# TRISTOWN & PEMBRO TRISTOWN Emergency Medical Service

**Paramedic Ambulance Service** 





# Monthly Director's Report

for the month of

May 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 intermunicipal 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 June 12, 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, <u>www.NHTEMSIS.org/elite</u>, 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:	112	
May 201	<b>L6:</b> 101	
Allenstown, NH:	41	36.6%
May 201		
Pembroke, NH:	60	53.6%
May 201	<b>L6:</b> 45	
Barnstead, NH (Incl. Center Barnstead):	0	0%
Bow, NH:	0	0%
Concord, NH:	0	0%
Deerfield, NH:	0	0%
Epsom, NH:	3	2.7%
Hooksett, NH:	8	7.1%
Manchester, NH:	0	08
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:	101	90.2%
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:	11	9.8%
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:	7	9.8%
May 201	<b>L6:</b> 7	
Concord Fire Department:	9	
Epsom Fire Department:	2	
Hooksett Fire Department:	0	
DHART (Air Medical Transport):	0	
Other EMS Agency:	0	
1.5 Total Number of Patients Transported to the Hospital:	70	63.0%
Catholic Medical Center (CMC), Manchester, NH	7	10.0%
Concord Hospital, Concord, NH	51	72.9%
Elliot Hospital, Manchester, NH	12	17.1%
1.6 Number of Patients who Refused Transport to the Emergency Department:	18	16.1%
1.7 Total Number of EMS Responses that Resulted in Another Disposition:	13	11.1%
SECTION 2. ENAS DUN DATA: (U.MANA:SS)		
SECTION 2: EMS RUN DATA: (H:MM:SS)		
2.1 Average Reaction Time:		0:56
2.2 Average Response Time:		4:26
2.3 Average On-Scene Time:		18.08
2.4 Average Transport Time:		17 <b>:</b> 58
2.5 Average Time the Ambulance was Unavailable at the Hospital:		20:36
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1	:02:04



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

<u>(TIME)</u>	<u>SUNDAY</u>	MONDAY	<b>TUESDAY</b>	<u>WEDNESDAY</u>	THURSDAY	<u>FRIDAY</u>	<u>SATURDAY</u>
0000-0259	2	1	0	1	2	3	1
0300-0559	2	0	3	0	2	0	0
0600-0859	5	0	0	5	3	0	0
0900-1159	3	4	2	3	1	1	2
1200-1459	1	1	1	5	4	5	1
1500-1759	0	2	3	6	1	5	2
1800-2059	1	2	0	3	0	1	1
2100-2359	2	2	5	-0	4	2	2
TOTALS:	16	12	14	23	17	17	9
	100	A 10 1	0		4 W /		

#### 2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Chest Pain (Non-Traumatic) (10)	15
MVC / Transportation Incident (29)	14
Unconscious / Syncope (31)	8
Breathing Problem (6)	7
Falls (17)	7
Psychiatric / Behavioral / Suicide Attempt (25)	7
Sick Person (26)	7
Lift / Invalid Assist	6
Medical Alarm (32)	5
Overdose / Misuse of Meds / Poisoning (23)	5
Abdominal Pain / Problem (1)	4
Seizure (12)	
Assault (4)	2
Headache (18)	2
Hemorrhage / Laceration / Bleeding (21)	2
Altered Mental Status (26)	1
Back Pain (Non-Traumatic) (5)	1
Cardiac Arrest / Death (9)	1
Choking (11)	
Diabetic Problem (13)	1
Dizziness (26)	1
Fever (26)	1
Heart Problems / AICD (19)	1
Nausea / vomiting (26)	1
No Other Appropriate Choice	1
Stroke / CVA / TIA (28)	1
Traumatic Injury (30)	1
Unknown Problem / Person Down	1



15

Walkin (EMS Related)	1
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#### 2.9 PROCEDURES PERFORMED by EMS PERSONNEL

Procedure Name	# of Times Procedure
	Performed
VASCULAR: IV / Extremity Vein Catheterization	64
ASSESSMENT: Patient Assessment	52
CARDIAC: 12-Lead ECG Obtained	47
CARDIAC: ECG Monitoring	40
ASSESSMENT: Stroke Exam	5
ORTHO: Spinal Motion Restriction Applied (C-Collar)	5
RESPIRATORY: etCO2 Digital Capnography	2
RESPIRATORY: ETT / Intubation (Orotracheal)	2
SOFT TISSUE: General Wound Care	2
CARDIAC: 15-Lead ECG Obtained	1
MOVEMENT: C-Collar Applied for Stabilization	1
RESPIRATORY: CPAP	1
VASCULAR: IO / Intraosseous Cannulation	1

#### 2.10 MEDICATIONS ADMINSTERED BY EMS PERSONNEL

Medication Name	# of Times Medication was Administered			
Normal Saline	20			
Ondansetron / Zofran	13			
Nitroglycerin (NTG) (SL)	10			
Oxygen	10			
Fentanyl	9			
Naloxone / Narcan	8			
Aspirin (ASA)	6			
Epinephrine 1:10,000	5			
Nitroglycerin Infusion (NTG) (IV)	3			
Dextrose (D10%)	2			
DuoNeb (Albuterol/Ipratropium Bromide)	2			
Albuterol	1			
Metaclopramide / Reglan	1			
Methylprednisolone / Solu-Medrol	1			
Midazolam / Versed	1			
Nitroglycerin Paste (NTG)				



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

During the Month of May 2017, the Service had one (1) Per Diem EMT going through orientation and ride time. 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		n Hou	ibulance, 16 hou irs: 110 H iired: 64			f: 0	week) Details	0
3.6	Injury Report:					⊠No	Injuries to	Report
	Number of Lost Time Incide	nts:	0	Ν	Number of		ne Hours:	•
	Complaint Number: N/A		Incid	dent T		· ·		
	Complaint Number: N/A			dent T	/ 1			
				1				
<u>SECT</u>	ION 4: EQUIPMENT:					2		
4.1	New Equipment Purchased:					🖾 No Ec	quipment Pu	irchases
	1.					ost:	Juipinentit	
	2.					ost:		
	3.					ost:		
							60	
4.2	Equipment Maintenance: 1. Equipment Name: Fe Maintenance Item 2. Equipment Name: Fi Maintenance Item	: A re	Extinguishe	& Sta EMSA rs (A	air Chai AR A3 & A8)	r (A3)	y	o Report
	O.							
4.3	Durable Medical Equipment (E		Failure				Failures to	Penort
4.5	1. DME Name: Physio	-	Control	AED	Failure Da		5/15/17	•
	Traine		00110101		Tunure Du		0/10/1/	
	Failure Description	: S	imulated De	fibr	illation	does	not occ	ur.
	Failure Reported To	: 🖂	Manufacturer	Cha	irman of th	e BOD	$\Box$ Medical	Director
			NH EMS Fe	deral A	Agency 🗆 N	lo Repor	ting Require	ed
	DME Disposition	: [	Repaired Re	placed	Dispose	ed ⊠Cor	npleted 🗆	Pending
<u>SECT</u>	ION 5: CORRESPONDE	NCE	<u>WITH OTH</u>	ER H	EALTHCA	<u>ARE &amp;</u>	PUBLIC	<u>SAFETY</u>
<u>AGEI</u>	NCIES							
1.	ALLENSTOWN FIRE DEPT. / Tow	'n	1. Recove	ery P	lan Afte	er Act	ion Repo	rt
	of.		Meetin	ıg				
2.	CAPITAL AREA PUBLIC HEALTH		1. CAPNN	- Me	eting			
	NETWORK (CAPHN)							

May 2017 Tri-Town EMS Director's Report Page 6 of 12

- 3. CONTINUUM OF CARE / SUBSTANCE ABUSE DISORDER (CoC/SUD) Group
- 1. Discussed Local Resources
- 4. BUREAU OF EMERGENCY MEDICAL SERVICES
- 1. Medical Control Board Meeting.

## SECTION 6: FINANCIALS

6.1	REVEN	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			
- 7	6.1.9	TOTAL REVENUE for MONTH	\$23,891.76			
- 11	6.1.10	NOTES: Allenstown & Pembroke mad				
		\$47,884.75 and \$56,658.00 respectively.				

6.2	EXPENS	ES		
	6.2.1	Payroll #1	Employee Compensation	\$15,068.71
	6.2.2	Payroll #2	Employee Compensation	\$14,981.02
	6.2.3	Payroll #3	Employee Compensation	\$0.00
	6.2.4	Over Time	(included in Payroll #1 & #2 Figures)	\$1,974.71
	6.2.5	EMS Supplies		\$2,749.66
	6.2.6	Equipment	(\$263.70 part of a grant for tactical gear)	\$1,142.24
	6.2.7	Office Expenses	Phone, Copier, Supplies, etc.	\$1,033.25
	6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability	\$479.66
	6.2.9	Fuel		\$405.77
	6.2.10	Veh. Maintenance	( DEF Fluid)	\$52.80
	6.2.11	Uniforms		\$172.85
	6.2.12	\$7,414.86		
	6.2.13	or MONTH	\$43,500.82	
	6.2.14	NOTES:		

6.3	AMBULANCE BILLING SUMMARY for the MONTH						
		Payer	# of Transports	Gross Charges	Adjusted Charges		
	<ul><li>6.3.1 Medicare</li><li>6.3.2 Medicaid</li><li>6.3.3 BC/BS, Anthem</li></ul>		29	\$34,470.00	\$16 <b>,</b> 177.04		
			18	\$19,570.00	\$3,717.98		
			2	\$2,340.00	\$2,340.00		
	6.3.4	Cigna	0	\$0.00	\$0.00		
	6.3.5	Other Comm. Ins	14	\$19,000.00	\$17,660.56		
A.		•		•			



6.3.6	Self Pay, No Ins.	5	\$	5,870.00	\$5 <b>,</b> 870.00	
6.3.7	TOTALS	68 \$81,250.00		\$45 <b>,</b> 765.58		
Medicare Allowable Rates: BLSE: \$372.49 ALS1E: \$442.34 ALS2E: \$640.22 Mileage: \$10.7						
NH Medicaid Rates: BLS: \$145.00 ALS: \$175 Mileage: \$2.60						
Tri-Town EMS Rates: BLS: \$750.00 ALS1: \$1,000.00 ALS2: \$1,250.00 Mileage: \$20.00						
NOTES: All charges are subject to adjustment as payer information						
	is confirm	med and contra	ctual obli	gations a	are applied.	

6.4	AMBUL	AMBULANCE BILLING SUMMARY for the YEAR (Charges & Balance are Service Estimates)							
	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							
	6.4.7	July			- A.				
	6.4.8	August							
	6.4.9	September							
	6.4.10	October							
	6.4.11	November							
	6.4.12	December		1					
	6.4.13	TOTALS	\$209,882.43	\$120,640.00	\$89,242.43				

6.5		AMBULANCE BILLING SUMMARY for PAST YEARS				
1.0		YEAR (\$/XPORT)		ADJUSTED	RECEIVED	BALANCE
				CHARGES	7	
	(11 Months)	6.5.1	2014	\$379,988.31	\$272,588.22	\$107,400.09
			(\$444.68)			
	1 B B	6.5.2	2015	\$427,970.94	\$311,823.96	\$116,146.98
		1.1	(\$445.33)	Y		
		6.5.3	2016	\$510,744.62	\$356,541.44	\$154,203.18
		0-	(\$490.74)			
		6.5.4	TOTALS	\$1,318,703.87	\$940,953.62	\$377,750.25
			1 A			

## SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
	7.1.1	JEMS Monthly Article	Damage Control	EMPLOYEE	12/24
			Resuscitation 0.5cr	PARTICIPATION	13/24
	7.1.2 EMS World Article		Patient Handoffs	EMPLOYEE	14/24
			0.25cr	PARTICIPATION	14/24
	7.1.3 MONTHLY SKILLS		Completed – 11/24; Partial Complete – 3/24		
	7.1.4 MONTHLY SHIFT		"Allergic Reactions"	EMPLOYEE	12/24
		TRAINING	0.25cr	PARTICIPATION	12/24
	7.1.5	NCCP TRAINING	"Oxygenation,	By: Hearshell	8/24
	è		Capnography,	VanLuven, NRP	0/24

		Advanced Airway in the Perfusing Patient", 3cr		
7.1.6	NEXT NCCP	Concord Hospital EMS	Concord Hospital	June 13, 2017 at
	TRAINING	Grand Rounds,	and the NHFS&T	1800, NH Fire
		"Cardiac Arrest" 2cr		Academy
7.1.7	ORIENTATION			

#### 7.2 GENERAL UPDATES

7.2.1 Emergency Medical Responder (EMR or former "First Responder" license level) book has arrived and S. Locke is working on the EMR curriculum.

7.2.2 W. Amos has completed his CPR Instructor Course through Concord Hospital.

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

7.3.1 Four (4) EMS incidents had isolated concerns. Documentation issues was most of the cause. The other issues were handled by verbal counselling.

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.

7.3.3 Performance Improvement Plan (PIP)

7.3.3.1 None at this time.

7.3.4 Positive Feedback:

7.3.4.1 William Amos and Irina Higgins responded to an infant cardiac arrest. Their actions were commended by the receiving hospital for providing excellent care with an emotionally difficult call and with complicated medication doses. The call however did not have a good 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	83,630
	8.1.2	Preventative Maintenance	None
	8.1.3	Vehicle Repair(s)	None
8.2	Ambulance 8 (79A8)		
	8.2.1	Mileage	6,285
	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 May, I (C. Gamache) attended a 12-Lead ECG course and Capnography course sponsored by Concord Hospital. The courses were taught by Bob Page, a nationally recognized speaker on the subjects. Also I took a three day course titled, "Active Shooter Management" put on by FEMA and Homeland Security.

9.2 ALLENSTOWN ACTIVE SHOOTER EXERCISE: Some of the equipment has started to come in and the medical kits are being put together

9.3 The Service had agreed to provide EMS coverage to State Nine Racing for a Bear Brook Event. The original date was rained out and was moved to the next day. We were unable to provide an ambulance crew so I had the on-duty crew stand by. Since we did not dedicate a crew to this event, there was no charge. State Nine Racing made a \$250.00 donation to Tri-Town.

9.4 The Service provide stand by coverage on two Sundays for the Suncook Rod and Gun Club for their annual fishing derby.

9.5 During the month of May the 2018 Budget was worked on.

#### SECTION 10: ADMINISTRATION

- Chairman of the Board, Allenstown Town Administrator:
- Pembroke Town Administrator:
- Allenstown Fire Chief:
- Pembroke Fire Chief:
- Allenstown Public Member:
- Pembroke Public Member:
- Tri-Town EMS Employee Member:
- Tri-Town EMS Service Director:
- Tri-Town EMS Assistant Director:

Shaun Mulholland David Jodoin Chief Dana Pendergast Chief Harold Paulsen Michael O'Mara Robert "Bob" Bourque Hearshell VanLuven, NRP Christopher Gamache, BS, NRP Stephanie Locke, I/C, NRP

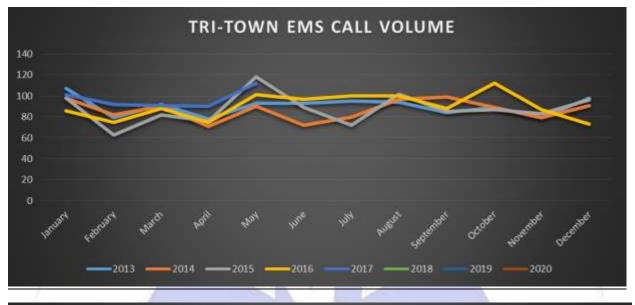
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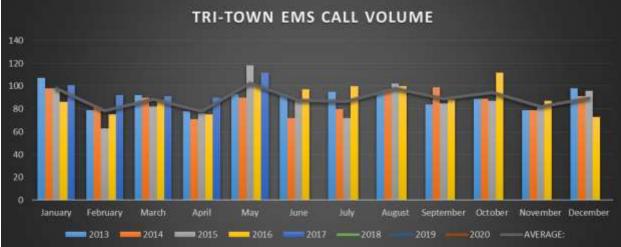
Christopher Gamache, Service Director



May 2017 Tri-Town EMS Director's Report Page **10** of **12** 

#### EMS RUN VOLUME by MONTH and YEAR:

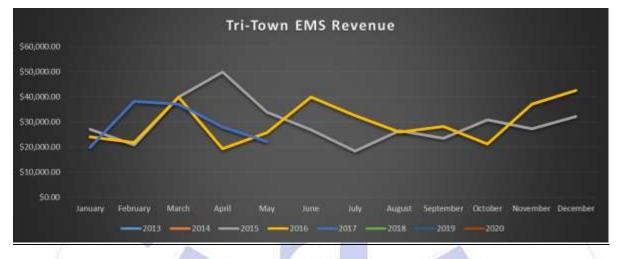






May 2017 Tri-Town EMS Director's Report Page **11** of **12** 

#### AMBULANCE REVENUE by MONTH and YEAR:



TRI-TOWN EMS PRIVACY PRACTICE NOTICE & SURVEY

