



## South County Emergency Medical Services

### Report to the Board of Oversight

June 16, 2023

#### Operations:

May was the busiest month for South County EMS since our inception with 123 calls for service. Notably 20% of these calls were mutual-aid responses, mostly to Greenfield (18) and Turners Falls (3) which are covered by American Medical Response (AMR).

#### Admin:

Mass OEMS conducted our annual inspection and we passed with no corrective actions needed, and the service's Drug Control License has been renewed for another year.

The state Attorney General's Office recently sent out an ambulance survey to every town in the commonwealth, requesting information related to billing rates and services provided. COMSTAR was able to provide a report with specific billing and contract information. The survey was responded to by South County EMS on behalf of the towns of Deerfield, Sunderland, and Whately.

#### Equipment:

Capital appropriation for the next ambulance replacement has been approved by all three towns. The ambulance replacement committee is currently reviewing draft specifications with input from providers. Paramedic McComb is working closely with our representatives for the Assistance to Firefighting Grant (AFG) program to see if we will be rewarded any money towards the vehicle replacement. Awards have begun and are announced on a bi-weekly basis.

Medication Pumps are expected after July 1<sup>st</sup>, and will be deployed rapidly to allow our providers more effective and safe administration of meds to critically ill patients. Paramedic Battistoni has already begun the training program for the department to avoid delay.

Replacement LP15 Cardiac Monitor and LUCAS CPR machines have been cued and are expected to arrive over the next 6-9 months. These items will not only replace the existing equipment that is at end-of-life, but will also allow us to bring the third ambulance up to the ALS level and eliminate the need to move equipment or downgrade service during increased utilization.

#### Personnel:

As previously noted, EMT-Advanced David Zamojski will be retiring from the department after nearly 23 years of service with the Town of Deerfield, first with Deerfield EMS and now with South County EMS. A celebration for David will be held at the South County EMS headquarters on July 22<sup>nd</sup> from 1p to 5p, with remarks at 3p. The department will also be open to community members to tour and meet the providers. Light snacks and beverages will be served. We encourage anyone to drop by and thank David for his service.

The full-time job posting to fill the soon-to-be vacant position created by EMT-Advanced David Zamojski's retirement went live on May 3<sup>rd</sup>, and the department has received multiple applications for both the open full-time position as well as per-diem employment. The posting notes that applications may be valid up to one year should future openings occur. Applicants were reviewed, scored, and offered interviews by and with a team of 3, and a finalist was selected. This person has stated they are able and willing to begin prior to David's departure early next month to

allow for necessary orientation, and a tentative job offer was provided pending Town of Deerfield Selectboard review and appointment. This appointment has not yet been made and it is unclear if and when that might happen.

Three new per-diem employees have been appointed for July 1<sup>st</sup>, and Paramedic Tim Drumgool will be coordinating with them to make sure their orientation and training is conducted in a timely and thorough manner. We look forward to welcoming these providers into our ranks.

### **Director Search:**

After 22 years of service to the Town, the last decade of which as Director for South County EMS, Chief Smith has announced their departure from the agency at the end of June.

Finding a replacement will be an involved process that will need to align with both the Inter-Municipal Agreement (IMA) and the Town of Deerfield hiring process. Deerfield Town Administrator has provided a memo regarding this process as well as legal interpretation of same. These documents have been forwarded to the Board of Oversight. The most recent copy of the EMS Director's job description, as approved by the Deerfield Personnel Committee, was forwarded to Kayce and Sunderland Town Administrator Geoff Kravitz, but it should be reviewed for accuracy and appropriateness before any posting is made.

South County EMS has always valued personal and professional development of its members, and many duties and responsibilities of the department are currently shared by multiple full-time employees. Notably, the internal day-to-day operations, scheduling, Continuous Quality Improvement (CQI), supply ordering, and invoice processing (to name a few) all have full time employee involvement and should be able to effectively continue after Chief Smith's departure. Continuity of Operations plans are made and the appropriate people are briefed.

For Board of Oversight, Town Administration, OEMS, Affiliate Hospital Medical Control, inter-departmental, and managerial needs, I recommend the appointment of an Interim Director until the position is permanently filled. For this role I recommend Paramedic Tim Drumgool who not only has over 10 years with the department and has been working in an Operations Coordinator role for some time, but also possesses a Bachelors of EMS Management from Springfield College. Tim has demonstrated himself time and again as a competent and respected leader and paramedic, and if provided the appropriate appointment, I am confident in his ability to perform in the role until my replacement is found. In speaking with Tim, he has shared his excitement to fill this role and make the necessary adjustments to his outside obligations to meet the temporary needs of the agency.

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	Whlty	Primary	Amh	Asfld	Colrn	Cnwy	Gill	Gnflid	Hdly	Htflid	Lvrtt	Mont	Noho	Nfld	NwSlm	Rowe	Shlbn	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	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	1	16	
April	108	68	57	11	2	29	9	50	31	11	92	0	0	0	2	0	10	0	2	0	0	1	0	0	0	1	16	
May	123	87	70	17	3	25	8	51	35	12	98	0	1	0	3	0	18	0	0	0	0	0	0	0	0	3	25	
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:	527	375	314	61	10	102	40	246	135	66	447	3	2	1	12	0	49	2	2	0	1	1	0	0	2	5	80	

2022	Total Runs	Transports	ALS	BLS	INT	REF	OTH	DRF	SUN	WHA	Primary	Cnwy	Gnflid	Htflid	Trnrs	Mont	Lvrtt	Amh	Noho	Nthfld	Shlbrn	Nw Sim	Ashfld	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	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	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	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	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	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	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	13
August	121	79	69	10	4	31	7	60	29	14	103	4	11	0	2	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	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	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	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	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	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	0	1	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	0	7								
February	95	74	53	21	2	15	4	49	22	11	82	3	5	1	2	0	13								
March	88	60	43	17	3	18	7	51	16	11	78	5	3	0	0	2	10								
April	73	47	33	14	1	18	7	50	9	8	67	2	3	0	0	0	6								
May	103	60	48	12	6	34	3	54	22	9	85	0	14	2	0	2	18								
June	104	62	43	19	6	28	8	41	20	30	91	1	4	5	0	3	13								
July	103	72	49	23	2	23	6	45	22	15	82	5	6	2	0	3	21								
August	111	65	50	15	11	23	12	51	24	18	93	2	9	5	0	2	18								
September	89	61	49	12	5	17	6	44	13	15	72	5	5	2	0	5	17								
October	98	59	49	10	5	23	11	53	14	18	85	1	5	4	0	3	13								
November	103	60	41	19	5	28	10	46	21	19	86	2	8	1	1	4	17								
December	114	69	51	18	10	26	9	66	18	10	94	3	11	0	0	1	20								
Totals:	1194	774	565	209	59	272	89	620	226	174	1020	32	76	22	3	8	32	173							