



# AdaCountyParamedics

We're in it for Life!



## Annual Report

### 2013

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# Message from the Director

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“This past year has been a time of tremendous agency growth. We’re excited for what comes next.”

Thank you for taking the time to read Ada County Paramedics 2013 Annual Report. The past fiscal year has been highlighted by many positive transformations and continual department and employee growth.

After many years of discussion, and with the support of seven surrounding Emergency Medical Services (EMS) agencies, we've signed into action the Joint Powers Agreement (JPA). This agreement creates the collaborative environment to operate EMS within Ada County as a single system, providing operational efficiency, cohesive training and enhanced integration of emergency responses. JPA will permit the seven agencies, including fire departments and districts from Boise, Eagle, Kuna, Meridian, North Ada County Fire and Rescue, Star and Ada County Paramedics, to share resources and create system-wide practices. Oversight of this process is provided by the JPA Board, which is made up of elected officials from each jurisdiction. Decisions reached by the board require a unanimous vote, ensuring the needs of every agency are met.

Apart from activating JPA this year, Ada County Paramedics also converted two existing ambulances to Bariatric units. These vehicles allow us to transport patients whose weight is a barrier for traditional ambulance transport. Our Bariatric units are available 24/7 by request, in centralized Ada County locations. Another highlight from this year was the purchase and installation of Stryker PowerLoad Gurneys in each of our ambulances. These specialized gurneys provide the highest level of patient and employee transfer safety available in our industry. This past year has been a time of tremendous agency growth and we're excited for what comes next. -Darby Weston, Director

# Giving Back in 2013

Ada County Paramedics

We're in it for Life!

One of the values Ada County Paramedics upholds is humanity—we demonstrate this value to our community in an effort to enrich the lives of others and make a difference.

## Ada County Paramedics Association

The Ada County Paramedics Association is a core group of Ada County Paramedic employees who manage an account with monthly funds pooled from employees' own paychecks. The funds are used solely to make our community and others' lives better—through in-kind donations, financial help and public education and aid.

### Toy Drive

Each December Ada County Paramedics holds a toy drive. Once toys are collected, Ada County Paramedic employees meet at a local hospital on Christmas Eve and deliver gifts to children who are hospitalized during the holiday season.

### SueB Run

Ada County Paramedics helped to coordinate a fun run benefitting the Women's and Children's Alliance- a local organization that sheds light on domestic abuse and provides help to those who have endured it.

### Battle of the Badges

Ada County Paramedics Association funded ingredients for 6 gallons of "Code Blue" chili for a chili cook off. Proceeds from the event, which invited fire, police and other emergency services personnel to battle for the winning chili title, benefitted Alzheimer's Idaho.



# Giving Back Cont.

## St. Baldricks Foundation

Each year Ada County Paramedics employees participate in the St. Baldricks Foundation fundraiser. Employees help fund finding a cure for childhood cancer by shaving their heads for donations.

## Alive for 175

Ada County Paramedics often supports events that bring awareness to child abuse. In 2013 the event we selected was Alive for 175, where we compiled a team of cyclist to power a radio station solely by "peddle power" for 175 hours.



## Emergency Medical Services Week

In 2013 Ada County Paramedics celebrated EMS Week by parking one of our ambulances inside the Boise Towne Square. We used this week to celebrate the men and women of EMS and to bring awareness to bike safety. We partnered with Saint Alphonsus Hospital to give away free bike helmets.



## Other Ways We Made a Difference

- Employee-funded donations to the family of a child fighting cancer
- Employee-funded donations to a seriously-injured patient's family
- Employee-funded shelter donations for cold-weather clothing
- Employee-funded donation to a critically-injured fellow EMT in Council, Idaho
- Employee-funded donation to a local family who lost a child
- Meals on Wheels participation
- Employee-funded donation for Cyber Bullying event
- Partnership with the Family Advocacy Center and Education Services organization

# Public Education

Ada County Paramedics continued to lead the community in its' commitment to public education in 2013.

## Sidewalk CPR

In 2013 Ada County Paramedics held a "sidewalk CPR" course that was free to the public. We were featured in the Idaho Business Review's "Good Works" section for teaching nearly 100 people this life-saving skill at the Western Idaho Fair.



## School Visits

Ada County Paramedics was invited to 12 schools and/or childcare facilities in 2013. During these visits we teach children what paramedics do, how some of our medical devices work and we let them tour our ambulances.



## The Beat Goes On

In partnership with a local hospital, we taught about 100 people how to potentially save someone's life with hands-only CPR.



"Public education is one of the important ways we serve and interact with our community."

-Director Darby Weston

# Public Education Cont.

## National County Week

In 2013 Ada County Paramedics participated in the "National County Week" celebration. During this county-wide event, we handed out bandaids & VitalRide Ambulance Membership information and gave the public a peek inside our ambulances. Our Special Operations Team also demonstrated their building-rappelling skills from the top of the Ada County Courthouse and our Tactical Medical Team displayed their equipment and answered questions about their team.



## Car Seat Checks

Ada County Paramedics offers free car seat checks to ensure the children in our community are safe in transit. Our certified Car Seat Technician inspected 58 car seats in 2013 to ensure the seats' position and angle were secure.



## Kid's Fair

Ada County Paramedics was invited to attend the Kid's Fair in 2013. At the event, we interacted with hundreds of children and their parents. The Kid's Fair was a great way for us to teach children what paramedics do and that they do not need to be afraid if they encounter us during an emergency. During the event, we invited children to tour the inside of our ambulance and taught them about some of the medical devices inside the vehicle.



# VitalRide Ambulance Membership

At Ada County Paramedics we know emergencies can be expensive. But we *never* want that to hinder someone from calling 911 in an emergency. That's why we started the VitalRide Ambulance Membership program. Members can rest easy knowing when they call 911, after insurance is billed, they'll owe us **nothing** for ambulance transport. And, if members don't have insurance or insurance won't cover it, the most they'll ever pay us is \$100 per incident—even if the ambulance bills are thousands of dollars. Plus, one year of VitalRide only costs \$60 *and* it covers the entire household.

## VitalRide Member:

Larry I.

## Billed For:

Emergency Ambulance Transport

## Total Ambulance Bill:

\$997.00

## Amount His Insurance Paid:

\$392.69

## Amount We Waived:

\$604.31

## Amount He Owed Us as a VitalRide Member:

\$0

## Testimonials

"The best part of it's got to be the money savings. [It helps you] plan for unexpected emergencies."

-Larry I., Boise

"It's crazy if you don't have it!"

-Molly G., Boise

"I can rest easy knowing if I call 911 I won't have to worry about the bill."

-Lindsey R., Boise



**Total VitalRide Sales: \$88,870.00**



# Community Paramedics

Ada County Community Paramedics continue to lead the Mobile Integrated Healthcare revolution in our state. In 2013 the Community Paramedics (CPs) worked to strengthen stakeholder partnerships and move the program forward to improve patient outcomes, decrease overall healthcare costs and help patients find appropriate resources post hospital discharge.

## Patient Visits

We conducted 67 home visits with patients in 2013. Fifty-one of these patients were referred to us through system partners including Ada County field Paramedics, the Ada County Sheriff's Office, Meridian and Boise Fire Departments, Garden City Community Clinic, and the Mobile Crisis Unit. The remaining 16 patients were referred from St. Luke's Hospital System.

## Ada County Employee Flu Vaccination Clinic

Our CP department contracted with the Ada County Benefits department in 2013 to administer seasonal flu vaccines to Ada County employees. The CPs scheduled times to visit each department within the county, making it easier for employees to protect their health with the vaccine. Our goal was to increase flu vaccine rates by 5% over the previous year—but by offering a mobile clinic, we were able to increase vaccinations by 12%.

## Involuntary Mental Hold Pilot Program

In 2013 we also began developing a program to test the effectiveness of Community Paramedics performing in-field medical clearance examinations. These exams would allow area Law Enforcement officers to transport patients, who have been placed on an involuntary mental hold, directly to a psychiatric facility rather than to the Emergency Department (ED). If approved, this program could decrease overall healthcare costs and ED bed-hour usage by these patients.

## Qualis Health Reporting

In 2013 Qualis Health, which is the Quality Improvement Organization (QIO) contractor for the state of Idaho, selected the Ada County Community Paramedic Program as a report topic to submit to the Center Medicare & Medicaid Services.



## Other Updates

Formed the Ada County Community Paramedic Liaison and Advisory Council

Signed a contract with St. Luke's to work directly with the hospital's Care Transitions Program

Renewed our Direct Observational Therapy contract with Central District Health to assist with Tuberculosis patients as needed

The CP System-Wide Field Referral Program was developed in 2013 to allow EMS and system partners to refer patients, encountered in the field, who may benefit from CP patient care coordination.

# Operations



## General Operations

As a department we take our responsibility to our patients and taxpayers seriously. Our ambulances are staffed to match 911 calls by hour of the day and we ensure ambulance availability as additional emergencies arise.

## Special Operations Team

The Ada County Paramedics Special Operations Team (SOT) provides high-angle rescue services throughout Ada County. The team trains monthly and is proficient in handling dangerous rescue situations safely and efficiently.



## Tactical Medical Team

Another of our specialty teams, the Tactical Medical Team (TacMed) was very busy in 2013. TacMed responds with Boise City and Ada County Sheriff's SWAT teams. TacMed provides medical advice for SWAT commanders concerning hostages, suicidal subjects and medication overdose situations, as well as providing for officer safety.



## Ada County Paramedics

We're in it for Life!



## Event Coverage

Ada County Paramedics provides "standby" event coverage to a variety of community events. Our current clients, including Boise State University, the Boise Music Festival and the Western Idaho Fair (just to name a few) trust us to be their on-site paramedic team. We care for injuries as minor as sprains, to more serious issues like heart conditions. Cost to provide these services is recovered through receipt of event coverage fees we charge via contract.

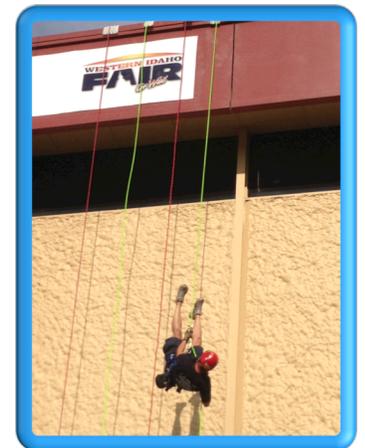
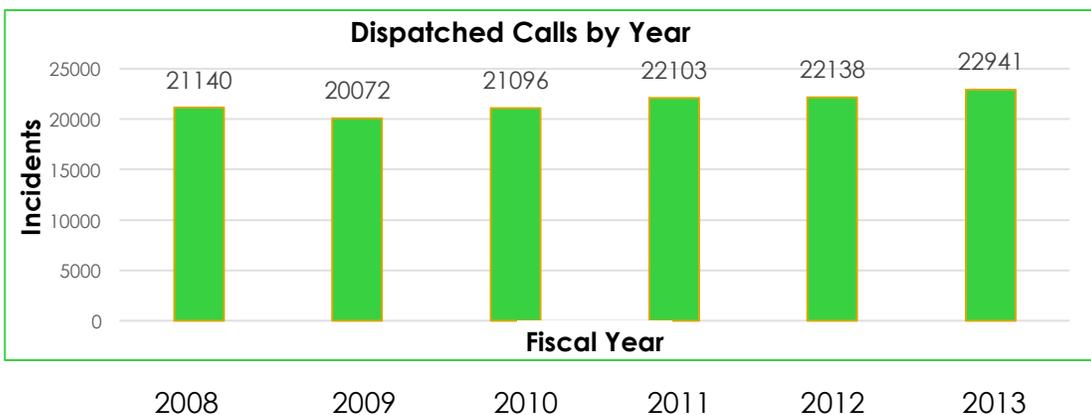
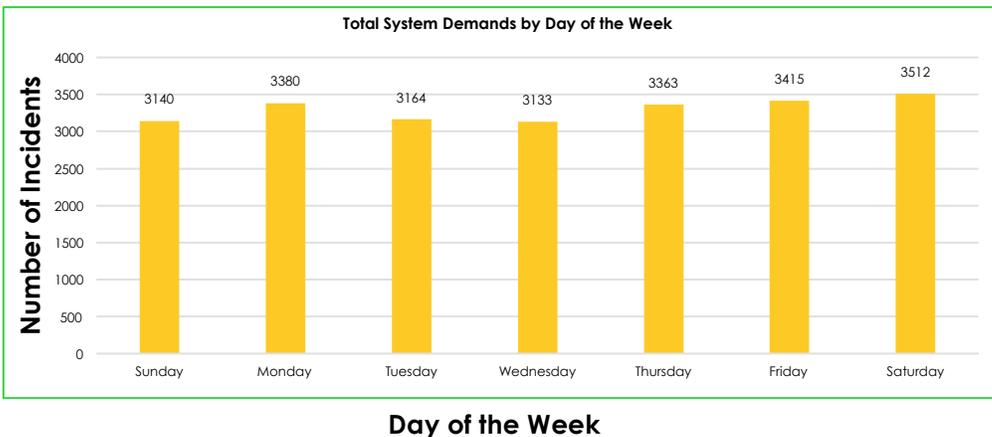
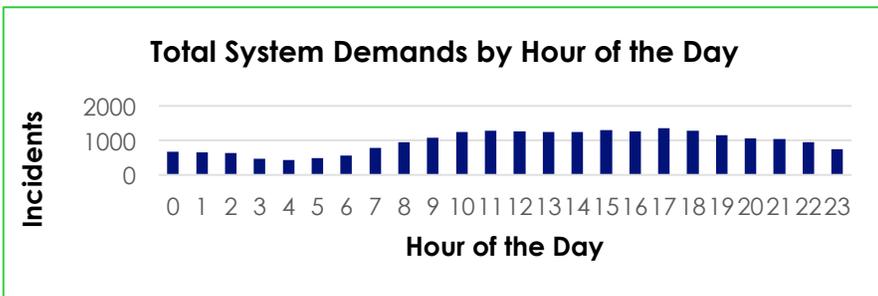
# Operations Cont.

## Lucas 2

This year we saw the addition of a life-saving device called "Lucas 2." The Lucas 2 provides mechanical chest compressions. Recent studies show the single most important thing to do during cardiac arrest is to perform uninterrupted chest compressions (CPR). This battery-powered device can provide 45 minutes of chest compression on a single battery. We currently have four of these devices deployed by field supervisors.

## Supervisors

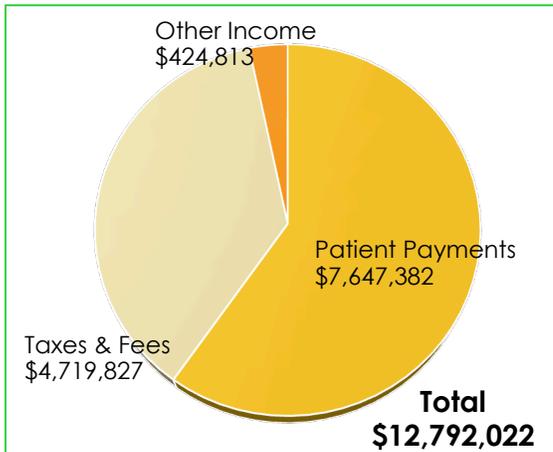
Our field supervisors have an awareness of the 911 system's status at all times. Supervisors are dispatched to all cardiac arrest, unconscious patient, vehicle extraction accident, aircraft accident, structure fire and hazardous materials calls. In addition, supervisors manage field staffing and logistics as well as larger scenes where fire and police supervisors may be present.



# Operations Cont.

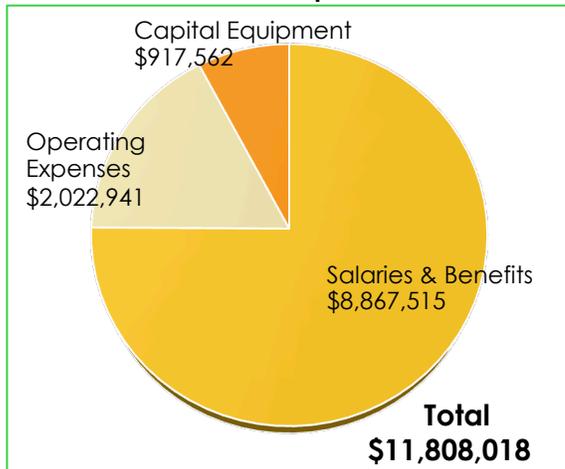
## Top 10 Incident Types

Revenue for FY 2013



Clinical Impression	Number of Patients
Traumatic injury	4776
Generalized Weakness	1718
Abdominal Pain/Problems	1186
Behavioral / Psychiatric Disorder	1182
Chest Pain / Discomfort	1127
Pain (Non-Traumatic)	1117
Altered Level of Consciousness	1094
Respiratory Distress	993
Seizure	770
Syncope / Fainting	685

Expenses for FY 2013



Patient Age Breakdown

Age	Patients	%
0-9	554	2.8%
10-20	1381	7.1%
21-30	1750	8.9%
31-40	1853	9.5%
41-50	2266	11.6%
51-60	2701	13.8%
61-70	2596	13.3%
71-80	2352	12.0%
81-90	2920	14.9%
90+	1183	6.0%
<b>Total</b>	<b>19556</b>	<b>100.0%</b>



Director Darby Weston stands next to a Stryker Power Gurney.

## Operational Facts

Total Patients	23,354
Total Ambulances	14
Ambulances Staffed/Day	9-12
Crew Staffed/Ambulance	2
Number of Stations	13
Number of Employees	127

## Power Lift Gurneys

In 2013 we outfitted our entire ambulance fleet with Stryker PowerLoad Gurneys. Not only do these gurney systems provided greater patient and paramedic safety, but they lift automatically. One of our goals is to eliminate repetitive lifting for our crews, which will cut down on job-related injuries and extend the careers of our providers.

## Bariatric Units

This year, we also converted two existing ambulances to Bariatric units. These specialized ambulances allow us to transport patients whose weight has been a barrier to traditional ambulance transport. These units are available 24/7 by request in centralized Ada County locations.

# Education Department

In 2013 Ada County Paramedics continued to expand its Education Department in the number of instructors and worked towards solidifying a long-term partnership and educational strategy with Idaho State University.

## Department Expansion

In 2013 Ada County Paramedics conducted an instructor methodology course and hired several more instructors to aid in Ada County Paramedics training activities. Ada County Paramedic Chris Ehrman was also brought on as the Emergency Medical Services Educator in June. Additionally, after holding a paramedic hiring exam in the same month, five additional paramedics were hired.

## Idaho State University Partnership

Ada County Paramedics formed a long-term partnership with Idaho State University (ISU) to conduct and instruct its Paramedic Science program. In 2013 the Committee on Accreditation for the Emergency Medical Services Professions (CoAEMSP) completed its mandatory site visit and found our program to be in compliance with the committee's standards for national registry, state written exam results and retention. Ada County Paramedics instructors design the curriculum for and teach the courses to enrolled students who are interested in making paramedicine their careers.





## Ada County Paramedics Mission

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Provide an innovative, effective and efficient emergency medical services system to safeguard and enhance the health and quality of those we serve.

## Ada County Paramedics Values

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Humanity Integrity Trust Excellence Stewardship



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