



South County Emergency Medical Services

Report to the Board of Oversight

April 18, 2023

Operations:

The ambulance fleet has been rotating through annual state safety inspection and preventive maintenance. Unit 103 (2019, 68k miles) is currently down for most of the week for new ball and universal joints. Unit 102 (2017, 93k miles) required the same repairs last year. The fleet tech surmised that the cause for needing these repairs was the “full lock” turns we were doing on account of the shortness of our parking lot. Hopefully these stresses will be reduced now that we have the tarmac extension.

Outreach:

EMT-Advanced David Zamojski has coordinated with Deerfield Fire to conduct First Responder certifications.

The Hadley Fire Department is close to completing their requirements to begin operating their own transporting ambulance. South County EMS has recently signed mutual-aid agreements, meaning that we will have them as an additional partner should we need mutual-aid.

I will be meeting with the Towns of Becket and Otis per the request of the Becket Ambulance Department Chief to explain how South County EMS was formed and how it works. Those towns are looking to address a critical EMS shortage and are considering regionalization as a smart choice.

Admin:

Department OEMS Ambulance and Drug Control Medication Licenses are both up for renewal in the near future. OEMS renewal has been submitted, but the drug license has not. Office of Drug Control has moved to a fully on-line process which only accepts electronic forms of payment. I have reached out the Deerfield Town Administrator's Office for use of the Town Credit Card to complete this renewal, but have so far not received any updates or communication. The Drug License expires in mid-June. Annual OEMS inspection is expected in the next month or two, and preparations are occurring.

Personnel:

EMT-Advanced David Zamojski has announced his intention to retire after 23 years of combined service with South County EMS and Deerfield EMS. He has stated his final shift will be on or about June 30th of this year, and a FT job posting will be made to fill his position.

We have also begun another round of per diem hiring, and have reached out to individuals who have submitted rolling applications. Training and educating new employees are both time and cost intensive to meet the standards set for by OEMS and our Affiliate Hospital Medical Director. For EMT basics the on-boarding process takes about 2-3 months and costs about \$2500-\$3000, and for Paramedics 4-6 months and \$4500-\$5000.

Additionally, there are two current per diem EMT-Basics who recently completed their Paramedic schooling and will begin the upgrade process within our department to allow them to practice at their new certification level.

FY24 Budget:

The Town of Deerfield Selectboard has recommended the spending for their share of the ambulance replacement capital expense. Information regarding the leasing option for ambulances has also been provided by our ambulance supplier. They noted the down payment is not due until delivery, and the only money required up front would be a full purchase of the chassis. Leasing should be considered as an option for regular ambulance replacement. Pros are that you are able to secure the replacement vehicles on a revolving basis according to their anticipated life expectance. Cons are the increased cost (loan fees) and the “locking in” of the expense every year.

I met with our Physio/Stryker account representative to discuss capital inventory and LP15 Cardiac Monitor replacement. He provided us with an “end of life” list of equipment, which shows the stretcher and power load systems in the oldest truck will be EOL and non-supported beginning next year. This means that we may not be able to complete the annual service as required by our OEMS inspection. Both these items are included in the ambulance replacement. Additionally, our two Lucas automatic CPR compression devices are 1 year past EOL as well.

We also discussed our LP15 inventory, and our Capital request to replace them immediately. He reviewed our current accessory inventory, and discounts currently available for trading in our old equipment, and was able to provide three brand-new Lucas devices along with our LP15 purchase if we are able to make it soon. Based on a Capital update email by the Deerfield Town Admin, the Deerfield CIPC approved the LP15 purchase out of our available retained earnings for FY24, rather than immediately in FY23 as voted by the BoO at our 1/17/23 meeting and presented/requested to the CIPC. Not sure if this is an error in the email or a deliberate alteration by the CIPC.

After a very lengthy discussion involving the FY24 Worked OT line item at the 4/6/23 Deerfield FinCom meeting, I have manually compiled the specific OT numbers, separating out worked vs. Holiday pay, from FY20 to today. The historical data confirms that OT usage has decreased over time, with the two largest decreases occurring when the two additional FT staff members were added, and when we adopted the new schedule. It also shows that the greatest occurrences of OT occur when 2 or more FT employees are absent, which has only occurred once since January 1st.

This data also confirms that the number calculated for the FY23 budget is close to our actuals since the new schedule, but still very aggressive and slightly under reality. Based on this full historical data, it could be worth reconsidering the numbers used for FY24 budgeting as long as it is realistic and appropriate for budgeting purposes.

Regarding the South County EMS write-off policy, I recommend the creation of a Write-Off / Aging Debt Working Group or sub-committee that can review the current department policies, other agency’s policies, and make a recommendation for changes that conform with Town of Deerfield best-practices. The group could continue with regular review of abatement requests as well as review, collect, and submit regular write-offs to the Town of Deerfield Selectboard.

Scheduled 2023 Board of Oversight meetings:
Jan 17 - Feb 21 - Mar 21 – April 18 – June 20 - Sept 19 - Nov 21

Respectfully,
Chief Z. Smith

2023	Total Runs	Transports	ALS	BLS	INT	REF	OTHR	Drfld	SndInd	Whly	Primary	Amh	Asfid	Coirn	Cnwly	Gill	Gnflid	Hdly	Htflid	Lvrtt	Mont	Noho	Nfid	NwSm	Rowe	Shbn	TrnFls	Mutual Aid
January	102	80	70	10	1	12	9	51	22	14	87	2	1	0	3	0	8	0	0	0	1	0	0	0	0	0	0	15
February	92	63	56	7	3	21	5	44	23	17	84	0	0	1	2	0	3	0	0	0	0	0	0	0	0	2	0	8
March	102	77	61	16	1	15	9	50	24	12	86	1	0	0	2	0	10	2	0	0	0	0	0	0	0	0	1	16
April	0	0									0																	0
May	0	0									0																	0
June	0	0									0																	0
July	0	0									0																	0
August	0	0									0																	0
September	0	0									0																	0
October	0	0									0																	0
November	0	0									0																	0
December	0	0									0																	0
Totals:	296	220	187	33	5	48	23	145	69	43	257	3	1		7	0	21		0	0	1	0	0	0	0	2	1	39

2022	Total Runs	Transports	ALS	BLS	INT	REF	OTH	DRF	SUN	WHA	Primary	Cnwly	Gnflid	Htflid	Trns	Mont	Lvrtt	Amh	Noho	Nthflid	Shlbrn	Nw Sim	Ashflid	Rowe	Gill	Mutual Aid	
January	115	85	69	16	1	19	10	57	31	16	104	3	5	2	1	0	0	0	0	0	0	0	0	0	0	0	11
February	79	54	43	11	1	16	8	41	20	12	73	1	4	0	0	0	1	0	0	0	0	0	0	0	0	0	6
March	87	67	61	6	0	15	5	50	19	12	81	0	5	0	1	0	0	0	0	0	0	0	0	0	0	0	6
April	96	69	59	10	1	22	4	45	30	12	87	3	3	2	0	0	1	0	0	0	0	0	0	0	0	0	9
May	107	74	62	12	1	23	9	52	27	12	91	2	6	1	0	0	1	2	2	2	0	0	0	0	0	0	16
June	105	74	63	11	0	20	11	49	32	15	96	2	5	0	0	0	0	0	1	0	1	0	0	0	0	0	9
July	97	62	50	12	3	27	5	50	23	11	84	2	5	1	1	1	0	0	2	0	0	1	0	0	0	0	13
August	121	79	69	10	4	31	7	60	29	14	103	4	11	0	2	0	0	0	0	0	0	0	1	0	0	0	18
September	110	75	62	13	1	22	12	56	28	13	97	4	7	0	0	0	0	1	0	0	0	0	0	0	1	0	13
October	92	68	57	11	1	17	6	39	24	15	78	1	10	0	0	0	0	3	0	0	0	0	0	0	0	0	14
November	102	66	49	17	3	26	7	43	29	12	84	4	9	0	3	0	0	0	1	0	0	0	0	0	0	1	18
December	105	67	56	11	1	26	11	58	21	14	93	2	7	1	1	0	0	0	0	0	1	0	0	0	0	0	12
Totals:	1216	840	700	140	17	264	95	600	313	158	1071	28	77	7	9	1	3	6	6	2	2	1	1	1	1	1	145

2021	Total Runs	Transports	ALS	BLS	Intercepts	Refusals	Other	Deerfield	Sunderland	Whately	Primary	Conway	Greenfield	Turners	Montague	Amherst	Hatfield	Nhmptn	Pelham	Mutual Aid	
January	95	65	51	14	0	21	9	60	18	12	90	3		1	0	0	0	1	0	0	5
February	79	57	44	13	0	16	6	39	23	14	76	0		2	0	0	0	1	0	0	3
March	86	46	34	12	1	31	8	51	14	11	76	3		6	1	0	0	0	0	0	10
April	92	74	59	15	0	14	4	44	33	12	89	1		1	1	0	0	0	0	0	3
May	114	73	55	18	1	36	4	61	31	17	109	2		2	0	0	0	1	0	0	5
June	84	62	50	12	0	18	4	55	15	10	80	2		2	0	0	0	0	0	0	4
July	90	65	44	21	0	22	3	41	29	14	84	2		3	0	0	0	1	0	0	6
August	108	83	69	14	0	21	4	57	21	17	95	4		3	3	0	1	2	0	0	13
September	84	66	58	8	0	15	3	47	23	11	81	1		1	0	0	0	1	0	0	3
October	104	69	58	11	0	25	10	43	26	22	91	3		0	1	1	3	1	2	2	13
November	90	70	59	11	0	15	5	51	17	15	83	3		0	0	0	3	1	0	0	7
December	102	85	75	10	0	5	12	47	24	23	94	2		5	0	1	0	0	0	0	8
Totals:	1128	815	656	159	2	239	72	596	274	178	1048	26		26	6	2	7	9	2	2	80

2020	Total Runs	Transports	ALS	BLS	Intercepts	Refusals	Other	Deerfield	Sunderland	Whately	Primary	Conway	Greenfield	Turners	Bernardston	Amherst	Hatfield	Leyden	Shelburne	Shelburne Falls	Charlemont	Heath	Williamsburg	Leverett	Mutual Aid
January	79	57	49	8	5	15	2	28	21	19	68	3	4	0	0	0	0	1	1	2	0	0	0	0	11
February	101	66	54	12	4	27	4	56	24	13	93	2	3	2	0	0	0	0	0	0	1	0	0	0	8
March	82	56	40	16	0	22	4	50	15	12	77	2	2	1	0	0	0	0	0	0	0	0	0	0	5
April	65	36	32	4	0	20	9	36	18	10	64	0	0	0	0	0	0	0	0	0	0	0	1	0	1
May	70	51	41	10	1	16	2	34	22	8	64	5	0	0	0	0	0	0	0	0	0	1	0	0	6
June	86	55	39	16	0	26	5	43	32	9	84	2	0	0	0	0	0	0	0	0	0	0	0	0	2
July	77	55	43	12	1	19	2	38	15	19	72	2	0	2	0	0	1	0	0	0	0	0	0	0	5
August	101	70	55	15	0	25	6	51	19	27	97	1	0	0	0	0	2	0	1	0	0	0	0	0	4
September	83	53	42	11	2	22	6	29	25	24	78	1	1	1	1	0	0	0	0	1	0	0	0	0	5
October	91	60	48	12	0	21	10	37	27	25	89	0	1	0	0	0	0	0	0	0	0	0	0	1	2
November	78	55	43	12	0	19	4	42	15	15	72	1	1	0	0	0	2	0	1	0	0	0	0	1	6
December	86	62	51	11	0	17	7	51	15	16	82	3	0	0	0	0	1	0	0	0	0	0	0	0	4
Totals:	999	676	537	139	13	249	61	495	248	197	940	22	12	6	0	6	1	3	3	3	1				59
2019	Total Runs	Transports	ALS	BLS	Intercepts	Refusals	Other	Deerfield	Sunderland	Whately	Primary	Conway	Greenfield	Turners	Other	Mutual Aid									
January	86	63	46	17	1	17	5	40	24	15	79	2	2	0	3	7									
February	90	59	38	21	1	24	6	52	21	11	84	2	3	0	1	6									
March	76	49	42	7	1	22	4	39	21	13	73	2	1	0	0	3									
April	83	62	47	15	2	14	5	38	19	21	78	3	1	0	1	5									
May	98	69	44	25	0	23	6	57	23	16	96	0	0	0	2	2									
June	83	57	40	17	1	16	9	33	21	21	75	2	0	3	3	8									
July	81	52	40	12	0	23	6	47	18	14	79	1	0	0	1	2									
August	86	64	53	11	1	15	6	49	15	21	85	0	0	0	2	2									
September	89	59	54	5	3	21	6	48	19	15	82	4	0	1	2	7									
October	95	71	55	16	3	18	3	46	21	24	91	0	1	1	2	4									
November	89	62	57	5	1	22	4	51	14	15	80	3	2	0	4	9									
December	81	50	41	9	0	27	4	38	22	16	76	2	1	1	1	5									
Totals:	1037	717	557	160	14	242	64	538	238	202	978	21	11	6	22	60									
2018	Total Runs	Transports	ALS	BLS	Intercepts	Refusals	Other	Deerfield	Sunderland	Whately	Primary	Conway	Greenfield	Turners	Amherst	Hatfield	Other	Mutual Aid							
January	113	85	56	29	3	19	6	70	25	10	105	3	3	0	0	1	0	7							
February	95	74	53	21	2	15	4	49	22	11	82	3	5	1	2	2	0	13							
March	88	60	43	17	3	18	7	51	16	11	78	5	3	0	0	0	2	10							
April	73	47	33	14	1	18	7	50	9	8	67	2	3	0	0	0	1	6							
May	103	60	48	12	6	34	3	54	22	9	85	0	14	2	0	0	2	18							
June	104	62	43	19	6	28	8	41	20	30	91	1	4	5	0	0	3	13							
July	103	72	49	23	2	23	6	45	22	15	82	5	6	2	0	3	5	21							
August	111	65	50	15	11	23	12	51	24	18	93	2	9	5	0	0	2	18							
September	89	61	49	12	5	17	6	44	13	15	72	5	5	2	0	0	5	17							
October	98	59	49	10	5	23	11	53	14	18	85	1	5	4	0	0	3	13							
November	103	60	41	19	5	28	10	46	21	19	86	2	8	1	1	1	4	17							
December	114	69	51	18	10	26	9	66	18	10	94	3	11	0	0	1	5	20							
Totals:	1194	774	565	209	59	272	89	620	226	174	1020	32	76	22	3	8	32	173							