

## ***Milford Ambulance Service 2013 Town 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 2013.

### **Activity**

Milford Ambulance Service responded to a total of 1,893 calls, an increase of 56 calls compared to 2012. Of the 1,893 patients evaluated and/or treated, 1,470 patients were transported to the hospital of their choice with 423 patients refusing transport. The surrounding communities of Amherst, Brookline and Wilton provided mutual aid ambulance coverage to Milford on 68 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 implemented steps to obtain Rapid Sequence Intubation (RSI) Certification. RSI capability expands a paramedic providers' ability to manage a difficult airway when a patient is unable to maintain their own airway due medical or trauma related issue. RSI certification is a multifaceted process wherein both paramedic and EMT providers, and the department, must meet prerequisites for training, proficiency of skills and equipment. Implementation of this program is forthcoming thereby expanding the level of service offered by the department to town residents and guests.

### **Facility**

On December 14<sup>th</sup> a ribbon cutting ceremony and open house was held at the new ambulance facility, the culmination of twenty months of design and construction after approval at town vote in March of 2012.

Construction of the 8,200 square foot, 4-bay facility began on April 22<sup>nd</sup> and was completed on November 25<sup>th</sup>, on-time and under budget. Facility features include a Community and training room that seats thirty-two and is available for public use, six dormitory rooms, exercise room, conference room, staff offices, crew room and kitchen, soiled utility room for cleaning contaminated item and medical supply and secure records storage. The facility will meet the current and foreseeable needs of the department for years to come.

I would like to thank the Board of Selectmen, the Ambulance Facility Building Committee, Community Facilities Committee, department staff and other individuals who made this project become reality.

## **Ambulances**

In mid-December the department placed in service two new ambulances that were approved for purchase at town vote in March to replace a 1999 and 2003 ambulance. The 1999 ambulance was traded in with the 2003 ambulance being retained as a 'ready spare' in the event one of the primary ambulances is not in service due to maintenance.

The increased size and layout of the new ambulances offer increased access to a patient thereby allowing a provider access to both sides of a patient when delivering care. Additionally, occupant safety, for both the patient and providers, is enhanced through equipment placement near and around the patient care provider and secure storage of loose items. This minimizes the likelihood of loose items from becoming projectiles in the event of a sudden stop or impact.

## **Staffing**

Volunteers, encompassing National Registered Emergency Medical Technicians at the Basic, Intermediate, Advanced and Paramedic levels, continue to be the backbone of the Service. During 2013, thirty-three volunteer providers were scheduled for over 21,500 hours of shift coverage.

In 2013, the Service recruited six 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 providers of the department upgraded their certifications during the year. Justin Doty and Rich Racine upgraded to Advanced Emergency Medical Technician (AEMT), an enhancement to the EMT-Intermediate certification while Jennifer Bartolomucci and Matthew Lemear enrolled in and AEMT course.

Two full-time Paramedic providers, Ray LaRue and Andrew Mason respectively attended a NH EMS Instructor/Coordinator course. This certificate course includes teaching methodologies and student instruction modalities for developing and presenting EMS related courses.

*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 – Jeffrey Boucher, Amelia Solomon, Ralf Hilber and Brendan Saluk.

Life Saving Awards were presented to two crews for cardiac arrest saves. Recipients were: Ray LaRue - Paramedic; Dillon D'Auteuil - EMT-I; Jamison Mayhew – Paramedic and Nicholas McCarthy – EMT-I and Karen Edmunds – Paramedic; Kevin Curran – EMT; Jennifer Bartolomucci – EMT and Monty Burge – EMT-I.

Provider of the Year was awarded to two providers, Michael Fiore and Chenais McConnell; Rookie of the Year went to Jennifer Bartolomucci and a Distinguished

Service award was presented to Lt. Greg White for 10 years of dedicated service to the department.

All of the recipients 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 moments notice.

### **Education**

2013 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 17 CPR classes and certifying 81 individuals throughout the year for the general public and town employees including certifying Police Department staff, several businesses and a daycare establishment.

The department conducted six 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.

*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 course, a separate 12-hour Advanced Life Support (ALS) refresher course and a 48-hour Paramedic refresher course for department providers to satisfy biennial certification and licensing requirements.

### **Billing and Revenue**

Anticipated collectable revenue from ambulance transportation in 2013 is \$696,872 on \$1,113,505 in invoiced transports. Anticipated net budget impact for ambulance operations in 2013 is \$161,657.

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 2013. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2014.

Respectfully submitted,

Eric Schelberg, Director



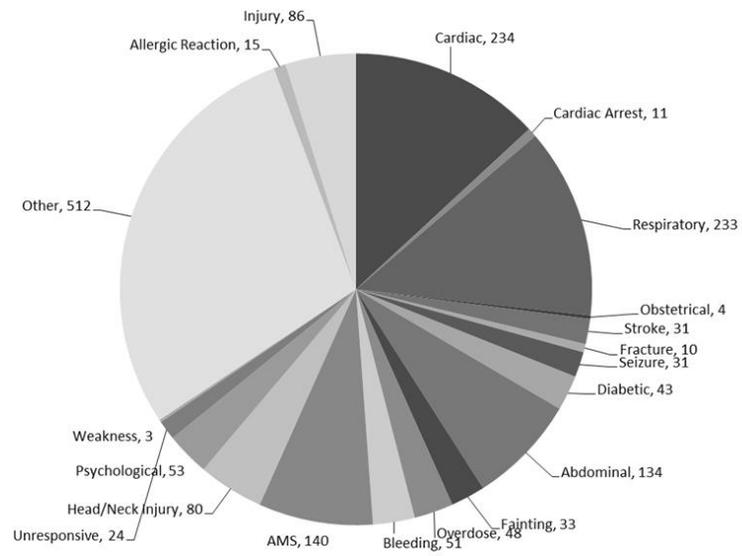
### ***Request for Medical Aid Analysis - 2013***

***Total requests for medical aid in Milford: 1,939***

***Total requests for Mutual Aid to other communities: 22***

***Total Patient Contacts: 1,944    Transports: 1,470    No Transports: 423***

### Dispatch Reason - 2013



### Response Location - 2013

