

South County Emergency Medical Services **Monthly Update**

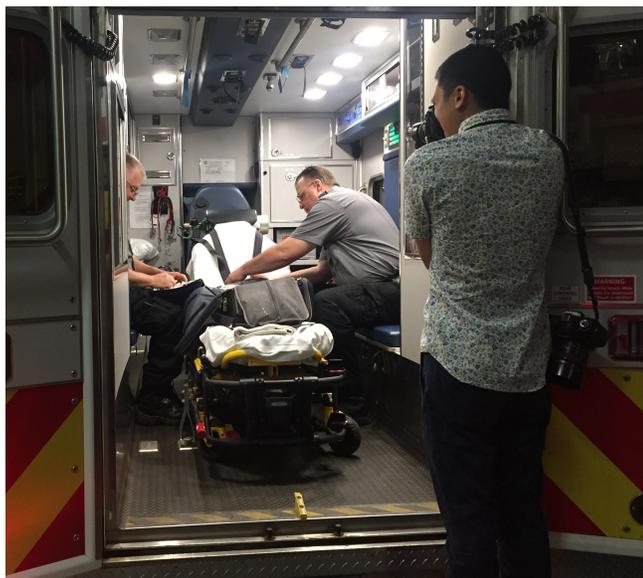
July 2015

As we wrapped up the end of the last fiscal year, South County EMS has been looking very closely at the data we have accumulated and is figuring ways to apply what we have learned in an effort to streamline and improve our service in the upcoming year. In the past 12 months our department has responded to 908 calls for service, which resulted in 427 ALS transports and 244 BLS transports. About 94% of calls were within our three members towns.

Marked by continued staffing difficulties, the decision was made to fill the two remaining vacant full time positions. With these positions now filled our staffing levels are brought up to the minimum required to operate one ambulance 24 hours a day, 7 days a week. The department had originally attempted to meet our staffing needs with part time employees to save on payroll expenses, but we found that doing so required spending considerable amounts of money in overtime and resulted in considerable employee burnout. With these final two positions filled we now turn our focus to the recruitment of local EMTs and call-staff members to fill our staffing needs for our second-due ambulance.

Fortunately the addition of these full time employees has no negative effect on our budget, as projections have been based on these minimum staffing models from the onset. The money that was saved in FY15 by not meeting minimum staffing needs was an area of much contention during the FY16 budget process. While the Towns of Sunderland and Whately approved our level funded regional budget, the Deerfield Finance committee was very concerned with the balance they estimated would exist from FY15. The significantly lower estimation of remaining money (approximately \$300,000) provided by South County EMS to the Deerfield Finance Committee proved in the end to be highly accurate, and is not considered an inappropriate amount of first-year rollover for a startup enterprise fund of our nature. After being certified and released, South County EMS anticipates using these funds to cover the anticipated increased expenses for FY16 and as a potential funding source for the building and renovation costs associated with finding a permanent home for the service.

The new fiscal year also marks the final stages of transition into our regional service. With a recent comprehensive state inspection and certification for another year, the last of our respective licenses are being transferred to South County EMS. As an appropriate and final gesture, all ambulances in our fleet will soon carry the South County EMS name and markings. Make sure to wave next time you see one of our crews go by!



As I've said before, many decisions made in the EMS field are based on data and the statistics and projections we take from it. Being only a year old, South County EMS still has relatively very little information to go on. What we do know is that our original estimations continue to be very close if not spot-on to where reality landed. That said, this is a living organization and it is commonly appreciated that a minimum of three years is needed to truly find patterns in the EMS field. Every day that goes by brings with it more experience with our one-of-a-kind department, and we continue to review how we operate and what it's costing. Entering into our second year, South County EMS is expanding programs to provide increased services to the public as well as bolster our own staff expertise. Training and education programs along with recruitment and moral campaigns are planned to strengthen our department from within and make it a better organization all around.

Thank you to everyone who has helped us achieve this stable, award-winning department, and who have continued to support us into year two. It's not hyperbolic to say that we have changed many lives because of our service, with multiple lives "saved" from cardiac arrest just recently. These people are alive today because of the 24/7 ALS ambulances we have brought to our community. This is unequivocally an amazing department, created by our community, for our community, and I speak for everyone when I say it's an honor to serve within it.

Statistics:

In the first six months of 2015 (January-June), South County EMS responded to 403 calls.

Total Runs (2015):	403
Transports:	312
ALS:	215
BLS:	97
Refusals:	62
Other:	29
Deerfield:	213
Sunderland:	113
Whately:	56
Greenfield:	9
Turners:	1
Conway:	6
Amherst:	0
Hatfield:	2
Shelb. Falls:	1
Bernardston:	1
Leverett:	1

Total Runs (7/1/14 - 12/31/14): 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): **7:11**

Respectfully,

Chief Zachary Smith, Paramedic
EMS Director
South County Emergency Medical Services
8 Conway Street
South Deerfield, MA 01373
Phone: 413.665.1400 ext 120
ZSmith@town.Deerfield.MA.us