



## South County Emergency Medical Services

### Report to the Board of Oversight

November 21, 2023

#### **Operations:**

In October we responded to 118 calls, and we requested mutual aid 9 times. Of those 118 calls 16 were in Greenfield accounting for 13.5% of our call volume. We did some standbys at Frontier for Football games, and we sent two trucks to the Sunderland public safety festival. South County EMS's ambulances and providers were a big hit, and we were able to have some very positive interactions with the public.

#### **Admin:**

We are now ready to write off all the uncollectable bills from Comstar. This write-off includes debt that is too old for us to collect on, Medicare and MassHealth bills, bills that we filed too late and bills that we have incorrect demographic information on. In total I am asking this board and the Deerfield Selectboard to write off \$142,390.69. The other approximately \$700,000 that was on the books has been sent to collections. I have been told that we can expect an approximately 7-10% collection on that debt. Once the boards vote to approve this write-off, I will send the necessary paperwork to Comstar.

I am currently addressing our uncollected bills monthly and writing off the clients who qualify for write off and sending the other bills to collections. By doing this monthly we should never end up in a similar situation where we need to write off so much uncollected debt. This month we wrote off \$8,147.12 and sent \$25,836.56 to collections.

We applied for a grant for an AED from Mass office of Grants and research. This grant provides up to \$2500 for us to purchase an AED to outfit an emergency vehicle. Currently we do not have an AED designated to the SUV. If we receive this grant, we will be able to purchase one for less than \$100 after the grant money.

I have provided at the end of this report my recommendations for adjusting our rates. My current recommendation is that we bring our rates up to average for the county as we currently charge below average. The Medicare rates are regulated by the government so we cannot change those rates.

Baystate has sent as a new affiliation agreement. This agreement allows for South County EMS providers to work as paramedics and EMTs. They have added a few new administrative requirements to this year's agreement but nothing that impacts on our daily operations.

So far this year we have spent 630.52 on ALS medications. We are budgeted for \$7150 a year so I predict that we will come in significantly under budget thanks in part to switching away from Epi Pens.

### **Equipment:**

We purchased T-POD pelvic binders this month. These splints are used when we suspect that someone has suffered a broken hip or pelvis. Previously we just used blanket splinting and well effective this offers us a more effective way to manage these patients. Zach has got approval from the state to put on a training for continuing education credits for these devices as well as for our annually required stretcher operation training.

I spoke with Brenda the town accountant about what we would need to do to spend the money that had been allocated to purchase the third monitor to buy a new stretcher. We would need to make a capital request. If the request is approved, we could make the purchase right after the town meeting and not next fiscal year. We are currently working on putting the capital request together.

Additionally, I would like to put in a capital request for a replacement power loader for FY 25. Zach is working with Stryker to get us the cost information. I hope to have the information for Tuesday.

We also purchased replacement IO drills. Our current drills were aging and needed to be replaced.

### **Facility / Maintenance:**

We needed to replace a couple of smoke / CO monitors throughout the building. This cost just under \$1,000.

Unit 351 needs its breaker box replaced. We are working on getting that done and it should be a few hundred dollars.

Unit 102 went out of service for repairs. It needed marker light, amber light, brakes and rotors, a replacement parking brake, and an oil change. It cost us 2296.31. We also just had to replace another battery for \$212.

Currently none of our ambulances have portable radio charges, this has been an issue for years and we are now adding them to the trucks. This will cost us \$580.00.

### **Personnel:**

Nothing to report.

### **Truck Search:**

We have met with Lifeline and finalized the purchase of the new ambulance. We will need to pay for the chassis upfront and the rest will be paid for upon completion of the ambulance.

Scheduled 2023 Board of Oversight meetings:

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

Nov 21

Respectfully,

Interim Chief,

Tim Drumgool

### Proposed Rate Changes

Charges	2023 Medicare Fee Schedule	Current Rates	New Rates
BLS Emergency	435.92	1477	1658.16
BLS NON Emergency	272.45	1477	1658.16
ALS NON Emergency	326.93	2329	2572.29
ALS 1 Emergency	517.65	2329	2572.29
ALS 2 Emergency	749.24	3420	3726.86
Milage	8.4	38	40.63

### Call Totals for October

Town Name	Number of Calls	Mutual Aid In
Buckland	1	
Conway	5	
Deerfield	55	7
Greenfield	16	
Leverett	1	
Sunderland	27	1
Turners Falls	2	
Whately	11	1
<b>Total Calls</b>	<b>118</b>	<b>9</b>