

TOWN OF PATTERSON EMS

EST. MARCH 20, 2017



2018 ANNUAL REPORT

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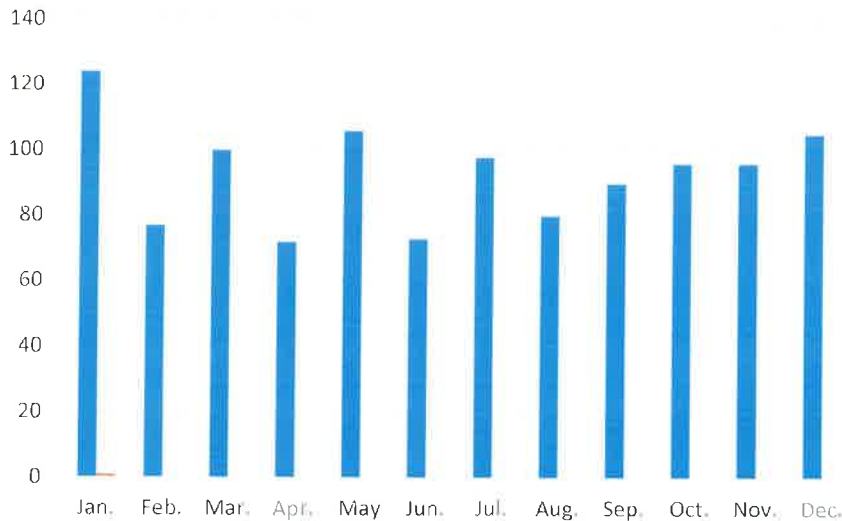
Antoinette Kopeck
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April 1, 2019

Dear Patterson Town Board:

TOPEMS has completed its second year of service, and what an extremely busy year it's been. We continue to be a relatively new agency, an agency that takes pride in consistently evaluating its service to ensure its efficiency, and the quality of care that our residents are receiving. Even with the occasional growing pains, I am happy to say that we are doing exceptionally well. In 2018 we were dispatched to 1248 calls. We were able to bill 942 of those calls. (Please see demographic below for monthly call volumes).

2018 Monthly Call Volume



2018 Financials:

Total Operating Costs:	\$ 491,693.35 *
Total Revenue Collected:	\$ 399,189.00
Cost of Service to the Taxpayer:	\$ 165,772.35 **
Total Revenue Billed, Not Collected:	\$ 138,084.00
Projected Revenue for 2019	\$ 404,531.12

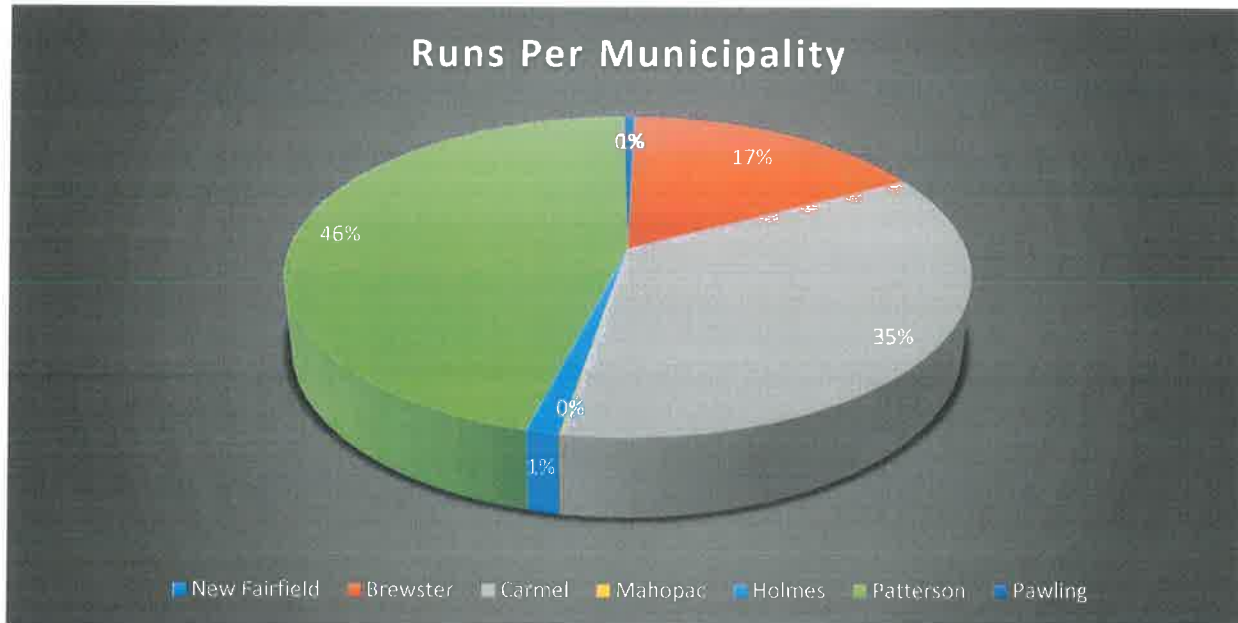
*Total includes the funds paid to the Patterson Fire Department EMS for 2nd call in District.

** Total cost includes the employee benefits and insurance cost of \$73,268.00.

In the 12 months prior to our service, the town was spending approximately \$293,000.00 for 16 hours of daily commercial EMS service with zero revenue. This figure does not include the funds that were given to the Patterson Fire Department for their EMS response. With the exception of the EMS house, that was purchased in 2018, our department continues to have zero debt.

One of the major events for us in 2018 was the approval of our permanent CON. This was a tremendous undertaking, which took months to complete. Thankfully, we've become a permanent agency, and in the process, we've built strong relationships with the State and Regional EMS agencies. This provides us with the insight, and or assistance of many highly skilled professionals should any questions, concerns or issues arise. The New York State EMS Health Department inspector also came and did a thorough inspection of our rigs, supplies, employee credentials and files. We were found to be in complete compliance, and we passed the inspection with no violations.

We continue to be dispatched and respond to the surrounding municipalities under our current mutual aid contract. Below, you will find a demographic of where our services were rendered in 2018.



In 2018 our average chute time, which is the time it takes from dispatch to the ambulance responding was 1.43 minutes, response/on scene time was 10.3 minutes. Which included priority 1, 2 and 3 calls. When we are dispatched to a priority 3 call, we do not respond lights and sirens. Priority 3 calls are dispatches that don't require an emergency response, for example a lift assist call. Our records reflect that we brought patients to Putnam Hospital Center 558 times and Danbury Hospital (our Trauma Hospital) 108 times. Our average turn around time, which is the time it takes to complete the call from time of dispatch through transfer of service and the close of the call, was 58 minutes.

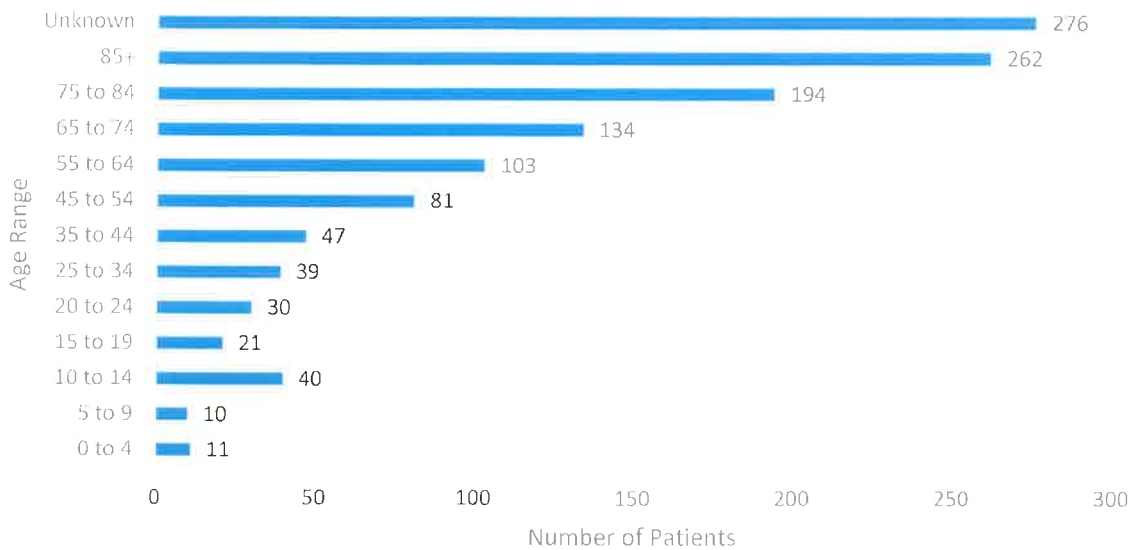
We have a great team of 21 highly skilled and compassionate EMTs on staff. Our EMTs had quite a bit of career advancement in 2018. We have one EMT on approved academic leave, two EMTs that have been accepted into the NYC fire academy in their EMS bureau, two that will be leaving us in August to attend Physician Assistant School, one is now a Greenburg Police officer, another is a dispatcher for Greenberg, and finally, we said farewell to one of our EMTs who went away to nursing school. I really applaud all of the hard work and dedication these men and women are undertaking to achieve their career goals. They will definitely be missed.

The volunteer aspect of our program continues to be a success. We currently have one EMT who was interviewed, who we felt needed some additional exposure in the 911 system. We offered him the opportunity to volunteer as a third on the ambulance to gain experience in the 911 environment. Kevin is very excited and determined to gain the experience needed to be comfortable being the lead tech on a call. In fact, he is also going to be riding with Bob Cuomo in White Plains on an ALS truck for some additional experience on his own time. In 2018, we had two other volunteers who were vetted through the interview process, both of which have since been hired, and they continue to be strong additions to our team.

We continue to work with EMSTAR as our ALS provider. With the change in the ALS billing, the coordination of the BLS/ALS billing has been seamless. They continue to receive a flat rate of 312.67 per call. They must ride aboard our ambulance to receive this payment. Issues experienced from the EMSTAR Medics have also been worked out.

Clover Lake's emergency evacuation plan continues to be a work in progress. I continue to work with their Director, Maintenance Engineer, the Patterson and Putnam Lake Fire Departments and Bob McCarthy to ensure that their plan will provide a swift & safe outcome for their residents, should an emergency occur. In 2018, we were dispatched to the Plaza at Clover Lake 423 times. Which averaged out to be about 34% of our call volume. Below you will find an age demographic of our call population. This should give you an understanding of what part of our community is in the most need of our services. This information will be taken into consideration when scheduling trainings and public events to attend in 2019.

Age Demographics



Proclaim is still our billing agent. We have a nice working relationship with their executives. I have taken on the aged accounts for collection. These are the accounts that have delinquent balances from 2017. I have been able to obtain payments, insurance information or reasons for write off (Medicaid, deceased, etc.) for many of them. When I collect on the aged accounts, we do not pay Proclaim their 8%. The full amount goes to the Town of Patterson.

ESO is the program that we use to generate our PCRS to our billing company, the hospitals and to the state. This program is extremely efficient. Although our PCRS are completed with all of the information needed in a professional manner, I just recently asked all of the EMTS if they would like to see any changes made to the program that would make it more efficient for them to complete their paperwork. I have received feedback from a few of the EMTS, and I am currently working with ESO to incorporate the requested changes.

Target Solutions is our training program and it has proven to be money well spent. We have been able to complete many training certifications needed through this program. In 2018, we completed the following trainings:

Bloodborne Pathogens, EMS HIPPA, EMS Hazmat Communications, EMS Hazmat Medical Emergencies Advanced, Sexual Harassment, Work Place Violence, EMS Hypothermia Assessment and Treatment, EMS Hypothermia Assessment and Treatment Advanced, EMS Ethics, EMS protecting yourself from influenza, EMS Carbon Monoxide Poisoning, EMS Driving Safety, EMS Workplace Stress, EMS Allergies and Anaphylaxis Basic and EMS Allergies and Anaphylaxis Advanced.

The program is easy to use, and most of the employees seem to really appreciate the opportunity to use it towards their CME credits needed for state licensing. In fact, if we didn't offer this

program, we would have lost one of our valued EMTs, because he would not have been able to complete his state requirements for recertification. We also continue to offer additional training opportunities to our staff at the Bureau of Emergency Services in Carmel, at various locations in Westchester and Dutchess Counties and at the Regional level.

Our entire staff is fully trained on the administration of the new dosage of Narcan, intramuscular epinephrine as well as glucometer testing. In 2018, we received our New York State lab license, which allows us to check our patient's blood glucose levels immediately on scene. This has proven to be an extremely advantageous addition to the level of service that is provided to our residents. We also became an OPIOD Overdose Prevention Program through New York State. This allows us to train individuals, and hopefully prevent fatal opioid overdoses in our community.

Our ambulances have continued to have their routine maintenance such as oil/filter changes, brakes and tires as well as their annual inspections. We've had issues with door latches, lighting, the automatic step, as well as the antennae with 3672 (Ford F350). 3672 may be our problem child, but he is exceptional in the snow. We are very thankful to have him. In 2018, we also had the addition of a 2007 Ford Explorer. This vehicle is used as the Administrators' vehicle of transportation to and from calls, and for work related details. All maintenance has been performed on schedule, and the issue with one of the tires has been resolved.

I continue to do our community outreach. There are many homeless or emotional disturbed residents that need assistance that I continue to "work" with. In some cases, I have been working on gaining their trust so that they will accept help. With others, we've been able to offer medical assistance. I have been able to work with Putnam County Social Services with some of these cases.

In 2019, I will continue to serve on the Putnam County EMS Council, Regional EMS Council, Putnam County Advisory Board, and the Chiefs' Association. I plan to enhance our community outreach, especially with our senior population. I would also like to start a TOPEMS website where our residents can go to as a resource in their community. Kind of like a "where to" guide. I would like to add small informational segments on topics like bike helmet safety, heart attack/stroke signs & symptoms, when, and for what reason should 911 be called, which is a huge problem that the County is currently trying to address. There are so many topics, with a large range of interests that can be addressed in this forum. I will be seeking approval for the purchase of extrication gear, specifically protective gear such as helmets & coats for the EMTs to wear when they are working an MVA. I have been invited by the New York State Bureau of EMS and Trauma Systems as well as the Southern Tier Healthcare system to collaborate in a statewide Pediatric Emergency Care Learning Project through the Emergency Medical Services for Children (EMSC) State Partnership Program. I have applied to become a PECC, which is a Pediatric Emergency Care Coordinator. The PECC will receive the most updated pediatric emergency preparedness training for their agency, which will enhance the quality, and efficiency of prehospital care for all children. To date, only 12% of EMS agencies have a PECC on staff. In 2019 we will be a PECC agency. In the coming months, I will also be evaluating the potential of adding a second ambulance on the road, to assist in covering the mutual aid demands in the County. I have been asked by the County if we have an interest in assisting our surrounding

municipalities in need. I have advised, that I would need to do an evaluation of the operating cost and revenue potential, that it would have to be in the best interest of our taxpayers, and I would need to speak with the Town Board for feedback and approval. And finally, it is of the utmost importance, that I continue to fine tune our service, to ensure it is the best agency around. Where our employees feel valued, and our patients are provided a gold standard of care every time they call for assistance.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Denise Montana". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Denise E. Montana
EMS Administrator, Town of Patterson