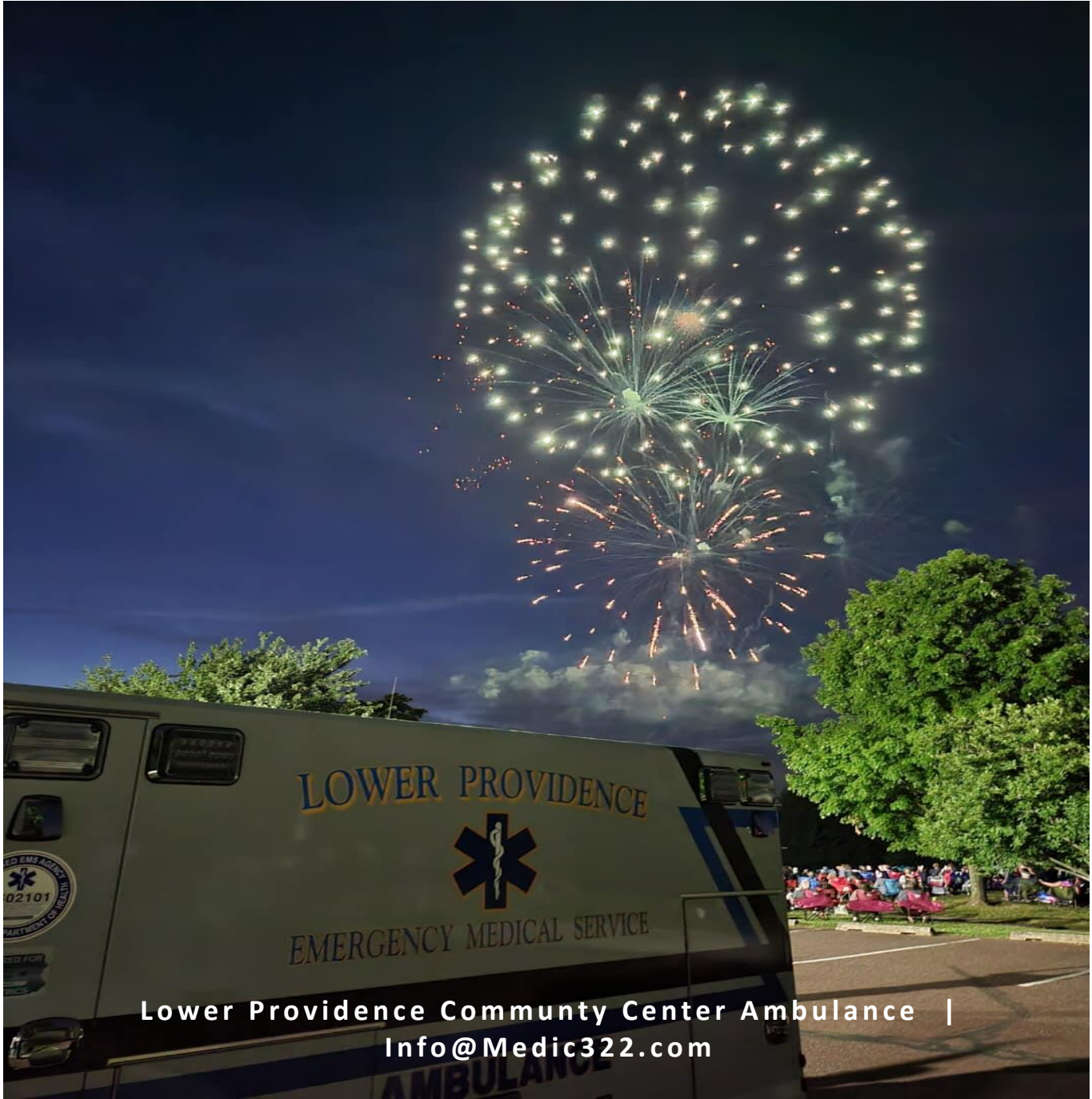


LOWER PROVIDENCE EMS 2022 ANNUAL REPORT



Lower Providence Community Center Ambulance |
Info@Medic322.com





Executive Director

Brian J. Kuklinski

Chief of Operations

Christopher J. Reynolds

Deputy Chief

Derek Kreyenhagen

Assistant Chief

Clark Bush Jr.

Office of Continuous Quality Improvement

Paramedic Caroline Lawson
 Paramedic Heather Staley
 Paramedic Jason Conrad
 Paramedic Jason Davis
 Paramedic Stephen Lewenson

Prepared By:

Chief Christopher J. Reynolds

Board of Directors

Janet Azarra (President)
 Cheryl Peiffer (Vice-President)
 Cheryl Peiffer (Secretary)
 Kelbin Carolia (Treasurer)
 Kathy Sardella
 Joseph Pucci
 Susan Tierney
 Ian Hoffman

Special Thanks To:

All of the Officers and Members who submitted photos & Information.

Cover Photo submitted by
 Paramedic Matthew Wagner



TABLE OF CONTENTS

4 - Letter from the Chief

5 - Mission Statement, Vision, & Values

6 – Introduction

7 - Budget Information

9 - Call Data

13 – 2022 vs 2021 Call Comparison

14 - Response Time Analysis

15 - Hospital Service Report

16 - Patient Demographics

17 - Medication Administration

18 - Volunteer Information

19 - 2022 Accomplishments

21 - 2023 Goals





Lower Providence Community Center & Ambulance
Db. Lower Providence EMS
Office of the Chief
(610) 539 – 8465
(610) 539 – 8920 (Fax)

Main Station
10 Parklane Drive
Eagleview, Pa 19403

www.Medic3222.com

Dear Community Members,

I am pleased to present you the Lower Providence Community Center Ambulance's Annual Report for calendar year 2022. This report highlights the efforts of our management team, officers, career staff, and volunteers as they provided excellent and effective emergency medical services to this community. The year 2022 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 organization's history.

I am proud of the achievements that have been accomplished this year despite continuing to battle through COVID, RSV, and a prolific flu. Our membership has persevered under harsh conditions and continue to provide quality care each and everyday. We administer care utilizing the latest techniques and technologies, while also maintaining efficiency and fiscal 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, and all surrounding Townships and 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 2022. Any emergency call LPEMS arrived on 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.

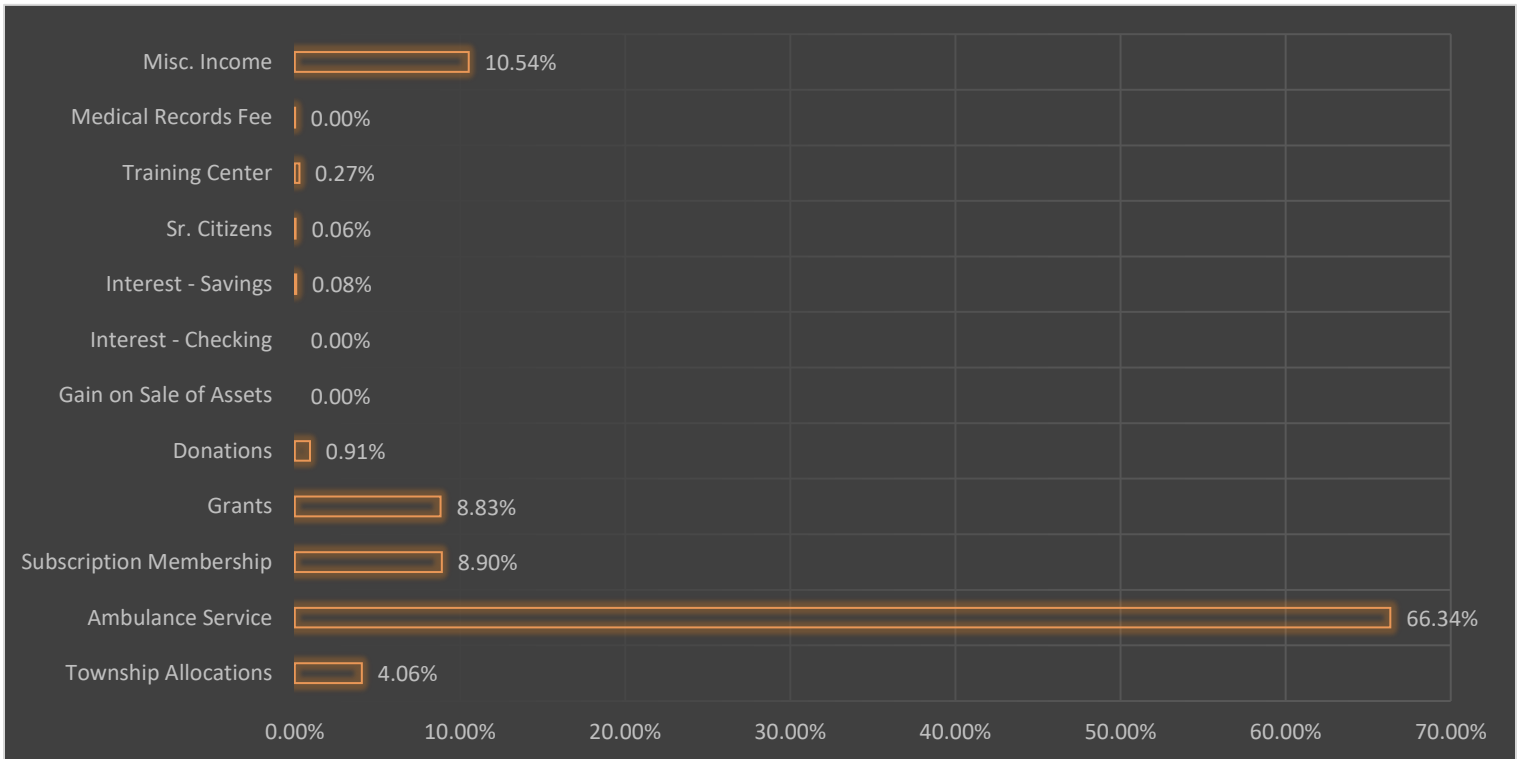
ORGANIZATION



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 2021-2022 INCOME



Township Allocations	Township	Income	Percentage
	Lower Providence	\$67,000.00	
	Upper Providence	\$6,712.06	
	Worcester	\$0.00	
	Section Total	\$73,712.06	

Ambulance Service		Income	Percentage
	Billed	\$3,122,156.70	
	Contractuals & Write-offs	\$1,918,088.22	
	Collected	\$1,204,068.48	
	Section Total	\$1,204,068.48	

Subscription Membership		Income	Percentage
	Collected	\$161,483.00	
	Section Total	\$161,483.00	

Grants		Income	Percentage
	Collected	\$160,284.31	
	Section Total	\$160,284.31	

Donations		Income	Percentage
	Collected	\$16,573.09	
	Section Total	\$16,573.09	

Gain on Sale of Assets		Income	Percentage
	Sale of 322-4	\$0.00	
	Section Total	\$0.00	

Total FY 2021-2022 Income

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

Interest - Savings		Income	Percentage
	Collected	\$1,469.17	
	Section Total	\$1,469.17	

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

Training Center		Income	Percentage
	Collected	\$4,696.60	
	Section Total	\$4,696.60	

Medical Records Fee		Income	Percentage
	Collected	\$75.00	
	Section Total	\$75.00	

Misc. Income		Income	Percentage
Forgiveness of Paycheck Protection Loan	Collected	\$191,295.00	
	Section Total	\$191,295.00	

\$1,814,656.71 **100.00%**

***NOTE:** Contractual & Write offs are the difference between what a healthcare provider 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 2020-2021 EXPENSES

FY 2021-2022 EXPENSES

OPERATIONAL EXPENSES	Budgeted	Actual	Actual vs Budgeted	Percentage Actual vs Budgeted
Salaries	\$675,000.00	\$678,257.00	(\$3,257.00)	100.48%
Employee Benefits	\$115,000.00	\$118,578.90	(\$3,578.90)	103.11%
Payroll Tax	\$275,000.00	\$288,073.19	(\$13,073.19)	104.75%
401(K) Withholdings	\$45,000.00	\$60,012.81	(\$15,012.81)	133.36%
401(K) Matching	\$10,000.00	10,000.00	\$0.00	100.00%
AFLAC	\$15,000.00	\$13,955.10	\$1,044.90	93.03%
Workers Comp. Insurance	\$70,000.00	\$80,225.28	(\$10,225.28)	114.61%
Uniforms	\$4,500.00	\$1,961.00	\$2,539.00	43.58%
Training	\$5,000.00	\$3,597.00	\$1,403.00	71.94%
Ambulance Billing	\$30,000.00	\$34,477.00	(\$4,477.00)	114.92%
Ambulance Supplies	\$25,000.00	\$24,214.20	\$785.80	96.86%
Ambulance Equipment	\$3,500.00	\$2,465.80	\$1,034.20	70.45%
Ambulance Equipment Maintenance	\$6,500.00	\$2,175.00	\$4,325.00	33.46%
Ambulance Maintenance	\$16,750.00	\$20,961.00	(\$4,211.00)	125.14%
Ambulance Medical Director	\$7,500.00	\$8,249.00	(\$749.00)	109.99%
Lease Payments	\$500.00	\$500.00	\$0.00	0.00%
Communications Maintenance	\$9,000.00	\$11,742.00	(\$2,742.00)	130.47%
General Insurance	\$50,000.00	\$37,222.75	\$12,777.25	74.45%
Building/Property Maintenance	\$11,000.00	\$11,577.00	(\$577.00)	105.25%
Utilities	\$11,000.00	\$8,873.00	\$2,127.00	80.66%
Office Supplies	\$3,950.00	\$4,119.00	(\$169.00)	104.28%
IT Services	\$3,500.00	\$57.00	\$3,443.00	1.63%
Audit	\$8,200.00	\$9,000.00	(\$800.00)	109.76%
Legal Services	\$1,000.00	\$0.00	\$1,000.00	0.00%
Human Resources	\$7,750.00	\$0.00	\$7,750.00	0.00%
Organization Membership Dues	\$10,500.00	\$11,810.00	(\$1,310.00)	112.48%
Special Events	\$3,000.00	\$0.00	\$3,000.00	0.00%
Purchased Services	\$4,000.00	\$3,561.00	\$439.00	89.03%
Fundraising	\$15,500.00	\$13,450.00	\$2,050.00	86.77%
Sr. Citizens	\$1,000.00	\$0.00	\$1,000.00	0.00%
Interest	\$4,460.00	\$4,460.00	\$0.00	100.00%
Depreciation	\$186,735.00	\$186,735.00	\$0.00	100.00%
Misc. Expenses	\$500.00	\$5,019.00	(\$4,519.00)	1003.80%
CAPITAL EXPENSES				
New Ambulance Purchase	\$200,630.00	\$173,614.00	(\$27,016.00)	86.53%
Building/Property Improvements	\$5,000.00	\$0.00	(\$5,000.00)	0.00%
Tablets for Patient Care Reporting	\$7,500.00	\$0.00	(\$7,500.00)	0.00%
Digital Pager Replacement	\$2,000.00	\$0.00	(\$2,000.00)	0.00%
Office Furniture	\$3,000.00	\$416.56	(\$2,583.44)	13.89%
Total Operational Expenses	\$1,635,345.00	\$1,655,328.03	\$19,983.03	101.22%
Total Capital Expenses	\$218,130.00	\$174,030.56	(\$44,099.44)	79.78%
Total Expenses (Operational & Capital)	\$1,853,475.00	\$1,829,358.59	(\$24,116.41)	98.70%

*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.

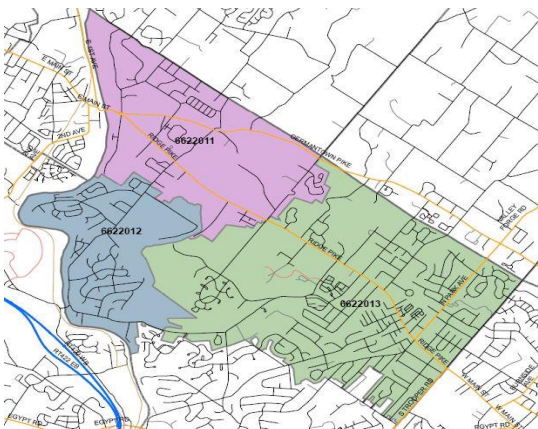


LPEMS CALL DATA

- **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 376B for a Cardiac Emergency in Colledgeville Borough; however, unit is recalled by Medic 376-12.
 - 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.

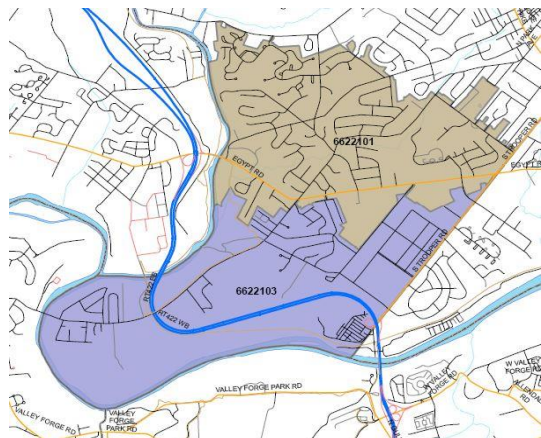
Medic 322 First Due Coverage Area

Lower Providence Township

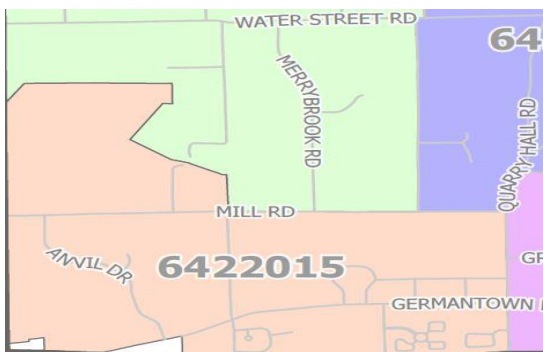


Medic 322A First Due Coverage Area

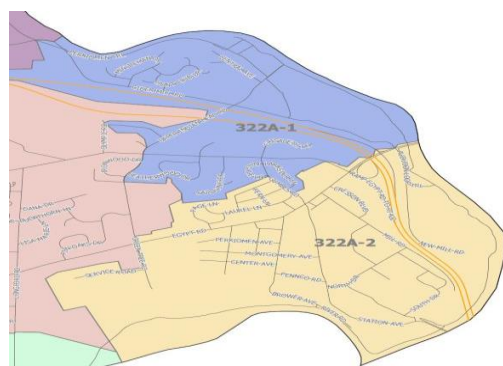
Lower Providence Township



Worcester Township



Upper Providence Township

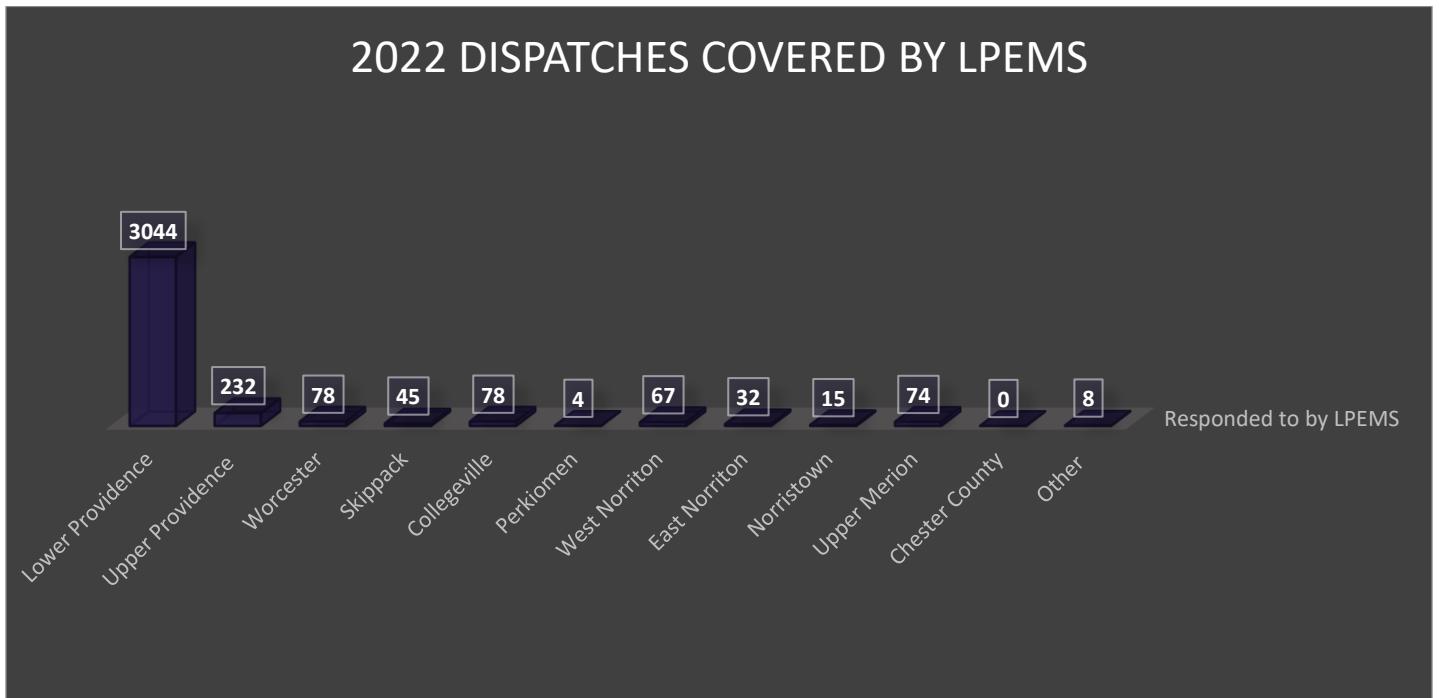


LPEMS DISPATCH CALL DATA

Total EMS Dispatches Calander Year 2022



Total EMS Dispatches Handled By LPEMS Calander Year 2022



LPEMS CALL DATA

Municipality of Dispatch	Dispatches	Responded to by LPEMS	%	Responded to by Other EMS	%
Lower Providence	3495	3044	87.10%	451	12.90%
Upper Providence	318	232	72.96%	86	27.04%
Worcester	97	78	80.41%	19	19.59%
Skippack	48	45	93.75%	3	6.25%
Collegeville	83	78	93.98%	5	6.02%
Perkiomen	4	4	100.00%	0	0.00%
West Norriton	175	67	38.29%	108	61.71%
East Norriton	98	32	32.65%	66	67.35%
Norristown	32	15	46.88%	17	53.13%
Upper Merion	88	74	84.09%	14	15.91%
Chester County	0	0	#DIV/0!	0	#DIV/0!
Other	11	8	72.73%	3	27.27%
TOTALS	4449	3677	82.65%	772	17.35%

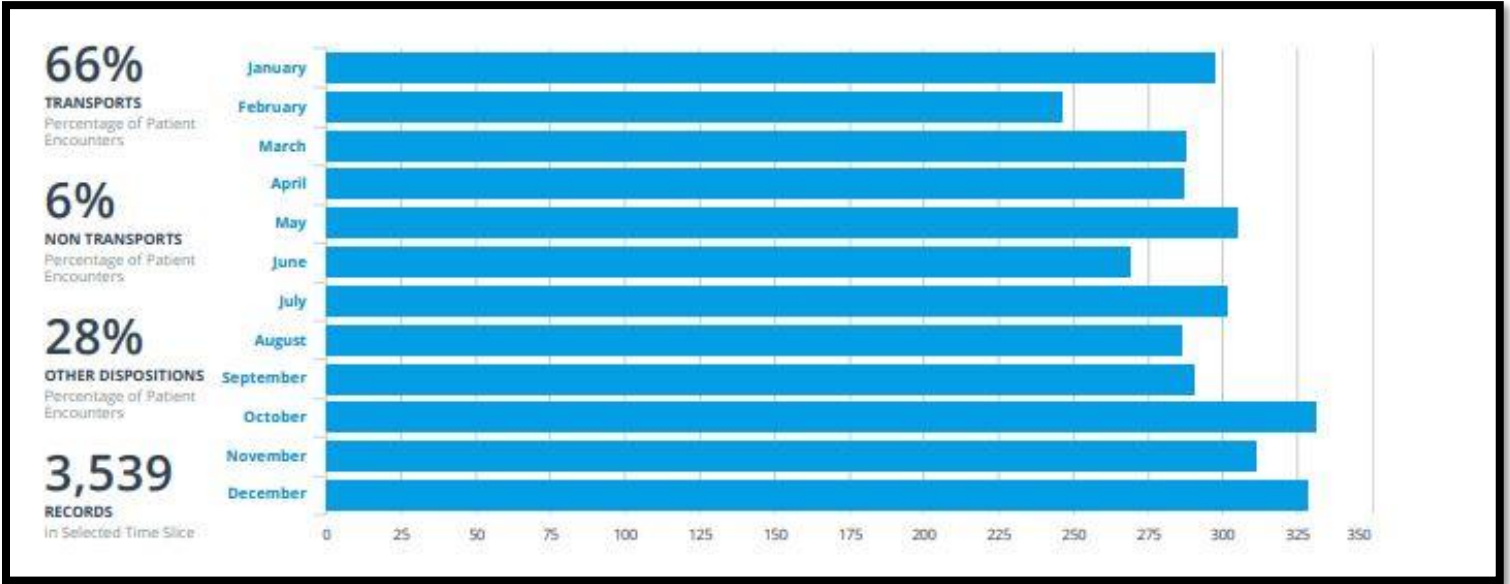
DISPOSITION	LPEMS CALLS	PERCENTAGE
Transport	2352	63.72%
Transport (Flight)	6	0.16%
Refusal	203	5.50%
Lift Assist	446	12.08%
Public Assist	10	0.27%
Assist, Unit	6	0.16%
No Services	292	7.91%
POV	8	0.22%
PD Matter	22	0.60%
Blood Draw	29	0.79%
MMA (False Alarms)	43	1.16%
Cancelled	179	4.85%
DOA	44	1.19%
Unfounded	16	0.43%
Fire Stand-By	35	0.95%
Totals	3691	100.00%

23 - INCIDENTS WITH MULTIPLE PATIENTS

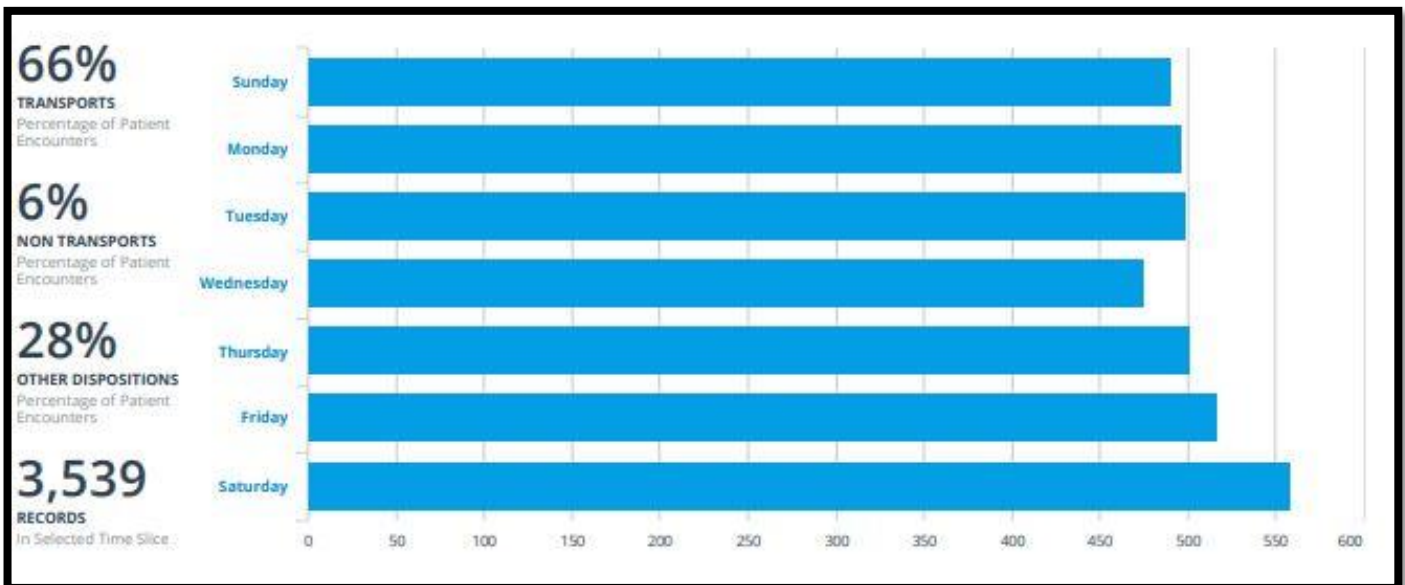


LPEMS CALL DATA

Total Call Volume by Month – Calls with ePCR Completed



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



2022 vs 2021 CALL STATISTICS

**** Note that 2021 call volume was noted to be higher due to 441 False Alarm Calls in LP being corrected****

Municipality of Dispatch	2022 Dispatches	2021 Dispatches	Difference
Lower Providence	3495	3805	310
Upper Providence	318	330	98
Worcester	97	80	17
Upper Merion	88	63	25
West Norriton	175	147	28
East Norriton	98	68	30
Norristown	32	29	3
Collegeville	83	35	48
Perkiomen	4	3	1
Skippack	48	44	4
Chester County	0	1	1
Other	11	10	1
TOTALS	4449	4615	166



2022 Covered by 322	2021 Covered by 322	Difference
3044	3370	326
232	297	65
78	58	20
74	54	20
67	48	19
32	21	11
15	21	6
78	34	44
4	3	1
45	36	9
0	1	1
8	8	0
3677	3951	274

DISPOSITION	2022	2021	Difference
Transport	2352	2286	66
Transport (Flight)	6	4	2
Refusal	203	230	27
Lift Assist	446	383	63
Public Assist	10	15	5
Assist, Unit	6	14	8
No Services	292	199	93
POV	8	11	3
PD Matter	22	72	50
Blood Draw	29	22	7
MMA (False Alarms)	43	441	398
Cancelled	179	198	19
DOA	44	47	3
Unfounded	16	19	3
Fire Stand-By	35	28	28
Totals	3691	3969	257



LPEMS RESPONSE TIME ANALYSIS

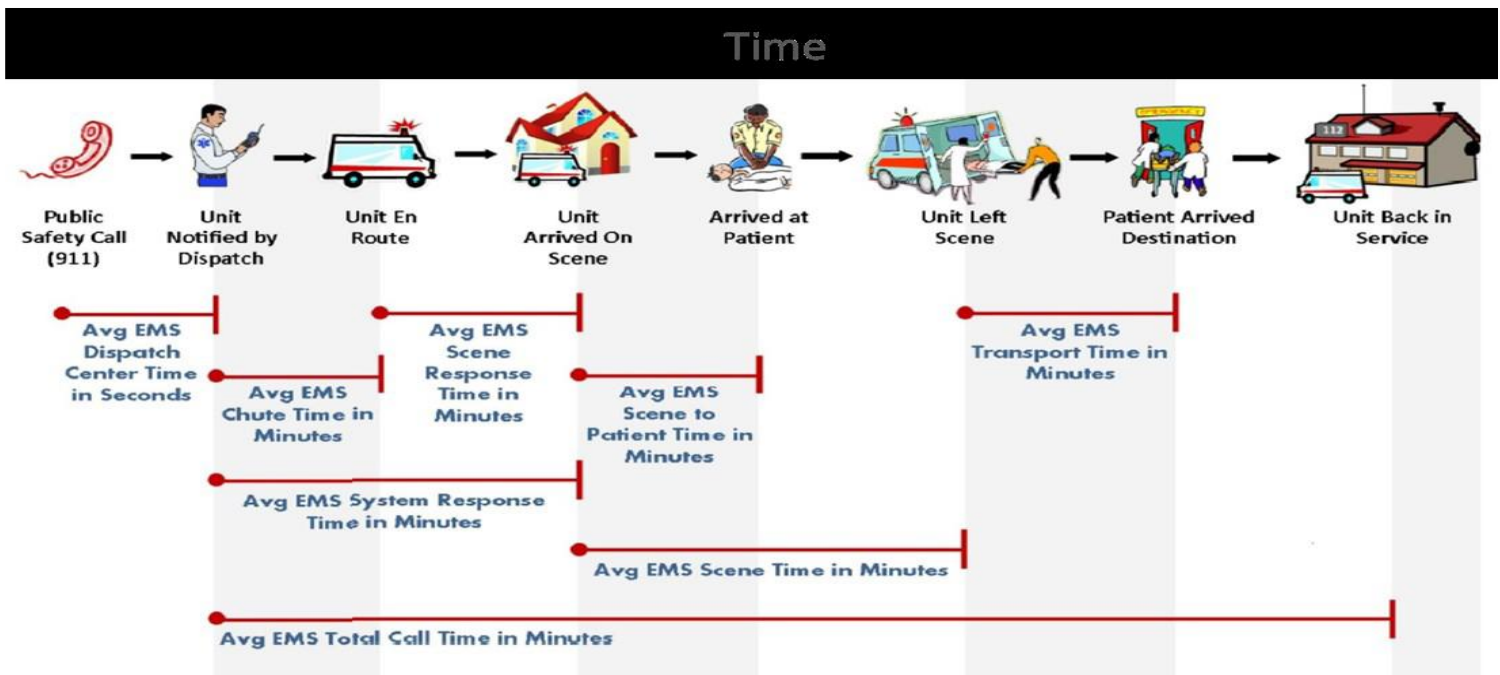
OVERALL AVERAGE TIMES

AVG Time Disp - Enroute	0:01:31
AVG Time Enroute- Arrival	0:05:38
AVG Time Disp - Arrival	0:07:08

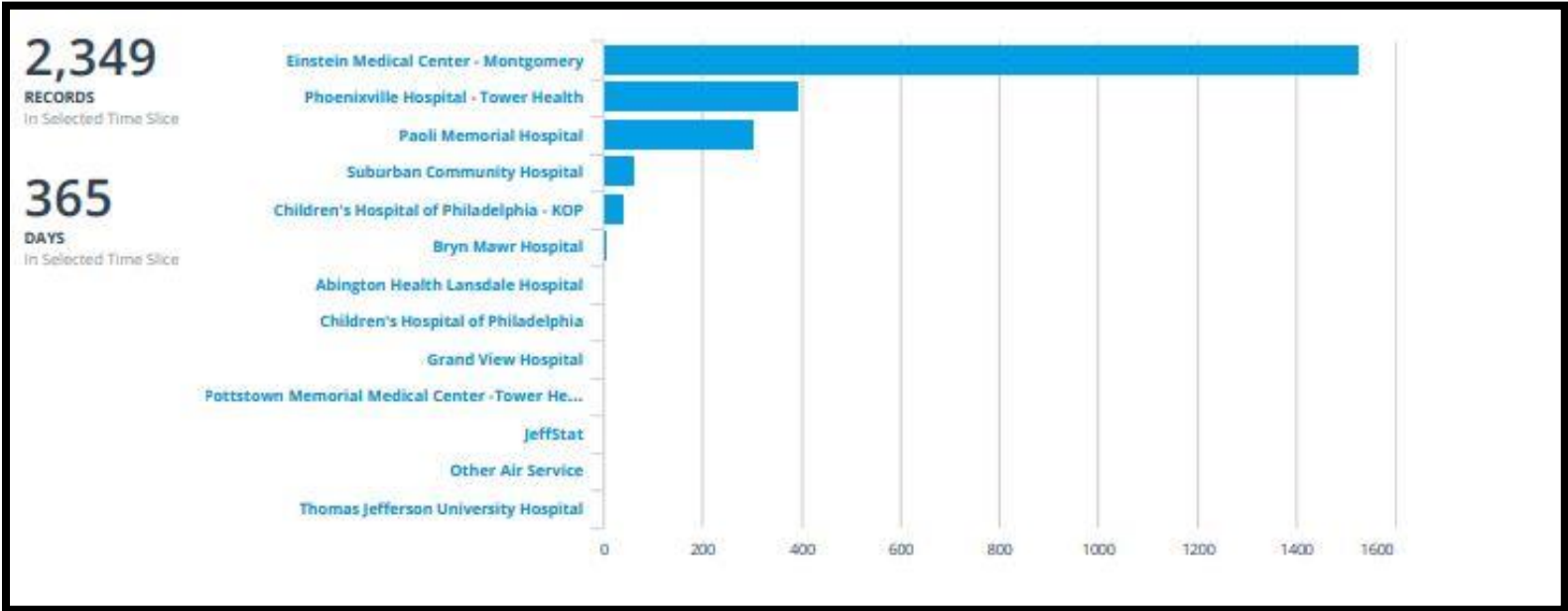
PRIORITY 1 CALL AVERAGE TIMES

AVG Time Disp - Enroute	0:01:15
AVG Time Enroute- Arrival	0:04:54
AVG Time Disp - Arrival	0:06:04

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



	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23	Total
Abington Health Lansdale Hospital		1			1									2
Bryn Mawr Hospital	2		2	1	1									6
Children's Hospital of Philadelphia										2				2
Children's Hospital of Philadelphia - KOP	1	1	2	5	6	3	7	5	4	5	3	2		44
Einstein Medical Center - Montgomery	115	97	122	122	142	121	132	139	129	129	140	138		1,526
Grand View Hospital			1									1		2
JeffStat								1						1
Other Air Service								1						1
Paoli Memorial Hospital	14	27	27	35	27	23	18	29	25	32	23	24		304
Phoenixville Hospital - Tower Health	37	27	33	30	36	28	44	26	30	36	32	37		396
Pottstown Memorial Medical Center - Tower Health	1								1					2
Suburban Community Hospital	12	4	2	2	6	5	4	5	3	1	5	13		62
Thomas Jefferson University Hospital								1						1
Total	182	157	189	195	219	180	205	207	192	205	203	215		2,349



2022 PATIENT DEMOGRAPHICS

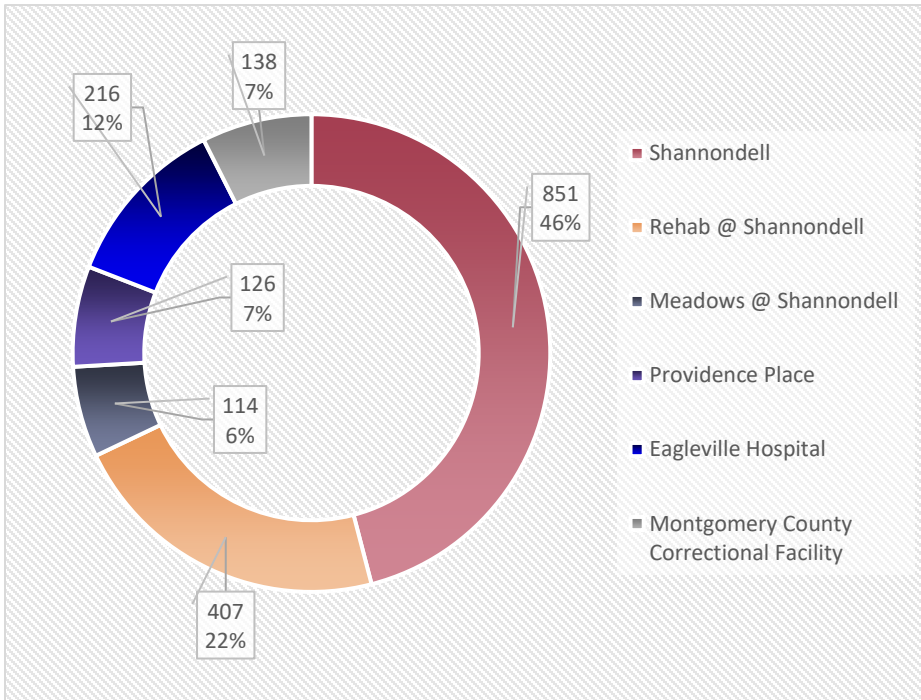
Top 10 Patient Complaints

Complaint	Number of Calls	% of Total Calls
Fall Victim (Non-Trauma)	757	21%
Chest Pain/Cardiac Emergency	437	12%
Respiratory Emergency	406	11%
Head Injury	289	8%
Motor Vehicle Collision(s)	228	6%
Altered Mental Status	225	6%
Subject in Pain	206	6%
General Weakness	177	5%
Seizure	132	4%
Stroke/TIA	129	4%

Patient Incidents by Location

Location Type	Total Incident	Total Patients
Assisted living center	221	221
Cinema / Theater	1	1
Doctor's Office / Clinic	27	27
Drug and/or Alcohol Rehabilitation Facility	182	182
EMS Provider (Ground)	11	11
Home/Residence	1937	1937
Hospital	1	1
Industrial Place	6	6
Nursing home	13	13
Other Specified Place	76	76
Place of Business	189	189
Place of Recreation/Sport	24	24
Police/Jail	132	132
Public Building	34	34
Recreation Area	9	9
Rehabilitation Center	376	376
Residential Institution	6	6
School	18	18
Street or Highway	234	234
Urgent Care	31	31
Wilderness Area	4	4
		3532

Facility Incidents by Location



2022 MEDICATION ADMINISTRATION

LPEMS carries a variety of medications used to treat patients. Patients may receive multiple medications or doses of medications 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 medication(s) given.

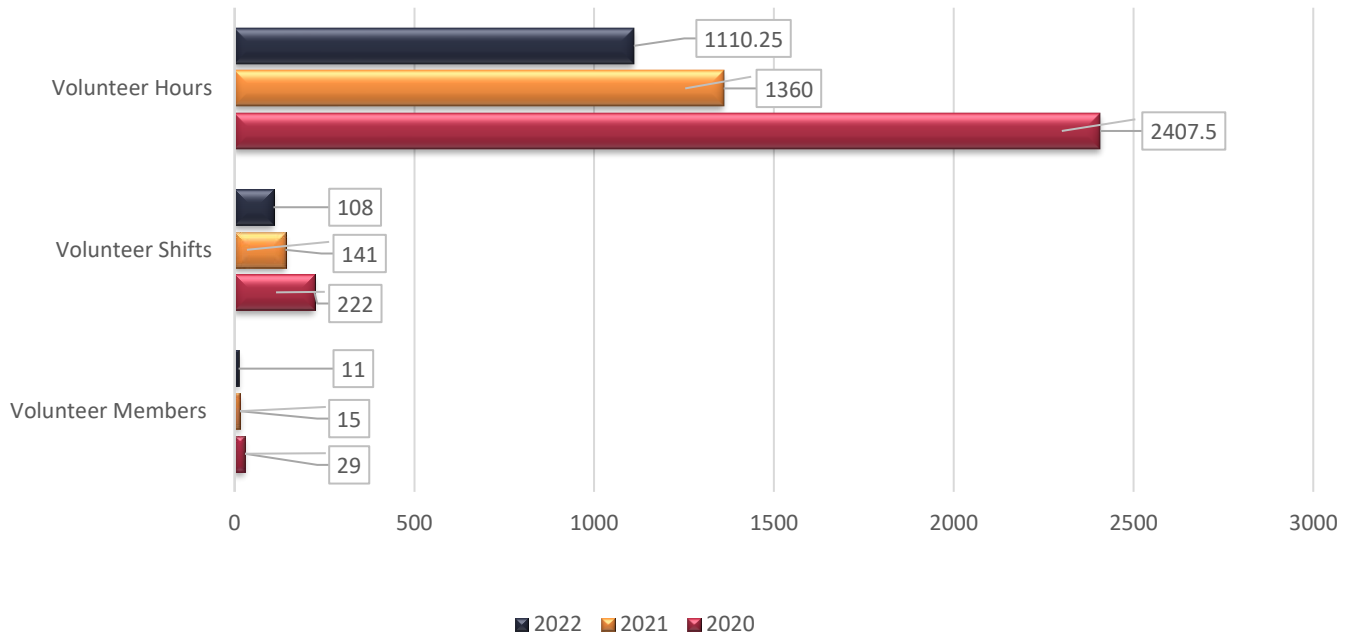
Medications Administered

Treatment Name	Total
Adenosine	7
Albuterol	30
Amiodarone	3
Aspirin	91
Ativan	14
Atropine	1
Benadryl	7
Cardizem	2
Cefazolin	1
Dextrose 10%	21
DuoNeb	37
Epi Pen	0
Epinephrine 1:1	7
Epinephrine 1:10	79
Epinephrine 1:100000	1
Fentanyl	21
Glucagon	1
Ketamine	0
Lidocaine	4
Midazolam	5
Narcan	31
Nitro Paste	3
Nitroglycerin	39
Ondansetron	51
Oral Glucose	17
Sodium Bicarb 8.4%	1
Push Dose Epi	1
Solu-Medrol	6
Toradol	3
Versed	8
Total	492



2021 vs 2022 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
2020	29	222*	2407.5*
2021	15	141	1360
2022	11	108	1110.25

***Due to COVID-19, LPEMS placed restrictions on non-certified members that were not approved Corpsman. From April 2020 until July 2020, Volunteers & Students were restricted from participation. ***



2022 ACCOMPLISHMENTS

“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

Placed into Service New Ambulance

New Medic 322-3 was delivered in the fourth quarter of 2022. This unit was designed with our new base model specification, and improvements suggested through surveys of the entire operational membership. Once it arrived, we reviewed it for compliance with our specification, before outfitting it with all the necessary equipment. It was inspected by the Montgomery County Department of Public Safety- EMS Division for certification before being placed into service.

Implemented Paperless Internal Tracking

LPEMS utilizes multiple platforms to maintain and store data. LPEMS has been transitioning into paperless operations and Patient Care Reporting for the past few years. It is our goal to be completely paperless by the 1st quarter of 2024. This year saw LPEMS move to paperless operational documents including Incident Reporting, Chore sheets, truck checks, etc.

Implemented New Narcotic Tracking Software

LPEMS implemented a new narcotic locking and tracking system. The new locks utilize fingerprint and Bluetooth connectivity along with GPS technology. Locks are GPS enabled and can be located using the management software. Software is also able to track real-time what lock and by which provider it was opened. This is a significant upgrade to old traditional locking systems.

Received Approval for Ketamine for Sedation Assisted Intubation and Pain Management.

The Clinical Care Committee through the Clinical Care Coordinator submitted to the Montgomery County MAC a proposal to upgrade the LPEMS utilization of Ketamine. LPEMS has been approved for the usage in Excited Delirium situations. With this approval if needed LPEMS Paramedics can utilize Ketamine for Pain Management and Assisting with complicated intubations.



2022 ACCOMPLISHMENTS



Added Venmo as Donation and Payment Option

In order to become more user friendly and accommodating LPEMS created a VENMO account. This payment platform allows the community to purchase T-shirts, provide donations, and even purchase their subscription with a safe and digital platform.



Held 1st Touch – A- Truck Event & Open House

In an effort to better engage with the community LPEMS held our first ever Touch -A-Truck event and Open House. This event was held to allow the community to engage with providers and our leadership team, see our equipment and engage in a positive manner, learn hands only CPR, and receive some goodies. This event was well attended and will serve as the model moving forward.



Added LPEMS Online Store

LPEMS via a new Marketing Specialist (Volunteer) developed a better social media footprint along with engaged in fundraising ideas. LPEMS now has an online store for purchase of Supporter T-Shirts and the New Popular Childrens Boo-Boo Crew T-shirts.



Placed New CO Meters into Service.

Through grant funding the Montgomery County Department of Public Safety was able to secure Sensit P100 Carbon Monoxide detection meters for all EMS agencies. LPEMS has placed these units into service with one being located on every 1st in bag to ensure crew and patient safety. This is the third grant funded distribution for EMS agencies with numerous recorded instances of these meters saving providers from danger.

GOALS FOR 2023



BUSINESS PRIORITIES

- Maintain current spending & budgetary constraint.
- Increase member satisfaction.
- Improve overall response times.



ADDED PRIORITIES

- Improve social media presence!
- Improve effectiveness of Clinical Care Committee
- Develop standardization of care.



Evaluate & Examine Sub Station Options

LPEMS prides itself on being a data driven and forward-thinking organization. Our data has shown that we have seen a significant rise in call volume in the coverage area of our Audubon Station. LPEMS will build upon the planning and discussions started in 2021. We will continue to coordinate with the Lower Providence Fire Department and Lower Providence Township to develop a joint plan for a potential New Joint Fire and EMS Station in the Audubon Section.

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.

Conduct Billing Company Review

EMS as an industry relies heavily on bills for services rendered and as such it is important to have a responsive and technologically advanced billing company able to ensure accurate and timely billing. LPEMS uses a 3rd party billing service and must ensure periodic reviews to ensure that the most effective service is selected.

Order Tablets for Patient Reporting

LPEMS has been evaluating the purchase of tablets for EMS usage for the past two years. We will be looking to implement a nearly paperless system with electronic signatures and forms for the completion of Patient Care Reports. This will allow more streamlined access to records and better completion times for staff.

Place Into Service New Unit 322-5

As part of our current Comprehensive Plan LPEMS has a replacement cycle for all ambulances. The First Quarter of 2022 saw LPEMS place the order for a new unit to replace our final van style ambulance with our new box style unit per our base specification. The expected delivery was in the first quarter of 2024, however due to cancelled orders our unit is now anticipated in the fourth quarter of 2023.

