



South County Emergency Medical Services

Report to the Board of Oversight

July 12, 2023

Operations:

June was once again a record-breaking month with 130 calls for service. Of those 130 calls 22 or 17% of those calls were mutual aid to Greenfield. We went to Ashfield, Conway, Gill, Leverett and Turners Falls 1 time each. None of our mutual aid calls last month resulted in us being unable to perform a call in our service area.

In the last six months we have done 678 calls. In addition to those 678 calls, we had 36 times where mutual aid was requested in our service area. We required mutual aid because A1 or both A1 and A2 were committed on other calls. Of these 36 calls 7 of them required mutual aid because we were providing mutual aid to another town. For six of these calls, we were providing aid to the city of Greenfield and for one call we were providing aid to Conway. Worth noting is that one of the calls in Greenfield was a MCI that required additional resources from Turners Falls, Northfield, Colrain, South County, AMR and GFD. (Please see the report included below)

The Stillwater bridge was temporarily closed, which affected our coverage to West Deerfield. Thanks to cooperation from other public safety agencies, we were able to develop a response plan to make sure that the residents in the affected area would receive a timely ambulance response. AMR agreed to respond primary and if they were unavailable Greenfield fire would respond with us intercepting them. Thankfully the closure was very short, and operations have now returned to normal.

Admin:

I have amended the standby price schedule (Included below) based on our current average overtime costs, administrative fees and our estimated maintenance and fuel costs. Should we add a detail rate in the future these costs would have to be adjusted. I've included two rates, one for town organizations and one for corporations/ businesses. In the past we have offered different rates for either ALS or BLS personnel, however going forward I feel that it is impractical to offer two different rates as it is most likely a paramedic will end up covering the event. You will notice that the option for ALS or BLS ambulance remains as even though we may have a paramedic covering the event they may be operating out of our A3 BLS truck.

Dr. Klanderud, a 2nd year resident from Baystate Medical Center will be joining us periodically to ride as an observer. We have had 2nd year residents ride with us before and it has always been a beneficial learning experience for both the doctor and our staff.

Equipment:

Medication pumps arrived on July 8, and we are working on training all our employees on how to use them. This training is required for all paramedics and personnel will not be able to work after August 31 if they have not completed the training. In addition, we are working on getting the training for the new medications that we can now carry now that we have the pumps. Once we square things away with both our training center and our medical control, we will offer training for the new medications.

I have been in touch with our training center about switching from Epi Pens to Check and Inject Epi Kits. These kits cost tens of dollars compared to the hundreds of dollars per Epi Pen that we are currently spending.

There will be a delay in our purchase of a new ambulance. Our past ambulance manufacturer came back with a price of approximately \$420,000 which is \$45,000 more than we had planned to spend. Currently the committee is reaching out to other manufacturers to get additional quotes.

Facility / Maintenance:

The garage door for Bay one that had a spring break has been repaired and all doors are now fully operational.

To save approximately \$200/year we have switched from buying DEF fluid in individual single use boxes to a large 55-gallon drum. This has a higher initial purchase price but saves us money in the long run.

Unit 103 had previous damage to its exhaust system that now requires repair. The truck is currently at Northampton Ford and is expected to be out of service for 1-2 weeks.

Personnel:

Orientation has started for our three new per diems and we hope to have them cleared as soon as we can. Orientation has also started for our new full-time employee, Morgan Farrick and we hope to have her cleared and ready to work as soon as possible. For the hospital to allow Morgan to work she must transport 30 ALS patients to the hospital under direct supervision of a mentor/FTO. Once she has completed this she will meet with our medical control physician. This is all part of the normal process that paramedics must go through to obtain medical control.

Overtime is up for this month as expected. With one of our more active per diems out of the country and another with school commitments it is difficult to get open A1 shifts filled without using the full-time staff. I am paging out shifts frequently and delaying awarding

overtime as much as possible. If possible, we are having our full-time employees that are scheduled on A2 swap onto the open A1 shifts to prevent overtime, this does of course sacrifice our availability to cover two calls at once.

Ideally once Morgan is cleared to work on her own and we get our three new and very eager to work per diems cleared to work we will be able to cover more shifts without using overtime or sacrificing A2 coverage. Currently we have no salaried director, which is also affecting our overtime as many of these open shifts could have been covered by them.

David Zamojski's retirement gathering is still on schedule to be held on July 22 1-5pm here at the station.

Scheduled 2023 Board of Oversight meetings:

Jan 17 - Feb 21 - Mar 21 - April 18 - June 20 - July 6 - July 18 - Aug 17 -- Sept 19 - Nov 21

Respectfully,

Interim Chief,

Tim Drumgool

Mutual Aid Call Date and Time	Why Call was Missed	South County Response	Responding Town
1/4/2023 22:20	(On call in Deerfield)		Amherst
1/25/2023 22:50	(On call in Deerfield)*A1 requested a second medic from Northampton*		Northampton
1/26/2023 17:26	(On call in Deerfield)	A2 responded with 1	Amherst
1/28/2023	(On call in Deerfield)		Northampton
2/2/2023 16:35	(On call in Whately)		Northampton
2/9/2023 20:42	(On call in Deerfield)		AMR
2/11/2023 16:57	(On call in Deerfield)		Greenfield
2/22/2023 15:28	(On call in Deerfield)		Greenfield
2/22/2022 15:31	(On call in Deerfield)		Northampton
2/26/2023 13:00	(On call in Deerfield)		Northampton
2/26/2023 13:11	(On call in Deerfield)		Amherst
3/1/2023 20:18	(On call in Deerfield)		Northampton
3/5/2023	(On call in Deerfield)		Amherst
3/5/2023 19:08	(On call in Deerfield)		Amherst
3/9/2023 9:34	(On call in Conway)		Amherst
3/10/2023 10:20	(On call in Greenfield)		Amherst
3/12/2023 16:58	(MCI in Greenfield) A1 and A2 on calls		Amherst
4/5/2023 20:00	(On call in Greenfield)		Northampton
4/5/2023 20:19	(On call in Greenfield)		Northampton
4/18/2023 21:14	(On call in Whately)		Amherst
4/21/2023 20:58	(On call in Deerfield)		Northampton
4/27/2023 11:01	(On call in Deerfield)	Med 1 Responded	Greenfield A1
5/8/2023 16:19	(On call in Sunderland)	A2 responded with 1	Northampton
5/9/2023 17:11	(On call in Greenfield)		Northampton
5/17/2023 22:44	(On call in Deerfield)		Amherst
5/18/2023 16:50	(On call in Greenfield)	A2 Responded with 1	Amherst
6/7/2023 3:30	(On call in Deerfield)		Amherst
6/7/2023 17:00	(On call in Deerfield)		Northampton
6/8/2023 22:16	(On call in Whately)		Amherst
6/10/2023 21:28	(On call in Whately)	A1 intercepted GFD	Greenfield
6/11/2023 5:17	(On call in Sunderland)		Amherst

6/18/2023 22:20	(On call in Deerfield)		Amherst
6/19/2023 7:29	(On call in Deerfield)		AMR
6/20/2023 5:13	(On call in Deerfield)		AMR
6/27/2023 9:58	(On call in Deerfield)	Med 1 Responded	AMR
7/1/2023 15:13	(On call in Whately)	A2 responded with 1	AMR

Total Calls since January 1, 2023	
Town	Calls
Amherst	3
Ashfield	4
Colrain	1
Conway	13
Deerfield	82
Gill	1
Greenfield	72
Hadley	1
Hatfield	1
Leverett	2
Montague	1
North Hadley	1
North Hatfield	1
Northampton	1
Shelburne	2
South Deerfield	228
Sunderland	162
Turners Falls	7
Whately	95
Totals	678

SoCEMS EMS Stand-By Rates Fee Schedule July 2023

<u>Option</u>	<u>Municipal Hourly Rate</u>	<u>Private Hourly Rate</u>
Single ALS Provider – Non-Dedicated:	\$110 + \$55.00/Hour	\$130 + \$65.00/Hour
Single ALS Provider – Dedicated	\$130 + \$65.00/Hour	\$140 + \$70.00/Hour
Staffed BLS Ambulance – Non-Dedicated	\$240 + \$120.00/Hour	\$280 + \$140.00/Hour
Staffed ALS Ambulance – Non-Dedicated	\$280 + \$140.00/ Hour	\$320 + \$160.00/Hour
Staffed BLS Ambulance – Dedicated	\$320 + \$160.00/Hour	\$360 + \$180.00/Hour
Staffed ALS Ambulance – Dedicated	\$360 + \$180.00/Hour	\$400 + \$200.00/Hour

South County EMS shall be entitled to any and all revenue received from patients treated by the department during a detail.

A request will be considered an "Emergency Detail" if it is for resources to respond immediately and/or that cannot be reasonably refused by South County EMS, and that it is not associated with a medical patient or isn't in direct service to a specific emergency operation. Emergency details are billed at a 4-hour minimum and to each full hour thereafter, until the resource is released by the requesting agency and the ambulance is back in service inside and for the South County EMS primary coverage area.