

Milford Ambulance Service
66 Elm Street Milford, NH 03055 (603) 249-0610
2023 Annual Report

Throughout 2023, 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 2,120 times in 2023, responding to 2,063 of these requests. Mutual aid from the communities of Amherst, Wilton, Brookline, Hollis, Merrimack and New Boston covered the remaining 80 requests. Milford Ambulance Service provided mutual aid 67 times to Amherst, Mont Vernon, Brookline, Wilton, Lyndeborough, Nashua and New Boston. The total EMS requests were up 2.1% from 2022, including a 24.5% increase in calls to medical facilities. Call volume to residences and businesses increased 2.9% in 2023.

MAS transported 1,510 patients to emergency departments in Nashua and Manchester. Additionally, our crews transported 7 patients to Milford Medical Urgent Care under a continued specially sanctioned program with the NH Bureau of EMS. 608 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.

Personnel

Our 31 providers are made up of 2 EMT, 16 Advanced EMTs, and 13 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 1 physician's assistant. 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 2023. The department completed a total of 14 car seats checks in 2023.

Education

Milford Ambulance continued providing internal continuing education for its providers in 2023. 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.

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 ambulance fleet remained the same in 2023. Consisting of three 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. A new paramedic response vehicle (PRV) was placed in service in early 2023 replacing the 2010 retired SUV police vehicle maintaining a fleet of two department vehicles with the other being a 2013 retired police SUV.

In ten years of operation, the 3A and 3B ambulances have travelled 258,363 and 151,513 miles, a 23,434 and 5,068 increase in mileage respectively, from 2022.

The 2020 ambulance has accrued 69,249 miles in three years as a front-line ambulance with 22,792 in 2023. Since assuming the role as a back-up ambulance, the 3B ambulance traveled 5,068 miles, responding on 210 calls in 2023. 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 \$139,650 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 21 times in 2023. Providing these services retained an estimated \$13,965 in additional revenue.

The 2020 ambulance and 2013 “ready spare” ambulance are in good working order. The two department fleet vehicles, a 2022 and 2013 Ford Explorer, the latter being a former police department vehicle, have mileage of 3,059 and 113,905 miles respectively. 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 2023 the program resulted in 5 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 2023 this program resulted in 7 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.

Donations and Grants

The department received a donation from the Kaley Foundation - \$14,300 for the purchase of an iSimulate REALITiPlus training system.

The iSimulate training system allows for portable, high-fidelity training that can be utilized on shift by duty crews and formal classes alike. The system is centered around an iPad which replicates the screen of various medical devices, including the department cardiac monitor and mechanical ventilator allowing our providers to utilize “our” devices. Using a separate tablet as a controller, a single operator can provide inputs and information for a crew conducting a simulation.

This system is used in conjunction with a live patient/actor following a predetermined script, accurately representing a specific medical condition. The system allows for the display of medication lists, doctor’s office medical charts, lab results, EKGs, and x-rays that can be called up by the crew. This creates a realistic feeling for the crew, who can call up the information at natural points in the call. Using this system, these scenarios can be immediately paused to answer 911 calls or attend meetings and resumed at a later

time. Essentially, high fidelity training can now be accessed at the station anytime by any MAS providers.

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 2023 is \$1,045,662 with \$1,291,394 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 2023. The department will continue to provide quality, emergency, pre-hospital care while continuing to earn your respect, trust, and support in 2024.

Respectfully submitted,

Eric Schelberg, Director



Request for Medical Aid Analysis – 2023

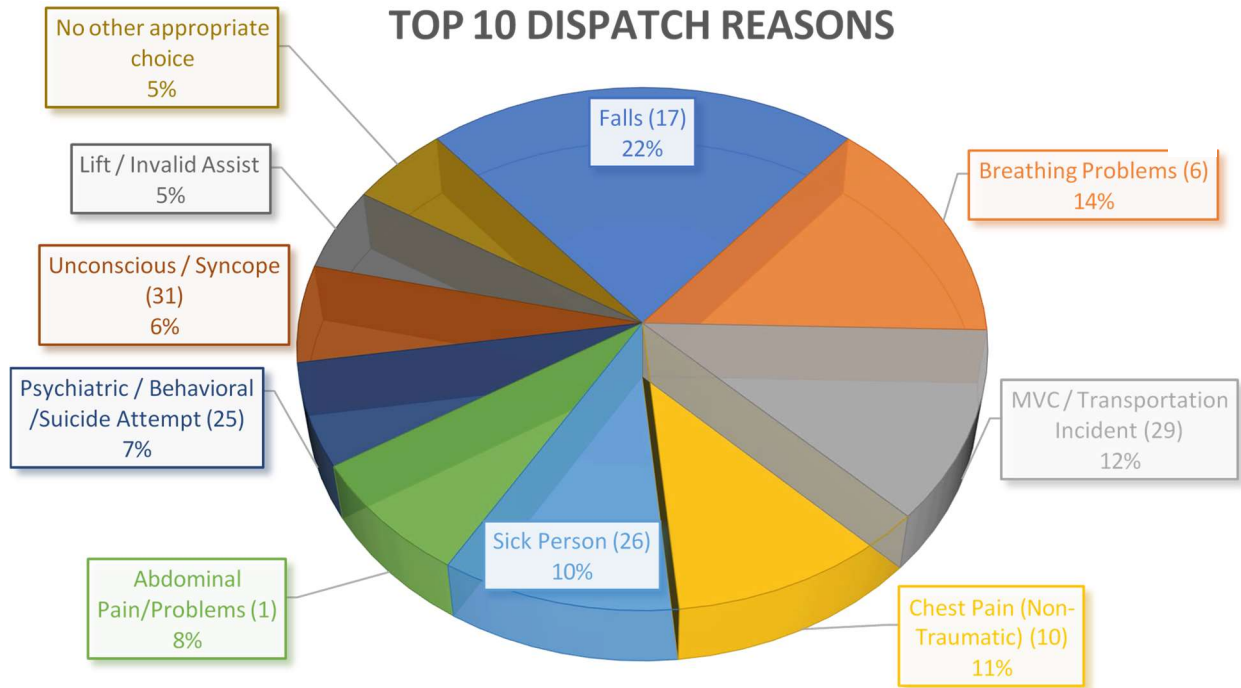
Requests for Medical Aid in Milford: 2,120

- Requests handled by MAS: 2,063
- Mutual Aid received by Milford: 80
- Mutual Aid provided to other communities: 67

Total Patient Contacts: 2,063

- Transports: 1,510
- No Transports: 608

TOP 10 DISPATCH REASONS



CALLS BY SCENE TYPE

