



MILFORD AMBULANCE SERVICE

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~ 2011 REPORT ~

Milford Ambulance Service continued its ongoing charge of providing emergency ambulance coverage to the Town of Milford in a proud and professional manner during 2011.

Activity: Milford Ambulance Service responded to a total of 1,451 calls, an increase of 109 calls compared to 2010. Of the 1,515 patients evaluated and/or treated, 1,128 patients were transported to the hospital of their choice with 387 patients refusing transport. The surrounding communities of Amherst, Brookline and Wilton provided mutual aid ambulance coverage to Milford on 23 occasions when both of the Service's ambulances were unavailable due to either rendering assistance or being out of service for maintenance.

Requests for aid were handled in a timely, professional and compassionate manner, as the Service is known for.

The department increased the number of certified CPR instructors by one in August bringing the total number of instructors on staff to fifteen.

During 2011, the department conducted ten child seat inspections in accordance with national certification through the Safe Kids Coalition. Car seat checks are available by appointment which can be made by contacting the department directly.

On October 30th the department was certified by the NH Bureau of EMS as a Paramedic Interfacility Transfer (PIFT) level unit. The certification involved training eighteen department paramedic staff utilizing NH EMS generated training material, review of medications used in patient care during a transfer, review of specialized patient care equipment and implementing department transfer procedures and policies.

In November the department became the primary provider to the Milford Medical Center for patient transfers due to the closure of Rockingham Regional Ambulance in October. Transfers from MMC will allow the department to serve even more Milford residents who previously were served by another service. The anticipated additional call volume will increase the revenue to the town while having little impact on our ability to respond to requests for emergency service. The increased revenue generated by transfers will directly offset the operational costs of the department to the town.

The department provided input to the Board of Selectmen appointed Community Facilities Committee (CFC) regarding the department's facility requirements. Input was provided on the proposed stand-alone ambulance facility concept and location. The proposed location will maintain the department in the immediate downtown area, thereby upholding current department response times and proximity to the population concentration and most frequent area of response. After several months of discussion, a facility concept and size was generated that meets the short- and long-term needs of the department and community. This proposal facility will be appearing on the March 13, 2012, Town Vote ballot.

Staffing: Volunteers, encompassing National Registered Emergency Medical Technicians at the Basic, Intermediate and Paramedic levels, continue to be the backbone of the Service. During 2011, the volunteer staff provided over 22,000 hours of shift coverage with an additional 1,400 hours in mandatory continuing education.

In 2011, the Service recruited eleven new providers. The new attendants completed, or are in the process of completing the department Field Training Program (FTP). The FTP is a department initiated program designed to orient new members to Milford Ambulance Service operations and assisting the trainee in applying their EMT skills in the field. Efforts continue toward recruitment and retention.

Two members of the department upgraded their certifications during the year. Kyn Gdanian and Ralf Hilber achieved National Registry EMT-Paramedic status. The 1,400 hour program provides instruction and practical skill sets in advanced airway management, Advanced Cardiac Life Support, Pediatric Advanced Life Support and the administration of numerous medications.

Recognition - MAS recognized several members for their individual contributions to the Service throughout the year.

At the annual EMS Recognition Ceremony in May, several members were recognized for their length of service with the department: 5 Years – Vanessa Chretien, Ben Crane, Michelle Donovan, Lisa Peck and Erik VanderMass.

During 2011 the following volunteer members provided over 1,000 hours of shift coverage: Robert Duprey – 1,093 and Andrew Jeffery – 2,180.

Provider of the Year was awarded to Geoff Ranfos and Rookie of the Year went to Sara Chapo. Both providers exemplify the very best traditions of the department.

These individuals, who contribute to the Service on a daily basis, make the Service second to none in the State. The citizens of Milford can be proud to have these individuals protecting them and available at a moment's notice.

Education: 2011 saw the continuation of Service involvement in community education programs, staff training development and participation in the development of future state of New Hampshire EMS initiatives, provider protocols and administrative rules.

Community Education and Outreach MAS continued to expand its community education program geared toward injury prevention. During the annual Pumpkin Festival hundreds of individuals participated in several interactive activities geared toward understanding the body and pre-hospital care.

Service personnel assisted both Cub Scouts and Girl Scouts in obtaining their First-Aid Merit badges. The Scouts received hands on training on how to splint a fracture, control bleeding, how to call for assistance and other first-aid information.

The Service held 24 CPR classes and certified 188 individuals throughout the year for the general public and town employees including certifying Fire Department staff, two businesses and a daycare establishment.

The department taught two NH Bureau of EMS approved, US Department of Transportation, 136-hour EMT-Basic courses in the spring and fall. Seventeen students graduated from the class with four students recruited as volunteers with the department.

Training – Staff participated in monthly and quarterly education training which covered such topics as patient assessment, cardiac care, airway management, cervical spine immobilization, drug recognition, personal safety and other topics. The department held a 24-hour EMT Basic Life Support (BLS) refresher training in addition to a separate 12-hour Advanced Life Support (ALS) refresher training for department providers to satisfy biennial certification and licensing requirements..

Billing and Revenue: Anticipated collectable revenue from ambulance transportation in 2011 is \$494,962 on \$791,600 in invoiced transports. Anticipated net budget impact for ambulance operations in 2011 is \$215,753.

The department continuously seeks opportunities to reduce overall costs. Specific examples include the use of per-diem employees to fill two vacant authorized full-time positions. This action realizes over-time and benefit cost savings without compromising the quality of care the department provides to you, the citizens of Milford.

Additional savings have come about from generous donations for equipment as noted above – IV infusion pumps and an oxygen tank cylinder lifting device. These donations alleviated the need to fund the purchase of these items through taxes while enhancing the efficiency and quality of care to patients.

Closing Remarks: To the personnel of the Milford Ambulance Service – Thank you for the dedication, professionalism and quality pre-hospital emergency healthcare that you consistently practice and provide. These attributes make Milford Ambulance Service a quality Ambulance Service of which the citizens of Milford can be proud.

On behalf of Milford Ambulance Service, I would like to thank the Town and my many colleagues for their continued support during 2011. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2012.

Respectfully submitted,
Eric Schelberg, Director



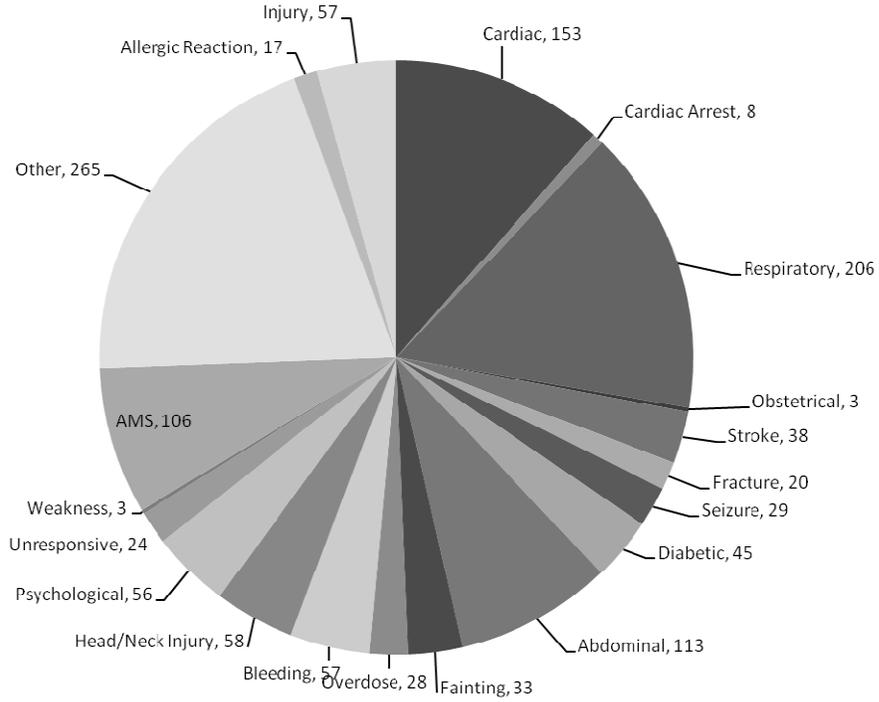
Request for Medical Aid Analysis - 2011

Total requests for medical aid in Milford: 1,451

Total requests for Mutual Aid to other communities: 32

Total Patient Contacts: 1,515 Transports: 1,128 No Transports: 387

Dispatch Reason – 2011



Response Location - 2011

