Capt. Joseph Stalker pertaining to an invoice that was sent to HFD for Paramedic Intercept Services. The invoice was incorrect. The invoice was corrected and later resent.
 2. Capt. Stalker reached out to area EMS services about regular repeat patients and how services handle them. Tri-Town EMS did not respond back yet as we are working through a process for a regular patient of our own and had not come to any conclusions.
 8. **NEW HAMPSHIRE BUREAU OF ELDERLY AND ADULT SERVICES**
 1. Filed a report with the Bureau on behalf of a patient who relies on Tri-Town to render repetitive services when her VNA services are not present.

SECTION 6: FINANCIALS

6.1	REVENUES		
	6.1.1	Ambulance Billing (Based on ComStar Reports)	\$22,751.76
	6.1.2	Details	\$0.00
	6.1.3	Paramedic Intercept	\$1,090.00
	6.1.4	Administrative Fees (PCR requests, etc)	\$0.00
	6.1.5	Educational Charges (CPR, EMS related courses)	\$50.00
	6.1.6	Town of Allenstown 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	\$23,891.76
	6.1.10	NOTES:	Allenstown & Pembroke made payments in April 2017, \$47,884.75 and \$56,658.00 respectively.



6.2	EXPENSES			
6.2.1	Payroll #1	Employee Compensation		\$15,399.72
6.2.2	Payroll #2	Employee Compensation		\$14,760.40
6.2.3	Payroll #3	Employee Compensation		\$0.00
6.2.4	Over Time	(included in Payroll #1 & #2 Figures)		\$3,106.70
6.2.5	EMS Supplies			\$2,495.26
6.2.6	Equipment			\$0.00
6.2.7	Office Expenses	Phone, Copier, Supplies, etc.		\$133.26
6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability		\$4777.45
6.2.9	Fuel			\$530.26
6.2.10	Veh. Maintenance	(DEF Fluid)		\$293.57
6.2.11	Uniforms			\$224.86
6.2.12	OTHER	(Legal Fee and ComStar Fee)		\$7,281.19
6.2.13	TOTAL EXPENSES for MONTH			\$45,895.19
6.2.14	NOTES:			

6.3	AMBULANCE BILLING SUMMARY <i>for the MONTH</i>			
	Payer	# of Transports	Gross Charges	Adjusted Charges
6.3.1	Medicare	28		\$15,197.69
6.3.2	Medicaid	12		\$2,260.00
6.3.3	BC/BS, Anthem	6		\$6,560.00
6.3.4	Cigna	2		\$2,400.00
6.3.5	Other Comm. Ins	12		\$13,060.00
6.3.6	Self Pay, No Ins.	4		\$4860.00
6.3.7	TOTALS	64	\$72,780.00	\$44,338.49
<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 <i>for the YEAR (Charges & Balance are Service Estimates)</i>			
	MONTH	ADJUSTED CHARGES	RECEIVED	BALANCE
6.4.1	January	\$43,030.41	\$30,853.32	\$12,177.09
6.4.2	February	\$38,509.81	\$29,788.19	\$8,721.62
6.4.3	March	\$39,470.65	\$26,193.09	\$13,277.56
6.4.4	April	\$43,105.98	\$25,722.93	\$17,383.05
6.4.5	May	\$45,765.58	\$8,082.47	\$37,683.11
6.4.6	June	\$44,338.49	\$426.19	\$43,912.30
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	\$254,220.92	\$121,066.19	\$133,154.73

6.5	AMBULANCE BILLING SUMMARY <i>for</i> 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	\$311,823.96	\$116,146.98
		6.5.3 2016 (\$490.74)	\$510,744.62	\$356,541.44	\$154,203.18
		6.5.4 TOTALS	\$1,318,703.87	\$940,953.62	\$377,750.25

SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
	7.1.1	JEMS Monthly Article	Dead Heat 0.5cr	EMPLOYEE PARTICIPATION	15/24
	7.1.2	EMS World Article	Excited Delirium 0.25cr	EMPLOYEE PARTICIPATION	15/24
	7.1.3	MONTHLY SKILLS	Completed – 10/24; Partial Complete – 3/24		
	7.1.4	MONTHLY SHIFT TRAINING	“Allergic Reactions” 0.25cr	EMPLOYEE PARTICIPATION	9/24
	7.1.5	NCCP TRAINING	Cardiac Arrest 2.5cr	By: Dr. David Hirsch	7/24
	7.1.6	NEXT NCCP TRAINING	Active Shooter – Gear and Tactics Overview	Dr. Hirsch and guests	July 11 at the Allenstown Fire Department
	7.1.7	ORIENTATION			

7.2 GENERAL UPDATES

7.2.1 AED trainers were replaced.

7.2.2 AEMT Jasmine Croteau, Paramedic Stephanie Locke, AFD FF/AEMT Daniel Fitzgerald, and APD Officer Wilcox were recognized at the June EMS Grand Rounds for their efforts that resulted in a Life Saved.

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

7.3.1 June saw the highest call volume for a month by the service. There were no clinical issues that came up, however, there were numerous documentation concerns that were discovered, most of which had to deal with mutual aid calls and lift (public) assists.

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 Employees were reminded to obtain billing information and Social Security Numbers.

7.3.2.5 Employees were reminded to enter in all medications administered.

7.3.3 Performance Improvement Plan (PIP)

7.3.3.1 None at this time.

7.3.4 Positive Feedback:

7.3.4.1 William Amos and John Vanloendersloot responded to a chest pain call. Although the initial 12-Lead ECG was unremarkable, Paramedic Amos performed serial 12-Leads and discovered an evolving myocardial infarction. He was able to alert Concord Hospital and they activated the Cardiac Catheterization Lab which resulted in a positive outcome.

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	83,654
	8.1.2	Preventative Maintenance	Lube and filter service, Tire Change.
	8.1.3	Vehicle Repair(s)	None
8.2	Ambulance 8 (79A8)		
	8.2.1	Mileage	8,349
	8.2.2	Preventative Maintenance	None
	8.2.3	Vehicle Repair(s)	None

SECTION 9: DIRECTOR'S COMMENTS AND RECOMMENDATIONS

9.1 COURSES AND SEMINARS: During the month of June, Stephanie Locke and myself attended the Stroke Symposium held at the Grappone Conference Center.

9.2 ALLENSTOWN ACTIVE SHOOTER EXERCISE: Much of the equipment has arrived and has been submitted for payment. I am waiting on the paperwork from the state to put in for



reimbursement. The SOG pertaining to and Active Shooter or like incident was finalized. Training for the staff on how to use the equipment, tactics and active shooter overview was set up.

9.3 There exists a patient in Pembroke who is utilizing our services very frequently for non-emergent reasons and in such a way that is similar to visiting nurses. The Service has talked with her case worker at Granite State Independent Living, and the State's Bureau of Elderly and Adult Services.

9.5 During the month of June I continued to work on the 2018 Budget.

SECTION 10: ADMINISTRATION

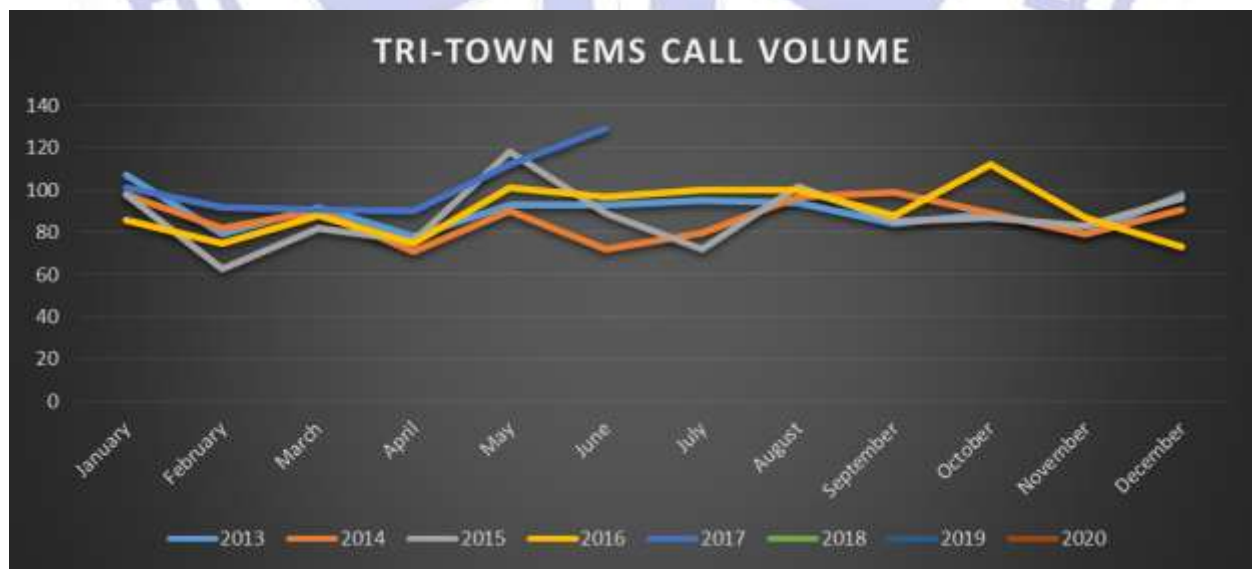
- Chairman of the Board, Allenstown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allenstown Fire Chief: Chief Dana Pendergast
- Pembroke Fire Chief: Chief Harold Paulsen
- Allenstown Public Member: Michael O'Mara
- Pembroke Public Member: Robert "Bob" Bourque
- Tri-Town 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

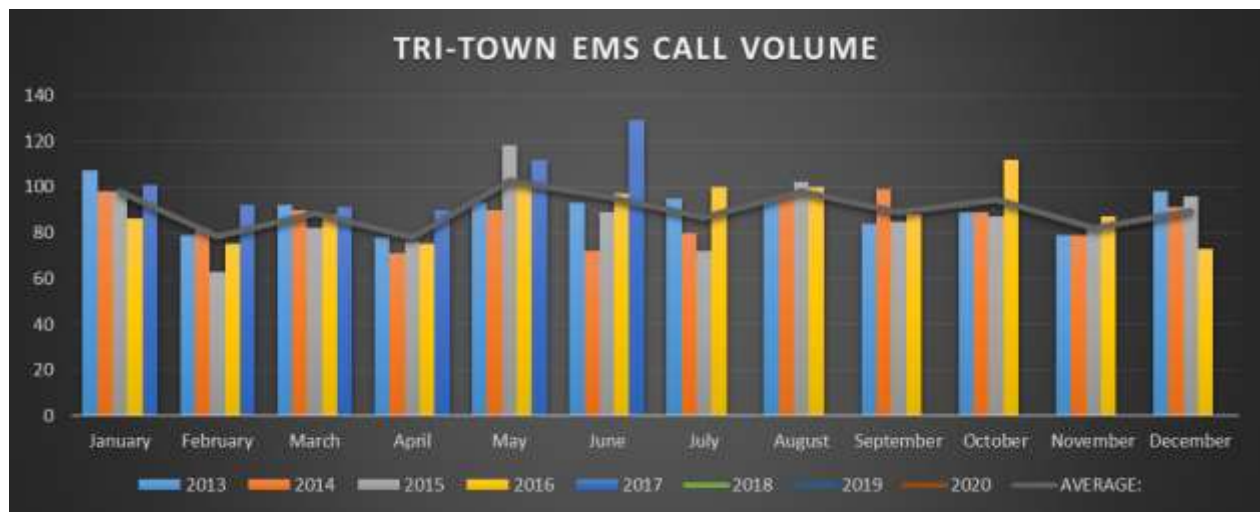
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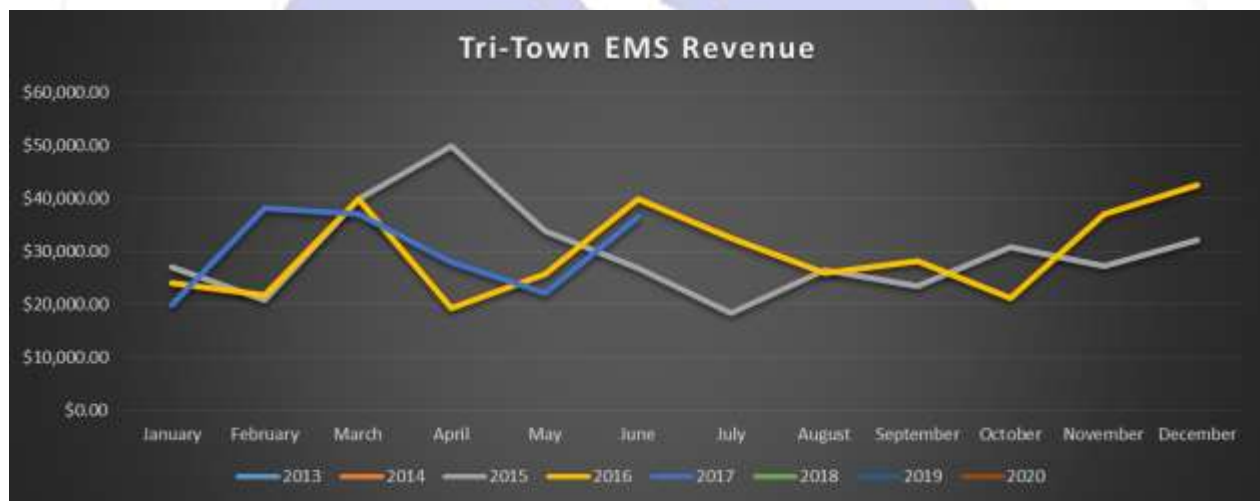
Christopher Gamache, Service Director

EMS RUN VOLUME by MONTH and YEAR:





AMBULANCE REVENUE by MONTH and YEAR:



TRI-TOWN EMS PRIVACY PRACTICE NOTICE & SURVEY

