



LOWER  
PROVIDENCE  
EMS ANNUAL  
REPORT

January 22, 2019

2018

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## **PURPOSE:**

The purpose of this annual report is to systematically describe the responses of Lower Providence EMS occurring in the Municipalities covered, and provide an update on completed projects during the calendar year 2018. We have synthesized data from the Montgomery County Department of Public Safety to provide the Board of Directors and community partners with key information about LPEMS's status.

## **Methodology:**

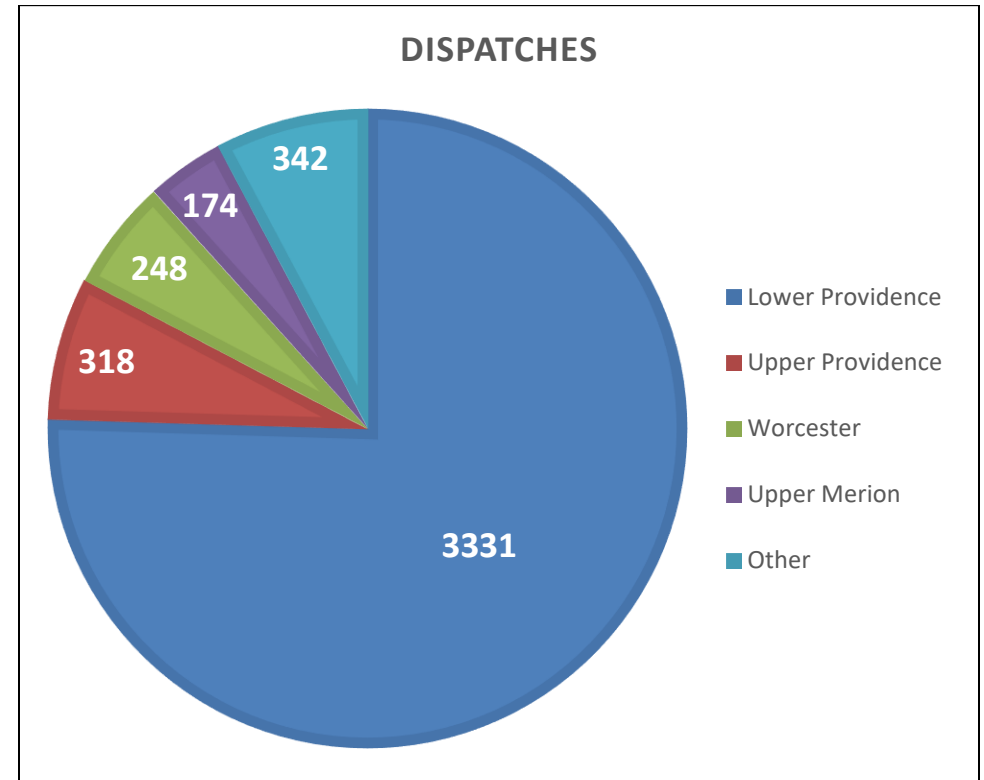
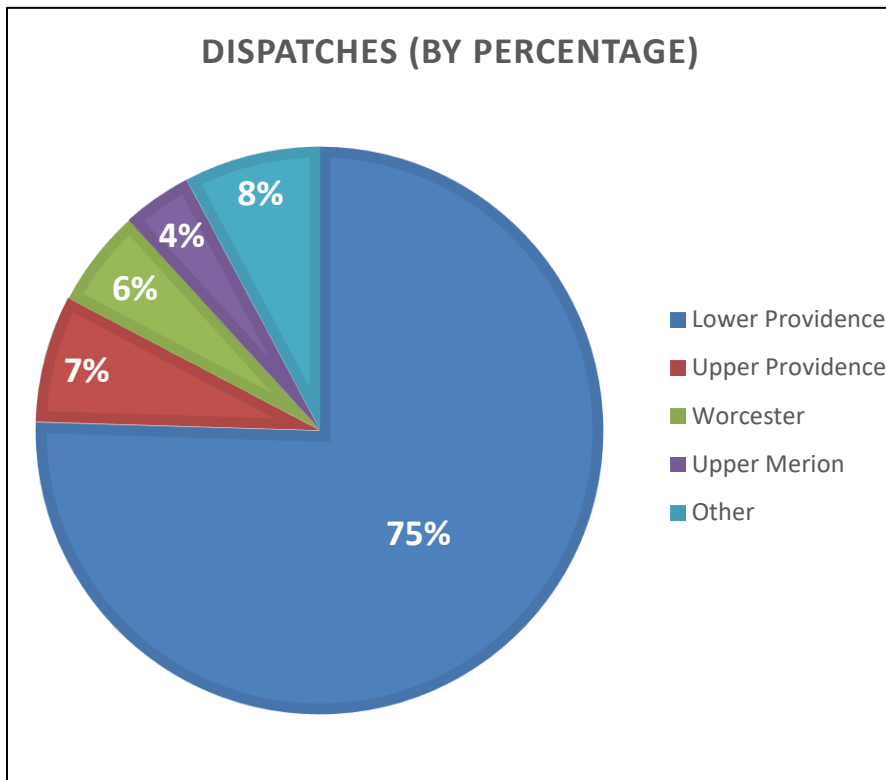
Cloud PCR & ESO Solutions are electronic Patient Care Records (ePCR) systems that this agency used to collect and transmit data to our Billing Company, Regional EMS Council, and State Health Department. 100% of all emergency calls LPEMS responded to during 2018 had an ePCR completed. The system includes 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.

A total of **3596 ePCR's** were generated by LPEMS for the calendar year 2018.

Goals and accomplishments submitted via Chief of Operations, Line Officers, and Executive Director.

# 2018 LPEMS DISPATCHES BY MUNICIPALITY

## TOTAL NUMBER OF TIMES LPEMS TONES ACTIVATED 4413

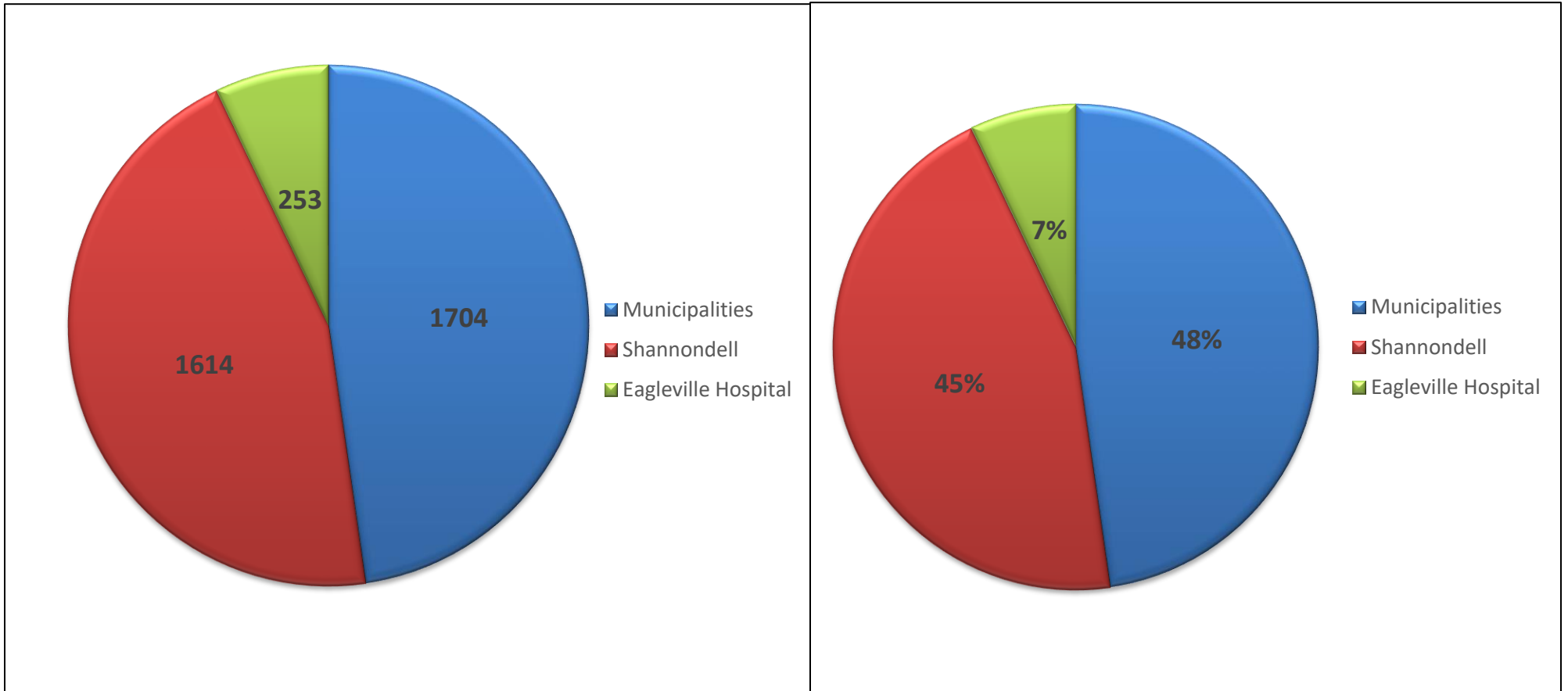


**Total number of times an LPEMS unit was due on a response 4413.**

- Calls in Lower Providence Twp. 3331 for 75% of all dispatched for the year.
- Primary Response areas include Upper Providence Twp. & Worcester Twp.
  - Notable other Twp. Upper Merion with 174 (4%) calls as 2<sup>nd</sup> due unit.
- This is only the amount of times that our tones activated or that we would be due on a call; this is not the calls that we responded too. A considerable amount of the Other Township Dispatches are recalled before an LPEMS unit responds.

# 2018 LPEMS CALLS BY MUNICIPALITY

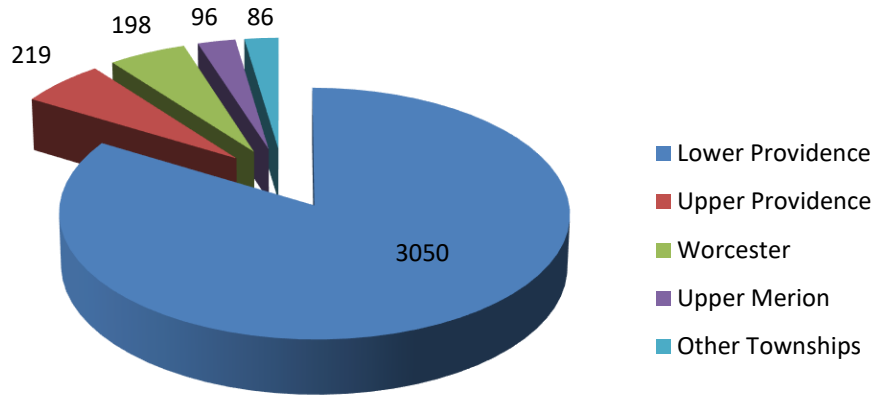
## TOTAL EMS CALLS FOR LPEMS 3571



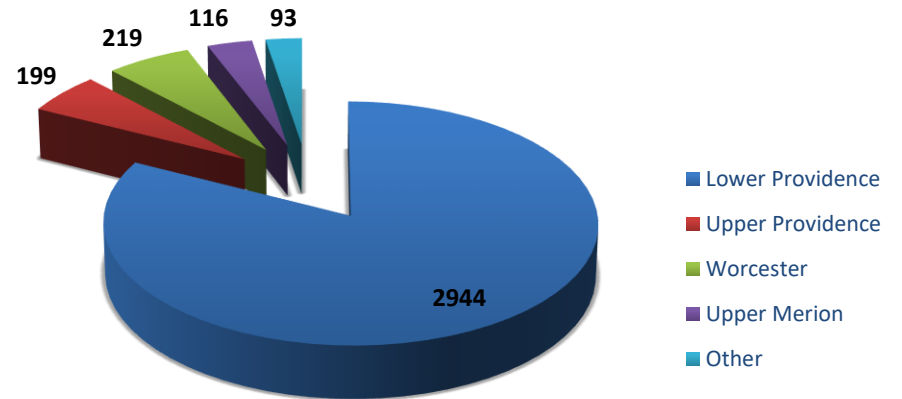
Total number of times an LPEMS unit responded to a Call 3571.

# 2018 vs 2017 CALLS BY MUNICIPALITY

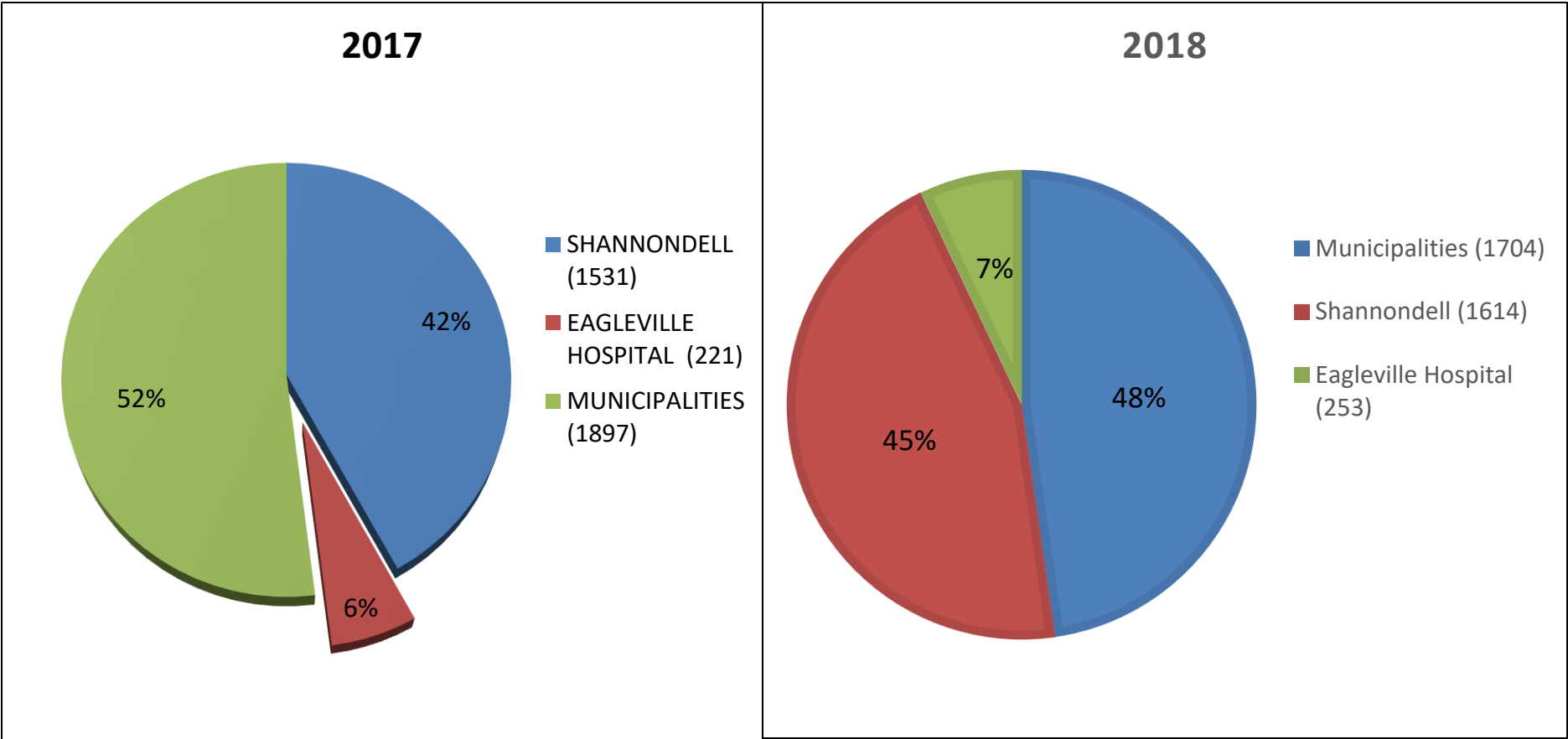
## TOTALS CALLS 2017 - 3649



## TOTAL CALLS 2018 - 3571



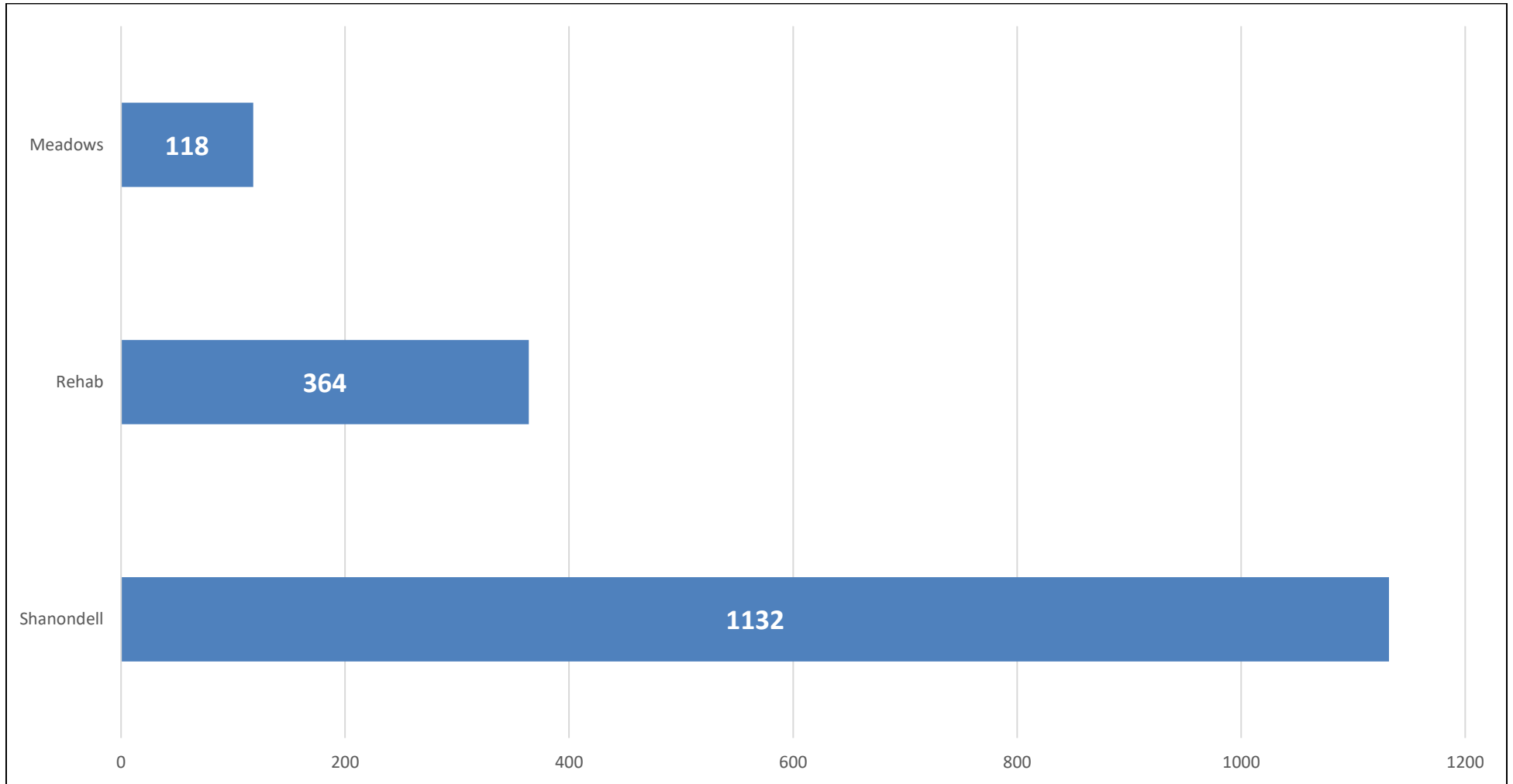
# 2017-2018 MUNICIPALITY CALLS vs FACILITY CALLS



- Chart shows the comparison of responses between Shannondell, Eagleville Hospital, and all other dispatched areas
  - Shannondell includes Residence, Doctors Office, Rehab, & Meadows

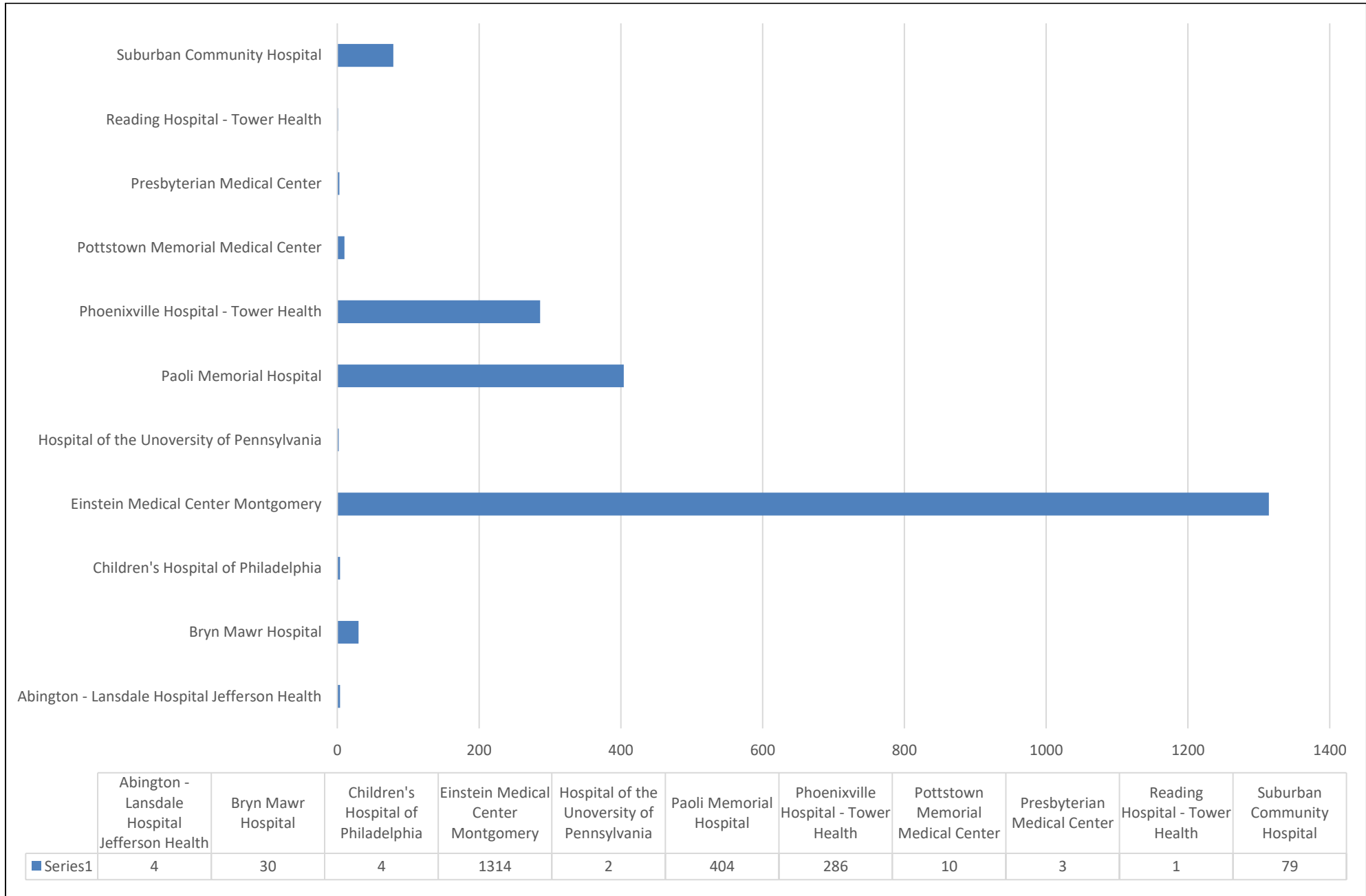
# 2018 SHANNONDELL CALL BREAKDOWN

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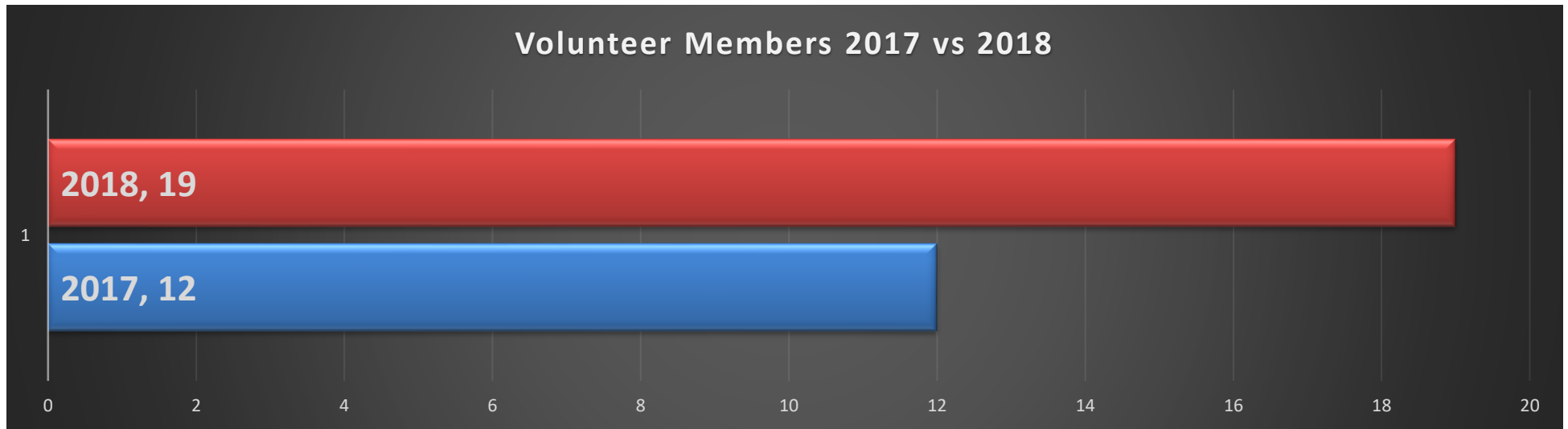
Comparison chart that depicts the response numbers, between the Shannondell Residence Buildings, the Rehab Building, and Meadows Assisted Living Building.

# 2018 HOSPITAL SERVICE REPORT





# 2018 vs 2017 VOLUNTEER MEMBERSHIP



YEAR	Number of Volunteer Shifts	Total Volunteer Hours
2017	58	652
2018	228	2,444

# Goals for Calendar Year 2018

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- Establish new Committee format with written expectations
  - *Written job description created for all committee head positions. Job descriptions implemented and in place for Career Supervisor / Deputy Chief, Clinical Care Coordinator, QA Coordinator, & QA reviewer Training Coordinator. QA committee & Training committee staffed and progressing. Clinical Care is nearly completely established, first meeting in 1<sup>st</sup> Quarter 2019.*
- Complete transition to new ePCR System – Cloud PCR
  - *Completed transition to Cloud PCR. After evaluation system did not work as promised or needed. Another switch made to ESO in August of 2018. New system is working excellent.*
  - Become paperless with PCR's
    - *We have transitioned to nearly completely paperless PCR transactions. PCR's no longer printed, and all documents scanned into system for electronic storage. Signatures and transfer of care/Refusal forms still on paper.*
  - Evaluate and purchase tablets for mobile PCR completion
    - *Not currently completed, looking for update in 3<sup>rd</sup> quarter of 2019.*
- Size and purchase new uniforms for the entire LPEMS Staff
  - *New uniforms sized, and purchased. New uniforms and patches have been placed into service. Uniforms are more professional appearing, and more durable.*
- Layout and purchase new Ambulance
  - *New Medic 322-1 was designed and purchased in 4<sup>th</sup> quarter of 2018.*
- Install new full station generator
  - *New full station generator was installed and is operational.*
- Have MDC's installed in all LPEMS Ambulances
  - *MDC's have been installed and are operational in 3 of 4 units. 4<sup>th</sup> unit will be installed upon arrival of new Medic 322-1 in the summer of 2019.*

- Use PA State Grant funding to purchase Drug Control Device
  - *Grant funding received and vending machine and software purchased to ensure proper storage and dispensing of drugs and high value medical equipment.*
- Become More Visible in the Community.
  - *New Website and growth of LPEMS official Facebook page.*
- Clean out loft area and construct a secure cage system for sensitive documents
  - Turn current document storage room into functional gym area for members
    - *This project is not yet completed. Pricing has been obtained and will look to be implemented in Quarter 1 of 2019*
- Examine SAM pelvic wrap for possible purchase
  - *Not yet complete- Waiting for restock of supply at Paoli Memorial ER.*
- Purchase new tables and chairs for Training/Meeting Room & Crew Kitchen area
  - *Not Completed – Hopeful for Quarter 1 2019*
- Purchase whiteboard and TV's for Training Room
  - *Not Completed – Hopeful for Quarter 1 2019*

# Goals for 2019

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- Continue growth of Committee format and implement further committee structure
- Evaluate and find funding within budget for Rugged tablets to increase productivity and paperless goals.
- Complete Job Descriptions for PRN, PRMT PT, and Full Time EMT's and Paramedics
- Install secure document area in loft, clean our loft area and current document area to allow for installation and usage of a gym area and private Chief of Operations Office.
- Complete training room technology and furniture upgrades
- Continue to support Training committee with any available resources to continue strong growth of Training programs.
- Establish stronger working relationship with township officials to allow for open discussions about funding challenges.
- Establish working relationship with new senior care facility in Collegeville Section of Township.
- Design and purchase new ambulance to replace Medic 322-4.
- Continue growth of New LPEMS website and electronic form submission ability for staff.
- Continue to build strong Volunteer base and training program.
- Reevaluate and separate LPEMS SOG's into two separate documents; Employee Handbook & operational guidelines