



ANNUAL REPORT 2023

Lower Providence EMS

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Dear Community Members,

I am pleased to present you the Lower Providence Community Center Ambulance's Annual Report for calander year 2023. This report highlights the efforts of our management team, officers, careear staff, and volunteers as they provided excellent and effective emergency medical services to this community. The year 2023 was filled with numerous challenges, many of which we all continue to deal with. Despite this Lower Providence Community Center and Ambulance transported more patients to a hospital this year than any year in the orginizations history.

I am proud of the achievments that have been accomplished this year. Our membership has perservserd under harsh conditions and continue to provide quality care each and everyday. We adminster care utilizing the latest techniques and technologies, while also maintaining efficency and fiscial responsibility.

Data-driven processes are changing our need for resource deployment and operational processes for the better. We should all be proud of the accomplishments that have been achieved this year.

We continue to embrace the challenges of EMS funding, the challenges of the future, and the challenges for improvement. We strive for interagency collaboration and cooperation, and believe that we have laid a solid foundation with our community partners.

Respectfully,

Christopher J. Reynolds
 Chief

MISSION

The mission of the Lower Providence Emergency Medical Service is to preserve the health, safety, and welfare of the residents and visitors of Lower Providence, Upper Providence, Worcester, Townships, Collegeville Borough and all surrounding communities; by providing the highest level of medical services, public education, training, and mentorship with compassion and excellence.

VISION

The vision of LPEMS is to achieve an optimal outcome for each patient we serve by providing the highest level, most compassionate, and most aggressive service through an all-hazards emergency response capability, while staying at the forefront of medical advancements with training and technology in an atmosphere built on trust, opportunity, and teamwork.

VALUES

- Integrity
- Compassion
- Respect
- Inclusiveness
- Sacrifice
- Pride
- Education
- Proficiency
- Teamwork

INTRODUCTION

Purpose

The purpose of this annual report is to systematically describe the responses of Lower Providence EMS. The annual report will also provide an update on organizational stability, accomplishments, goal development and completeness. We have synthesized data from the Montgomery County Department of Public Safety and internal processes to provide the Board of Directors and Community Partners with key information about LPEMS.

Methodology

ESO Solutions is the electronic Patient Care Records (ePCR) system that this agency uses to collect and transmit data to our Billing Company, Regional EMS Council, and State Health Department during the year 2023. Any emergency call LPEMS arrived at the location of and/or contacted a subject at, has an ePCR completed.

The system includes both required and optional reporting elements and data is validated to meet National EMS Information System (NEMSIS) standards. This system captures information, patient demographics, response times, incident location, and patient treatments.

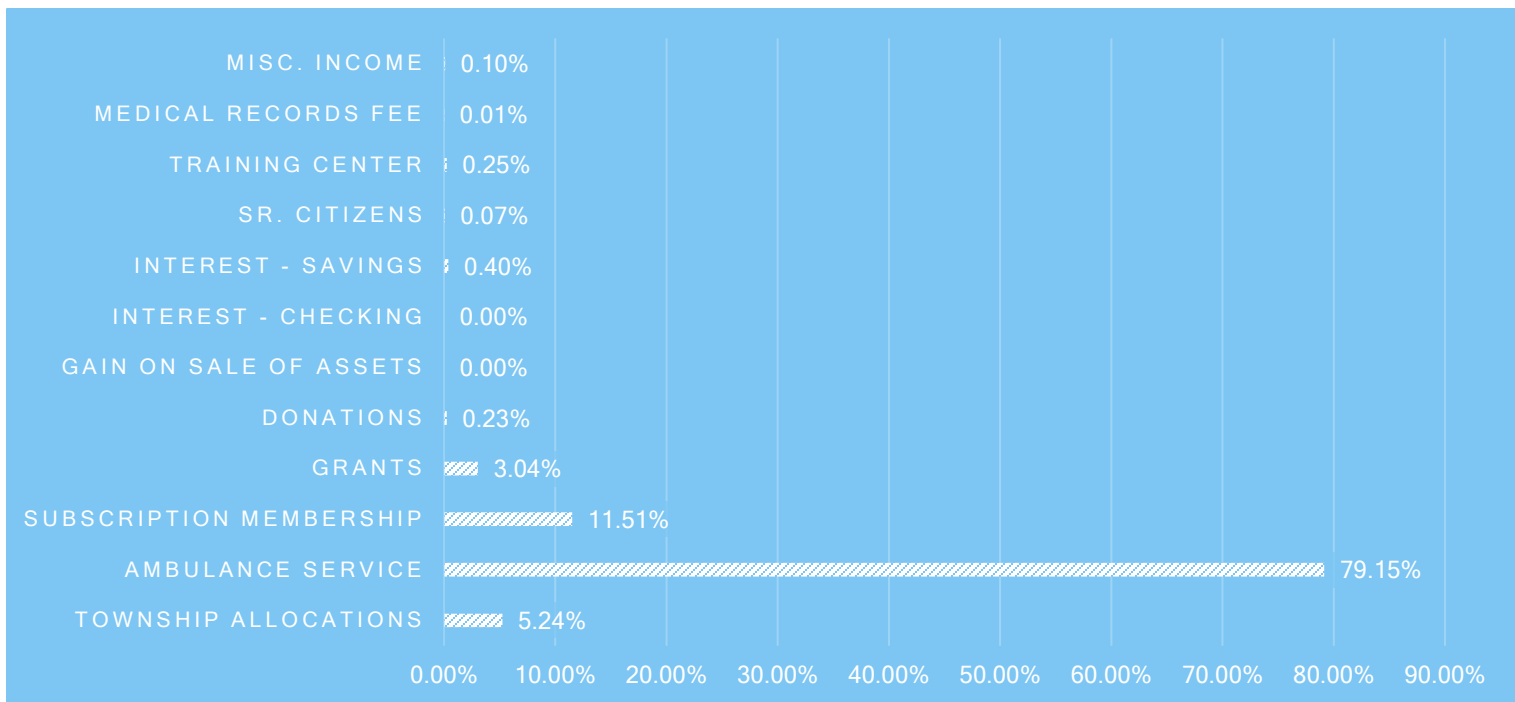
Organization

Lower Providence EMS is a combination non-profit organization consisting of a volunteer Board of Directors, Full-Time Executive Director and Operations Chief, supplemented by volunteer and career responders.

Funding is obtained via Subscription Drive, Billing for Service, Grant Opportunities, and Township contributions.



FY 2022-2023 INCOME



Township Allocations	Township	Income	Percentage
	Lower Providence	\$67,000.00	
	Upper Providence	\$11,568.00	
	Worcester	\$0.00	
	Section Total	\$78,568.00	5.24%

Ambulance Service		Income	Percentage
	Billed	\$3,225,716.00	
	Contractuals & Write-offs	\$2,026,812.00	
	Refunds/Overpayments	\$12,219.00	
	Collected	\$1,186,685.00	
	Section Total	\$1,186,685.00	79.15%

Subscription Membership		Income	Percentage
	Collected	\$172,638.00	
	Section Total	\$172,638.00	11.51%

Grants		Income	Percentage
	Collected	\$45,562.05	
	Section Total	\$45,562.05	3.04%

Donations		Income	Percentage
	Collected	\$3,477.45	
	Section Total	\$3,477.45	0.23%

Gain on Sale of Assets		Income	Percentage
	N/A	\$0.00	
	Section Total	\$0.00	0.00%

Total FY 2022-2023 Income

Interest - Checking		Income	Percentage
	Collected	\$0.00	
	Section Total	\$0.00	0.00%

Interest - Savings		Income	Percentage
	Collected	\$6,007.00	
	Section Total	\$6,007.00	0.40%

Sr. Citizens		Income	Percentage
Pass Thru - For Senior Program	Collected	\$1,000.00	
	Section Total	\$1,000.00	0.07%

Training Center		Income	Percentage
	Collected	\$3,798.00	
	Section Total	\$3,798.00	0.25%

Medical Records Fee		Income	Percentage
	Collected	\$125.00	
	Section Total	\$125.00	0.01%

Misc. Income		Income	Percentage
	Collected	\$1,478.00	
	Section Total	\$1,478.00	0.10%

\$1,499,338.50	100.00%
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***NOTE:** Contractual & Write offs are the difference between what healthcare providers bills for the service rendered versus what it will contractually be paid (or should be paid) based on the terms of its contracts with third-party insurers and/or government programs. Often the reimbursement amount is lower than the billed amount *

FY 2022-2023 EXPENSES

FY 2022-2023 EXPENSES				
OPERATIONAL EXPENSES	Budgeted	Actual	Actual vs Budgeted	Percentage Actual vs Budgeted
Salaries	\$700,000.00	\$997,137.17	(\$297,137.17)	142.45%
Employee Benefits	\$130,000.00	\$100,248.99	\$29,751.01	77.11%
Payroll Tax	\$300,000.00	\$79,806.36	\$220,193.64	26.60%
401(K) Matching	\$10,000.00	10,000.00	\$0.00	100.00%
AFLAC	\$15,000.00	\$16,875.35	(\$1,875.35)	112.50%
Workers Comp. Insurance	\$70,000.00	\$78,495.00	(\$8,495.00)	112.14%
Uniforms	\$4,500.00	\$3,905.34	\$594.66	86.79%
Training	\$7,000.00	\$2,459.79	\$4,540.21	35.14%
Ambulance Billing	\$72,509.91	\$43,170.15	\$29,339.76	59.54%
Ambulance Supplies	\$27,000.00	\$22,431.87	\$4,568.13	83.08%
Ambulance Equipment	\$5,000.00	\$2,465.80	\$2,534.20	49.32%
Ambulance Equipment Maintenance	\$6,500.00	\$12,780.18	(\$6,280.18)	196.62%
Ambulance Maintenance	\$18,250.00	\$31,666.57	(\$13,416.57)	173.52%
Ambulance Medical Director	\$8,000.00	\$7,349.04	\$650.96	91.86%
Lease Payments	\$500.00	\$500.00	\$0.00	0.00%
Communications Maintenance	\$10,500.00	\$10,772.47	(\$272.47)	102.59%
General Insurance	\$55,000.00	\$57,261.95	(\$2,261.95)	104.11%
Building/Property Maintenance	\$13,000.00	\$11,742.89	\$1,257.11	90.33%
Utilities	\$7,800.00	\$9,126.39	(\$1,326.39)	117.01%
Telephone/Wireless	\$2,500.00	\$2,006.49	\$493.51	80.26%
Office Supplies/Postage	\$4,450.00	\$4,197.63	\$252.37	94.33%
IT Services	\$3,500.00	\$4,543.82	(\$1,043.82)	129.82%
Audit	\$9,500.00	\$9,500.00	\$0.00	100.00%
Legal Services	\$1,000.00	\$1,809.00	(\$809.00)	180.90%
Spring Water/Coffee	\$1,500.00	\$1,211.88	\$288.12	80.79%
Health and Welfare	\$750.00	\$570.00	\$180.00	76.00%
Human Resources	\$750.00	\$179.50	\$570.50	23.93%
Organization Membership Dues	\$12,000.00	\$8,824.79	\$3,175.21	73.54%
Special Events	\$5,750.00	\$2,447.28	\$3,302.72	42.56%
Purchased Services	\$4,000.00	\$3,117.72	\$882.28	77.94%
Fundraising	\$15,500.00	\$16,842.08	(\$1,342.08)	108.66%
Sr. Citizens	\$1,000.00	\$24.15	\$975.85	2.42%
Interest	\$2,905.30	\$2,905.30	\$0.00	100.00%
Depreciation	\$185,650.65	\$185,650.65	\$0.00	100.00%
Misc. Expenses	\$500.00	\$1,584.45	(\$1,084.45)	316.89%
CAPITAL EXPENSES	Budgeted	Actual	Actual vs Budgeted	Percentage Actual vs Budgeted
New Ambulance Purchase	\$185,000.00	\$173,614.00	(\$11,386.00)	93.85%
Building/Property Improvements	\$10,000.00	\$0.00	(\$10,000.00)	0.00%
Tablets for Patient Care Reporting	\$7,500.00	\$0.00	(\$7,500.00)	0.00%
Sub-Station Renovation	\$15,000.00	\$0.00	(\$15,000.00)	0.00%
Office Furniture	\$5,000.00	\$416.56	(\$4,583.44)	8.33%
Total Operational Expenses	\$1,711,815.86	\$1,743,610.05	\$31,794.19	101.86%
Total Capital Expenses	\$222,500.00	\$174,030.56	(\$48,469.44)	78.22%
Total Expenses (Operational & Captial)	\$1,934,315.86	\$1,917,640.61	(\$16,675.25)	99.14%

*Red Items show categories at or below budget.

* LPEMS Operational Budget 22 of 32 Categories at or below budget.

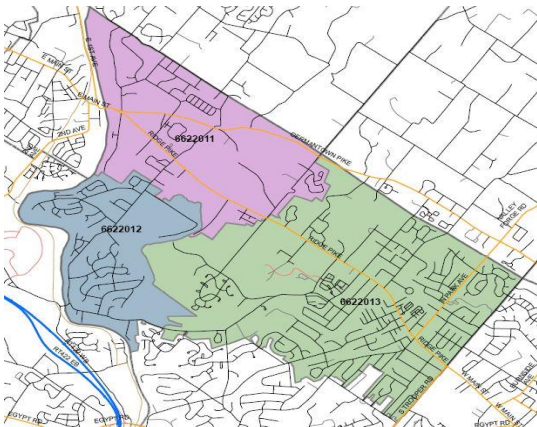
* All Capital projects below budget or held.

LPEMS CALL DATA

- **EMS Dispatch-** EMS Dispatch is an event or request for medical service that generates an EMS incident number where a LPEMS unit was alerted regardless of municipality.
 - Example: Medic 322 is dispatched to cover Medic 308B for a Cardiac Emergency in West Norriton Township; however, unit is recalled by Medic 308-16.
 - This is counted as an EMS dispatch and logged as a cancelled call but does not count as a first due call or handled call for LPEMS.
- **First Due Calls-** First Due Call is an event or request for medical service that generates an EMS incident number where an LPEMS unit was alerted or self-initiated within the assigned coverage area for Medic 322 or Medic 322A.
- **Covered Calls-** Covered Call is an event or request for medical service that generates an EMS incident number where an LPEMS unit was alerted, responded, and arrived at the location of the event regardless of municipality.

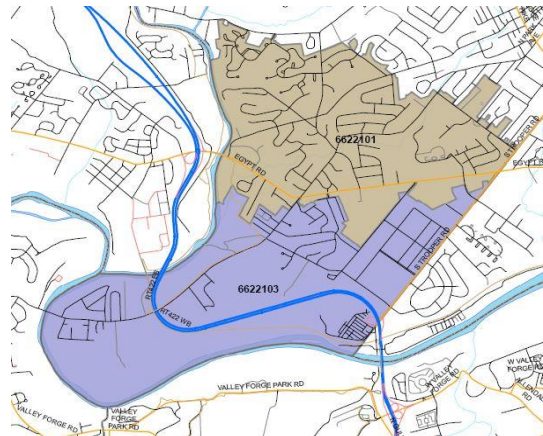
Medic 322 First Due Coverage Area

Lower Providence Township

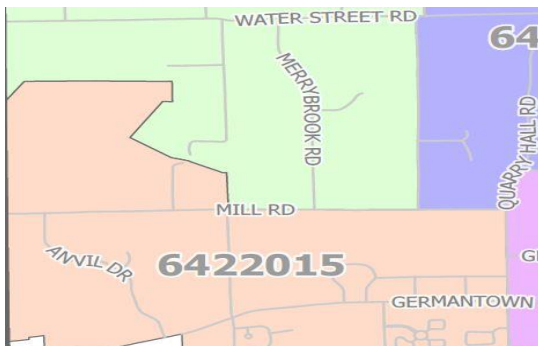


Medic 322A First Due Coverage Area

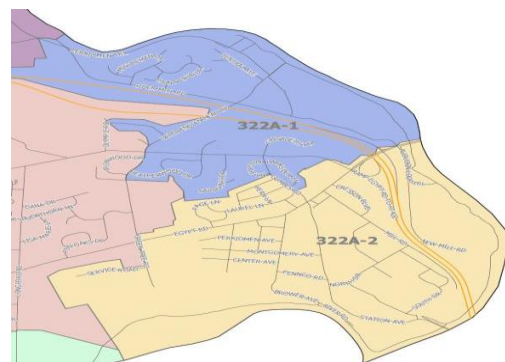
Lower Providence Township



Worcester Township

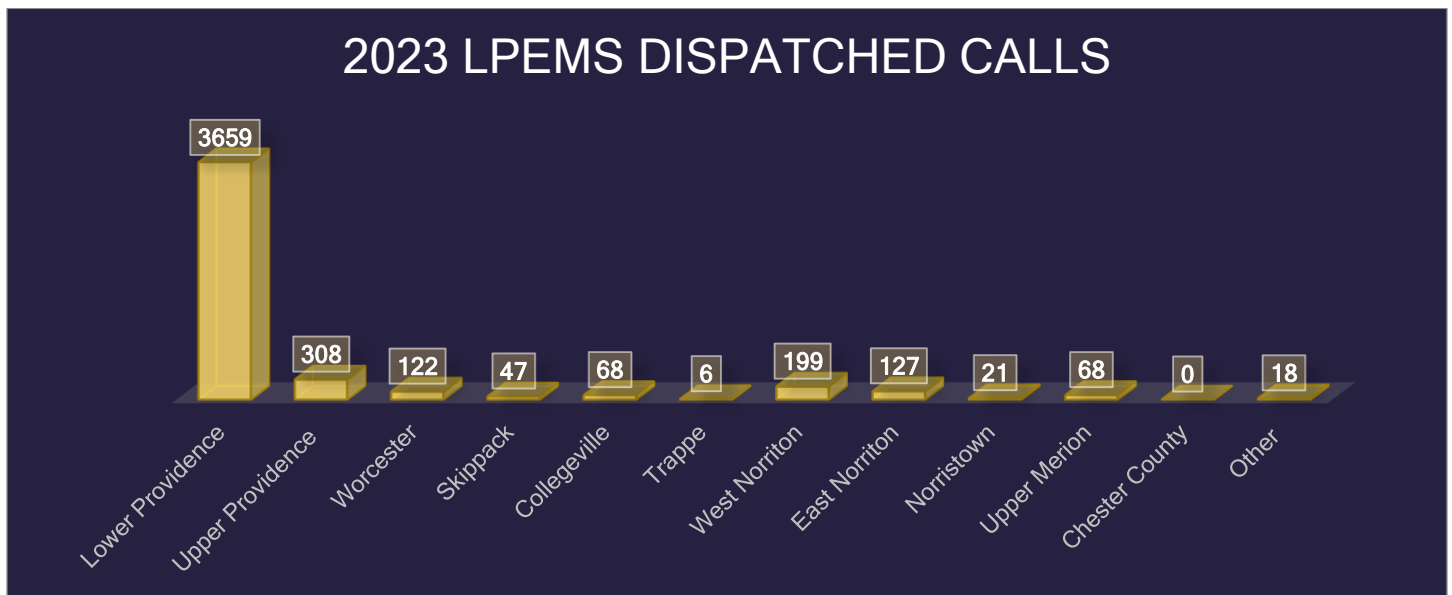


Upper Providence Township



LPEMS DISPATCH CALL DATA

Total EMS Dispatches Calander Year 2023



Total EMS Dispatches Handled By LPEMS Calander Year 2023



DISPATCH INFORMATION

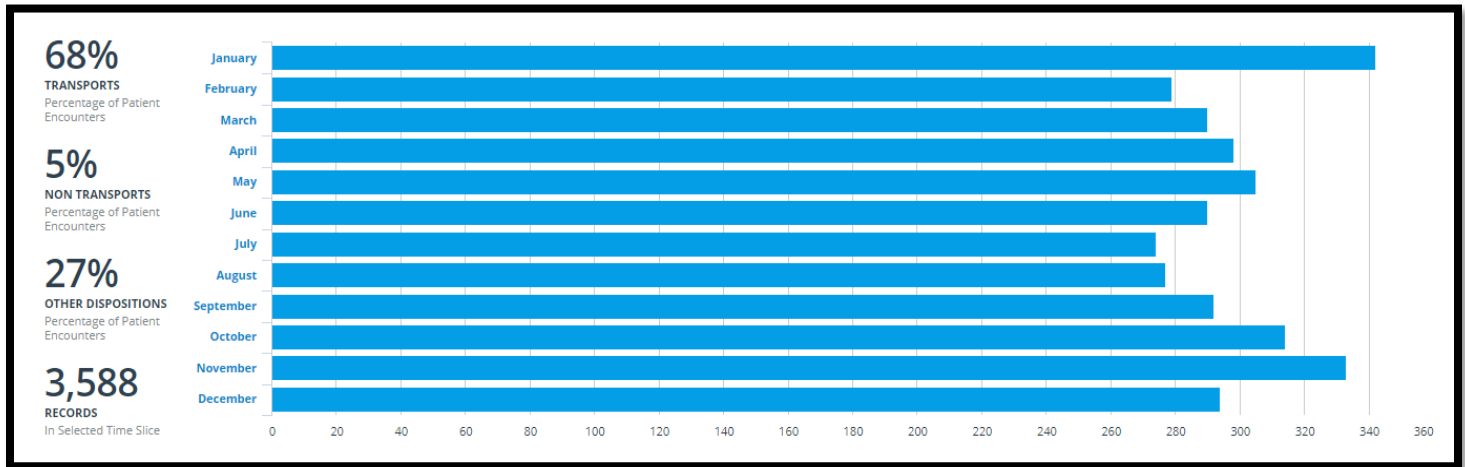
Municipality of Dispatch	Dispatches	2023 LPEMS	2023%	2023 Responded to by Other EMS	%
Lower Providence	3659	3120	85.27%	539	14.73%
Upper Providence	308	170	55.19%	138	44.81%
Worcester	122	101	82.79%	21	17.21%
Skipack	47	39	82.98%	8	17.02%
Collegeville	68	65	95.59%	3	4.41%
Trappe	6	6	100.00%	0	0.00%
West Norriton	199	84	42.21%	115	57.79%
East Norriton	127	29	22.83%	98	77.17%
Norristown	21	11	52.38%	10	47.62%
Upper Merion	68	56	82.35%	12	17.65%
Chester County	0	0	#DIV/0!	0	#DIV/0!
Other	18	14	77.78%	4	22.22%
TOTALS	4643	3695	79.58%	948	20.42%

DISPOSITION	LPEMS CALLS	PERCENTAGE
Transport	2445	65.87%
Transport (Flight)	5	0.13%
Refusal	171	4.61%
Lift Assist	437	11.77%
Public Assist	8	0.22%
Assist, Unit	10	0.27%
No Services	285	7.68%
POV	16	0.43%
PD Matter	18	0.48%
Blood Draw	29	0.78%
MMA (False Alarms)	46	1.24%
Cancelled	162	4.36%
DOA	45	1.21%
Unfounded	12	0.32%
Fire Stand-By	23	0.62%
Totals	3712	100.00%

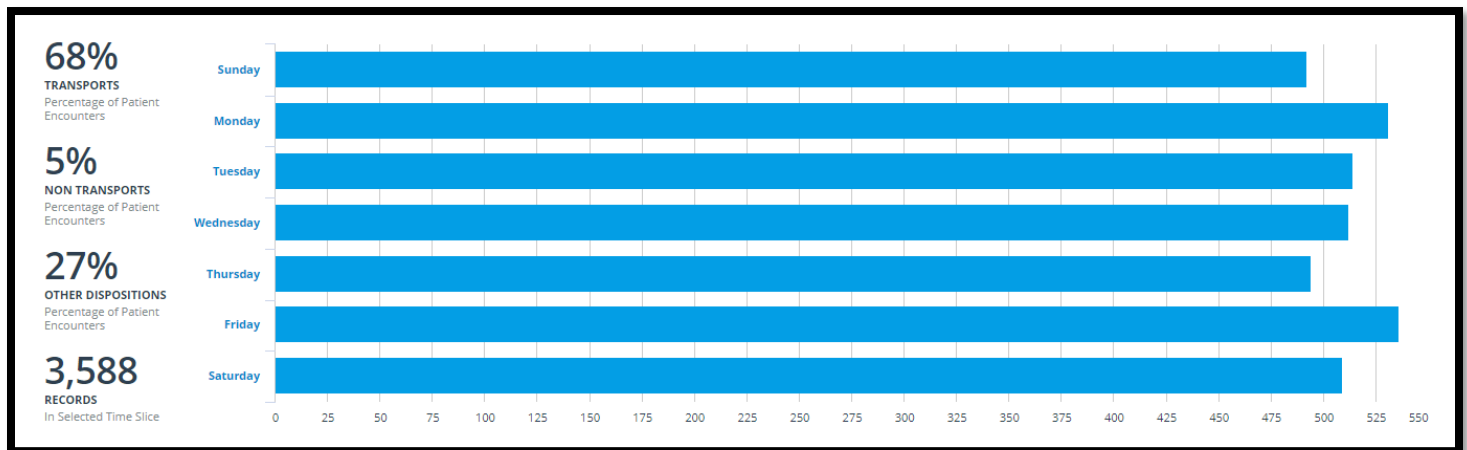
30 - INCIDENTS WITH MULTIPLE PATIENTS



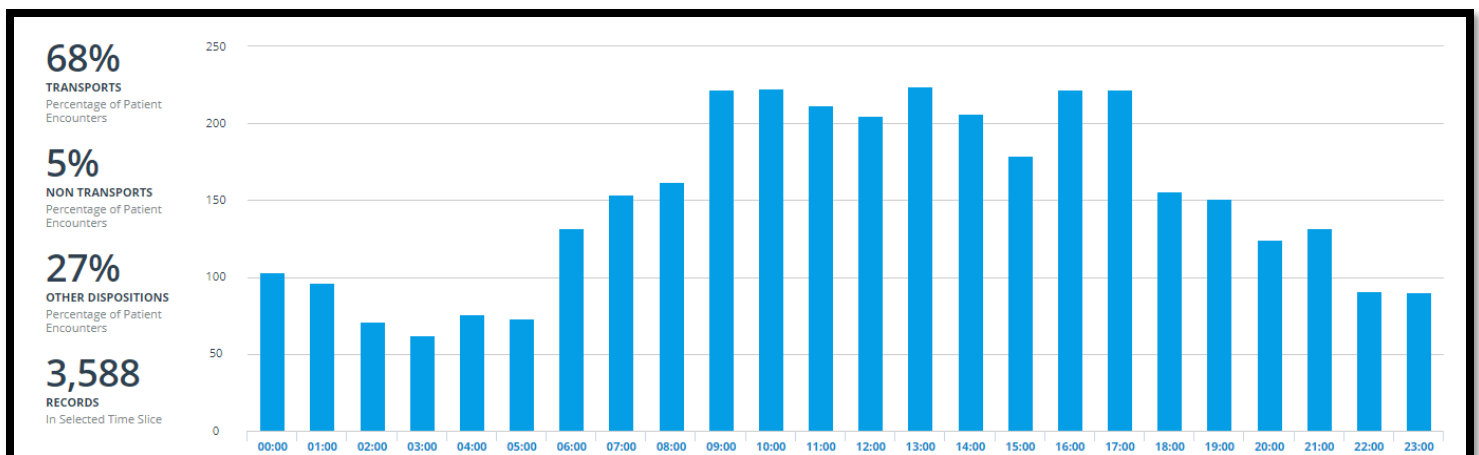
Total Call Volume by Month - Calls with ePCR Completed



Total Call Volume by Day of Week - Calls with ePCR Completed



Total Call Volume by Hour - Calls with ePCR Complete



2023 vs 2022 CALL STATISTICS

Municipality of Dispatch	2023 Dispatches	2022 Dispatches	Difference
Lower Providence	3659	3495	164
Upper Providence	308	318	10
Worcester	122	97	25
Upper Merion	68	88	20
West Norriton	199	175	24
East Norriton	127	98	29
Norristown	21	32	11
Collegeville	68	83	15
Skippack	47	48	1
Chester County	0	0	0
Other	18	11	7
TOTALS	4643	4449	194



2023 Covered by 322	2022 Covered by 322	Difference
3120	3044	76
170	232	62
101	78	27
56	74	18
84	67	17
29	32	3
11	15	4
65	78	13
39	45	6
0	0	0
14	8	6
3695	3677	18

DISPOSITION	2023	2022	Difference
Transport	2445	2340	105
Transport (Flight)	5	0	5
Refusal	171	204	33
Lift Assist	437	448	11
Public Assist	8	9	1
Assist, Unit	10	6	4
No Services	285	277	8
POV	16	8	8
PD Matter	18	26	8
Blood Draw	29	29	0
MMA (False Alarms)	46	45	1
Cancelled	162	178	16
DOA	45	43	2
Unfounded	12	15	3
Fire Stand-By	23	35	12
Totals	3712	3663	49



LPEMS RESPONSE TIME ANALYSIS

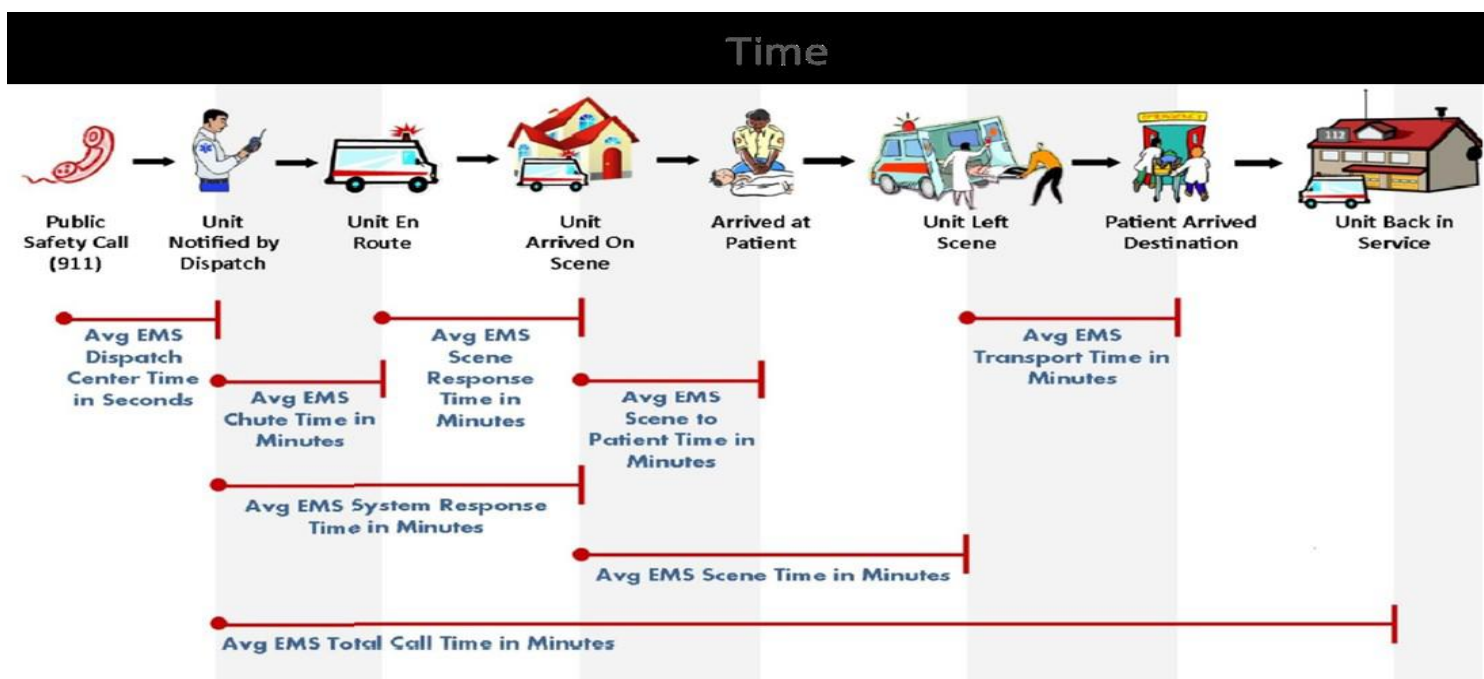
OVERALL AVERAGE TIMES

AVG Time Disp - Enroute	0:01:33
AVG Time Enroute- Arrival	0:05:43
AVG Time Disp - Arrival	0:07:17

PRIORITY 1 CALL AVERAGE TIMES

AVG Time Disp - Enroute	0:01:27
AVG Time Enroute- Arrival	0:05:39
AVG Time Disp - Arrival	0:07:03

Currently there is no universally accepted response-time system requirement. However, in Urban areas, the most widely used ambulance response -time standard is eight minutes and 59 seconds (0:08:59) 90% of the time. This target is also consistent with the response recommendation of the NFPA (NFPA 1710,5.3.3.4.2) when adjusted to include call-processing time intervals.



HOSPITAL SERVICE REPORT

2,447

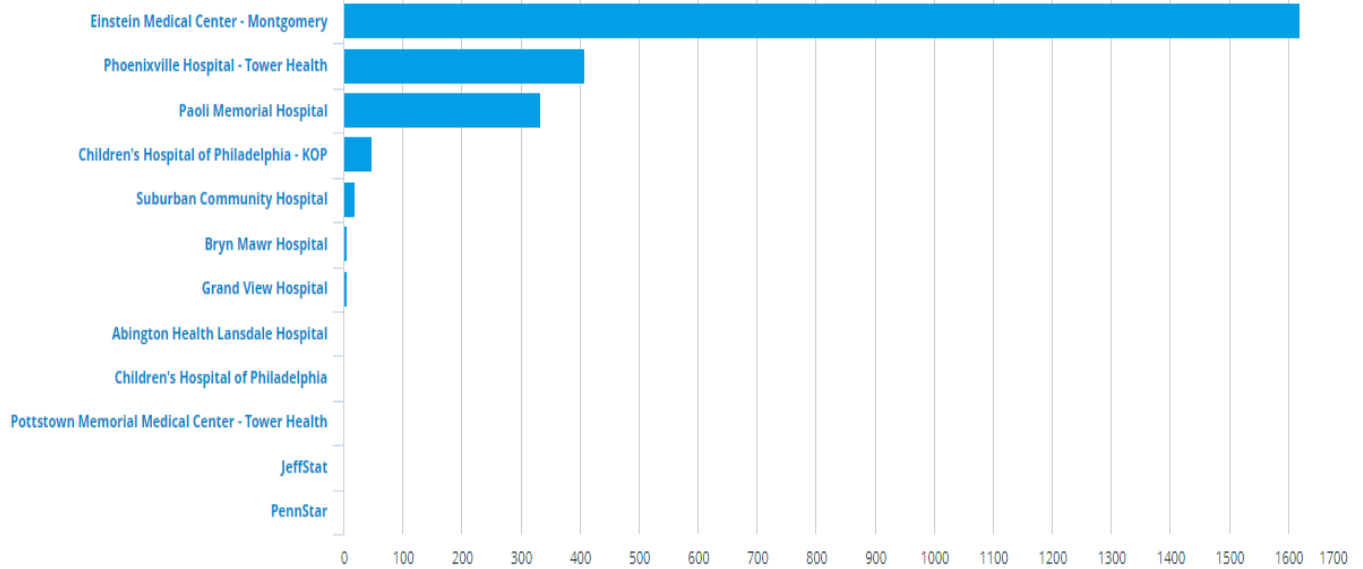
RECORDS

In Selected Time Slice

365

DAYS

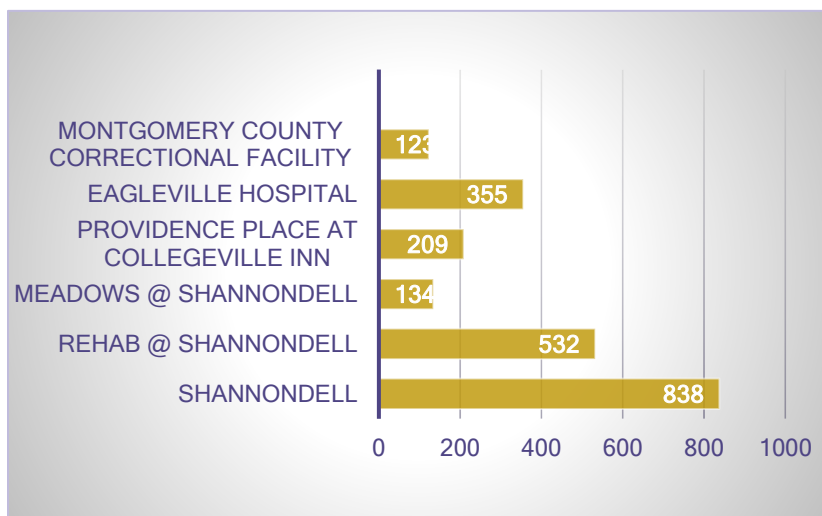
In Selected Time Slice



	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Total
Abington Health Lansdale Hospital	1	-	-	-	1	-	-	-	-	-	-	-	-	2
Bryn Mawr Hospital	-	-	-	2	1	-	-	1	-	-	1	-	-	5
Children's Hospital of Philadelphia	1	-	-	1	-	-	-	-	-	-	-	-	-	2
Children's Hospital of Philadelphia - KOP	8	2	4	3	3	4	3	2	5	6	2	6	-	48
Einstein Medical Center - Montgomery	152	127	127	123	131	132	121	137	141	140	147	141	-	1,619
Grand View Hospital	-	1	-	-	-	-	1	1	-	1	-	1	-	5
JeffStat	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Paoli Memorial Hospital	13	24	34	23	29	31	31	25	29	31	33	30	-	333
PennStar	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Phoenixville Hospital - Tower Health	41	33	38	44	31	25	26	31	31	36	44	29	-	409
Pottstown Memorial Medical Center - Tower Health	-	-	1	-	-	1	-	-	-	-	-	-	-	2
Suburban Community Hospital	4	-	4	3	-	2	-	-	1	3	2	1	-	20
Total	220	187	208	200	196	195	182	197	207	217	230	208	-	2,447

DEMOGRAPHICS

Facility Incidents by Location



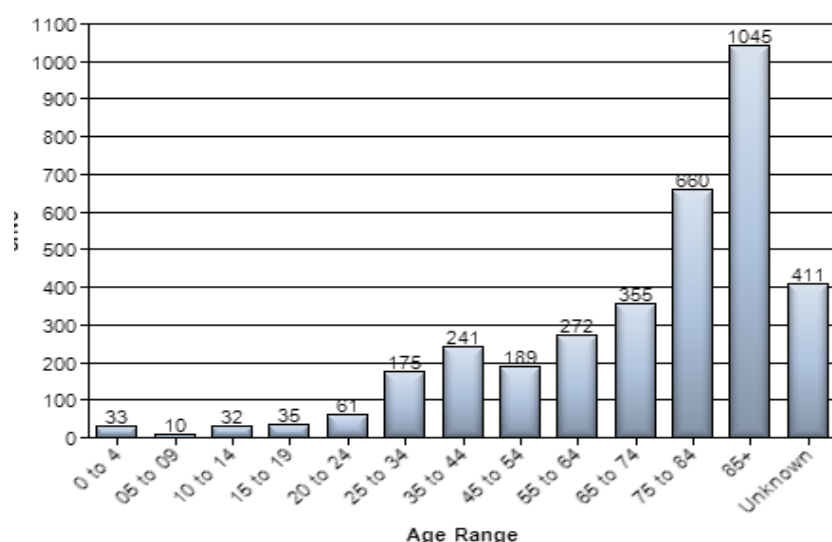
Incidents by Location

Location Type	Total Incident	Total Patients
Assisted living center	307	307
Doctor's Office / Clinic	23	23
Drug and/or Alcohol Rehabilitation Facility	283	283
EMS Provider (Ground)	3	3
Home/Residence	1737	1737
Hospital	5	5
Industrial Place	5	5
Morgue	1	1
Nursing home	12	12
Other Specified Place	69	69
Place of Business	204	204
Place of Recreation/Sport	15	15
Police/Jail	145	145
Public Building	23	23
Recreation Area	7	7
Rehabilitation Center	448	448
Religious Institution	2	2
Residential Institution	6	6
School	33	33
Street or Highway	161	161
Urgent Care	30	30
		3519

Top 10 Patient Complaints

Complaint	Number of Calls	% of Total Calls
Fall Victim (Non-Trauma)	736	16%
Chest Pain/Cardiac Emergency	582	13%
Respiratory Emergency	425	9%
Head Injury	329	7%
Altered Mental Status	286	6%
Subject in Pain	245	5%
Motor Vehicle Collision(s)	166	4%
General Weakness	134	3%
Abdominal Pain	130	3%
Stroke/TIA	122	3%

Patient Encounters by Age Range



2023 MEDICATION ADMINISTRATION

LPEMS carries a variety of medications used to treat patients. Patients may receive multiple medications or doses of medication depending on their condition. Some medication(s) may be given more than once to a patient, while others are rarely administered at all. The following chart indicates the total number of medications given.

Treatment Name	Total
Adenosine	4
Albuterol	55
Amiodarone	4
Aspirin	85
Ativan	5
Atropine	1
Benadryl	5
Cardizem	0
Cefazolin	0
Dextrose 10%	14
DuoNeb	37
Epi Pen	0
Epinephrine 1:1	3
Epinephrine 1:10	20
Epinephrine 1:100000	1
Fentanyl	24
Glucagon	4
Ketamine	1
Lidocaine	0
Midazolam	3
Narcan	20
Nitro Paste	1
Nitroglycerin	39
Ondansetron	102
Oral Glucose	12
Sodium Bicarb 8.4%	0
Push Dose Epi	1
Solu-Medrol	8
Toradol	4
Versed	11
Total	465



2022 vs 2023 VOLUNTEER MEMBERSHIP

LPEMS is a combination organization that pairs Career Members with Volunteer Members for the betterment of the community. Volunteers are often found riding our units as a third member learning the trade from our experienced providers. Volunteers are coached and required to obtain certification as an EMR, EMT, or Paramedic as part of our stringent training process. Once members complete our process, they are tested for the chance to become Corpsman; this status will allow these volunteers to be eligible to complete 911 or stand-by crews and are scheduled in the same manner as Career Members.



Year	Volunteer Members	Volunteer Shifts	Volunteer Hours
2021	15	141	1360
2022	11	108	1110.25
2023	11	96	847

“Our first responders risk their lives to help others. The least we can do is make sure they have the resources they need to do their jobs.”

Ben Nelson

2023 Accomplishments

Placed Order for New 322-5 Unit

The order for a New Medic 322-5 was placed with an estimated arrival in Mid-2024. This unit was designed with our new base model specification, and improvements suggested through surveys of the entire operational membership. Once it arrives, we will review it for compliance with our specification, before outfitting it with all the necessary equipment. It will then be inspected by the Montgomery County Department of Public Safety-EMS Division for certification before being placed into service.

Implemented Paperless Operations

LPEMS utilizes multiple platforms to maintain and store data. LPEMS has been transitioning into paperless operations over the past 2 years. It was our goal to be completely paperless by the 1st quarter of 2024. This year saw the purchase of tablets for complete paperless patient care reporting.

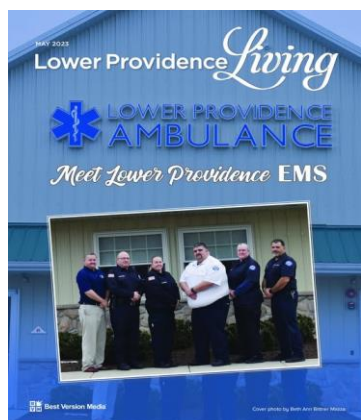
Submitted Proposal for Sub Station Hour Increase

LPEMS is a data driven organization and constantly monitors statistics and analytics not just to ensure quick and proper medical care but monitors to ensure proper staffing levels. Based on our data it was determined that the need exists to upstaff the Audubon Station from 12 hours to 18 hours daily. A proposal was created and submitted to the Board of Directors for review.



Interoperability Updates with Chester County

LPEMS and other EMS agencies had radio reprogramming completed by Montgomery County Department of Public Safety. This reprogramming allows for communications between Montgomery and Chester County units and hospitals without the need for different radios.



Feature in Lower Providence Living Magazine

LPEMS had the honor of being featured in the Lower Providence Living Magazine. We were featured on the cover and a story about the history of the agency and our service to the community since 1955.

Participation in Special Needs Meet & Greet

LPEMS, LPPD, and LPFD held a meet and greet at the Lower Providence Fire Department Station. Special needs individuals and their families were invited to the building to meet with a limited number of responders and one Fire Apparatus, one ambulance, and one police car in a sensory neutral manner. This is done to build comfort between the public safety organizations and the special needs community.



Evaluate and Select New Billing Company

LPEMS outsources the billing of services for patient transport, patient refusal, and lift assists to a third-party company. It is prudent to periodically make requests for proposals to ensure that the organization is receiving the best service for the money we are investing. This year we conducted a review of multiple companies with QMC being selected for our billing services.



GOALS FOR 2024



Increase Sub Station Hours

LPEMS outsources the billing of services for patient transport, patient refusal, and lift assists to a third-party company. It is prudent to periodically make requests for proposals to ensure that the organization is receiving the best service for the money we are investing. This year we conducted a review of multiple companies with QMC being selected for our billing services



Develop a Business Continuity Plan

To be progressive, you must always keep looking forward and not worry about the past. Developing a continuity plan will ensure that the organization is prepared for any potential changes and that the organization will remain running seamlessly. EMS agencies cannot afford lapses in leadership and must continue to function even if a key member changes careers.



Complete and Implement New SOG's

EMS as an industry relies on Protocols set forth by the Department of Health. Additionally, each organization develops policies and procedures for the management of the company. A comprehensive update was started and will be ready for implementation in 2024.



Evaluate Potential Equipment Upgrades

LPEMS will be evaluating the purchase of new medication/equipment storage and transportation bags. We will be looking to upgrade and update the way we carry equipment to ensure that we are prepared for multiple situations in a safe but efficient manner.

ACKNOWLEDGMENTS

Thank you to every member of this organization for their dedication and sacrifice each and every day. Without you this organization would not be what it is today and more importantly what it will continue to become in the future.

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Special Thank You To:

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Cover Photo Submitted by
EMT Michael Shearer.