

South County Emergency Medical Services

Monthly Update

November 15, 2014

The first four months of operation have proven to be very successful, with department members tackling the steep learning curve with enthusiasm, grace, and success. Recent deployment of state-of-the-art resuscitation equipment along with ongoing outreach programs in the last month alone, have helped to solidify our place as a member of the community.

As our position in the community and recognition for outstanding service continues, so does the enthusiasm for EMS providers from outside the agency to come work for South County EMS. In the month of October, seven new providers were sworn in, including five highly experienced paramedics with ties to our community. The addition of these EMTs will help assure staffing with experienced and motivated professionals. Staff members have also been on the front line of the recent Ebola updates and continue to represent the department at regional and statewide coordination efforts. Staff attend ongoing training events and the department has received a shipment of bio containment gear should the call to respond to a potentially contagious patient come.

On the equipment front, the first of two Lucas automated CPR machines have been deployed, putting us closer to the forefront of cardiac arrest resuscitation technology. The device, which automatically provides chest compressions to a patient in cardiac arrest, will not only relieve responder's physical exertion, but also provide more consistent and effective compressions and free up personnel to perform other life-saving duties. A training event was held at the South Deerfield Fire department and members of other local departments who are typically called to assist during cardiac arrests attended. Members of the press were also in attendance, and more information about the device and the training can be found in the Greenfield Record and Daily Hampshire Gazette.



To build strong community health and wellbeing, outreach beyond 911 response is crucial. South County EMS is in a unique position having emergency medical experts with extensive teaching and community based experience on staff, and we make it a point to bring our knowledge to many different organizations in our community in a variety of possible partnerships. In the month of October, the department as worked with the regional school system to coordinate their medication and first aid response as well as introducing CPR training into the classrooms. On October 26th South County EMS deployed an ambulance to the regional Emergency Dispensing Site drill and Flu Clinic to provide both EMS services and to interact with the public and participate in the emergency planning efforts. Staff instructors from South County EMS have also been working to recertify security personnel from local businesses and tourist attractions in CPR and First Aid, assuring that visitors to our community receive high quality medical care even faster than we can provide alone.

Behind the scenes South County EMS continues to streamline operations and practice good fiscal policies through continuous assessment and review of policies and procedures. Last month a Request For Quotes has enabled the department to review insurance billing operations to assure that our regional service is receiving the best service for the best value. These ongoing reviews are becoming increasingly significant as we start to enter budget season and we plan for the future.

Lastly, on the statistics front, South County EMS saw an average number of EMS responses in the month of October, with 85 calls for service resulting in 64 patient transports to the hospital with a little over half receiving Advanced Life Support (ALS) care. The average response time from the ambulance being dispatched to arrival at the patient's door has further decreased to 8min 5sec.

South County EMS continues to garner respect and admiration within the EMS community and is well respected amongst EMS providers. Our quick response of high quality medical care

provided by outstanding members is something we should all feel proud of. As a department we continue our growth and offer services to our community beyond just emergency response, and I speak for everyone when I say we hope to be a continued powerful resource for the health and wellbeing of the all people we protect.

Statistics:

For the first four months of operation (July - October), South County EMS responded to 343 calls.

Total Runs:	343
Transports:	253
ALS:	140
BLS:	113
Refusals:	79
Others:	10
Deerfield:	171
Sunderland:	92
Whately:	48
Greenfield:	19
Turners:	4
Conway:	3
Amherst:	4
Hatfield:	2

Average response time (from dispatch to arrival on scene) is **8:05**.

Respectfully,

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