

**Milford Ambulance Service**  
**66 Elm Street Milford, NH 03055 (603) 249-0610**  
**2022 Annual Report**

Throughout 2022, Milford Ambulance Service providers continued their expert care of our community's ill and injured. Our 31 providers worked tirelessly to assess, comfort and transport these patients, while pushing the envelope of prehospital medicine. It is my privilege to submit this annual report, highlighting our accomplishments and activity throughout the year.

**Activity**

Milford Ambulance Service was requested 2,096 times in 2022, responding to 2,020 of these requests. Mutual aid from the communities of Amherst, Wilton, Brookline and Hollis covered the remaining 76 requests. Milford Ambulance Service provided mutual aid 67 times to Amherst, Mont Vernon, Brookline, Wilton, Lyndeborough, and New Boston. The total EMS requests were down 2.2% from 2021, including a 13.7% decrease in calls to medical facilities. Conversely, the call volume to residences and businesses increased 2% in 2022.

MAS transported 1,481 patients to emergency departments in Nashua and Manchester. Additionally, our crews transported 8 patients to Milford Medical Urgent Care under a continued specially sanctioned program with the NH Bureau of EMS. 544 times a request for Milford Ambulance Service resulted in a non-transport situation. These non-transport calls include instances where patients refuse further care and/or transportation, public assists, and calls supporting other public safety agencies.

**COVID 19**

2022 represented the third year of the COVID 19 pandemic, and Milford Ambulance Service clinicians continued our response: evaluating, treating and transporting patients with confirmed or suspected COVID 19. During 2022, Milford's providers cared for 41 patients with COVID 19, 36.5% of which occurred in January alone. As summer turned to fall, our providers continued treat patients with COVID 19 along with drastically increasing cases of influenza and RSV.

**Personnel**

Our 31 providers are made up of 2 EMTs, 18 Advanced EMTs, and 11 paramedics among 2 volunteers and 29 paid providers. Our talented staff is highly trained. 100% of our staff are nationally certified EMS providers and our part-time and per-diem staff includes 3 nurses and 2 physician's assistants. These individuals, who contribute to the

department on a daily basis, make MAS second to none in the State. The citizens of Milford can be proud to have these individuals caring for them and available at a moment's notice.

The department added an additional certified car seat technician who completed a 32-hour SafeKids certification program in 2022. The department completed a total of 13 car seats checks in 2022.

## **Education**

Milford Ambulance continued providing internal continuing education for its providers in 2022. Topics ranged from behavioral and cardiac emergencies to training on our mechanical ventilators, IV pumps, and other critical pieces of equipment. Milford also continues to be a National Association of EMTs training center, and hosted multiple Prehospital Trauma Life Support and Tactical Emergency Casualty Care courses. During 2022, Captain Mason was appointed as a regional faculty member in both disciplines.

The Clinical Education Division maintained an active training schedule for providers to maintain competency in all state prerequisite protocols, including RSI, surgical airway, and interfacility transfers. RSI and surgical airways allow paramedic providers to secure airways on our most critical patients by utilizing medications and surgical procedures to ensure airway control. Service and provider PIFT credentialing allows those providers to provide paramedic-level transfers out of local facilities to major tertiary medical centers including New Hampshire's Dartmouth-Hitchcock Medical Center as well as the major medical centers in Boston and Worcester. While utilized only a few times a year, each of these credentials requires hours of dedication and training on and off duty, but it allows our providers to take superb care of our patients.

## **Vehicles**

The department vehicle fleet remained the same in 2022. Consisting of five vehicles, two frontline ambulances: a 2013 model-year ambulance placed in service in mid-December 2013 and a 2020 model-year ambulance placed in service December 2020; one "ready spare" 2013 ambulance that has been in service since December 2013; and two retired SUV police cruisers serve as a paramedic intercept unit (2010) and department vehicle (2013).

In eight years of operation, the 3A and 3B ambulances have travelled 234,929 and 146,445 miles, a 23,244 and 7,219 increase in mileage respectively, from 2021.

The 2020 ambulance has accrued 46,457 miles in two years as a front line ambulance. Since assuming the role as a back-up ambulance, the 3B ambulance traveled 7,219

miles, responding on 223 calls in 2022. Having this additional unit allows us to keep an ambulance in service for routine maintenance or decontamination of the primary frontline ambulances. This reduces strain on our mutual aid communities. Approximately \$100,350 in estimated revenue was retained that would have otherwise been forfeited if the back-up ambulance was not in service.

To further reduce dependence on mutual aid partners, in 2021 the department implemented protocols for situations when a 'third' call was pending and both department ambulances were out on calls with one ambulance returning to town, to dispatch the department and the fire department to calls coded as non-life threatening by New Hampshire 911. This occurred 11 times in 2022. Providing these services retained an estimated \$4,950 in additional revenue.

The 2020 ambulance and 2013 "ready spare" ambulance are in good working order. The two department fleet vehicles, a 2010 and 2013 Ford Explorer are former police department vehicles with 117,324 and 108,492 miles respectively. A replacement vehicle for the 2010 Explorer was ordered in March 2022 with anticipated delivery in the March/April 2023 timeframe. The 2013 Explorer remains in good working order.

## **Mobile Integrated Health**

### **Visiting Nurse Referral**

In collaboration with Home Health and Hospice, Milford has a visiting nurse referral program. After responding to a request for services and with the patient's approval, Milford Ambulance providers may make a referral request for future ongoing Visiting Nurse services. In 2022 the program resulted in 4 referrals for citizens in our community that may not have reached out for help otherwise.

### **Alternative Destination to Milford Urgent Care**

For qualified emergencies, the department can transport patients that meet medical criteria, to the Milford Urgent Care for treatment. In 2022 this program resulted in 8 patients being transported to the Urgent Care. This alternative destination reduces the amount of time the ambulance is out of town, thereby being able to respond to another request for medical aid with minimal delay.

## **Billing and Revenue**

Revenue from ambulance transports represents approximately 12% of non-taxable revenue received by the town.

Anticipated collectable revenue from ambulance transportation in 2022 is \$884,266 on \$1,379,454 in invoiced transports.

The department continuously seeks opportunities to reduce overall costs without compromising the quality of care provided by the department to you, the citizens 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 distinguished organization, 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 2022. The department will continue to provide quality, emergency, pre-hospital care while continuing to earn your respect, trust, and support in 2023.

Respectfully submitted,

Eric Schelberg, Director



## **Request for Medical Aid Analysis – 2022**

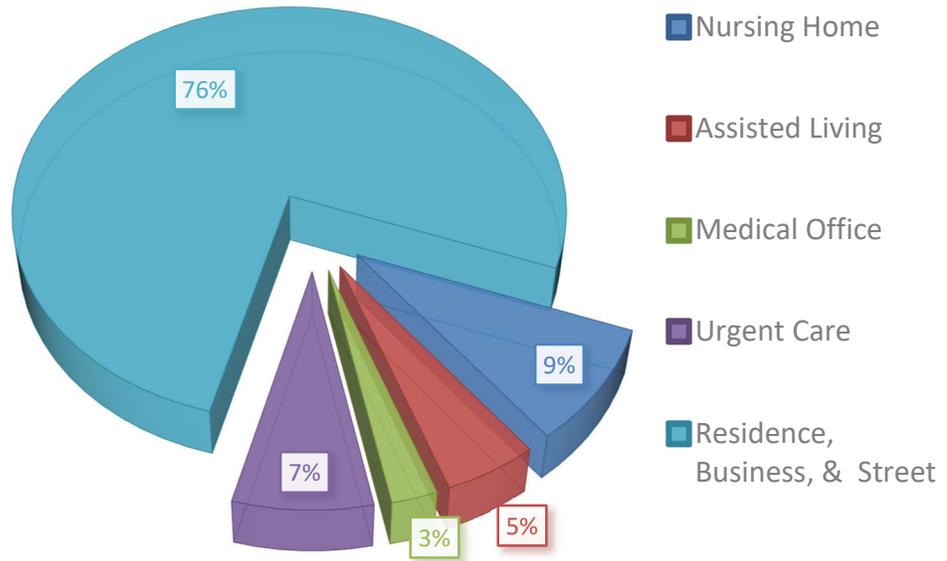
Requests for Medical Aid in Milford: 2,096

- Requests handled by MAS: 2,020
- Mutual Aid received by Milford: 76
- Mutual Aid provided to other communities: 67

Total Patient Contacts: 2,018

- Transports: 1,488
- No Transports: 544

## CALLS BY SCENE TYPE



## TOP 10 DISPATCH REASONS

