

MILFORD AMBULANCE SERVICE
66 Elm Street, Milford, NH 03055 (603) 249-0610
2014 Town 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 2014.

Activity

Milford Ambulance Service responded to a total of 1,773 calls, a decrease of 166 calls compared to 2013. The reduction is directly attributable to patient transports out of the Milford Medical Center. MMC changed their state classification as an Urgent Care facility from an Emergent Care facility at the end of 2013. Of the 1,796 patients evaluated and/or treated, 1,328 patients were transported to the hospital of their choice with 468 patients refusing transport. The surrounding communities of Amherst, Brookline and Wilton provided mutual aid ambulance coverage to Milford on 51 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 obtained Rapid Sequence Intubation (RSI) certification in 2014. RSI capability expands a paramedic provider's ability to manage a difficult airway when a patient is unable to maintain their own airway due to a 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.

Late 2014 saw the Department obtain two Newport HT-70 ventilators from the State of NH Department of Health on a no-cost lease for use in patient care. The department has initiated a training program to introduce their use in the field. The two ventilators will be placed in each ambulance and will complement the above mentioned RSI program and delivery of care to a patient who has ineffective breathing or is not breathing.

These capabilities will provide patients with advanced care that few EMS services in the state can provide.

Facility

The Ambulance facility has been in operation for just over one year and is meeting Department and community needs. Several community organizations are using the Community Room for meetings. Very few issues have arisen during use and these issues have been addressed in a timely fashion.

The Department has utilized the Community/Training Room for monthly and quarterly department training sessions in addition to two EMT courses each lasting five months. The setting and audio-visual equipment facilitate an environment conducive to learning.

Ambulances

The two replacement ambulances placed in service in mid-December 2013 are a significant improvement over the ambulances they replaced and have travelled 29,831 and 18,530 miles respectively in one year of operation.

The new ambulances allow full 360 degree access during patient care due a center-mount stretcher allowed by a wider patient compartment. Patient and provider safety have been enhanced with routinely used equipment and supplies being located within arm's reach of the provider. Additionally, all equipment is securely mounted thereby eliminating the threat of equipment becoming projectiles during a collision or roll-over.

In late October, the department swapped the 'ready spare' 2003 ambulance for Wilton EMS' 2001 ambulance. The 2001 ambulance offered two improvements over the 2003 ambulance – 62,000 fewer miles and a full size patient compartment with a center-mount stretcher thereby allowing 360 degree patient access. Again, this ambulance is being retained as a 'ready spare' in the event one of the primary ambulances is not in service due to maintenance.

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 2014, thirty-eight volunteer providers were scheduled for over 11,644 hours of shift coverage.

In 2014, the Service recruited twelve 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 assist 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. Andrew Deschenes and Matthew Lemear upgraded to Advanced Emergency Medical Technician (AEMT), from EMT, while nine providers – Brian Alley, Jonathan Connors, Richard Jordan, Christopher Kelleher, Stephen McGinnis, Steve Nasta, Marc Ryan, Carsten Turner and Evan Young enrolled in an AEMT course.

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 – Dan Connell, Geoff Ranfos and Marc Ryan. 15 Years of Service – Karen Artemik, Ray LaRue and Captain Sue Sexton.

Provider of the Year was awarded to Heather Mason.

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 moment's notice.

Education

2014 saw the continuation of Service involvement in community education programs, staff training and 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, call for assistance and other first-aid information.

The Service held 12 CPR classes for the general public and town employees and certified 61 individuals throughout the year including the Police Department staff.

The department conducted child safety seat inspections in accordance with national certification through the Safe Kids Coalition including a Car Seat Safety Check event in June. Car seat checks are available by appointment which can be made by contacting the department directly.

The department taught a spring EMT course and a fall AEMT course. Each course lasted five months, for over 150 hours of in class education. These courses generated three new volunteer providers who are actively providing shift coverage and service to the community.

A new program entitled – Citizens EMS Academy, will be held by the department to expose citizens to the department and EMS operations to better understand the role of EMS, what an EMS response entails, what a patient may expect to occur during a call and education on medical and trauma emergencies. Participants will be provided the opportunity to obtain CPR/AED certification and ride along as an observer on an ambulance call.

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

The full-time paramedic staff attended a one-day ventilator training program presented by Boston MedFlight as part of the department ventilator in-service and training program.

Billing and Revenue

Anticipated collectable revenue from ambulance transportation in 2014 is \$609,179 on \$998,655 in invoiced transports.

The department continuously seeks opportunities to reduce overall costs. A specific example is the use of per-diem employees to fill two vacant authorized full-time positions. This action realizes overtime and benefits 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 2014. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2015.

Respectfully submitted,

Eric Schelberg

Director



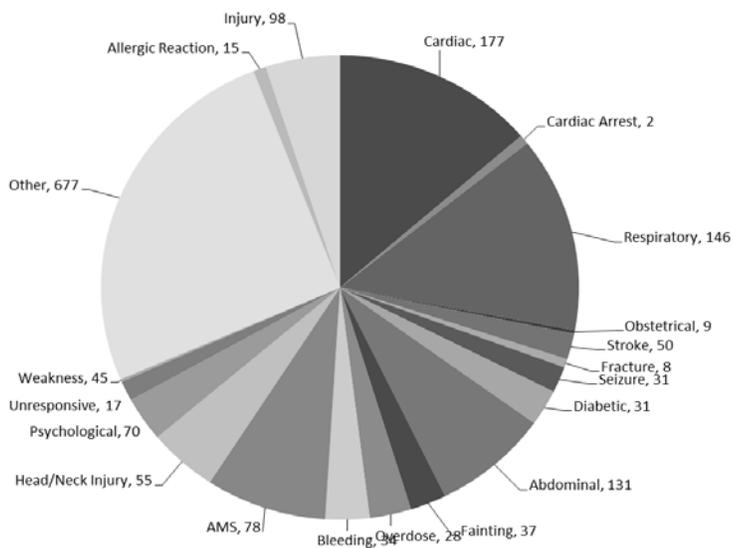
Photo Credit: Leonard Mannino 2014

Request for Medical Aid Analysis - 2014

Requests for: Medical aid in Milford: 1,737 Mutual Aid to other communities: 36

Total Patient Contacts: 1,796 Transports: 1,328 Transports: 468

Dispatch Reason - 2014



Response Location - 2014

