

South County Emergency Medical Services

Monthly Update

January 15, 2015

December came with exciting news that our three towns received the Massachusetts Municipal Association Kenneth E. Puckard Municipal Innovation Award for the creation of South County EMS. The award, which recognizes the “dedication, commitment and ability to increase the effectiveness of local government by successfully implementing a unique and creative program,” will be presented at the MMA’s Annual Meeting in the later half of January. A delegation from the three towns will be present to accept the award. Let it be known that while the idea for our regional department started small, it has taken the continued enthusiasm and hard work of many individuals to make our department such a great and continued success. We have no doubt earned this recognition together.

South County EMS also received recognition in the form of a charitable donation from Yankee Candle Company. Annually Yankee Candle recognizes local public safety agencies and High School students by donating money for department needs and scholarships, respectively. This year South County EMS received a donation of \$3,000, which will be used to provide personal protective clothing for department personnel. Throughout the years Yankee Candle has been very generous to all of the local public safety agencies, and their continued support is greatly appreciated.

Out of the public spotlight, but just as important, South County EMS personnel have been providing required “Emergency First Responder” medical recertification to our sister agencies in our community. Working closely with South Deerfield Fire, Training Officer Jason Dorval has coordinated training and education events that best meet the needs and schedule of the fire department. The South Deerfield Fire Department, along with the other fire and police agencies in our three towns, readily provide equipment and personnel support during EMS calls, and we are happy to provide them with top-notch medical training to keep their department members fresh.

The holidays brought with them some staffing difficulties. Undeniably important family lives and unanticipated absences resulted in some tense moments when it came to scheduling in December. Thanks to some clever wheeling and dealing, and some happily paid overtime, our primary ambulance remained staffed 24/7. Additional staff members have since been brought on board and more are being recruited to relieve our existing members of the burden. It is important to remember that our second and third line ambulances are still staffed by the EMS call-force members who live and work in our communities, and their availability is not always guaranteed. While we have been very lucky to respond to second and third requested ambulances the majority of the time, we sometimes rely on “mutual-aid” from other agencies, just as they sometimes rely on us. In the world of Public Safety this is a very normal and anticipated occurrence, and is our way of helping out our neighboring communities on the infrequent occasions they are overtaxed.





As many of you may know, the towns are now entering “budget” season, a time in which we take a close look at our previous year’s operations and forecast for the upcoming fiscal year. For Emergency Medical Services, much of our operational and staffing decisions are based around the numbers of calls we’ve been requested for and our projected revenue from Insurance billing as a result. While the nuances of these statistics and insurance revenue percentages are too long to quickly summarize here, the large take home is that our anticipated

call volume and corresponding insurance revenue are right where we expected them to be at this point. We can thank the hard work and dedication of the South County EMS Board of Oversight for coming up with accurate and honest projections last year to base our budget off of.

Statistics:

For the first six months of operation (July - December), South County EMS responded to 505 calls.

Total Runs:	505
Transports:	359
ALS:	212
BLS:	147
Refusals:	120
Others:	26
Deerfield:	257
Sunderland:	141
Whately:	66
Greenfield:	24
Turners:	4
Conway:	6
Amherst:	4
Hatfield:	2
Ashfield:	1

Average response time (from dispatch to arrival on scene): **7:38**

Respectfully,

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