



MILFORD AMBULANCE SERVICE

1 UNION SQUARE • TOWN HALL • MILFORD, NH 03055

PHONE (603) 249-0610 • FAX (603) 249-0610

~ 2012 REPORT ~

Milford Ambulance Service continued its on-going charge of providing emergency ambulance coverage to the Town of Milford in a proud and professional manner during 2012.

Activity: Milford Ambulance Service responded to a total of 1,837 calls, an increase of 403 calls compared to 2011. Of the 1,880 patients evaluated and/or treated, 1,422 patients were transported to the hospital of their choice with 453 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.

During 2012 the department conducted nine 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.

In November 2011 the department became the primary provider of patient transfers out of the Milford Medical Center. I am pleased to report the anticipated volume of an additional call per day came to pass with the department handling 434 transfers in 2012 without any impact on emergency response to the community. As a result of this activity, additional paramedic coverage increased by 50 hours that directly benefitted the entire community. The corresponding increase in revenue was returned to the general fund helping to further reduce the department's overall cost to the community.

The department implemented End Tidal Carbon Dioxide (EtCO₂) Monitoring in patients presenting with various respiratory emergencies. EtCO₂ is used to evaluate a patient's respiratory effort to aid in treatment modalities to correct respiratory problem.

Town vote in March brought about the long sought after passage of a new ambulance facility. The 62.7% voter approval of the Ambulance Facility bond realized the culmination of the Board of Selectmen appointed Community Facilities Committee (CFC) efforts to bring forth a facility proposal that would meet the department's facility current and future needs. The new stand-alone ambulance facility will be constructed in early spring at 66 Elm Street, the former site of Harvey's Music, with an anticipated occupancy in October 2013. The location will maintain the department in the immediate downtown area, thereby maintaining current department response times and proximity to the population concentration and most frequent area of response. I would like to thank the Board of Selectmen, the CFC, department staff and the others individuals who made this proposal come to fruition.

Staffing: Volunteers, encompassing National Registered Emergency Medical Technicians at the Basic, Intermediate and Paramedic levels, continue to be the backbone of the Service. During 2012, the volunteer staff provided over 22,000 hours of shift coverage with an additional, 1,400 hours in mandatory continuing education.

In 2012, the Service recruited fourteen 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.

Several members of the department upgraded their certifications during the year. Lt. Andrew Jeffery and Jamison Mayhew achieved National Registry EMT-Paramedic status. The 1,400 hour program provides instruction and practical skills sets in advanced airway management, Advanced Cardiac Life Support, Pediatric Advanced Life Support and the administration of numerous medications. Greg Nickerson upgraded to EMT-Intermediate status and Mike Fiore, Adam Gerow and Chenais McConnell upgraded to Advanced Emergency Medical Technician, an enhancement to the EMT-Intermediate certification.

Two full-time Paramedic providers, Karen Edmunds and Andrew Mason respectively attended a 100-hour Critical Care Transport course for the treatment and transport of critically ill patients.

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 – Lt. Andrew Jeffery, 10-Years Lt. Greg White and Allen Peck, 15 Years – Luella Bancroft, Lt. Scott Galeucia and Michael Jolin.

During 2012 the following volunteer members provided over 1,000 hours of shift coverage: Luella Bancroft – 1,209; Justin Doty – 1,089 and Andrew Jeffery – 1,912.

Provider of the Year was awarded to Heather Crocker, Rookie of the Year went to Justin Doty and a Distinguished Service award was presented to Lenwood Brown III. All three 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: 2012 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 29 CPR classes and certified 80 individuals throughout the year for the general public and town employees including certifying Police Department staff, two businesses and a daycare establishment.

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 2012 is \$609,415 on \$1,015,839 in invoiced transports. Anticipated net budget impact for ambulance operations in 2012 is \$176,483.

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 provided by the department to you, the citizen of Milford.

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 2012. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2013.

Respectfully submitted,
Eric Schelberg, Director



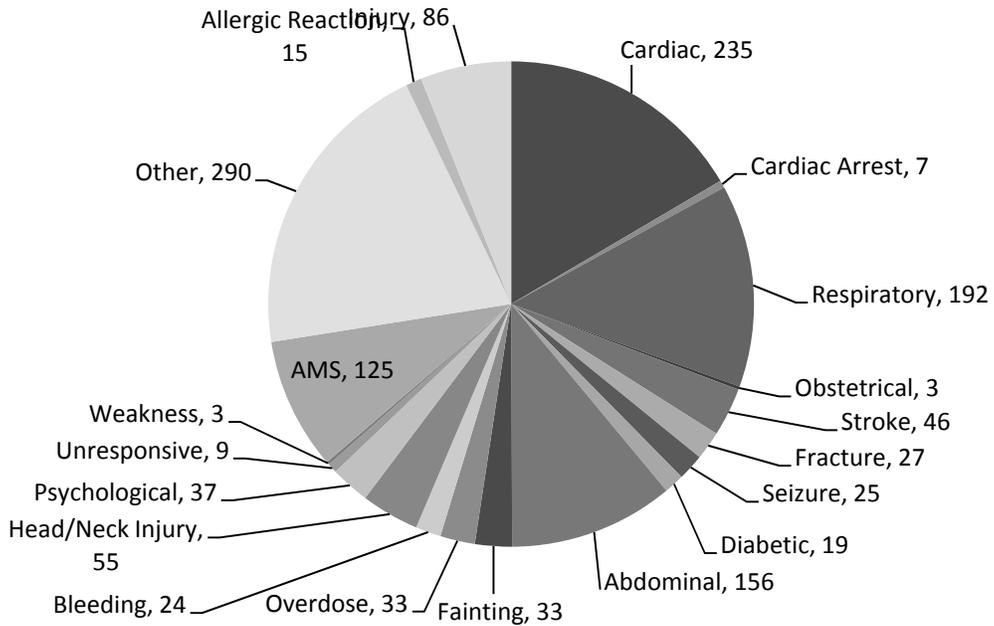
Request for Medical Aid Analysis - 2012

Total requests for medical aid in Milford: 1,837

Total requests for Mutual Aid to other communities: 23

Total Patient Contacts: 1,880 Transports: 1,422 No Transports: 415

Dispatch Reason - 2012



Response Location - 2012

